

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



Sydney Women's Counselling
Centre

Annual Report

2021/22

CONTENTS

About Us	3
Foreword from the Chairperson	3
Social Model of Health	4
Trauma Informed Care.....	5
Empowering Women (Client Comments)	7
Services	8
Trauma Counselling	8
Counselling and Case Management Programs	8
Changes to our programs in 2021-2022	12
Our Clients.....	13
Socio-Economic Status and Disability.....	13
Ethnicity and Age.....	14
Presenting Issues	15
Government Health Goals	16
Objectives and Activities	16
Achievements in Health Outcomes 2021-2022	16
Partnerships & Supports	19
Formal Partnerships	19
Community and Service Provider Network Committees	20
Performance & Quality	21
Evaluation.....	21
Quality Assurance.....	23
Service Statistics & Reports	28
Service Figures for 2021-2022.....	28
Governance & Structure.....	30
Sydney Women's Counselling Centre Board of Management.....	30
Organizational Structure	30
Financial Reports	31
Financial Report 2021-2022.....	31

Sydney Women's Counselling Centre

From the Chairperson

I would like to start by thanking the dedicated and remarkable Sydney Women's Counselling Centre staff. Each year brings new challenges for Centre, and our clients. You constantly rise to meet those challenges. Your care for our clients drives our ability to ensure all women are empowered and supported in our community.

The last twelve months remained a period of significant change, as COVID again meant the Centre needed to suspend face-to-face services, then bring clients and staff safely back to our Campsie premises, moving to offering both online and in person services. It is incredible to note this was done with minimal disruption to client care. We also adjusted to new funding environments, and increased service needs, which continue to impact women across the state.

As you will see in this report, our General Mental Health, Alcohol and Other Drugs, and the Domestic & Family Violence programs have been at full capacity for most of 2021-2022. With over 350 clients at the Centre, and requests for counselling exceeding that number, demand for our services has remained at even higher than usual levels. I note that the Centre continues to provide support to waitlisted clients where they can, especially during crisis situations.

During this period, Centre conducted 8,484 clinical service actions, including 3,593 Counselling sessions conducted across all programs.

The Case Work Program continues to be industry leading, with 97 clients provided dedicated assistance in navigating housing and financial support, as well as legal and court matters relating to domestic violence and family law. Additional funding from PHN as well as unrestricted donations from the

community ensured the program could continue this year, achieving the outcomes it has.

Importantly, the Centre is also able to demonstrate that clients at the Centre had 334 children under 18 in their care who received an indirect service through their mother's counselling. Our approach to case work, and integrated counselling, ensures that these children are considered as part of the services provided for their mothers.

The Centre continues to achieve outstanding results according to the key performance metrics associated with each program, and reflected in client comments provided in our Annual Report. I am particularly proud of how each comment demonstrates the impact of the vital services the Centre provides, from ensuring someone realises they are not alone in managing their trauma, to being part of a journey of healing and transformation.

Looking ahead to the next year, ongoing funding is vital in ensuring we can continue to provide accessible and low cost or free services.

The Centre has begun working more closely with philanthropic communities and seeking unrestricted funding to ensure we can meet our strategic goal, which is to *grow sustainable, relevant and effective women's health services which meet the needs of our community*.

Sustainability lays at the heart of the Centre's new Strategic Plan for 2022 – 2025.

We would like to acknowledge the support of Women's Health NSW in examining current core Government funding and the impact of years without increases to match the

inflation, service costs and most importantly, service needs.

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 ongoing financial assistance and Dulux, as our first corporate donor, who provided a much needed facelift for the Centre.

Finally, I want to acknowledge the incredible leadership of our Manager, Margherita Basile, Assistant Manager, Sonya Finlayson and my Board colleagues. Your dedication and knowledge know no bounds and we are richer for having each and every one of you as part of the Centre.

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 28 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).



"Finding this Centre has been a godsend. I have suffered domestic violence for many years and seeing a counsellor here with its beautiful surroundings has given me hope of a brighter future. This service is needed for healing"



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 28 years.

Some Client Comments 2021-2022

"This is a great assistance that this Centre has provided with my psychological symptoms and uncovering my traumas. I can feel free because of my counsellor's hard work and perseverance with me even when there were time constrictions. The counselling has eventuated in my finding better circumstances for my life to be lived, not missed. Thank you from my heart"

"This has been different from other counselling. There has been a better understanding of how to help me through my circumstances and knowing what strategies are able to help me and are best for me"

"So we are at the end of my counselling....what a journey it has been, highs, lows, real lows, great, sad, crying and happiness, hard work and development. Now I am a renewed woman ready to take the next chapter in her life.....thank you. I have had counselling before with a few different people throughout my life but this round has defined me and evolved me. I found that this relationship we built together and respect for each other has helped me achieve what I wanted in my life at this stage. I realized I needed help to cope with stress and crisis and once we started there were more and more layers to peel from my past and my present that had to be dealt with, confronted and find a way to start healing from. Now I am healing and confronted my demons I can see so clearly that I was holding back in my life, the food addictions, not living to the fullest I could be. I was afraid of a lot of things that did not make sense. I had no trust in any living being, was not content with myself or the life I was leading.... I was not going anywhere, I just existed. Now I see everything to live for and look forward to. I had every door closed by choices that didn't make sense to me and now I have opened nearly every door. As a child I felt like I was trapped in a glass box completely closed, all I could do is see through it and watch other people's lives. I was stuck in a cycle of self-unawareness, self-loathing, hate, anger, bingeing, blame, shame, disgust and long life imprisonment. Jailed in my own mind, my thoughts, in my body that I did not want to own or know. My body and my mind were never mine and were always controlling me. Everything was a living lie and I was trapped in my own mental torture. Somewhere deep down I knew that this was not normal. This journey of healing and rediscovery of myself and my past and present has been better and more amazing than I could have ever imagined it would be. I never ever thought I was fixable or worth fixing until my counsellor showed me I am. My counsellor helped me break the glass box and set me free to discover the world and discover who I am and now I love who I am and I want to be in the world. Now I know how to make my own decisions and be confident in my decisions, I have control of my body and my mind and my actions. It's hard to write goodbye but it's time for me to go on my own. Thank you for being part of my healing and transformation"

"I have a better understanding of my childhood abuse/neglect/trauma and how it has influenced my adult relationships and that I am not alone"

"This Centre is a wonderful and vital service for women in NSW. Discussing this service with friends and family interstate, they 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 wait lists or are unaffordable. This is a godsend and much appreciated"

Our Services

Trauma Counselling

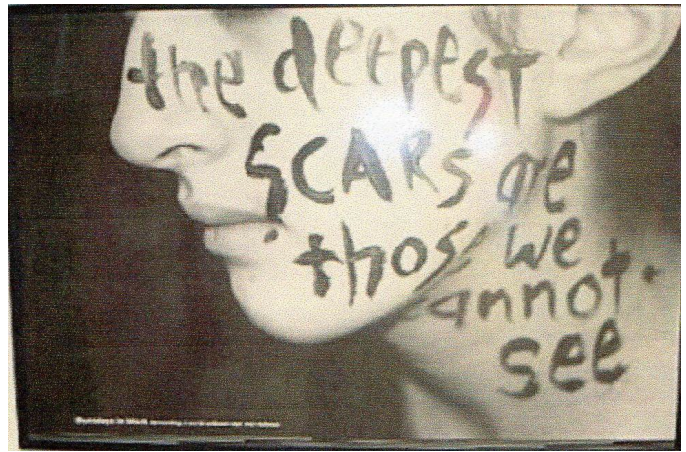
All programs at the Centre work from a **Social Determinants of Health and Trauma Informed Care framework**. Counselling across all programs is **trauma sensitive**.

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 didn't know what I would have done without this support during lockdown . It has been extremely stressful and support with my issues has been invaluable and potentially life saving ...Thanks"

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

Wonderful service focused on recovery which takes time after long term trauma and violence. I am so grateful this is not another counselling service 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."

Our Services in 2021-2022

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

The second year of lockdowns saw staff working from home for the second half of the year. The Centre did re open to face to face counselling in Feb 2022, with about 50% of clients returning to onsite counselling while around 50% opted to stay online. All counsellors returned to the workplace but some are still working from home 1 or 2 days/week utilizing online facilities for those clients who still are unable to come to the Centre.

Overall service provision experienced minimal disruption, and the administrative systems, both in service provision and Centre operations have come back to pre-covid procedures.

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 456** across the counselling programs. **258** requests for were diverted at the front desk to other agencies. **41%(1051)** of those clients were seeking help around D&FV.
- There were **198 Intake Assessments** conducted and **351** clients engaged in counselling at the Centre in 2020-2021.
- Clients at the centre had **334 children under 18 in their care** who received an indirect service through their mothers counselling.
- There were **3,593 Counselling sessions** conducted across all programs.
- General Mental Health, Alcohol and Other Drugs, and the Domestic & Family Violence programs have been at **full capacity** most of the year.
- **Brief Interventions** numbered **332**. There were **117 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 is a increase in clients who are in counselling for 2 years. This is in alignment with the usual 2year counselling term cycle, with around 40% of clients having completed counselling during towards the end of the year
- This year at survey time, overall, **34%** of clients were in counselling for less than 1 year and **66%** were in counselling for over 1 year.
- **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.**
- **142** clients referred elsewhere were seeking counselling associated with Mental Health.
- **105** 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 2021-2022

Case Work/Case Management

Over the last 5 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. Monies from a generous donation from the Honour Trust were allocated to this program to extend its life until February 2022. This year funding was received from the CESPNN which has further extended the program till November 2022. SWCC continues to seek sustainable funding for this program to continue

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,.

97 clients (20 Adults and 77 Children) received case management with a total of **1574n** 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.
- Counsellors continued to provided 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 2021-2022 counsellors across all programs provided **2650** occasions of case work activities.

“This kind of Centre should be in every community in Australia”

“Frequent long-term non- judgmental trauma informed counselling is hard to find and childcare next door is helpful “

“This Centre is a wonderful and vital service for women in NSW. Discussing this service with friends and family interstate, they 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 wait lists or are unaffordable. This is a godsend and much appreciated”



Group Program in 2021-2022

Resources continue to be inadequate to run a group program in the Centre. There were no SWCC onsite/online group programs in 2021-2022

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 were again invited to do an online training session to Lifeline, this year regarding Domestic and Family Violence/Sexual Assault. This continues to be a great opportunity to further disseminate information about the use of the gender lens in consideration of these significant issues and the impacts 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 to present to Headspace about the services at SWCC with particular focus on mental health and D&FV
- SWCC was invited to do an IWD Presentation for the CESPHN
- Trauma Informed care facilitation for LCWHC
- SWCC participated in several sector Forums
- There were no groups for clients conducted at the Centre in 2021-2022

Health Promotion:

Although SWCC does not usually do health promotion activities as a primary function, we still continue to participate in WHNSW sector wide projects "In 2021-2022 WHNSW Health promotion team ran a social media "16 Days of Activism" campaign to increase awareness and prevention of D&FV



Information Sessions in 2021-2022

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.

Local Committees 2021-2022: Activities were also limited due Covid-19 restrictions. Many of the usual opportunities to participate in information sessions/events were mostly online and once again due to covid restrictions in 2021 the Canterbury Bankstown DV Committee did not proceed with planned

One e Stop Shop Information session
White Ribbon Activities

Canterbury Bankstown DV Committee continued to meet online with some intermittent face to face meetings re starting in 2022



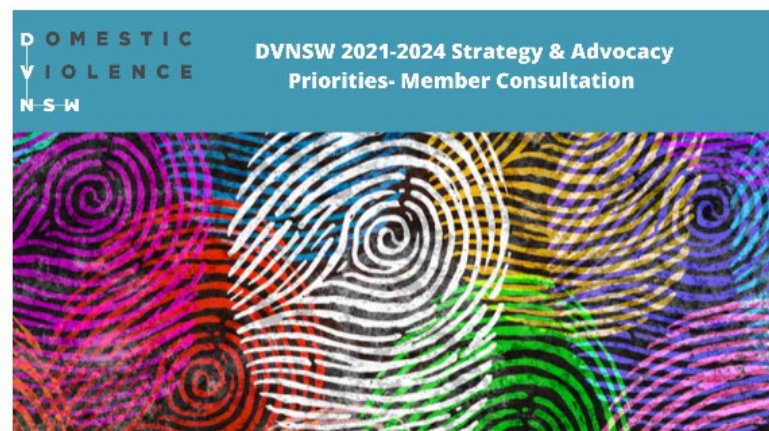
Sydney Local Health District (SLHD) DV committee was on pause during 2020-2021. Online meetings have resumed in 2022

The Women's AOD Clinical Care committee also paused activities for a while and have now also resumed



Consultations 2021-2022: SWCC participated in several online consultations including:

- Trauma Super Conference
- DV NSW Conference
- Inner City DFV Forums
- Meet Your Neighbor
- Inner City DFV Forums
- WHNSW Managers Forums
- ARC Research
- The Royal Commission and Women's Mental Health : Challenges and opportunities Forum Women's Alliance VAW (9 Point Plan)
- DVNSW 2021-2024 Strategy & Advocacy Priorities Sector consultation
- Restorative Justice
- Inner city domestic and family violence forum Connect and Collaborate
- Connecting NADA members forum: Perspectives from the frontline 'COVID-19 and lockdown' insights from NADA member services across NSW
- WHNSW National Plan VAW Forum
- Working with Police for Best Outcomes for Clients Working with Police for Best Outcomes for Clients(DVNSW)
- Canterbury Local Member (Sophie Cotsis) and CESPNN:CALD Mental Health consultation
- PHN & SLHD Future Health Planning Forum
- PHN :Domestic and Family Violence training for GPs and Allied Health
- Neami Head to Health Pop Ups
- Sexual, domestic and family violence Survivor Advocate Program (RDVSA:Full Stop)
- Voices Of Change (the Office of the Advocate for Children and Young People-)
- NADA Member forum: Key concerns and shared experience of practice in the current environment
- WHNSW Strategy meeting
- Jodie Harrison (MP) Parliament House
- CB Council (masterplan)



Social Media in 2021-2022

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-235037913339703/>

Instagram



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



Read Margherita's comments in the article below:



Changes to our programs in 2021-2022

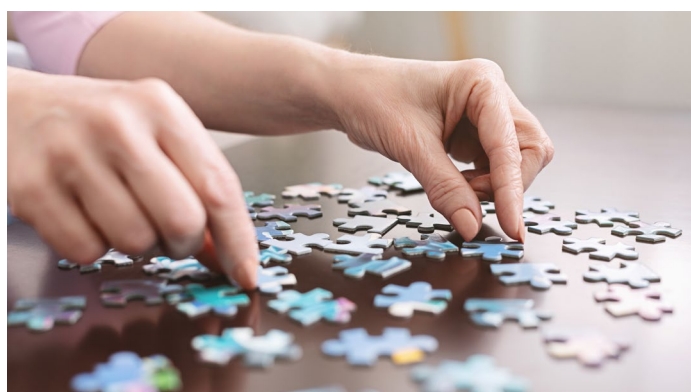
A lasting impact of Covid 19 on service delivery at SWCC is the establishment of online services which will continue to be offered into the future for clients who are unable to access onsite services due to Covid-19 factors, physical health, geographical and family issues.

- Long lasting Covid-19 pressures on society are causing increased anxiety, mental health and D&FV issues requiring SWCC staff to respond with a significant increase in brief intervention and crisis work additional to regular ongoing counselling case loads
- Overall Increased expenses in particular in technology costs which eat into our core funding are a concern with no appropriate increase in core funding to cover these additional expenses.
- The demand for counselling and casework continues to increase and organizational referrals to SWCC continues to increase with each year that passes
- Incidental casework as part of counselling has always been part of the counsellor's work with clients at SWCC. However increasingly over the years as mainstream services have been streamlined/cut, the need for practical assistance through casework activities as increased exponentially and has added extra time burden on counsellors and has often disrupted the counselling process..
- In response to the demand for critical casework , SWCC has developed a casework program (3days/week) funded through a small PHN grant and donations which operated in conjunction with the counselling program and has yielded significant outcomes for clients who were assisted to better meet their practical needs while maintaining/strengthening their emotional/psychological capacity through a truly client focused, trauma informed integrated program.
- Additionally, the casework program relieved some of the pressure from counsellors around required casework who were then more available to focus on counselling demands.

Adequate funding to meet the demand for service continues to be the biggest challenge. SWCC needs more counsellors and caseworkers. As in previous years we are unable to intake many requests for counselling as the service is very often working at maximum capacity and wait list are closed.



"This Centre is a wonderful and vital service for women in NSW. Discussing this service with friends and family interstate, they 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 wait lists or are unaffordable. This is a godsend and much appreciated"



SUPPORT THE CALL TO ADEQUATELY FUND WOMEN'S HEALTH IN NSW

VISIT:

www.fundwomenshealthnsw.com



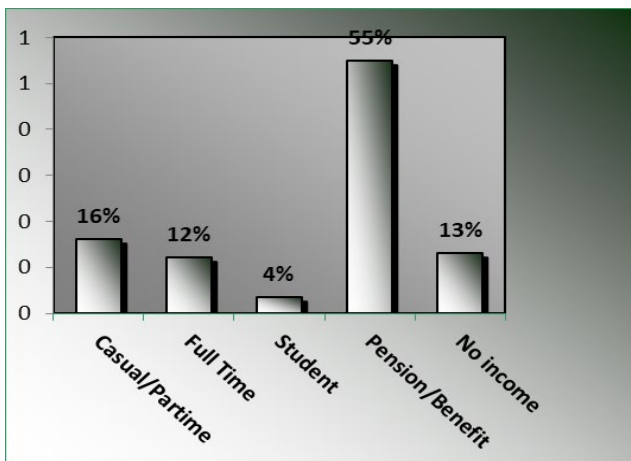
Our Clients

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

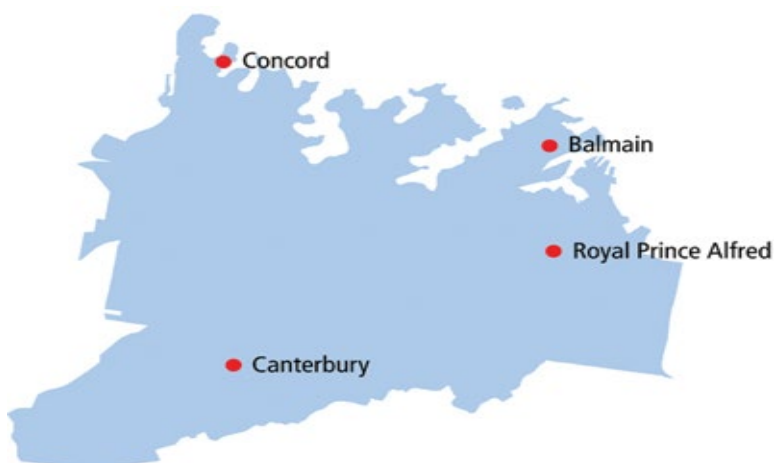
In 2021-2022: The target population for Sydney Women's Counselling Centre is marginalized women who are socially disadvantaged, who have poor health status and/or inequitable access to health services.

In 2021-2022: **55%** of clients were on a pension/benefit. **13%** had no income, **16%** had only casual work and only **12%** were in full time employment



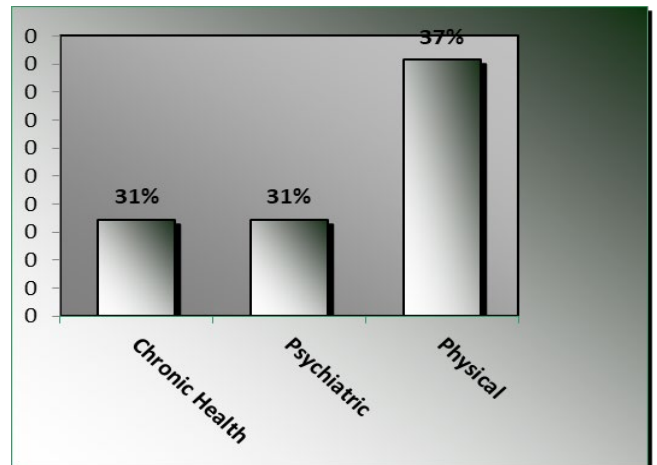
Sydney Local Health District

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



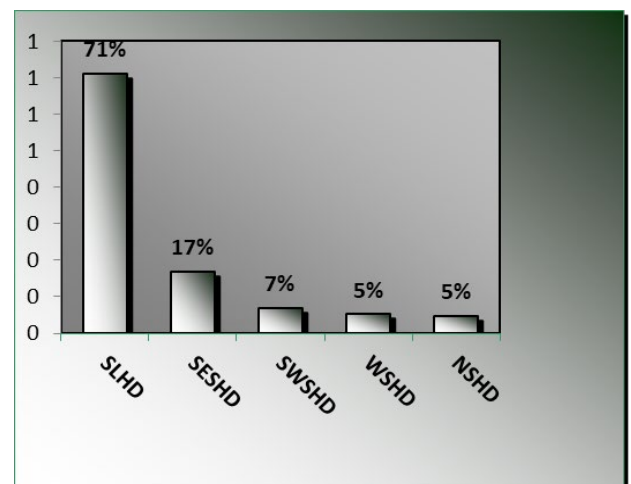
Disability

In 2021-2022: Disability issues were again widespread across all Centre programs. Mental Health/psychiatric disability issues comprised **31%**. Chronic health (31%) and Physical health issues remained the most prevalent at around 37%.



"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"

"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"



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 2021-2022

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%**

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

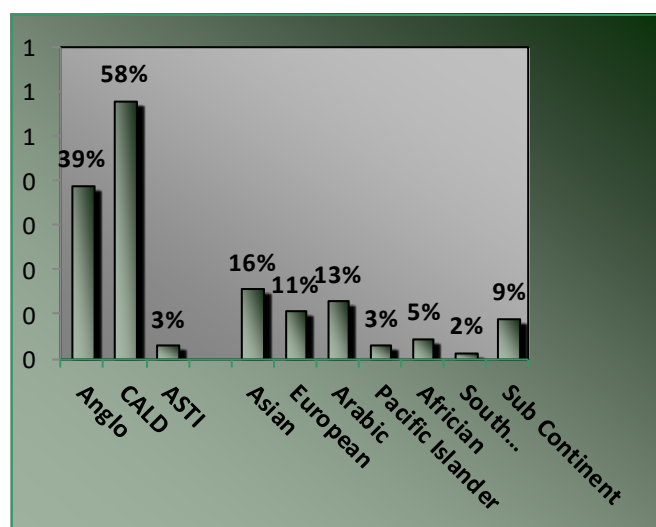
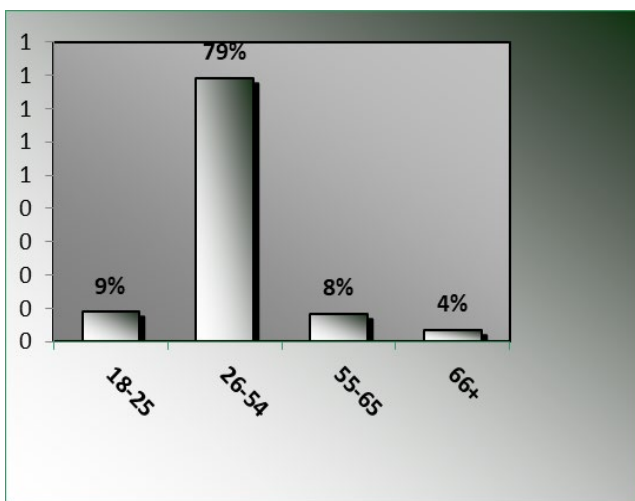
Aboriginal and Torres Strait Islanders clients: **3%**.

Age

In 2021-2022

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%**



"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 life's challenges. Lightens my soul. I am very grateful

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

Presentations /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 2021-2022:

Overall The Primary Drugs of Concern this year were **Alcohol (50%) Ice (46%)**

For clients **still using** at the commencement of counselling the primary drugs of concern this year were **Ice (53%) and Alcohol (44%)**, These figures are consistent with the current drug use trends and of particular note is the increase in Ice use, up by 5% on last year in the AOD program.

For clients **in Recovery** at the commencement of counselling the primary drugs of concern this year were **Alcohol(61%) and Ice (33%)**,

Overall,(active use and in recovery). The primary drug of concern in 2021-2022 was **Alcohol at 50% and Ice coming in a close contender at 46% for all clients in the AOD program**

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

Across all client presentations these figures remain consistent with the spread in co-occurring issues in previous years. Results reflect the complex nature of our clients.

Domestic and Family Violence in 2021-2022:

83 % of clients attending counselling at the Centre had a current or past DV issue.

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.

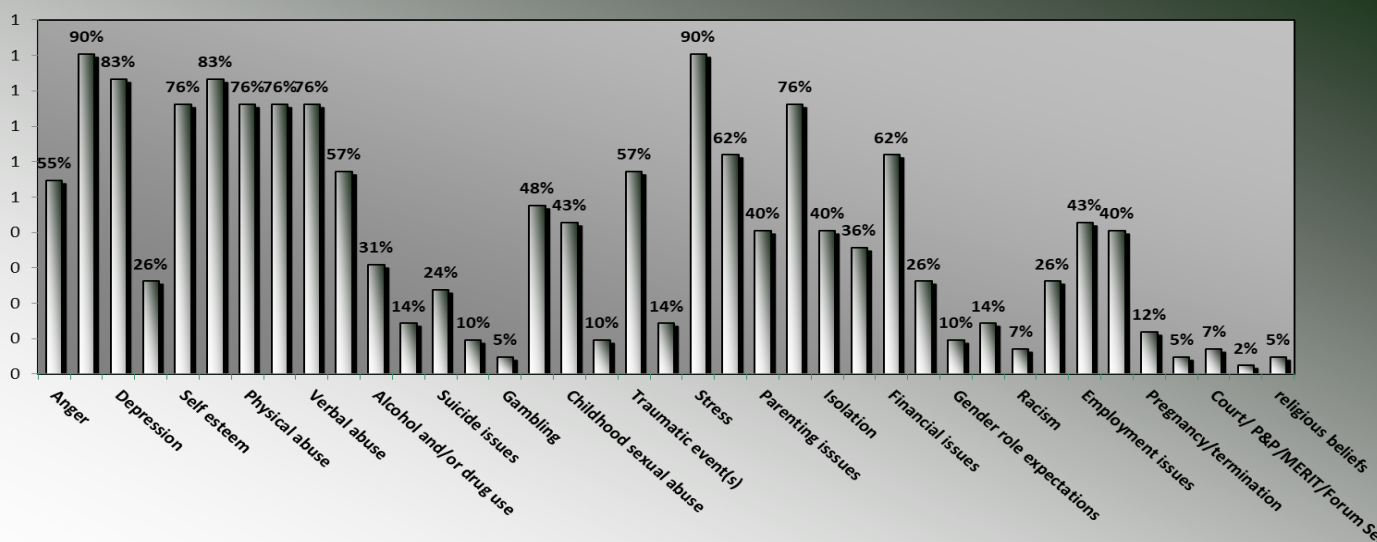
Many clients also report that coercive control continues long after women leave abusive relationships (both physically and non-physically abusive relationships).

In 2021-2022

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 (90%) Domestic Violence (83%) and Depression (83%)** are the most prevalent issues. (**Physical (76%) Emotional (76%) Verbal (76%)**)
- Overall **57%** of clients identified the occurrence of **traumatic events**
- Child Sexual Assault** was disclosed by **43%** of clients and childhood abuse including **neglect** was present in **48%** of clients
- Self- Harm (14%) and Suicide issues (15%)**.
- Self- esteem (76%), stress (90%), Relationship (76%) and family (62%), financial (62%), Housing (26%) and employment (43%) issues were reported. Physical health issues were co-occurring in 40% of 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 2021-2022

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

"Finding this Centre has been a godsend. I have suffered domestic violence for many years and seeing a counsellor here with its beautiful surroundings has given me hope of a brighter future. This service is needed for healing"

"This service has been such a lifeline for me and it is life changingI am so grateful"

"I have been coming to counselling for about a year and have been dealing with a lot of things ...home , work, relationships. I didn't know what to expect but now that I am here I can say that having someone to talk to in a therapeutic setting has been very helpful. I was able to explore my negative thought patterns and actively work through my memories. I feel I am a better person because I have a better understanding of my triggers and how to move on from my past and live a more positive life"

"I have been seeing my counsellor for a while now and she is absolutely amazing in supporting me in my recovery from DV. I could not have coped with life ,children and family court without her support. There are really no words to describe how grateful I am"

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.

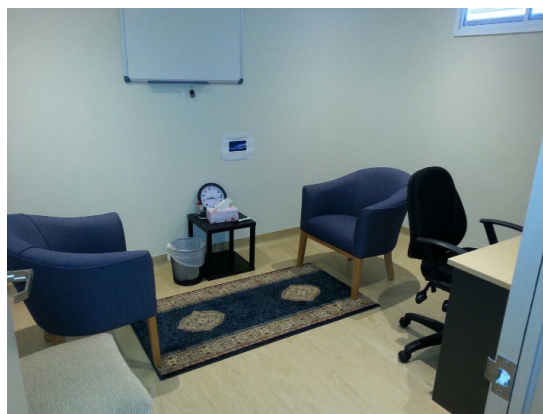


Mandated clients (MERIT/DCJ) have help

- 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 2021-2022

- **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.



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



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



Women's Alcohol and other Drug Services Network

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.



Central & Eastern Sydney PHN working together through funding casework and counselling



ARC Cashless Linkage Research Project In 2021-2022

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 2021-2022

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**
- **DV Sector**
- **WHNSW**

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 2021-2022

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 were again invited to do an online training session to Lifeline, this year regarding Domestic and Family Violence/Sexual Assault. This continues to be a great opportunity to further disseminate information about the use of the gender lens in consideration of these significant issues and the impacts 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 to present to Headspace about the services at SWCC with particular focus on mental health and D&FV
- SWCC was invited to do an IWD Presentation for the CESPHN
- Trauma Informed care facilitation for LCWHC
- SWCC participated in several sector Forums and contributed
- There were no groups for clients conducted in 2021-2022



Consultations 2021-2022:

SWCC participated in several consultations

- DV NSW Conference
- Inner City DFV Forums
- Meet Your Neighbor
- WHNSW Managers Forums
- ARC Research
- The Royal Commission and Women's Mental Health : Challenges and opportunities Forum Women's Alliance VAW
- DVNSW 2021-2024 Strategy & Advocacy Priorities Sector consultation
- Restorative Justice
- Inner city domestic and family violence forum Connect and Collaborate
- Connecting NADA members forum:
- WHNSW National Plan VAW Forum
- Working with Police for Best Outcomes for Clients (DVNSW)
- Canterbury Local Member (Sophie Cotsis) and CESPHN:CALD Mental Health consultation
- PHN & SLHD Future Health Planning Forum
- PHN :Domestic and Family Violence training for GPs and Allied Health
- Neami Head to Health Pop Ups
- Sexual, domestic and family violence Survivor Advocate Program (RDVSA:Full Stop)
- Voices Of Change (the Office of the Advocate for Children and Young People-)
- NADA Member forum: Key concerns and shared experience of practice in the current environment
- WHNSW Strategy meeting
- Jodie Harrison (MP) Parliament House
- CB Council (masterplan)
- Crime Prevention Command Consultation
- WHNSW State-wide Forum
- D&FV Consultation with Police
- DV Sector Forums
- Introduction and information exchange meeting" with Domestic and Family Violence Support Section Family Visas Branch | Immigration Programs Division

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)

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 2021-2022

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)

K10 Scores 2021-2022

SWCC Centre Totals		Sessions					
K10	Initial	10	20	50	75	100	
Average Score	42	19	17	8	6	5	
% Improvement from Initial		16%	58%	76%	83%	90%	

DASS21 Scores 2021-2022

DASS21		Sessions					
DASS21	Initial	10	20	50	75	100	
Average Score	46	17	17	10	6	4	
% Improvement from Initial		63%	62%	79%	86%	91%	



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

In 2021-2022

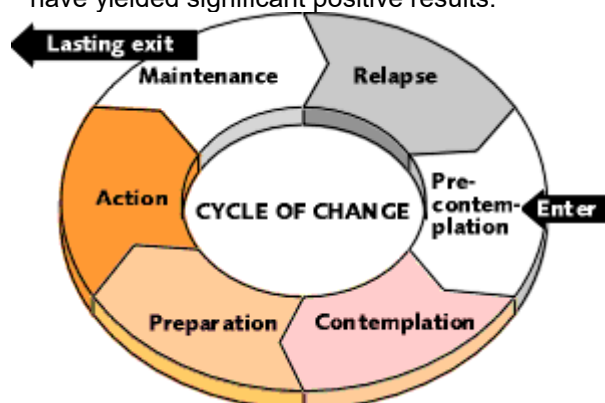
Across all clients in the AOD program both **Harm Reduction and Relapse Prevention** have yielded significant positive results.

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.

63% of clients in recovery reported counselling helped significantly with their Relapse prevention.

50% of clients in active use reported that counselling significantly help them reduce their substance use.

Both Harm Reduction and Relapse Prevention have yielded significant positive results.



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 2021-2022

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.

2021-2022 Survey	Improved Significantly
Psychological Improvements	
Improved Understanding	93%
Improved Self Esteem	81%
Improved Assertiveness	74%
Improved Confidence	83%
Improved Problem Solving	71%
Reduce Unhelpful Behaviours	67%
Manage Depression Better	74%
Manage Anxiety Better	79%
Manage Relationships Better	81%

2021-2022 Survey	Improved Significantly
Empowerment Improvements	
Improved Capacity to Engage in Work/Study	74%
Improved Parenting Skills	90%
Manage Financial Situation Better	52%
Manage Overall Health Better	67%
Be Less reliant on Meds/Hospital Admissions	24%
Feel Safer from Violence	86%
Engage Better with Social Supports	67%
Engage Better with Service Supports	69%
Better Overall Sense of Wellbeing	86%

2021-2022 Survey	Improved Significantly
D&FV Specific	
Improved Understanding of D&FV	88%
Improved Understanding of the Impacts of D&FV on Yourself/Children	89%
Improved Level of Safety for Yourself /Children from D&FV	81%
Helped You to Leave an Abusive Relationship	68%
Helped You Seek Police Intervention for D&FV	45%
Helped You Engage with Other F&DV Services	68%
Helped Manage Your Life Better After Leaving D&FV Relationship	81%

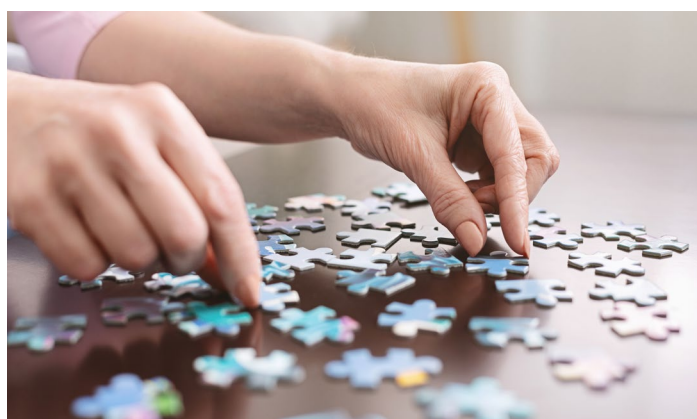
2021-2022 Survey	Always
Trauma Informed Care	
Feel Safe in the Centre	93%
Feel Safe expressing yourself	79%
You trust that your privacy and confidentiality is respected	93%
You could trust your counsellor/caseworker's knowledge and experience to help you achieve your goals	83%
Your counsellor caseworker worked constructively with you	90%
You and your counsellor/caseworker worked together as a team	86%
Your counsellor /caseworker provided options and resources for you to choose from	76%
Your counsellor/caseworker helped you gain the confidence to make decisions and take action yourself	86%

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
79%	19%	2%

Satisfaction with the Service



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. The next external accreditation audit is due in Nov 2022

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

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



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 Trauma

Additionally, counsellors have training in working with addictions and mental health issues.

Professional Development

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 2021-2022:

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.

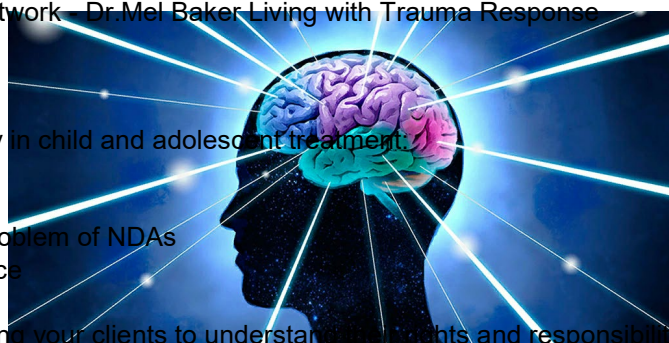
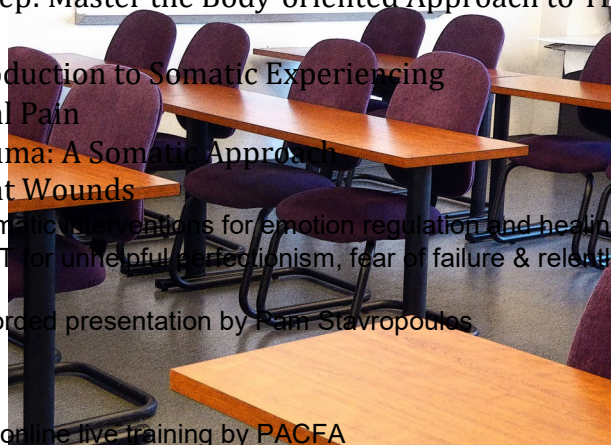
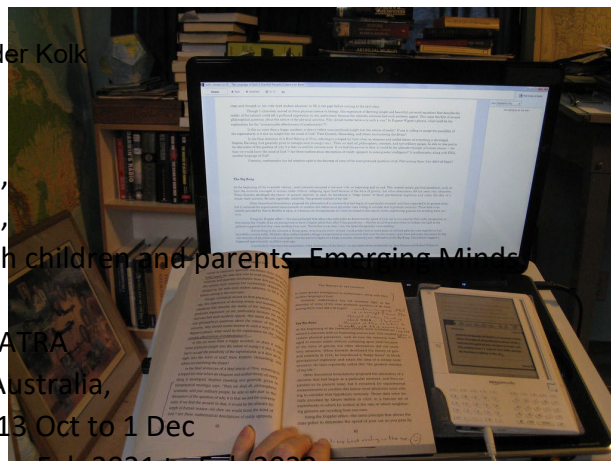
During lockdown Staff/Clinical meetings were conducted via zoom to ensure that staff remained connected to the team. The monthly Staff/WHs and clinical meetings resumed being face to face in Feb 2022.

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

In 2021-2022

SWCC Staffing Training included:

- Multicultural D&FV Workshop
- Suicide Prevention Course
- Motivational Interviewing
- Double Whammy
- Sexual trauma dissociation wise mind webinar
- Mindfulness wise mind webinar
- Schema therapy course online
- Phone counselling
- Body keeps the score online training with Bessel Van der Kolk
- Quit Smoking 1 day training run by NADA
- Tapping skills online training
- IDT (Interactive Drawing Therapy) Training, Unit 1,
- IDT (Interactive Drawing Therapy) Training, Unit 2,
- Using an intergenerational lens when working with children and parents - Emerging Minds
- Trauma-informed Care, CCWT,
- Transitioning to Telehealth and Online Therapy, TATRA
- Transitioning to Telephone Counselling, Fullstop Australia,
- Psychodynamic Psychotherapy Training, Weekly, 13 Oct to 1 Dec
- Compassionate Inquiry Training, Weekly, Year Long, Feb 2021 to Feb 2022
- Digital Seminars PDP: COMPLEX TRAUMA: KEY POINTS AND 'MUST KNOWS'
- Webinar - Why Anger Management Often Doesn't Work - Richards Trauma Process
- Peter Levine's Somatic Experiencing, Step by Step: Master the Body-oriented Approach to Trauma and Stress Disorders
- PDP Working with What the Body Knows: Introduction to Somatic Experiencing
- PDP Addressing the Emotional Roots of Physical Pain
- PDP Releasing the Body from the Bonds of Trauma: A Somatic Approach to Healing Abandonment Issues and Attachment Wounds
- TRAUMA AND THE BODY: Practical application of somatic interventions for emotion regulation and healing.
- NEVER GOOD ENOUGH: An introduction to using ACT for unhelpful perfectionism, fear of failure & relentless self-criticism
- Tuning in and Zoning Out: Engaging Dissociation Recorded presentation by Pam Stavropoulos
- Post-Traumatic Growth Summit
- It's time to talk consent webinar by Legal Aid NSW
- Mindfulness, Self-Compassions and the Grief Journey online live training by PACFA
- PACFA: Live online training Connective Tissue: The Psychosomatic Matrix
- Positive Wellbeing & Cross Cultural Response to Grief
- MHPN Inner West Sydney Women's Mental Health Network - Dr Mel Baker Living with Trauma Response to Deep Recovery
- Therapeutic Depth in Online Space
- Gottman's Model of Repair in Relationships
- Playing and Technology: Intersubjective Choreography in child and adolescent treatment
- MHA online: Positive Psychology & Happiness
- Wisemind: ACT therapy training / Dr John Boorman
- Insight Exchange, the dilemma of disclosure and the problem of NDAs
- MHA online: EFT - updates to the Science and Evidence
- MHA online: Brain Architecture
- Legal Aid NSW, COVID-19 Public Health Orders: Helping your clients to understand their rights and responsibilities
- MHA: Schema Focused Therapy, The Basics
- RDVSA: Breaking Barriers, transitioning to tel counselling for Practitioners
- MHA: Keeping our Kids Alive, Supporting Parents of Suicidal Children
- Wisemind: Advanced Trauma Therapy, Dr Janina Fisher
- Wisemind: EMDR 1 & 2
- MHA: Psychological First Aid
- Child Protection NSW Health
- DV Alert Training
- Traumatic Brain Injury, UTAS
- Counselling Transgender Clients



Service Statistics

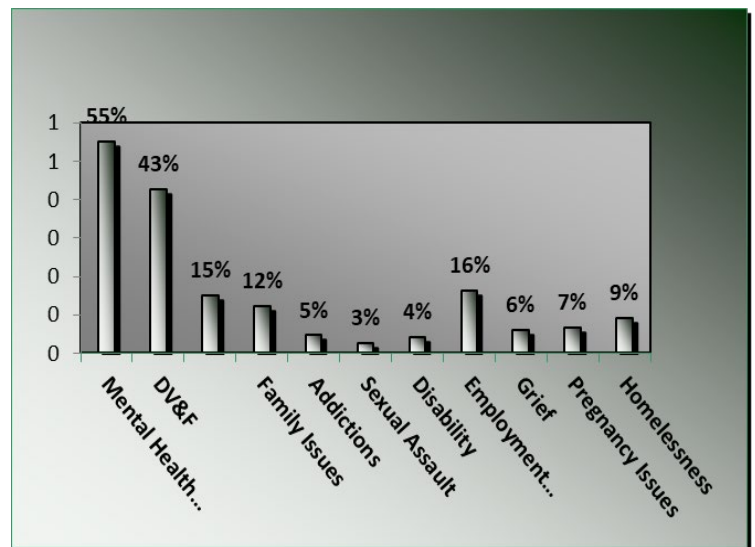
Service Figures for 2021-2022

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

- **57% (258)** requests for service were referred out without an intake. **Up 8% from last year**
- **43%(105)** of those clients were seeking help around D&FV
- **55%(142)** of those clients were seeking help around Mental health issues

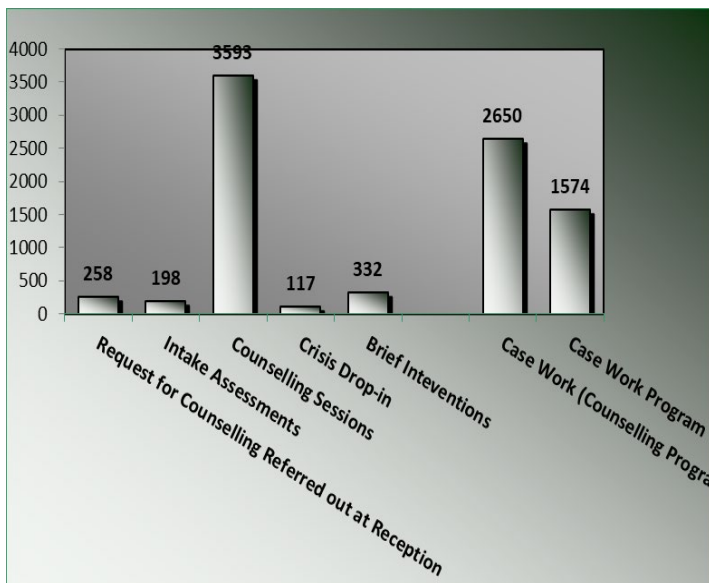
As in previous years, wait lists have been closed periodically throughout the year.

Front of House - Referrals Out



SWCC Counselling and Casework

Counselling and Casework activities targets were met.



Occasions of Clinical Service

Intake	198
Counselling Sessions	3,593
Crisis Drop In	137
Brief Interventions	332
Case work (Counselling Program)	2650
Case work (Case work program)	1574

Total Clients 2021-2022	Ongoing Clients	New Clients	Closed Clients	Ongoing clients 2022-2023
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	140	DV Line/DV Services	101	61
Women's Health Centres	83	28	Refuge's/Housing/Emergency	14	17
Community/Welfare Services	102	22	Family Support Services	72	27
Counselling Services (relationships/other)	68	7	WDVCAS	3	21
Sexual Abuse Services	21	3	Legal Aid Services/Solicitor	32	7
	274	200		222	133
Community and other Mental Health services	62	26	DCJ (FACS/DoCS)	4	12
Crisis Support (Lifeline etc)	57	9	Child Support Agencies	0	1
	119	35		4	13
AOD Services	12	1	Hospital	1	16
AOD Rehabs	11	66	GP's	23	12
	23	67		24	28
MERIT/	0	0	Family Planning	3	28
Probation& Parole	2	6	Centrelink	14	7
Police	6	7	Private therapist/psychologist	36	4
	8	13	Carer Support	6	0
Gambling help Line	2	0	Multi-cultural services	25	17
Gambling services	3	0	LBGTI Services	4	1
Clubs/Venues	0	0	Transgender Services	6	0
	5	0	TOTAL	773	546

Indirect Service Provision in 2021-2022

Clients attending counselling at SWCC had **334 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

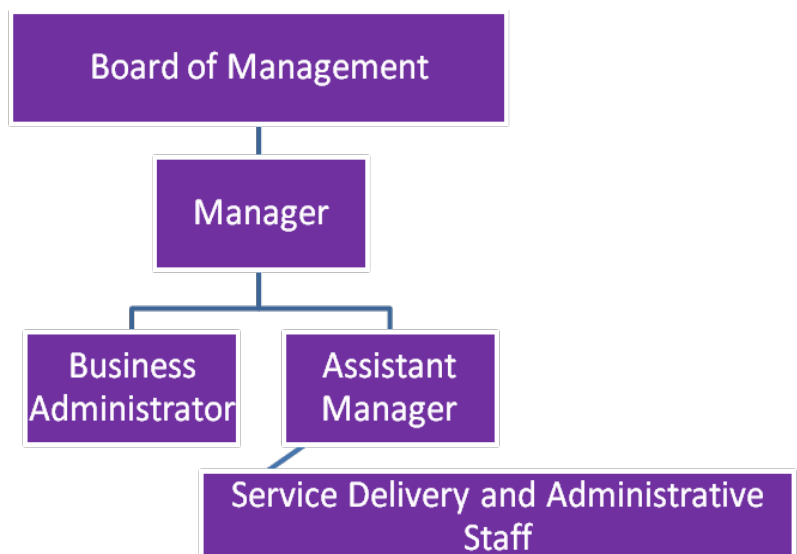
Erin Noordeloos Head of Continuity and	Chairperson
Rebecca O'Brien Governance Officer	Vice Chairperson
Paige Thompson Office and Finance Manager	Treasurer
Cassie Monaghan Logistics Officer- Australian Army	Secretary
Libby Caskey Marketing Executive	Ordinary Member
Kynwynne Gore-Gillies Head of Development: Youth Insearch Foundation	Ordinary Member
Ella Hoppe-Smith Solicitor	Ordinary Member
Pauline Mc Carthy Grants Manager Open Support	Ordinary Member
Toni Schofield Associate Professor (Honorary)University of Sydney	Retired

SWCC Board 2021-2022

Organizational Structure

Southern Sydney Women's Therapy Centre Inc.

Trading as Sydney Women's Counselling Centre



Financial Statement 2021-2022

Income 2021 / 2022	Funded by	\$	Note
Main Grants			
Women's Health Grant	Sydney Local Health District	390,700	
Alcohol and other Drugs Grant	Sydney Local Health District	214,500	
Other Grants/Donations			
DVPASS	Dept. Community & Justice (DCJ)	100,000	
COVID 19 DFV	Dept. Community & Justice (DCJ)	105,131	
Social Sector Transformation Fund	Dept. Community & Justice (DCJ)	37,145	
Canterbury Bankstown Council	Canterbury Bankstown Council	9,171	
Social Sector Support Fund	Dept. Community & Justice (DCJ)	130,449	
CESPHN	Central Eastern Sydney PHN	27,487	
DV Cash Transfer	Full Stop Australia	25,000	
Stimulus Package	ATO	5,750	
Donation	PW Trust	9,531	
Total Grants & Donations		1,054,864	
Sundry			
Misc. Donations		1,746	
Interest received		2,014	
Total Sundry		3,760	
Total Income		1,058,624	
Expenditure 2021 / 2022		\$	Note
Wages and On costs		888,252	
Equipment Maintenance & Depreciations		41,931	
General Operating Expenses		125,923	Note 1
Total Expenditure		1,056,136	
Surplus for the year		2,488	
Accumulated funds brought down from previous years		24,903	
Accumulated funds carried forward to next year		27,391	

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 2022 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



Sydney Women's Counselling Centre

4/2 Carrington Square Campsie NSW 2194

F 9718 1955

E help@womenscounselling.com.au

www.womenscounselling.com.au



Funded by NSW Department of Health;

Dept. Community & Justice

© Sydney Women's Counselling Centre

Member organization of Women's Health NSW



Health
Sydney
Local Health District

