

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



Sydney Women's Counselling  
Centre

# Annual Report

2019/20

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## Sydney Women's Counselling Centre

### *From the Chairperson .....*

2020 is a year we won't forget for some time! COVID19 made quite an impact on the activities of the Sydney Women's Counselling Centre and its clients. The Centre suspended face-to-face services at the beginning of April but most staff worked from home providing phone and online counselling /casework sessions. And just as well! By May, demand for services escalated significantly. In fact, as this report shows, for the year 2019-20, the number of counselling sessions increased by 16 percent, with longer-term counselling up by 7 percent. Brief interventions more than doubled. Unmet demand however remained worryingly high with waiting lists in the General Mental Health and Domestic and Family Violence programs having to remain closed for long periods because of insufficient funding to employ staff.

We are consequently very grateful for a generous donation by Campsie's Rotary Club for 2019-20 that funded the establishment of a casework and case management program that operated 1 day per week. As Margherita has commented in her report for the year, through this program, 'counsellors, caseworker and clients work together to achieve beneficial results where crucial practical needs were attended to ...(and) psychological and emotional needs likewise supported and progressed'. 600 occasions of service were conducted for 61 clients. The COVID19 stimulus booster has enabled the program to continue for 3 days per week next year.

NSW Health remains our major funding provider with a further 3 year funding contract renewed for 2020-2023. It mainly supports the General Mental Health and Alcohol and Other Drugs Programs. Other sources of funding are desperately required however for the Centre to respond to the demand for services, especially counselling

related to gender-based violence. The pandemic and its social effects - especially unemployment and social restrictions - have intensified the rate of domestic and family violence. In fact, while the Centre's clients' main 'presenting issues' are depression and anxiety, more than two thirds of women undergoing counselling at the Centre have experienced trauma stemming from domestic and family violence.

Despite the severity of the mental and emotional conditions of the women attending the Centre, the SWCC has achieved outstanding results according to its annual client survey (2019-20). These are particularly impressive in relation to women's reported 'significant improvement' in 'understanding domestic and family violence - and its impacts' (94%), 'understanding their mental health' (82%), 'feeling safer from violence' (75%) and 'better overall sense of wellbeing' (71%). It is telling that these 'significantly improved' results were more evident among those in longer-term counselling.

The Centre's consistently outstanding performance, across both clinical and organizational practice, is evident in its continuous and independent accreditation by Australian Service Excellence Standards (ASES) - achieved for a seventh consecutive term over a 21 year period. Such a record does not come on the back of complacency. The Centre is providing it's highest ever levels of direct service provision, and its widest ever network of successful partnerships with other service providers. Further, it continues to expand its reach as it draws on social media to let women know about its services and programs.

Toni Schofield



## 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 25 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-space agendas appropriate to where the client is at (with the exception of explicit priorities such as safety and serious health issues).



"Services like these are very difficult to find. Trauma is a long-term situation that Medicare's 10 session rebates does not adequately cover. Most psychologists I've seen also are not trauma informed. CBT specialists that does not adequately address the prevailing issues present in trauma survivors. Having a therapist who is trauma informed has made a significant difference, which could be felt almost immediately. Trauma survivors may not have the financial ability to afford ongoing therapy so services here are so important in supporting us in our healing journey."



# 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 26 years.

## Some Client Comments 2019-2020

"Wow, the ladies who work here are pretty sneaky. They gently encourage me to like myself without me even noticing. It keeps evolving for me – stay tuned to when I can eloquently describe this life saving service in all its glory – once I move further into happiness"

"It is so hard to find trauma informed services for women. Over the last 10 years I have not found a psychologist who will hear my story until now. Thank you."

"My counsellor has never judged me in any way. She encourages me to like myself and enjoy life. As a Chinese client has D&A dependence, I couldn't imagine to live a total sober happy life without her service. Non-judgmental. It had been really helped my depression, fear, anxiety & loneliness. I would be really struggling to live independently without her gentle guidance."

Thank you for your support that couldn't be more invaluable. Trauma management shapes our society. Please help us solidify our help to the end of our healing, which is a daily priority for me. Sydney Women's Counselling Service has made my journey cared for most amicably."

"I don't know what my life would be like without this service. I hate to imagine how much further I would have sunk had I not been rescued by SWCC when I was. Counselling & therapy are hard, but living without them is harder. Harder still is finding ongoing access to ongoing mental health care that is either affordable or subsidized. I was so lucky to find this service. Please continue to fund this service & others like it – they are truly invaluable."

"The counsellor that sees me is compassionate and non-judgmental. I appreciate the advice that is given and I'm really on the way to becoming a calmer and more relaxed person. An hour is never enough so I continue to come week after week. I know this will come to an end but this service is crucial to all women who need support with trauma, D.V., mental health issues, anger issues and many more. Keep up the good work. More funding is needed. Thank you for being supportive. Best wishes."

## Our Services

### Trauma Counselling

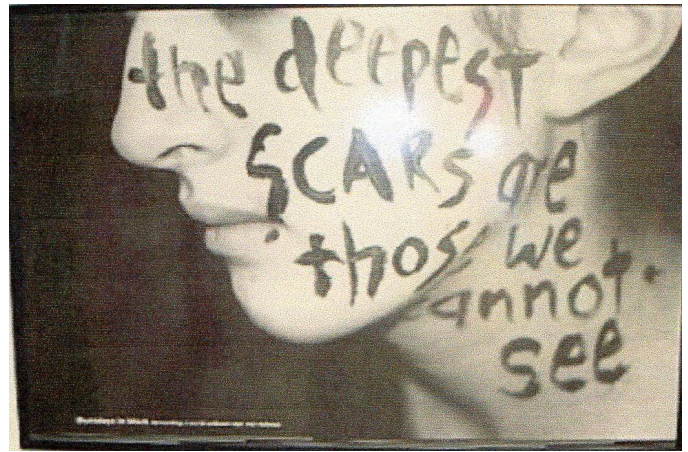
All programs at the Centre work from a **Social Determinants of Health and Trauma Informed Care framework**. Counselling across all programs is **trauma sensitive**.

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 to Survive?"***

"My counsellor has given me guidance during a time when my headspace was clouded & confused, but asking the right questions, teasing out the threads of my issues & giving me the space & time to work out my thoughts, feelings & necessary actions.

"I have been to counsellors in the past & many health professionals for mental health, & have found this service to be the best fit & most knowledgeable."

## Our Services in 2019-2020

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

**Sydney Women's Counselling Centre suspended face to face services at the beginning of April as a response to the emerging threat of community transmission of the COVID-19 virus.**

**Most staff have been working from home since that time implementing telephone and online (Zoom) counselling/casework sessions.**

**Although service provision experienced some initial disruption at the start of lockdown in April, by May we were experiencing a spike in demand. The administrative systems, both in service provision and Centre operations have been very stretched and some system processes have been impacted by the limitations of working from home and online.**

## Counselling

- **Requests for Counselling processed totalled 446** across the counselling programs, **212** requests for were diverted at the front desk to other agencies. Up 48% from last year
- There were **234 Intake Assessments** conducted and **456** clients engaged in counselling at the Centre in 2019-2020.
- Clients at the centre had **310 children under 18 in their care** who received an indirect service through their mothers counselling.
- There were **3,736 Counselling sessions** conducted across all programs. Up 16% from last year
- 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**, have more than doubled this year at **395**. There were **64 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, there is an increase of clients continuing in longer term counselling. **Up by 7% over 2018-2019**. This is in alignment with the 2year counselling term cycle.

This year overall **39%** of clients were in counselling for less than 1 year and **61%** 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.

- **117** clients referred elsewhere were seeking counselling associated with Mental Health.
- **194** 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 for psychological services and/or being moved through the Community Mental Health systems and other shorter-term NGO programs.**

"This is an invaluable counselling service. I have had the blessing of attending weekly sessions with a very caring and supportive counsellor which helps me to keep going and navigate my mental health."



# Our Services in 2019-2020

## Case Work/Case Management



In 2019-2020, the casework/management program was funded through a donation to the Centre made by Rotary Campsie. Although the program only operated 1 day/week over 12 months, it was an important milestone for SWCC marking the foundation of our own in-house trauma informed case management program and the beginning of a showcase integrated model of care at the Centre. The stand out feature is counsellors, caseworker and clients working together to achieve beneficial results, where crucial practical needs are attended to while psychological and emotional needs are likewise supported and progressed, all within a trauma informed care framework

### Thank you, Rotary Campsie.

#### 2019-2020 Case Management Program:

**61** clients (22 Adults and 39 Children) received case management with a total of **600** 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 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 for existing and new requests and care taking check-ins for those on counselling and intake waiting lists
- In 2019-2020 counsellors across all programs provided **1,735** occasions of case work activities.

"Sorry that my English is not good enough to impress my feelings. I just want to say "Thank you" for giving us women a place to come when we don't know where to come, someone to talk to with when we don't know anyone to talk and share our stories."

Funding to continue the SWCC case management program will continue in 2020/21 through a funding allocation made by SWCC as a result of the COVID-19 stimulus booster. The program will operate 3 days/week.

"The counsellor I see helps me through difficulties. She is helping me address my fear & she gives me guidance through my issues. She is compassionate, understanding & professional. She helps equip me with tools to deal with the mental anguish that can cloud us. Though things may seem normal to outsiders the mental scars of abuse have longevity. This service is helping me cut through the tangled rope that has encased me mentally."

## Group Program in 2019-2020

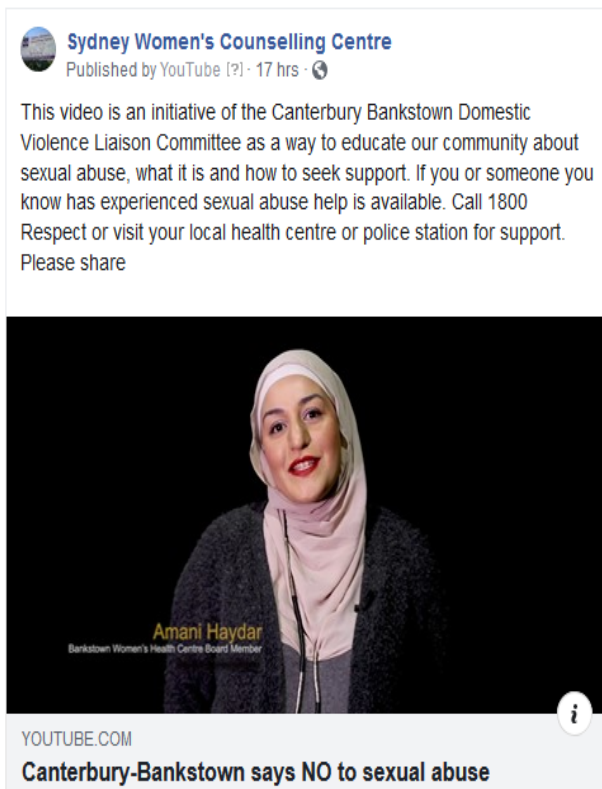
Resources continue to be inadequate to run a group program in the Centre. There were no onsite/online group programs in 2019-2020

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 group

SWCC participated in **the Sexual Lives/Respectful relationships groups (SL/RR)** in 2019. These groups were for people who have a brain injury who want to talk about having respectful relationships in their lives. Program partners including SWCC helped peer educators (those with a lived experience of a brain injury) to deliver the program & participants to access support. The program ran over 4 weeks, 2 .5 hours per week.

Developed by Deakin University (research & development of the program) & Synapse Australia (for leadership & initiating the program).



## Information Sessions in 2019-2020

**Information sessions** were limited in 2019-2020 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.

This year information sessions/forums/in-services for the community and external services were provided directly by staff (July to March) or through participation in service provider committees such as

- The **Sydney Local Health District Domestic Violence Committee**
- **The AOD Women's Services Network**
- **The Canterbury Bankstown Domestic Violence Committee**
- **Canterbury Community Drug Action Team (CCDAT)**

SWCC staff and external providers presented sessions mainly focusing on Domestic & Family Violence, Complex Trauma, Trauma Informed Care, Problem Gambling and Mental Health.

### Information Sessions 2019-2020 (July-March)

- Gambling Awareness Week Community Event (Kingsgrove Bunnings)
- Canterbury Bankstown Domestic Violence Committee: Directory and Website update.
- Video: Canterbury Bankstown **"Says NO to Sexual Abuse"**
- Stronger Communities – Canterbury Bankstown **"Says NO to Domestic Violence"** campaign
- SWCC website information update
- DV Information session at Riverwood Community Centre
- White Ribbon Day stall at Campsie Centre
- Bilingual Mandarin presentation for Bayside Council for Chinese Mental Health Week



## Canterbury-Bankstown Says NO to Domestic Violence



**gambling HELP**  
PHONE • FACE TO FACE • ONLINE  
1800 858 858  
www.gamblinghelp.nsw.gov.au

**Sydney Women's  
Counselling Centre  
Specialist  
Counselling Services**

"Empowering women to  
improve the quality of their  
lives and fulfil their potential"

**4/2 Carrington Square  
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Ph: 97181955**

help@womenscounselling.com.au  
www.womenscounselling.com.au




### Social Media in 2019-2020

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

In 2020 it is anticipated that the **SWCC and Gambling Help Facebook pages** receive added attention to extend the reach of our messages in the community





## Changes to our programs in 2019-2020

- In the first half of the 2019-2020 year the introduction of the SWCC in-house case management program was the most significant change to service provision. The establishment of this program has greatly improved outcomes for our clients who have been able to have integrated and collaborative trauma informed casework and counselling concurrently (funded by Rotary Campsie)
- SWCC has never received any CPI and ERO funding in the Safer Pathways program. This year increased expenses associated with rising wages and on costs have finally caught up to us and has necessitated a reduction in service provision hours. The cut has come in the Bilingual counselling (Mandarin/Cantonese) component of the program. The Bilingual counselling program continues to remain a strong feature of the General Mental Health/D&FV counselling program at SWCC,
- Demand for counselling continues to go up every year and the staff at SWCC continues to stretch our services as far as possible. This year there were **3,736 Counselling sessions** conducted across all programs. Up 16% from last year and Brief interventions have more than doubled at 395.
- There were 2 student placements at the Centre this year., both attached to the General mental Health/D&FV program.



## COVID-19

The most significant change this year has been the impact of COVID-19 on the delivery of our counselling and casework programs. With lockdown and ongoing restrictions dominating our lives since April this year, face to face counselling necessarily gave way to telephone and zoom counselling sessions. The Centre suspended face to face counselling in mid-April and staff commenced working from home.

New technology was implemented and new online systems were developed to ensure administrative and clinical systems were maintained at a standard that minimized disruption as much as possible for clients, the staff and the Centre's administrative operations.

The greatest challenge we had was to continue to deliver sensitive trauma informed and complex counselling online, which is not the best evidenced based medium for this type of counselling. In many instances ongoing trauma work was interrupted as new priorities came to the surface. Anxiety and isolation and dealing with lockdown became the dominant issues. Domestic and family violence increased in severity and new family issues also came to the surface.

The widespread disruptions being experienced by other external service providers also created another layer difficulty in supporting clients meet their new and existing needs.

For some long-term clients where the therapeutic relationship between client and counsellor was clearly very strong trauma counselling continued to take place with additional safety measures in play.

After the initial lull in April demand for counselling spiked again and has remained high ever since across all programs. Many new clients have never been to the Centre and have never had face to face counselling.

Overtime and as the Centre has implemented COVID-19 Safe risk management plans some staff and some clients have returned to the Centre for face to face counselling. Telephone and zoom counselling remain in place alongside face to face with both clients and staff negotiating what best suits the need for safety and a return to normal.

A lasting impact on service delivery at SWCC is the establishment of online services which I anticipate will continue to be offered into the future for clients who are unable to access onsite services due to distance, ill health and other family issues that are barriers to physical attendance.

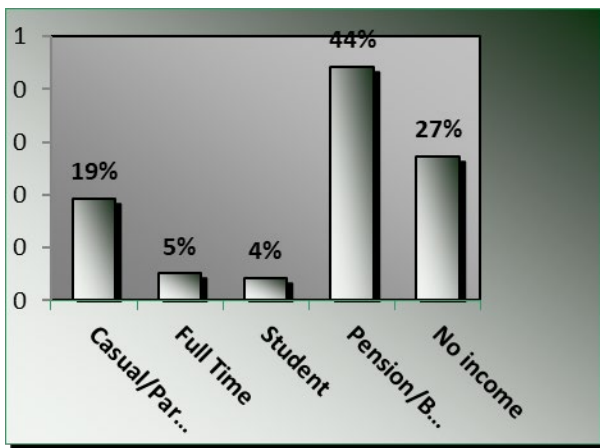


## Our Clients

*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.*

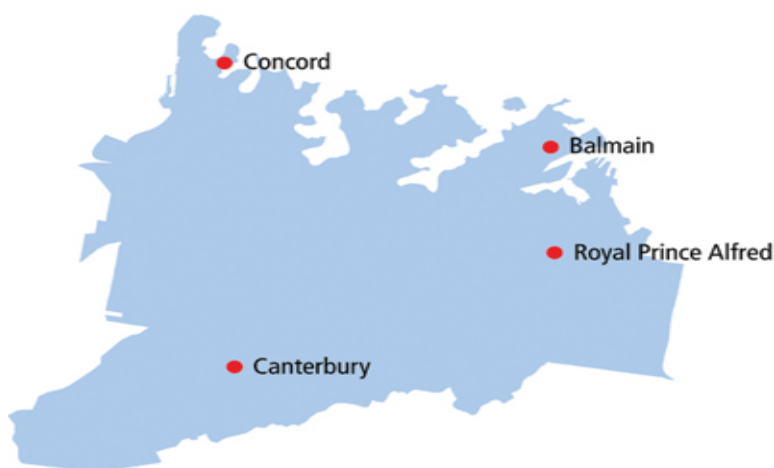
### Socio-Economic Status

**In 2019-2020:** 44% of clients were on a pension/benefit. 27% had no income and only 5% were in full time employed



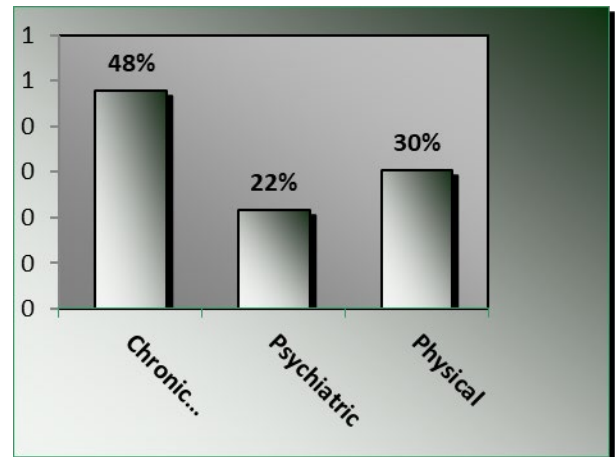
### Sydney Local Health District

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

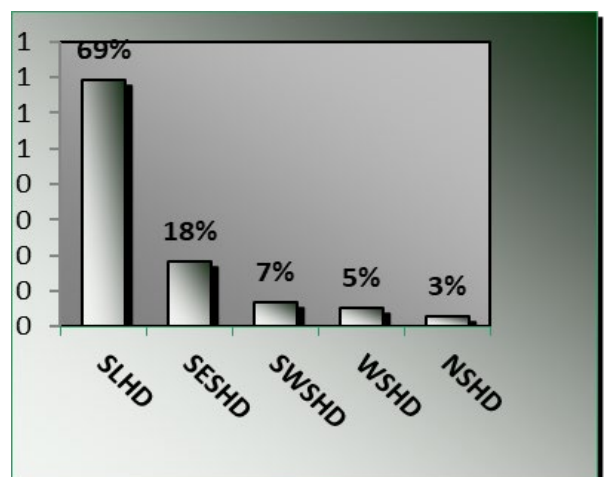


## Disability

**In 2019-2020:** Disability issues were again widespread across all Centre programs. Mental Health/psychiatric disability issues comprised 22%. Physical/chronic health issues remain the most prevalent at around 78%.



“With mental health and trauma there is a significant gap in support. There’s a private system that over charges. There are organizations that chew you up and spit you out when the funding in its various forms runs out. In community health in hospitals you simply fall through the gap. I’m only recently new to Campsie women’s but there is nothing quite like their drive for consistent, constant and lifelong tools. If more services had this approach there would be more hope to living with mental health burdens”



# 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 2019-2020

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

This year **59%** of clients came from CALD backgrounds. English speaking backgrounds: **39%**

Chinese speaking clients made up **25%** of CALD clients at the Centre. followed by European (**16%**) . Arabic/Middle Eastern (**10%**), and Indian Sub-Continent (**1%**)

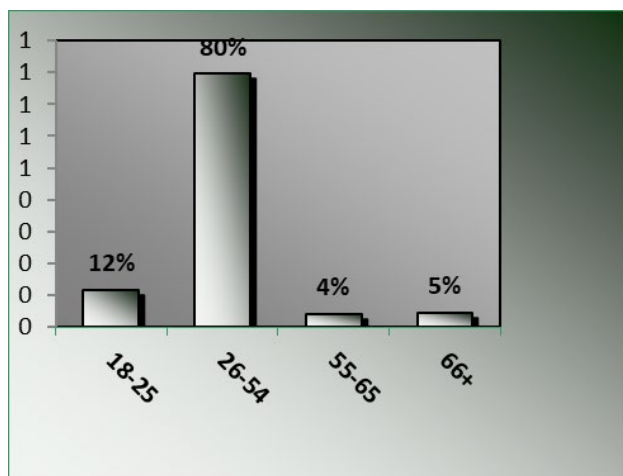
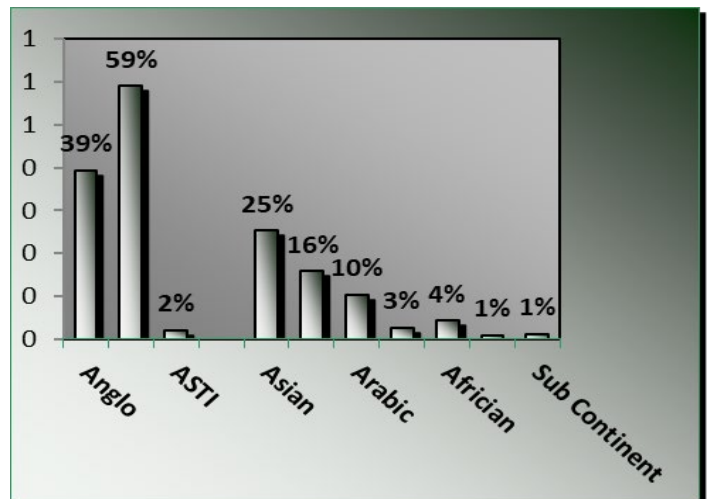
Aboriginal and Torres Strait Islanders clients: **2%**.

## Age

### In 2019-2020

The mid-range age group comprised the majority of clients (**80%**) attending counselling at the Centre.

Older clients over 55 comprised **9%** of clients, and youth (18-25) comprised **12%**



"I'm not broken anymore. I just had surgery and didn't believe I was gonna die, I didn't even have a panic attack. I didn't even ask for a pre-med. I went in without any beforehand medication. Now I believe it!!! I much prefer my Post Traumatic Growth to PTSD... If I could send you one of my gerberas I am growing, I would. But a picture will have to suffice until I see you in October.  
OMG, thank you thank you thank you!!!!"

## 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 2019-2020:

For clients **still using** at the commencement of counselling the primary drug of concern this year is **Ice (58%)** followed by Alcohol **Ice 32%**. These figures are consistent with the current drug use trends.

For clients **abstinent** at the commencement of counselling, the primary drug of concern this year was **Ice 43%**, followed by **Alcohol at 29%**

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 2019-2020:

**68%** of clients attending counselling at the Centre had current or past D&FV issues

#### Current D&FV:

Physical **50%**, Verbal **50%**, Emotional **75%**  
Psychological **38%** Economic **13%**

#### Past D&FV:

Physical **83%**, Verbal **96%**, Emotional **87%**  
Psychological **78%** Economic **39%** Sexual **57%**

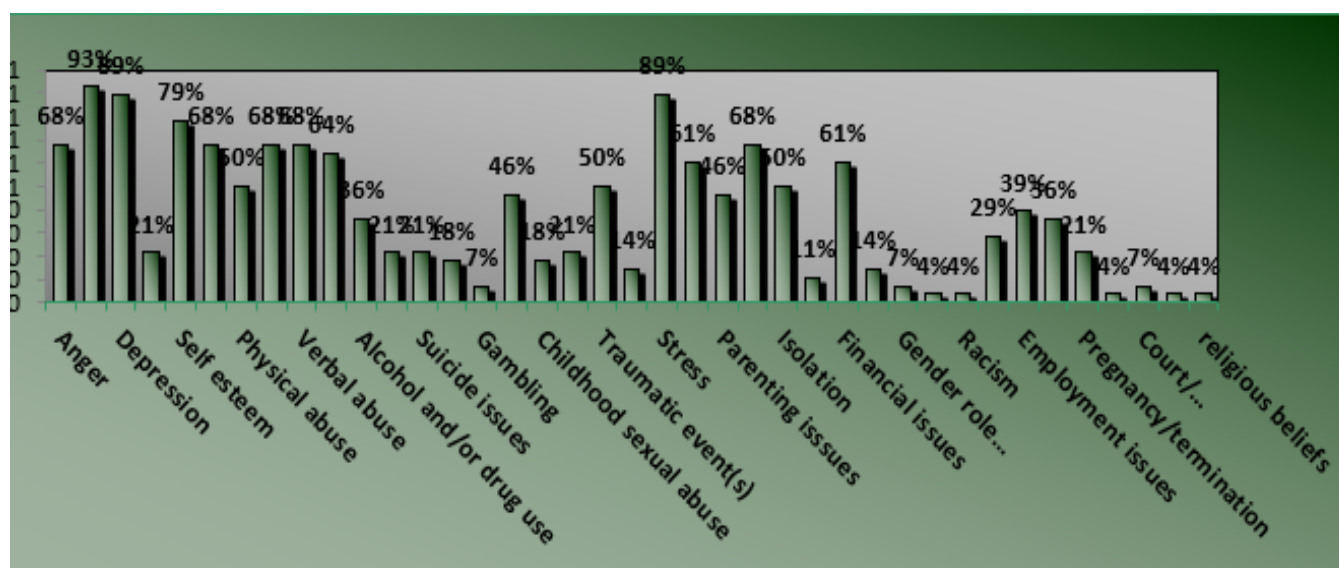
This year COVID-19 has increased both the frequency and also the intensity of D&FV

## In 2019-2020 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 Anxiety (**93%**) and Depression (**89%**) are the most prevalent issues.
- Domestic & Family Violence issues were identified in **68%** of all clients attending counselling.  
(Physical (**50%**) Emotional (**68%**) Verbal (**68%**))
- Overall, **50%** of clients identified the occurrence of traumatic events (up 5%)
- Child Sexual Assault was disclosed by **18%** of clients and childhood abuse including neglect was present in **46%** of clients
- Self-harm **21%** and Suicide issues were present in **21%** of clients
- Self-esteem (**79%**), stress (**89%**), Relationship (**68%**) and family (**61%**), financial (**61%**), Housing (**29%**) and employment (**28%**) issues were reported at higher levels than last year. Physical health issues were co-occurring in (**38%**) of clients
- These figures remain consistent with the spread in co-occurring issues in previous years. Results reflect the complex nature of clients attending the Centre



## 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 2018-2019

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 (2015)**
- **It Stops Here Safer Pathway (2015)**

### 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

"Without this service there is no way I would have been able to afford the quality counselling I receive here – I have been coming here for almost two years and have made significant progress in my life thanks to Maria and her guidance, I have made a lot of positive change in my life. I've remained clean and sober, gained meaningful employment, and been able to even support other women coming from AOD and trauma, so thank you for this service supporting me on my journey!!"

"Thank you for your support letter and your support in general. I really think things could have gone really worse and with big implications for the three of us, so by making the move that I did, I have saved the three of us a lot of pain. And that could have never happened without yours and the caseworkers and the centre's support."

## GOVERNMENT HEALTH GOALS

### 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

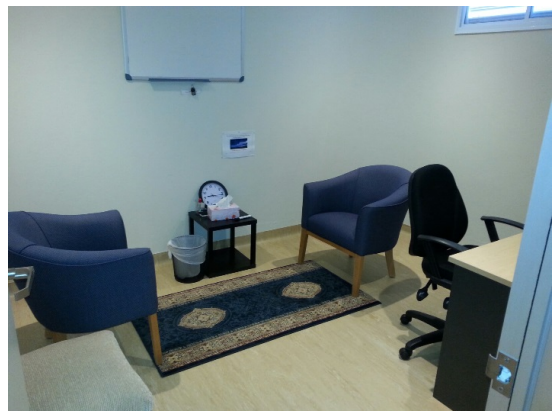
- Available information and referral to other services within the community that can assist them with their health and social issues.
- Advocacy assistance with health, judicial, housing and welfare services.

### Mandated clients (MERIT/FACS) 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



*"Counselling here has helped me rise above the noise a lifetime of abuse makes, to see myself separately and engage all the skills I already have. Not reinventing the wheel—just rediscovering it---. In 35 years of counselling this is the only place which treated me and not just all the problems abuse left me with".*

## 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 2019-2020

- **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 2019-2020

SWCC has been working in partnership with a team of 7 researchers from Southern Cross University and other tertiary institutions, 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 Partnerships in 2019-2020



**SWCC acknowledges and thanks Rotary Campsie for their generous support for the work of the centre and of our clients**



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



**SWCC is Registered Service Provider Blue Knot Foundation**



## 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
- Canterbury Bankstown Women's Reference Committee

## Community Events in 2019-2020

- White Ribbon Day activities
- Canterbury Bankstown Says NO to Domestic Violence
- Canterbury Bankstown Says NO to Sexual abuse video
- Gambling Awareness week
- Mental Health Awareness month

## 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 2019-2020

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 96% from the initial score)

This year COVID-19 has disrupted the flow of administering K10 and DASS21 outcome measurement with clients. Many clients would have missed their scheduled screens due to COVID-19 restrictions. Additionally, many clients were unable to access the online option to complete

The results of this year's K10 and DASS21 results represent a limited snapshot only, and maybe a less accurate representation than the otherwise more comprehensive results of previous years

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

### In 2019-2020

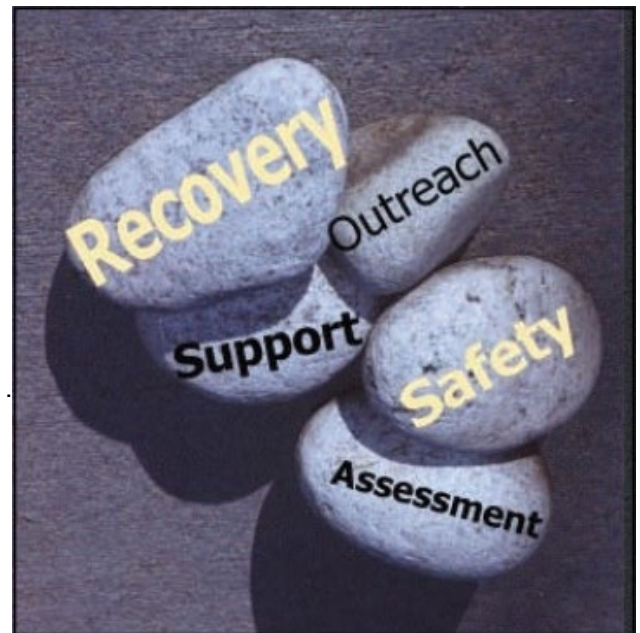
**33%** of clients in the **AOD Program** were abstinent at survey time. This year has seen a significant increase (**44%**) of clients coming into counselling with active use.

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.



"I am extremely grateful to be able to access this service. It has provided me with a lifeline and has become an important and vital support for me during a very difficult phase in my life. I don't think I would be here if it wasn't for my regular counselling "

"Being here talking to the people who understand me. I feel like I'm in heaven. Thanks everyone."

"Extremely helpful/ professional counselling skills have benefitted me. "

*Outcomes are also derived from the improvements identified through the annual client survey conducted in April/May 2020, qualitative clinical assessments (interim case reviews and exit summaries)*

This year only about one third of our usual survey returns were received

COVID-19 has disrupted the usual survey process, which was limited by being only available online. Many clients were unable to access the survey online or take advantage of the usual onsite completion option.

The results of this year's survey represent a limited snapshot only than the otherwise fuller survey results of previous years.

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)

SWCC Annual Client Survey 2019-2020	Significant Improvement
Better Understanding	<b>82%</b>
Self Esteem	<b>71%</b>
Assertiveness	<b>71%</b>
Confidence	<b>75%</b>
Problem Solving	<b>71%</b>
Reduction in Unhelpful Behaviours	<b>54%</b>
Manage Depression Better	<b>57%</b>
Manage Anxiety Better	<b>57%</b>
Manage Relationships Better	<b>61%</b>

SWCC Annual Client Survey 2019-2020	Significant Improvement
Improved Capacity to Engage in Work/Study	<b>48%</b>
Improved Parenting Skills	<b>65%</b>
Manage Financial Situation Better	<b>44%</b>
Manage Overall Health Better	<b>50%</b>
Be Less Reliant on Medication/Hospital Admissions	<b>50%</b>
Feel Safer from Violence	<b>75%</b>
Engage Better with Social Supports	<b>65%</b>
Engage Better with Service Supports	<b>65%</b>
Better Overall Sense of Wellbeing	<b>71%</b>

SWCC Annual Client Survey 2019-2020	Significant Improvement
Improved Understanding of D&FV	<b>94%</b>
Improved Understanding of the Impacts of D&FV on Yourself/Children	<b>94%</b>
Improved Level of Safety for Yourself /Children from D&FV	<b>87%</b>
Helped You to Leave an Abusive Relationship	<b>40%</b>
Helped You Seek Police Intervention for D&FV	67%
Helped You Engage with Other F&DV Services	67%
Helped Manage Your Life Better After Leaving D&FV Relationship	70%
Improved Understanding of D&FV	<b>94%</b>
Improved Understanding of the Impacts of D&FV on Yourself/Children	<b>94%</b>

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.

At the time of survey: New clients in counselling under 6 months made up **21%** of clients surveyed. **18%** of surveyed clients had been in counselling for up to 1 year. **18%** over 1 year and **43%** were in their second year of counselling

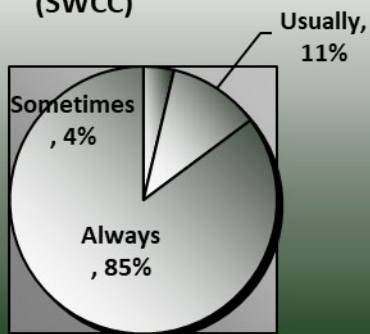
As expected, this year, there is an increase of clients continuing in longer term counselling. Up by **7%** over 2018-2019. This is in alignment with the 2year counselling term cycle.

## Satisfaction with the Service

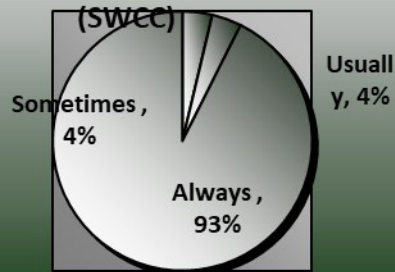
Excellent	Satisfied	Dissatisfied
<b>75%</b>	<b>25%</b>	<b>0%</b>

## Client Experience of Trauma Informed Care at SWCC

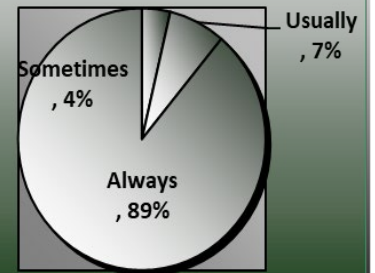
**Feeling Safe in the Centre  
(SWCC)**



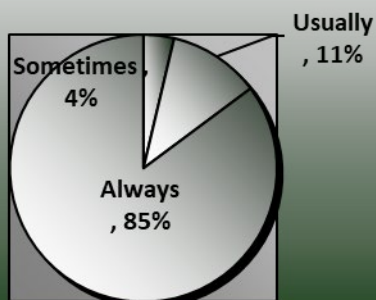
**Trust  
Counsellor/Caseworker  
Knowledge & Experience  
(SWCC)**



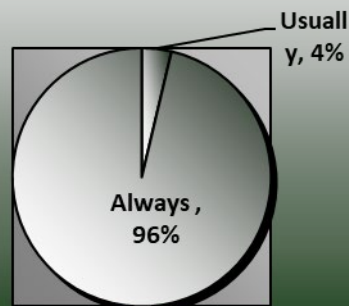
**Working Together as a Team  
(SWCC)**



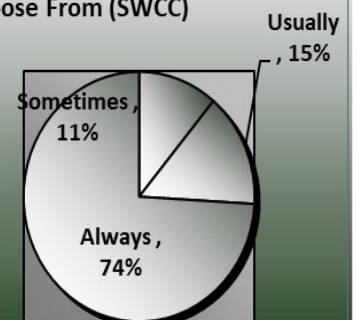
**Feeling Safe Expressing  
Yourself (SWCC)**



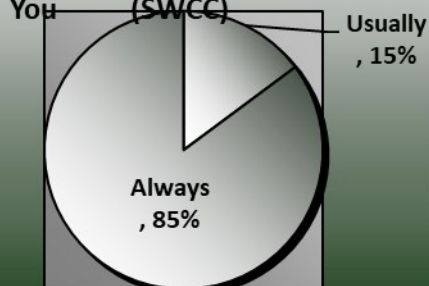
**Trust Privacy /Confidentiality  
is Respected (SWCC)**



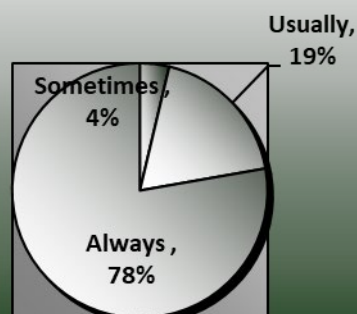
**You are Provided with  
Options /Resources to  
Choose From (SWCC)**



**Trust  
Counsellor/Caseworker  
Works Constructively with  
You (SWCC)**



**Make Decisions and take  
Action for Yourself (SWCC)**



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

## 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 7<sup>th</sup> consecutive period (21 years) in November 2019.*

## 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.

## 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.

## 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 2019-2020:

**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 2019-2020

### SWCC staff training included:

- Practice Exchange (Dr. Allan Wade)
- EMDR Skills: Effective Techniques for Trauma Recovery
- Clinical Management Training - Peter Hibbert
- Power Threat Meaning Training -
- Law Sense Law for Mental Health Practitioners
- Double Whammy Master class: Co-occurring MH&AOD - NADA
- Working with Autism Norris Ma Inservice
- E-mental Health "Telehealth & COVID-19
- Telehealth for MH Professionals
- Managing Anxiety during COVID-19 (Mental Health Foundation Australia)
- Engaging with clients causing domestic & family violence
- POSITIVE CBT: Focusing on What is working rather than what is not- New dimensions in CBT that identify and use client strengths and resources
- Financial Coaching - Module 1 with the Good Shepherd
- Groups for ASCA - 2 ECAV
- Recognizing Narcissism in the workplace - webinar
- Levels of Listening - Sydney Institute Psychoanalysis
- Relational Psychotherapy Reading Group
- Zoom webinar – how to set up meetings
- PACFA – COVID-19 Responses and responsibilities
- Telehealth, integrating e-MH into COVID-19; Black & White
- Intention Tapping: Rapid Relief from Negative Emotions
- Victims Support Scheme: Updates and Advanced
- Beyond Blue --Tele Health
- The attachment dilemma: Delphi
- Stepping Out Explore and understand the impacts of CSA on Ourselves & others
- Unpacking the Complexity of Hoarding Disorder & Severe Squatting
- Own Your Own Behaviors (Louise Evans)
- The power of Zero Tolerance (Isabelle Mercier)
- MHA Online: Coaching and Micro-counselling
- Everyone's Second Language (Janine Driver)
- Marriage 2.0 (Liza Shaw)
- Financial Capability Coaching Basics
- Neuro-Emotional Technique Post Graduate training: Basic and Next
- Synapse Australia: Brain Injury Awareness Training
- Clinical Skills on working with people with comorbid D&A and personality disorder
- Engaging with client causing domestic & family Violence during COVID-19
- Engaging with children and parents affected by child sexual assault
- Ask Lois: Domestic Violence
- Responding to sexual Violence experienced among trans women of colour from CALD background
- Addressing the Impact of CSA
- AOD treatment and guidelines working with Aboriginal clients
- Cracks in the ICE
- PTSD relief (Bessel van der Kolk) Module 1
- Five Chairs, five Choices (Louise Evans)
- Regulating Existential Feelings: The challenge of Making meaning
- Practical Mindfulness Skills to Support Client Self-Care –Mindful skills and approaches to unrepresented challenges of this time

*"I just wanted to take this chance to say thank you for managing this during this chaos (Coronavirus) as I genuinely appreciate everything this service has done to assist my progress in day to day functioning with my mental health hurdles. Sydney Women's Counselling has been absolutely essential to getting me to the point where I am today and it is the only service, I am aware of that focuses and provides genuine consistent care and professionalism. Without the sessions to date I can't (and don't want to) imagine where I would be. A sincere thank you for everything you have done and continue to do to make these services available"*



**Empowering Women to improve the quality of their lives and fulfill their potential**

## Research

In 2019-2020, SWCC staff and clients had extensive participation in research projects on various issues treatments, including mental health, gambling AOD & CSA.

- DVNSW survey (D&FV)
- Women defendants in domestic violence proceedings where the alleged victim is a male Study (Sydney Uni)
- Constructions of complex trauma and implications for women's wellbeing and safety from violence (Uni Western Sydney workshop)
- Commissioning Community support for victims and survivors of sexual assault (Justice NSW)
- NADA and the University of the New South Wales (UNSW) A study to explore approaches to measuring performance of AOD treatment services by NGOs in NSW.
- NADA Staff Wellbeing Survey
- WHNSW Research project
- ARC Linkage research project
- Research on children and technology-facilitated abuse in DFV
- Evaluation of the D&FV Blueprint for Reform 2016-2021: safer lives for women, men and children
- Sexual Assault & Community Education Research study.
- Family Law Inquiry
- Improving AOD related performance measures (NADA& UNSW)
- Gambling harm minimization projects supporting CALD communities
- international (and multidisciplinary) study investigating social distancing responses to COVID-19

and/or

and



“When I first came to the Centre, I was completely a different person. It took one whole year to feel comfortable to open up. My counsellor never judged me and she never made me feel uncomfortable. I never thought I would show these deep deep, painful and harsh wounds to anyone because I never knew a person like her ever existed.

We have worked through so many things and I have learned major life skills and am still processing and learning. It's 35 years of damage we are fixing and learning and unlearning. It's really hard but once you know where it's coming from, my response and my self-talk is changing. I can't thank enough for bringing this ability into my knowledge. This Centre is true example of compassion on this planet which was hard for me to understand at the beginning.

I asked my counsellor “what is compassion” I know the definition but never got from anyone when I was little or as an adult or in my 10 years of marriage, so it was hard to understand at the beginning the concept of self-compassion. But now I am slowly starting to understand and give some love and compassion to myself. My counsellor made me understand what I was feeling and my emotions where they were coming it's absolutely normal to feel this way, which made me feel secure and discard the thought of ‘there is something wrong with me’.

This Centre has given me so much which words cannot describe the change one brings in vulnerable people's lives. It's hard to put in words. All I can say is my counsellor made me feel I am worthy and I am enough. I deserve respect and love. Though I am still learning and fall back into old habits at this point of time, well... at least now I know.”

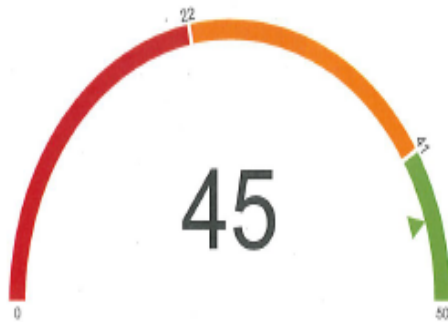
## Staff/Organizational Wellbeing

### PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

#### AGGREGATE REPORT

Sydney Women's Counselling Centre - September 2019

Average score - Compassion Satisfaction Scale (n=11)

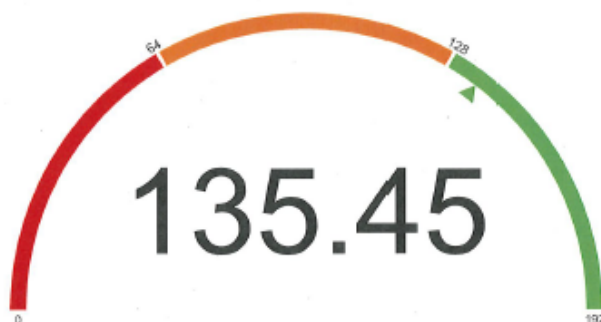


#### Workplace Wellbeing Health Check

SWCC

Aggregate report - November 2019

The average score for all respondents =



SWCC commenced a substantive in house project around the health and wellbeing of staff and the organization, including vicarious trauma, HR and other management systems, and staff work place participation and satisfaction.

**The Staff wellbeing Project**, involved 2 SWCC surveys and 3 NADA surveys. The results were very pleasing and showed that staff and the organization itself are travelling very well despite lack of resources and intensity of the clinical work. The last phase, external facilitation sessions, has been postponed due to COVID-19.

#### Worker Self-care Check - Aggregate Report

Sydney Women's Counselling Centre - October 2019

Professional wellbeing



Physical wellbeing



Mental wellbeing



Social wellbeing



Emotional wellbeing



Spiritual wellbeing



Overall balance



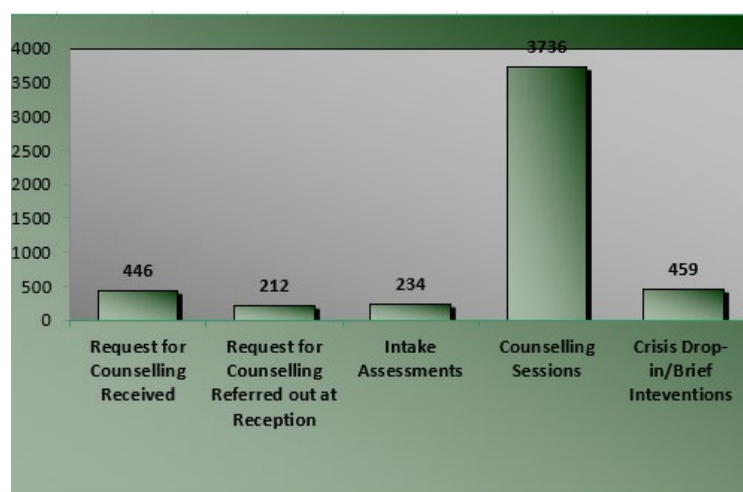
## Service Statistics and Reports

*Counselling and Casework activities targets were met.*

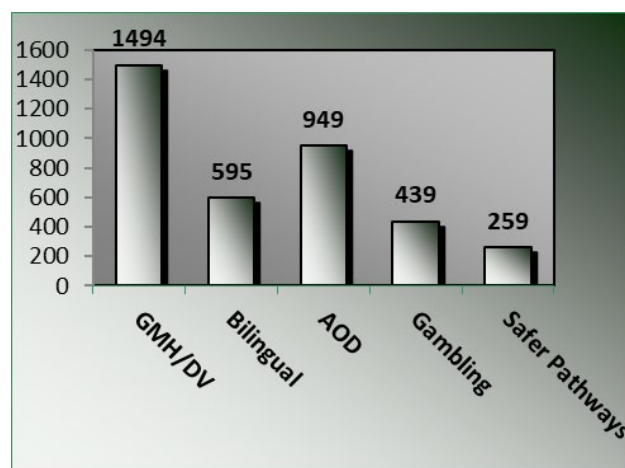
### Service Figures for 2019-2020

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

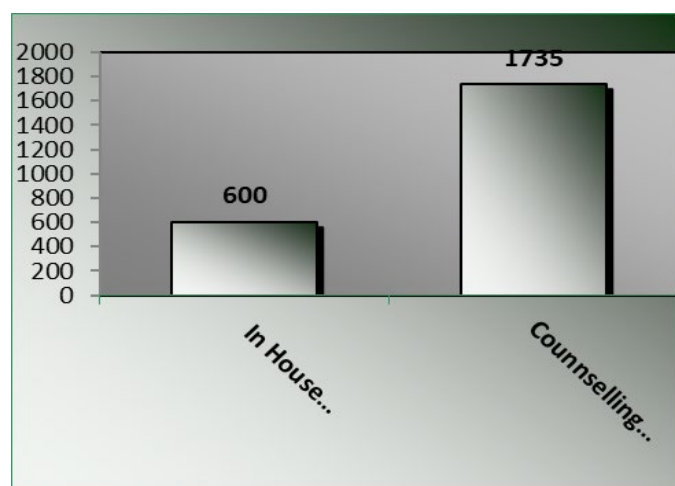
- **48% (212)** requests for service were referred out without an intake.
- **57% (97)** clients referred elsewhere were seeking counselling associated with Mental Health.
- **36% (62)** clients referred elsewhere were seeking counselling associated with D&FV.
- As in previous years, wait lists have been closed periodically throughout the year.



### Counselling Sessions Conducted



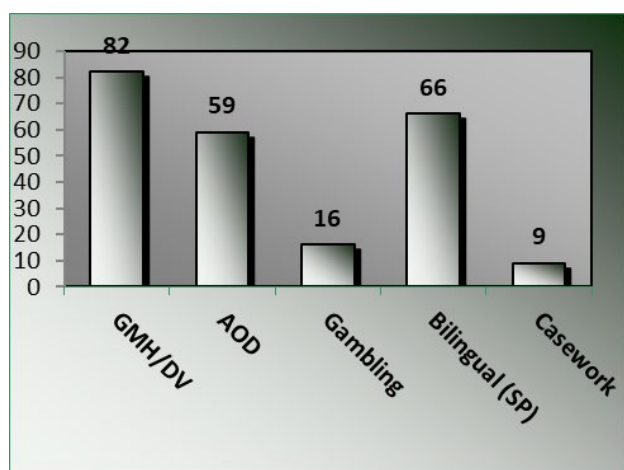
### SWCC Casework



### Counselling Clients in 2019-2020

Clients	Ongoing	New	Closed	Ongoing
456	97	359	318	138

### Intake by SWCC Counselling Program



Occasions of Clinical Service	Counselling Programs	SWCC In House Case Work
Intake	254	
Counselling Sessions	3736	
Case work Activities	1735	600
Total	5725	600



## Indirect Service Provision in 2019-2020

Clients attending counselling at SWCC had **310 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

### Referrals Received and Made

Admin Occasions of Service.	Front of House	Counselling Programs
Admin call/emails	320	840
Request for Information	209	
Referrals made	435	252
Referrals Received	331	23
<b>Total</b>	<b>1,295</b>	<b>1,115</b>



REFERRALS	Received	Made
Women's Health Centres	20	59
Community/Welfare	17	85
Counselling Services	20	57
Sexual Abuse Services	1	4
	<b>58</b>	<b>205</b>
Community Mental Health	14	28
Other Mental Health	10	12
	<b>24</b>	<b>40</b>
AOD Services	19	6
AOD Rehabs	28	0
	<b>47</b>	<b>6</b>
MERIT	0	0
Probation& Parole	1	0
Police	4	3
Legal Aid Services/Solicitor	4	33
	<b>13</b>	<b>41</b>
Gambling help Line	16	0
Gambling services	1	4
Clubs/Venues	6	0
	<b>29</b>	<b>8</b>

DV Services	29	122
Refuge's/Housing	13	25
Family Support Services	39	84
WDVCAS	0	8
Linking Hearts		
Victims of Crime	0	0
	<b>81</b>	<b>243</b>
FACS(DoCS)	9	1
Child Support Agencies	0	4
	<b>27</b>	<b>24</b>
Hospital	16	2
GP's	13	15
	<b>29</b>	<b>17</b>
Family Planning	2	11
Centrelink	14	7
Private therapist/psychologist	6	24
NDIS	0	1
Other	52	93
	<b>0</b>	<b>354</b>
		<b>697</b>

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

## Governance and Structure

### Board 2019-2020

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.

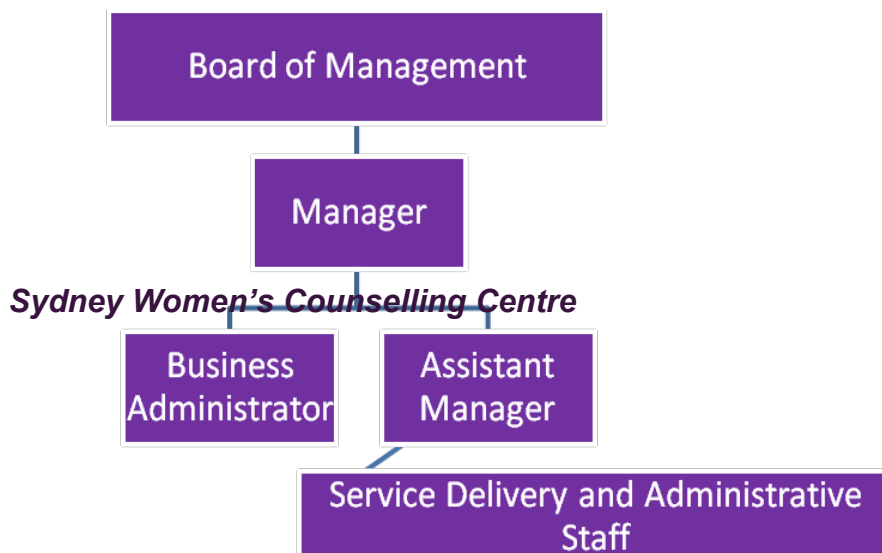
The Financial Administrator is responsible for operational decisions in consultation with the Manager regarding the implementation and monitoring of approved financial and personnel systems

<b>Toni Schofield</b> Associate Professor (Honorary) University of Sydney	Chairperson
<b>Erin Noordeloos</b> Risk management (Trauma and Psychosocial Risk Manager)	Vice Chairperson
<b>Paige Thompson</b> Office and Finance Manager	Treasurer
<b>Rebecca O'Brien</b> Student Affairs Officer	Secretary
<b>Patricia Hyde</b> Consultant-AQTF Auditor (Retired)	Ordinary Member
<b>Jac Schroder</b> Research Officer (Retired)	Ordinary Member
<b>Zoe McMillian</b> Domestic Violence worker (Retired)	Ordinary Member
<b>Kathie Melocco</b> Marketing Director	Ordinary Member
<b>Lucinda Browne</b> Lawyer	Ordinary Member
<b>Rose Leontini</b> Lecturer: School of Public Health and Community Medicine (Retired)	Ordinary Member
<b>Maree Herrett</b> Honorary Associate USYD School of Education and Social Work, retired school Principal	Ordinary Member

### Organizational Structure

**Southern Sydney Women's Therapy Centre Inc.**

**Trading as Sydney Women's Counselling Centre**



**Financial Statement 2019-2020**

Income 2019 / 2020	Funded by	\$	Note
<b>Main Grants</b>			
Women's Health Grant	Sydney Local Health District	368,000	
Alcohol and other Drugs Grant	Sydney Local Health District	202,000	
Responsible Gambling Fund	Office of Responsible Gambling	141,830	
Safer Pathways	Dept of Human Services	100,000	
<b>Total Grants &amp; Donations</b>		<b>811,830</b>	
<b>Sundry</b>			
Misc. Donations		66,876	
Interest received		2,715	
<b>Total Sundry</b>		<b>69,582</b>	
<b>Total Income</b>		<b>881,412</b>	

Expenditure 2019 / 2020		\$	Note
Wages and On costs		773,572	
Equipment Maintenance & Depreciations		13,708	
General Operating Expenses		96,812	Note 1
<b>Total Expenditure</b>		<b>884,092</b>	
Deficit for the year		2,680	
<b>Accumulated funds brought down from previous years</b>		<b>23,079</b>	
<b>Accumulated funds carried forward to next year</b>		<b>20,399</b>	

*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 2020 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

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Funded by NSW Department of Health;

Office of Responsible Gambling (RGF);

Dept. Family & Community Services

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Member organization of Women's Health NSW

