



Bankstown
women's
health centre

ANNUAL REPORT

2021-2022

Let's talk...

**About healthy relationships
and domestic violence**

Domestic Violence Line : 1800 65 64 63
Gambling Help NSW : 1800 858 858
Bankstown Women's Health Centre : 9790 1378

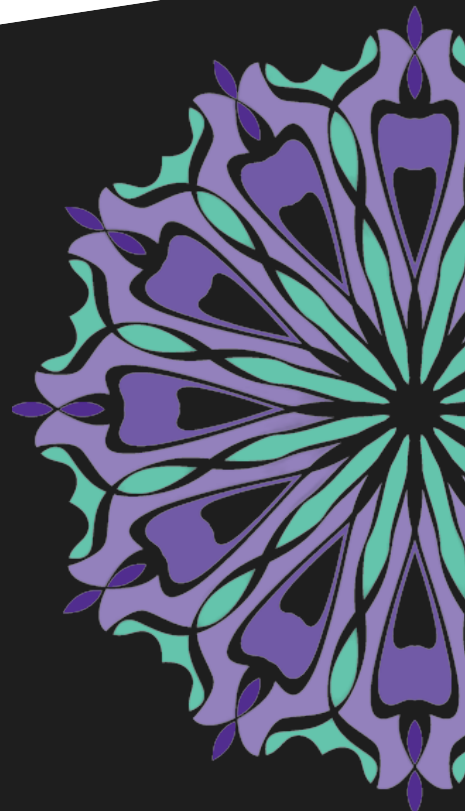


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We acknowledge and pay respect to the traditional owners of this land, the Aboriginal elders past and present. As we foster health and wellbeing, may we also pay respect to the healing knowledge embedded forever within the Aboriginal custodianship of country.



ABOUT US

BANKSTOWN WOMEN'S HEALTH CENTRE has been delivering quality health services to improve the lives of women in South Western Sydney.

Our vision is an empowered community which values and supports the health and wellbeing of local women and their families. Our main goal is to deliver meaningful and targeted services for women and families to achieve positive health outcomes and sustainable wellbeing.

We are an independent, non-profit organisation run by women, for women and their families. We provide free or discounted health and wellbeing services in a safe, welcoming environment.

We are committed to building a stronger community in which all women and their families are able to realise their full potential without fear of prejudice, violence or abuse.

We are governed by a dedicated and informed Volunteer Board consisting of local women who have expertise in relevant fields such as education, finance, law, housing and health.

Services and activities are delivered by a multi disciplinary team of qualified and accredited trauma-informed staff. Our team is supplemented by specialist contractors who provide health and wellbeing services as well as outreach clinical services.

Bankstown Women's Health Centre maintains ongoing accreditation at Certificate Level of the Australian Service Excellence Standards (ASES).

Accreditation is independent recognition that BWHC meets high standards and provides quality and performance assurance for management, staff, funding bodies, stakeholders and consumers.

CEO'S REPORT

I'd like to start the 2021-2022 Annual Report by thanking the team at Bankstown Women's Health Centre (BWHC) and Fairfield Women's Health Service (FWHS) for their commitment and dedication to the women of our community. It has been an eventful twelve months with the ever changing social, political and economic climate. Thank you to the Board of BWHC, particularly our Chairperson Rene Demos for her continued guidance, mentorship and support.

During the July—October 2021 COVID-19 lockdown, the staff at BWHC and FWHS continued to support and work with the local communities. During this time, we redirected our services to suit the emerging and changing needs of our communities. Canterbury-Bankstown and Fairfield LGA were part of the 12 LGAs of concern, and we worked with the multicultural media to ensure that members of our community had access to up to date information and the latest regulations.



In addition to our virtual services, we also supported hundreds of families by delivering food hampers, nappies and infant formula. As the Greater Sydney region came out of the lockdown, BWHC gradually reintroduced face-to-face services.

On July 19 2022, BWHC launched the Let's Talk video at Bankstown Sports Club. The purpose of this event was to raise awareness of domestic violence and to highlight the significant number of unreported instances of domestic violence. It was a successful event with over five hundred stakeholders in attendance, including the Hon. Natalie Ward, Minister for Women's Safety and the Prevention of Domestic and Sexual Violence.

I am looking forward to another productive and fruitful year at Bankstown Women's Health Centre and Fairfield Women's Health Service.

BWHC'S BOARD

Bankstown Women's Health Centre's board comprises up to ten women, elected annually by the members of the association at the Annual General Meeting.

Board Members 2021-2022:

- **Chairperson:** Rene Demos
- **Treasurer:** Karen Staines
- **Secretary:** Amani Haydar
- **Board Members:** Chau Dao, Vicky Petrakis, Ola Obolo

Sadly Sarah Hristov, BWHC Clinical Nurse Consultant and dedicated board member passed away this year. She was incredibly passionate about women's health, and touched thousands of women's lives during her nursing career. We endeavor to continue her legacy through the work of Bankstown's staff and board members. She will be greatly missed by all of us.



OUR INCOME & FUNDING

BANKSTOWN WOMEN'S HEALTH CENTRE is an incorporated association and registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Charity with Public Benevolent Institution status. The majority of core income received by Bankstown Women's Health Centre is through funding provided by the NSW Ministry of Health which is administered by South Western Sydney Local Health District.

The Child and Adolescent Trauma Service is funded by the Department of Communities and Justice Service.

Medicare bulk-billing funds our women's health clinics undertaken by our Women's Health Doctor.

Responsible Gambling NSW, Community Building Partnership and Women NSW provides funds for domestic violence services and programs for women.

OUR CORE SERVICES



INFORMATION & REFERRAL



GENERALIST COUNSELLING



CHILD & ADOLESCENT TRAUMA SERVICE



LEGAL AID ADVICE



WOMEN'S HEALTH MEDICAL CLINIC



DIETITIAN SERVICES



DOMESTIC VIOLENCE SERVICES



CASE MANAGEMENT



FOOD SHARE PROGRAM



HEALTH PROMOTION

STRATEGIC PLAN 2017-2022

OUR VISION

Our vision is an empowered community which values and supports the health and wellbeing of all women and their families.

OUR MISSION

Address health, gender inequality, and assists in bringing relief to poverty, sickness, suffering, distress, misfortune, disability or helplessness for women in the Bankstown community,

OUR GOALS

- Function as a link in the network of women's services;
- Empower women to take control of their bodies and lives through health education, role modelling, and provide access to new opportunities;
- Work in partnership with community groups, non-government organisation's, government agencies and local stakeholders to maximise health and wellbeing outcomes for women and their families;
- Provide and develop community based education programs for women with a focus on the needs of the community;
- Provide quality ongoing support and practical self-help skills for women;
- Provide women's groups and outreach in order to educate women on the importance of diverse self-care practices;
- Provide confidential counselling, psychology, women's GP, and case management.

TOWARDS FUTURE GROWTH

OUR STRATEGIC INITIATIVES

1

WOMEN HAVE ACCESS TO A RANGE OF HIGH QUALITY SERVICES AND INTEGRATED CARE AND ARE EMPOWERED TO MAKE HEALTHY LIFESTYLE CHOICES.

Strategies:

- Provide a range of services in partnership with other providers.
- Provide services by contracting in health specialists.
- Provide women's health education, information and resources.

2

WOMEN ARE INFORMED AND RESOURCED IN RELATION TO THEIR SEXUAL, REPRODUCTIVE, PHYSICAL, AND NUTRITIONAL HEALTH AND WELLBEING.

Strategies:

- Provide women's health education and support.
- Deliver groups and seminars addressing sexual, physical, and nutritional health and wellbeing and the Centre and outreach.
- Provide information and products delivered by health practitioners.
- Deliver Health Promotion activities and groups
- Deliver early intervention programs at schools and in the community.

3

WOMEN AND FAMILIES WHO EXPERIENCE DOMESTIC VIOLENCE HAVE ACCESS TO HEALTH, SOCIAL AND LEGAL SUPPORTS NECESSARY FOR THEM TO BE FREE OF VIOLENCE IN THEIR LIVES, AND ARE SUPPORTED TO RECOVER FROM TRAUMA.

Strategies:

- Provide services, referrals and advocacy to enable women in crisis to access the support they need when experiencing domestic and family violence.
- Provide services and referrals to enable women and children to recover from issues arising from interpersonal violence and abuse.

4

WOMEN ARE ACTIVELY INCLUDED IN THE DEVELOPMENT OF BWHC, AND ABLE TO TAKE ON ADVOCACY AND LEADERSHIP ROLES WITHIN THE COMMUNITY.

Strategies:

- Conduct regular surveys and evaluations
- Engage/encourage women to volunteer at the Centre for specific projects.
- Conduct women's health promotion activities.
- Develop partnerships with other organisations to support local women and their families.
- Promote the Centre and its profile.

5

THE HEALTH NEEDS OF WOMEN WITH A DISABILITY, CHRONIC ILLNESS, AND ADDICTIVE BEHAVIORS ARE RECOGNISED AND ADDRESSED.

Strategies:

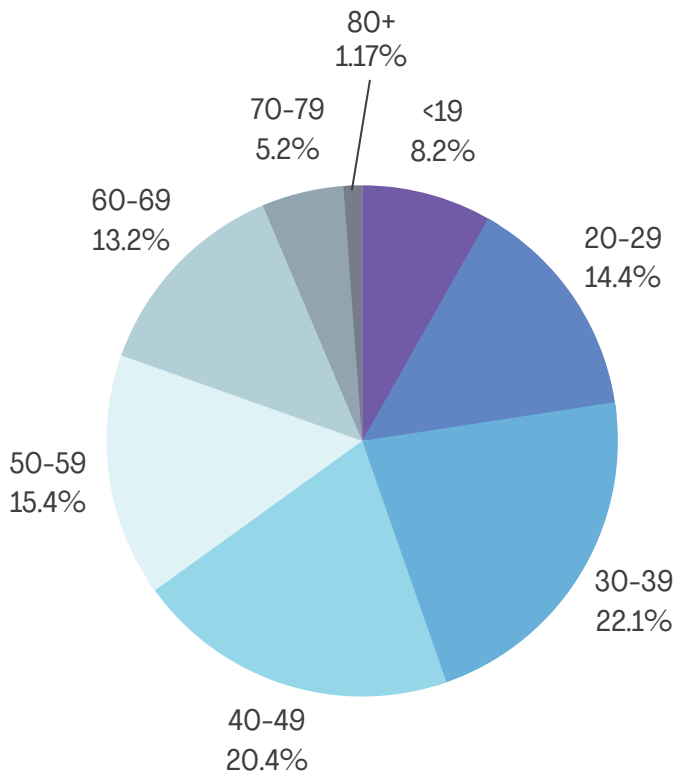
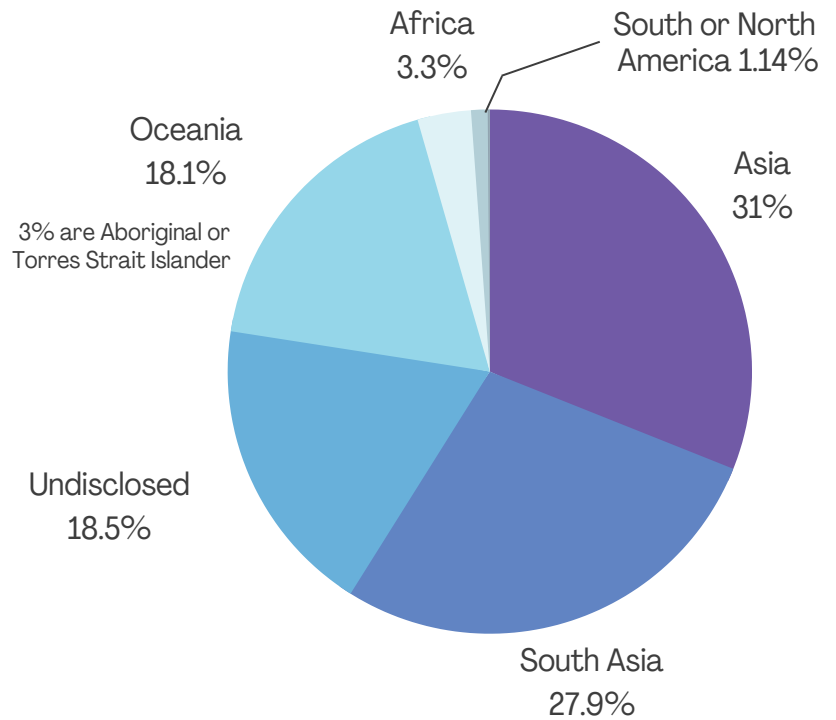
- Provide trauma-informed one-on-one and health promotion services to reduce the use of smoking, alcohol and drugs.
- Offer opportunities for women with disabilities to participate in projects and access services which enhance inclusion and foster wellbeing.
- Identify and resource women with chronic illness and addictions, including referral to specialist services.



OUR CLIENTS

2021-2022

CLIENT COUNTRY OF BIRTH



CLIENT AGE GROUPS

690

women accessed our
service in 2021-22
(not including group attendance)

51%

of clients accessed our service
for the first time in 2021-2022

2,343

occasions of service provided
by our staff in 2021-2022

LOCATION BY HEALTH DISTRICT

77%

of clients are from South Western
Sydney Local Health District

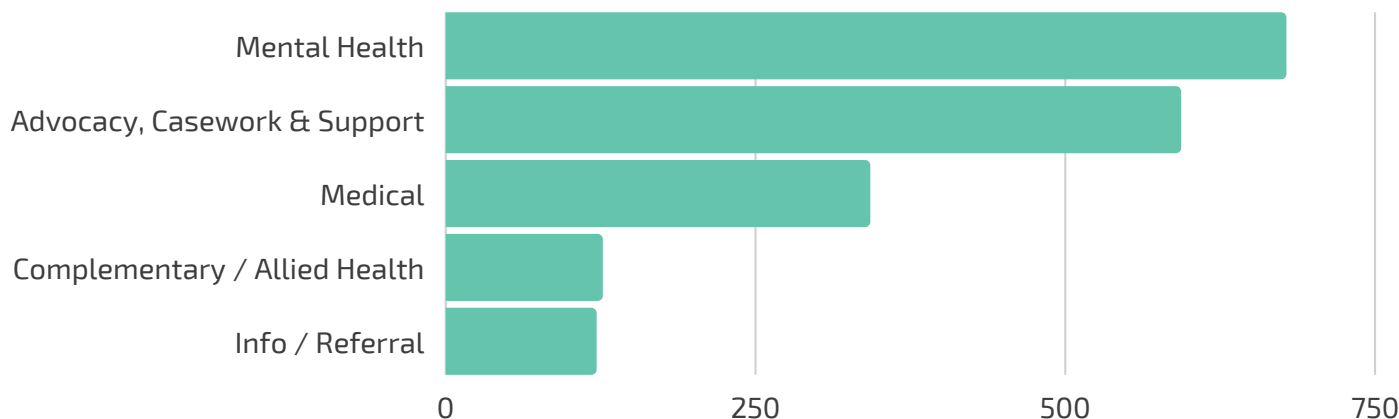
FINANCIAL STATUS

49%

of clients accessing our service are on a
pension/benefit or have no income

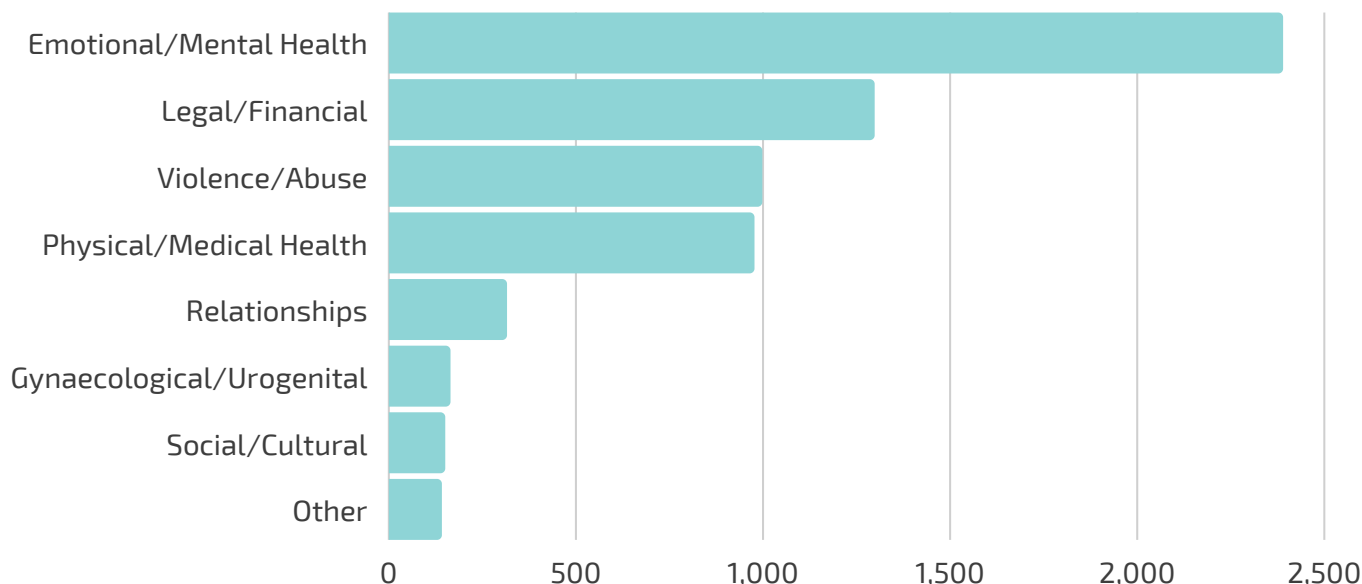
TOP 5 SERVICES PROVIDED

IDENTIFIED DURING OCCASIONS OF SERVICE IN 2021-2022



TOP 8 PRESENTING ISSUES

IDENTIFIED DURING OCCASIONS OF SERVICE IN 2021-2022



319

groups, events & info
sessions held in 2021/22

2,343

occasions of attendance to
groups, events or info
sessions in 2021/22

94%

of clients attending groups,
events or info sessions
reported improved outcomes

ACKNOWLEDGING OUR FUNDERS & PARTNERS

BANKSTOWN WOMEN'S HEALTH CENTRE greatly values the relationships we foster and nurture through partnerships, events and community engagement. This allows BWHC to identify areas of need, make connections, as well as develop and implement projects and services to improve the health and wellbeing of women in our community.

South West Sydney Local Health District (SWSLHD)

We value the ongoing relationship and support from SWSLHD to deliver specialised health and wellbeing services to women and their families.

Department of Communities & Justice

We appreciate the ongoing funding from DCJ and specific COVID-19 project funding to deliver high quality services.

Women's Health NSW

This year BWHC has been especially grateful for the help and collaboration by the Women's Health NSW Sector Peak Body. WHNSW also provides and maintains the Women's Health NSW database, enabling us to record and analyse demographic and statistical client data.

Canterbury-Bankstown Council & Fairfield City Council

We also value the ongoing support of our local council for the use of the premises at Jacobs Street, Bankstown and McBurney Road, Cabramatta.

Responsible Gambling NSW

Another valuable funding partnership to deliver specialised domestic violence culturally appropriate services.

Legal Aid NSW

We continue to deliver in partnership with Legal Aid NSW the specialised domestic violence legal clinic.

Second Bite & Food Bank

The weekly provision of free food through Second Bite and Food Bank has facilitated BWHC's food share program supplying families in Canterbury-Bankstown LGA with food hampers.

Multicultural NSW

Another valuable funding partnership to assist us to deliver much needed resources to our community during the COVID-19 lockdown periods.

Service NSW, Bankstown Police NSW, & Bankstown Hospital

Our partnership and strong referral pathways has enabled us to provide women with case management support, financial support, and food packages.

Catholic Care CASAC Service

Our Child Adolescent Trauma Counselor works closely with the Catholic Care counselling service and have an established referral pathway for sexual assault victims and their families.

Jannawi Family Centre

Working collaboratively with CATC service to establish referral pathways, mentorship, peer supervision, and family support.

Australian Childhood Foundation

In partnership with BWHC CATC service we delivered parenting programs to clients in the community.

Local Primary and High Schools

Strong partnerships are established to deliver targeted health and wellbeing services to parents and young people at the local primary and high schools.



SWSLHD Multicultural Services -Metro Assist

BWHC partnered with Multicultural Services in South West Sydney to run educational workshops with the aim to increase knowledge, raise awareness and promote wellbeing and health for local multicultural women.

SWSLHD Bilingual Community Education (BCE) Programs

BWHC partnered with the SWSLHD BCE program to deliver a women's health and wellbeing group to Chinese women in the community. The program was delivered in Mandarin.

Asian Women at Work, Indonesian Women's Association

BWHC partnered with Asian Women at Work and Indonesian Women's Association to deliver women's health and wellbeing groups to multicultural women in our community.

Sydney Community Studio

During the COVID-19 restrictions and lockdown, our CEO delivered regular live streams on different social media platforms to translate, simplify and explain the ever-changing NSW Public Health Orders to the Arabic Speaking community.

Women's Community Shelter

Mariam Mourad of BWHC continues to support the Board of the newly established Biyani House, a new local women's refuge. The refuge is an initiative of Women's Community Shelters with support from Revesby Workers Club.

Phoenix Institute

BWHC in partnership with Phoenix Institute continues to deliver national qualification's for women in small and supportive groups.

Bankstown Hospital

BWHC staff attend the Safe Start meeting to support pregnant and post-natal women.

Uniting Care

We collaborate with Uniting Care to deliver gambling awareness programs to raise the impact of gambling amongst CALD community and the services which are available to support women and their families in Canterbury-Bankstown LGA.

South West Domestic Violence Alliance and Domestic Violence Committee

BWHC staff attend these two networks and contribute to the planning and implementation of a variety of family & domestic violence projects and campaigns.

Karitane and Creating Links

BWHC are in partnership with Karitane and Creating Links to offer weekly supported playgroups at the BWHC site.

SWSLHD Health Promotion

Offer health promotion and screening to multicultural women and engage women in BWHC services.

Bankstown Sports Club, Revesby Workers Club, Cabravale Diggers Club, Mount Lewis Club

We value and appreciate the support that we receive from the above clubs, such as venue space usage, and fund raising.

Chester Hill Community Centre and Greenacre Community Centre

The partnership with the local community centers has strengthened over the last 2 years during COVID and we also continue to work together to deliver women's health and wellbeing as well as nutritional education workshops.



Let's talk...

About healthy relationships and domestic violence

Domestic Violence Line : 1800 65 64 63
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WITH MORE THAN 500 PEOPLE IN ATTENDANCE, Bankstown Women's Health Centre (BWHC) hosted a 'Let's Talk' event at Bankstown Sports Club on 19 July 2022 to raise awareness about the increasing rates of domestic violence, including the high number of unreported incidents of domestic violence to NSW Police.

BWHC CEO Mariam Mourad has called on the NSW Government to provide adequate funding for the 21 women's health centres which have received no funding increase in over 40 years.

The aim of the event was also to:

- increase community awareness at local, regional and state level of the ingrained social pandemic of domestic and family violence and what can be done to address this epidemic
- to raise awareness of domestic, family violence and sexual assaults which are unreported to NSW Police

The Let's Talk event was funded by the Office of Responsible Gambling 'Gamble Aware NSW' to increase awareness of domestic violence in our community, not only this community, but the entire state of NSW.

The event featured special guest panelists, the Hon Natalie Ward, Hon Tania Mihailuk, WHNSW representative, BWHC Board Member, NSW Police representation and was facilitated by BWHC's CEO. The 'Let's Talk' Community Video was released, and there were performances by the Wiley Park Public School and Outloud RESPECT program.

In the 12 months to March this year, there were 1,361 domestic violence-related assaults and 764 non-domestic violence related assaults in Canterbury Bankstown. However, out of all the cases of domestic family violence presented at BWHC in 2021/2022, 90 per cent were not reported to NSW Police.

Surveys went out to over 500 women and some of the reasons for not reporting to the NSW police were: fear violence might escalate, cultural barriers, past police trauma or feeling overwhelmed by the system. Ms Mourad, BWHC's CEO, says "Eighteen women have died this year and 43 women died at the hands of their partner in 2021".

BWHC Chair and Wiley Park Public School Principal Rene Demos said when someone says or does something that rationalises violence against women, we must speak up. "We all have the responsibility to keep talking about domestic violence and provide services to increase safety."

Bankstown Police Commander, Superintendent Adam Johnson has expressed his concerns at the number of incidents that are not being reported to NSW Police. "People need to report them or even reach out and seek advice. The support is out there, just reach out," he said.

The event also included the launch of the 'Let's Talk' video which can be seen at www.bwhc.org.au



Call for funding to tackle

WITH more than 500 people in attendance, Bankstown Women's Health Centre (BWHC) hosted a 'Let's Talk' event last week at Bankstown Sports Club to raise awareness about the booming rates of domestic violence including the high number that go unreported to police.

BWHC CEO Mariam Mourad has called on the NSW Government to provide adequate funding for the 21 women's health centres which have received no funding increase in over 40 years.

Crisis as cases go unreported

In the 12 months to March this year, there were 1,361 domestic violence-related assaults and 764 non-domestic violence related assaults in Canterbury Bankstown.

However, out of the 250 cases reported to BWHC in 2021/2022, 90 per cent were not reported to police.

Some of the reasons were fear violence might escalate, cultural barriers, past

police trauma or feeling overwhelmed by the system.

Ms Mourad says nationally we lose a woman a week to domestic violence.

"Eighteen women have died this year and 43 women died at the hands of their partner in 2021," she said.

BWHC Chair and Wiley Park Public School Principal Renee Demos said when someone says or does something that rationalises violence against women, we must speak up.

To next page

domestic violence surge



□ The panel of guests at 'Let's Talk'.

From previous page

"We all have the responsibility to keep talking about domestic violence and provide services to increase safety."

Bankstown Police Commander, Superintendent Adam Johnson has expressed his concerns at the number of incidents that are not being reported.

"People need to report them or even reach out and seek advice. The support is out there,

just reach out," he said.

Attendees then heard from a panel (pictured) comprising Women's Health NSW CEO, Denele Crozier, State MP for Bankstown, Tania Mihailuk, author of 'The Mother Wound', Amani Haydar, Chief Inspector Darren Sly and Minister for Women's Safety, Natalie Ward.

The event also included the launch of the 'Let's Talk' video which can be seen at bwhc.org.au.



FAIRFIELD WOMEN'S HEALTH SERVICE

FAIRFIELD WOMEN'S HEALTH SERVICE (FWHS) was established in 2018 and is co auspiced by Liverpool Women's Health Centre and Bankstown Women's Health Centre. It is funded under the NSW Health NGO Grant Program to provide women's health services to disadvantaged women, with a focus on migrant and refugee women, residing in the Fairfield Local Government Area. Fairfield City is one of the most multicultural cities in Australia with more than half the residents born overseas, mostly from non-English speaking countries and over 70% speaking a language other than English at home (2016 Census).

1,101

occasions of service
in 2021/22

148

group sessions held in
2021/22 attracting

1,654

occasions of
attendance to group
sessions

FWHS is actively committed to a vision of empowering women by acknowledging the importance of health and wellbeing for women and their families. Using women-centred, holistic, preventative and trauma-informed approaches, our multi-lingual, multi-disciplinary team offers women a wide range of free services at our Cabramatta site: Intake & Referral, Generalist Counselling, Generalist Casework, Dietetics, Health Education, Health & Wellbeing Group Activities and outreach services in various locations.

The past 12 months have proved to be momentous in the growth and expansion in the services provided by FWHS. During the COVID lockdown period, we provided social support phone calls to our clients, while some services continued via telehealth appointments and online group activities. This included outreach sessions were delivered online to flexibly meet the clients' needs.

Staff members were trained on the topic: Working with clients from Middle Eastern/Arab/ Vietnamese backgrounds for cultural awareness. The demand for our service has increased steadily. The number of occasions of service was 823 in 2020-2021 and 1101 in 2021-2022. Health & wellbeing group activities is one of FWHS' outstanding program, with a significant increase from 106 groups and 787 occasions of attendance in 2020-2021 to 148 groups and 1654 occasions of attendance in 2021-2022. The team worked together to design activities that meet the community's needs and deliver them in a holistic, integrated way to suit our community.

We continued to form more partnerships and raised our profile and credibility through collaborating with other services, attending various networks, providing outreach services for different organisations around Fairfield LGA. A significant new partnership formalized this year was with Legal Aid to provide legal services for local women at FWHS every second Monday.

I would like to acknowledge the contribution of our Steering Committee, our auspicing bodies, Liverpool Women's Health Centre and Bankstown Women's Health Centre, and in particular, Kate Meyer (Manager - LWHC) and Mariam Mourad (CEO - BWHC) who have generously given of their time and skills to provide support to the team at FWHS.

Finally, I would like to thank our FWHS staff for their professionalism and dedication, our service partners, and students on placement.

We are looking forward to another busy and exciting year to continue to provide quality and unique service to the community, maintaining and building partnership with existing and networks to reach out to more other communities in Fairfield LGA.

Elly Dang - Acting Service Coordinator at Fairfield Women's Health Service



Case Study 1

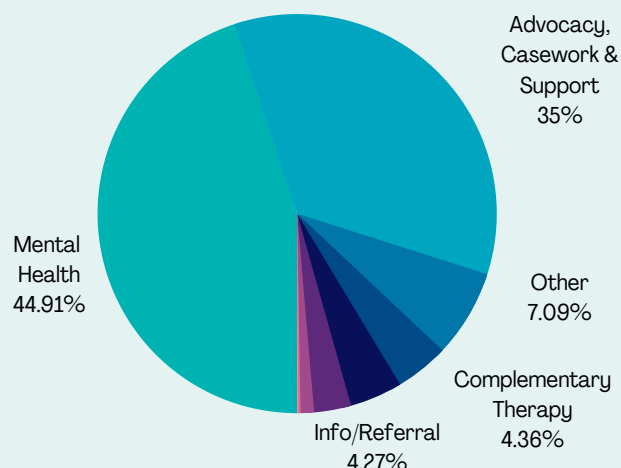
C, a 41 year old woman from a refugee background, was internally referred to our dietitian via our counsellor.

3 months from the initial consult to the last consult, C has made long term progress to assist her with reaching her weight loss goals, changes to her oral intake habits and a healthier lifestyle to assist with her stress and anxiety. C was able to lose 5 kilos, made exercise her daily priority to assist with her weight loss goals and mental health wellbeing.

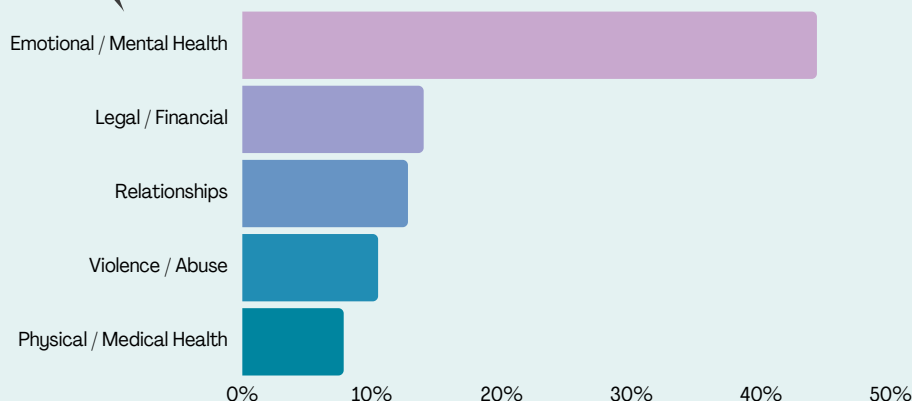
C has also been able to successfully identify when her sleeping patterns are impacted due to poor nutrition and stress which she then feels impacts her overall health in the days to follow.

C has successfully been able to reduce intake of portions, include more fresh fruits and vegetables and reduce her intake of confectionary on a long term basis. At our latest consult, C has stated that 'she is very happy and is re-motivated' to reach her goals.

Services Provided 2021/22



FWHS Top 5 Presenting Issues 2021/22



Client Testimonials

"We love every single group and session at FWHS. They are so helpful & practical"

"Thank you FWHS for delivering these programs for us so that we have the opportunity to get together and to learn so many good things. We will definitely bring families and friends to come back"

Case Study 2

Our caseworker worked with Client X, who was homeless and had no friends or family. Client X lost her mother to DFV. She has her own relationship issues, mental health issues, history of attempted suicide, and self-harm. Due to her complex situation, Client X was not very open and hardly engaged at the beginning.

Our caseworker patiently worked with Client X, supported her with a range of services, including referral to trauma counselling, career counselling at TAFE, and a health professional for a general health and welfare check.

Client X now has a safe place to stay. She has found work and most importantly she has been motivated to go back to study. She said: "I now want to change my life for the better, I don't want to be like what I have been for the rest of my life. Thank you for understanding, caring and all the valuable supports otherwise I don't know when I would wake up from my mess".



ADDRESSING WOMEN'S HEALTH GOALS

OUR HOLISTIC MODEL OF HEALTH CARE recognises the social determinants of health and works with women towards improved health. We take the 'whole' woman and her life circumstances into account. We develop strategies and offer services to address key health issues across the range of women's life stages as highlighted in the *NSW Women's Health Framework, 2019*.

GOAL 1: HEALTHY RELATIONSHIPS

Strategies: All women and girls in NSW are *informed* about healthier relationships, *empowered* to make healthier choices, and are *engaged* with families, peers, and communities.

Our Statistical Outcomes:

995	incidents of violence/abuse as a presenting issue	405	additional domestic violence support provided to women
313	incidents where relationships raised as a presenting issue	132	women provided with legal advice through partnership with DV Legal Aid team
658	counselling contacts presenting with violence/abuse	275	case work appointments attended

GOAL 2: HEALTHY MINDS

Strategies: All women and girls in NSW are *supported* to build resilience, through major life changes, by appropriate mental health and wellbeing services. *Empowered* to feel more confident and comfortable with their bodies and *informed* about mental health and wellbeing and support services.

Our Statistical Outcomes:

361	counselling appointments attended	174	mental health check-in's during COVID-19 lockdown
376	client contacts presenting with anxiety	287	client contacts presenting with depression
607	clients with stress as a presenting issue	111	client contacts with grief/loss as a presenting issue

GOAL 3: HEALTHY LIFESTYLES

Strategies: All women and girls in NSW are *informed* and able to access high quality health and wellbeing information as well as *empowered* to make healthier choices.

Our Statistical Outcomes:

58	instances of weight management raised as a presenting issue	244	occasions of attendance to the Healthy Lifestyle Programs
231	instances of nutrition raised as a presenting issue	29	clients supported with Health Lifestyle Program's
126	contacts where women were provided information and support on nutrition and diet		

GOAL 4: HEALTHY BODIES

Strategies: All women and girls in NSW are *supported* in the management of chronic illnesses and to have better reproductive and sexual health, *provided* with access to contraception and maternal support, and *engaged* in prevention and early intervention.

Our Statistical Outcomes:

342	contacts providing women with medical support	141	cervical screening tests conducted
122	instances of physical fitness raised as a presenting issue	22	swabs and STI tests conducted
162	client contacts identifying gynaecological/urogenital as a presenting issue		

BWHC SERVICES

GENERALIST COUNSELLING

Bankstown Women's Health Centre provides a free counselling service for women with the aim to support the psychological wellbeing of women.

BWHC Generalist Counsellor Rima brings her experience from the NSW education department and continues to further her knowledge and education through extended studies.

Using a trauma informed approach, our counsellor Rima delivers therapy and supports women to develop realistic goals, understand and heal the impacts of life challenges including relationships, loss, grief and trauma. In addition, clients are equipped to develop assertive communication skills, manage stress and gain more confidence.

Key Statistics 2021/22

387

occasions of service in 2021/22

361

counselling appointments in 2021/22

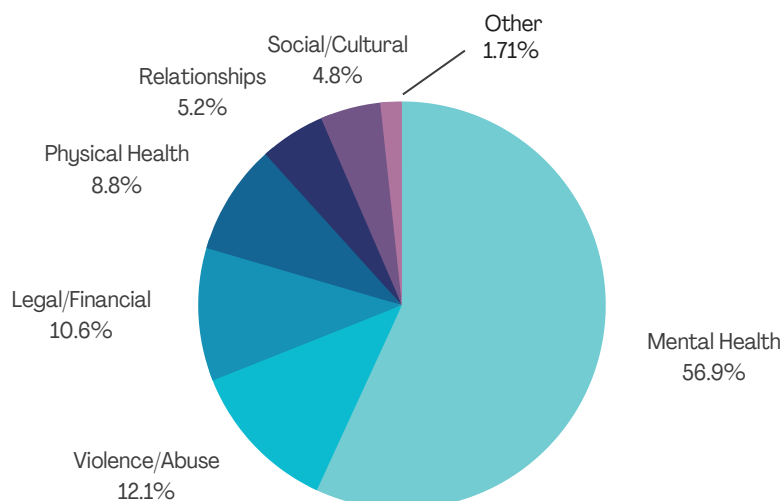
188

occasions of anxiety recorded as a presenting issue

169

occasions of depression recorded as a presenting issue

Counselling Presenting Issues 2021/22



A Letter to our Counsellor Rima

Hi Rima,

I commenced counselling services with Bankstown Women's Health Centre 31st May 2021 and today was my final day.

I had initially started my first visit (in person) with a different lady who then transferred me over to you (after a few face to face we then started phone appts due to Covid 19) ... Wow what a journey it's been

This has been the first time I had ever participated in anything like this in my adult life (in terms of fully engaging myself with counseling services) ... After the loss of my father in December 2020 I was going through all sorts of emotions as one could understand/imagine and this outlet (counselling) was one way where I felt could perhaps help me 'vent' !!!

Rima honestly all the different conversations we've had during the duration of the last 12 sessions have really helped me in more ways than I would have ever thought, being more open in allowing the 'different' possibilities of where my life could now head in terms of a better fulfilling path !

Thank You for listening without judgement, validating my 'vent' lol .. allowing me to really feel like I'm being heard and you understand not only what I'm saying but what I'm feeling ... I can tell your empathy towards me ... you allow me to speak and even sometimes giving me extra time if necessary to be able to just get whatever it is out (I sincerely thank you for that) !!!!

Thank you also for being understanding with my circumstances when at times I could not contact you due to financial restraints and you did your best to always provide me with whatever option (s) to still make the necessary contact to speak with each other etc ...

I have implemented new ways to continue positive steps moving forward and again thank you ...

Kind regards
E

BWHC SERVICES CONT.

CHILD & ADOLESCENT TRAUMA SERVICE

This is a free service for children and adolescents under 18 years who live or attend school in the Canterbury Bankstown Local government area. Short to long term counselling is available for girls and boys under the age of 18 who have experienced sexual assault, domestic family violence trauma

The Child Adolescent Trauma Service (CATCS) is funded to provide counselling, support and advocacy services to children under 18 years who have experienced domestic and family violence, trauma, and or sexual assault, or displayed behaviours that indicate they may have been impacted by trauma.

The CATCS provides individual therapy, Psychoeducation & information, therapy group work and activities, supportive group work, community liaison and training, as well as accredited programs to children/youth and their non-offending family members.

It has also been a challenging year for the Child and Adolescent Trauma Counselling Service. From June 2021, after the COVID-19 Delta strain reached our community, staff came into the office to offer a confidential service by telehealth and/or Zoom, and to assist with the packing and assessing clients for food hampers. Many members of the community have either lost their jobs or were otherwise impacted by COVID-19 lockdown restrictions. Staff responded by taking on work outside of their usual roles in order to extend care to the community we serve.

BWHC has welcomed Milena to our team, a highly experienced social worker. She has taken her experience in working with children and families in out of home care, child protection, and the clinical space both in NSW Health and Northern Territory Hospital and statutory child protection system.

Key Statistics 2021/22

661

Occasions of
Service in 2021/22

52

Client's accessed this
service in 2021/22

22

Client's accessing this
service are under the
age of 15 years old.

CATC Case Study

Client S who is 9 years old attends the CATC service once a fortnight for sexual assault counselling.

After months of building rapport, trust and safety with counsellor, Client S disclosed that she was being bullied at school and had some big worries about her mum.

Working from a trauma informed, person centred approach, Client S was able to connect her feelings and emotions in her body.

Client S had then taken the 4,7,8 breathing technique which she learned in counselling and offered this strategy to her mum when her mum was stressed.

MEDICAL CLINICS

Bankstown Women's Health Centre's medical clinician specialises in women's health issues and is provided by a female health practitioner Dr Ngaire Millener. It is a bulk billing service through the Medicare scheme. During COVID-19 lockdown and restrictions, Dr Millener continued to offer consultations via telehealth for existing patients.



Key Statistics 2021/22

268

Occasions of Service
in 2021/22

119

Cervical Screening
Tests Conducted

208

Client's accessed this
service in 2021/22

17

Women Screened
for STI's

FOOD SHARE PROGRAM

Bankstown Women's Health Centre works in partnership with Second Bite and Food Bank to provide food hampers. Addressing the South West Sydney local Health District Health Priority: Food Insecurity, our food share program has become a community hub, providing fresh food to local families on a weekly basis, ensuring the community has access to healthy nutritious food, and meeting the community health needs.

Key Statistics 2021/22

1,566

families provided with food
hampers throughout the
2021/22 year.

43.5

average number of families
provided with food hampers every
week.



HEALTH PROMOTION

Bankstown Women's Health Centre's Health Promotion Officer Jenny has been actively encouraging women to have their breast screening mammogram, reminding to self-check their breast properly each month, and to book in for their cervical screening. The health promotion workshops are designed to deliver information on women's health and wellbeing, and disease prevention to a culturally diverse community.

BWHC SERVICES CONT.

CASE MANAGEMENT

The Case Management Service is always busy, and this year is no exception. The Case Management team receives more than 700 referrals annually and manages approximately 275 cases per year.

Our Case Management team works with the client to set goals and aids with presenting issues such as housing, financial, legal, advocacy, AVO's, parenting, court assistance and information.

Referrals and links to specialised services is a key component of the Service. They also facilitate various social, health, educational, and wellbeing groups and activities to meet the needs of the local women.

This year the Case Management Service facilitated and coordinated groups, activities and events including: Active Women, Weekly Food Share Program, outreach sessions, Work Development Orders program, and Women's Health promotion activities.

Case Management Case Study

Client J had been sponsored by her ex-husband, came to the Centre for help. Client J has presented several issues including isolation, depression, emotional & psychological abuse, verbal abuse, financial abuse, bullying and intimidation.

Using person-centred approach and trauma-informed practice, Case worker has created a safe, trusting environment for Client J to unpack her feeling of shame, guilt due to cultural stigma and discrimination.

Client J has been supported with counselling, legal services and introduced to the weekly Women's Group. She has reported that she feel more confident, independent, hopeful and empowered and look forward to starting her new life.

DOMESTIC & FAMILY VIOLENCE SERVICES

Early 2021, following the successful grant from Gambling NSW, and Women's NSW, three new bilingual Case Workers have been employed to deliver Domestic Violence Services in the Canterbury Bankstown LGA. One a 2 year project, the other 12 months project.

The newly established DV service targets Arabic Vietnamese and other cultural backgrounds who are experiencing domestic and family violence. Another aspect of the service is to raise awareness in the community of domestic family violence.

BWHC team spent long hours and tremendous efforts in planning for the launch of Domestic and Family Violence Awareness Let's talk video. The centre has proactively engaged and collaborated with significant key stakeholders to participate in the short but impactful video. Stakeholders included several influential local members, community organisations, local services and clients.

Key Statistics 2021/22

890

case management client contacts in 2021/22

275

clients provided with support from our case management team in 2021/22

960

occasions of violence and/or abuse identified during whole of Centre occasions of service in 2021/22

INFORMATION & REFERRAL

Our first point of contact for clients and agencies is our Information and Referral Officer, Rima who is bilingual and provides a warm, safe greeting for women who access our service.

Our intake referral officer manages telephone calls, enquiries, referrals, bookings for food share, and assesses the client's needs and matches them the correct service and practitioner.

A key service of BWHC is to provide accurate information and referrals to women for their health and wellbeing needs.

Referrals are received from the individual themselves, local general practitioners, NSW Communities and Justice, Bankstown Hospital, Family Referral Service, Centrelink, Housing NSW, and other government and non- government organisations.

Intake & Referral Case Study

Client M attends Bankstown Women's Health Centre and tells me that her partner has been threatening her. Client M would like to know what options are available to her. BWHC Referral Officer assesses Client M at low threat / risk through the DVSAT.

Mary consents for her information to be exchanged with a legal service that attends BWHC. Client agrees to appointment and said that she was very happy and felt encouraged by the service and information she received.

DIETITIAN

A broad range of women, of all ages and nationalities, have been assessed by our Dietitian service. Each client who attended the service presented with very different needs ranging from basic dietary modification needs to complex dietary modifications and non-nutrition related concerns impacting on their nutritional status.

A trauma informed, collaborative, strengths based approach practice is used by our Dietitian at BWHC for best client outcomes. Noticeably throughout the COVID 19 environment, there has been an increased number of women requiring intervention regarding nutritional needs.



Key Statistics 2021/22

63

occasions of service providing nutrition and diet advice to women

44

clients provided with nutrition and diet advice in 2021/22

28%

of clients had a presenting issue relating to emotional/mental health

BWHC SERVICES CONT.

GROUPS & WORKSHOPS

HEALTHY LIFESTYLE GROUP

The Healthy Lifestyle Group is a free program held weekly during school term including physical and nutritional health sessions. Information is delivered by our accredited practicing dietician. The group is broken down into 45 minutes of physical activity, such as yoga or Zumba, and 45 minutes of health and wellbeing information, such as diet and lifestyle advice. An Inbody scanner is used during this workshop to measure fitness, bone health, & the percentage of muscle and fat relevant to age. This group is held on site, at outreach venues, and online during lockdowns.

73

Occasions of attendance to the Healthy Lifestyle

21

Total number of sessions held for the Healthy Lifestyle group

ACTIVE WOMEN

Occasions of attendance to the Active Women Group

151

Total number of session held for Active Women Group

16

This group's purpose is to improve the health and wellbeing of women, particularly their balance and fitness level. This is a free group held weekly during the school terms to make a difference to the flexibility and balance in older women. Active Women is facilitated by the Case Management services at BWHS to bring women and improve social connection.

WOMENS GROUP

This group is held weekly to improve the health and wellbeing of women in the community. It is facilitated by a bilingual domestic violence case worker. The Women's Group is a two hour group consisting of physical activity and workshops including information on stress & anxiety, domestic & family violence, gambling & financial guidance, age care funding, COVID information & general health. These workshops are occasionally provided by external guest speakers.

521

Occasions of attendance to the Women's Group

62

Total number of sessions held for the Women's Group

OTHER GROUPS, WORKSHOPS & ACTIVITIES

Throughout 2021-22 Bankstown Women's Health Centre also supported a variety of other groups, workshops & activities including:

- Indonesian Online Women's Group
- 123 Magic & Emotion Coaching
- MetroAssist Bangladesh Group
- Chester Hill Neighborhood Centre
- Outreach Groups & Activities at local schools: Wiley Park Public, Wiley Park High, Bankstown Senior College, Greenacre Public, Punchbowl Boys, Yagoona Public School, Punchbowl Public School, Sefton High School, Navitas College.



COMMUNITY EVENTS & ENGAGEMENT

BANKSTOWN WOMEN'S HEALTH CENTRE

greatly values the relationships we develop and maintain with our partners. Community engagement is central to the work we do and we love celebrating and acknowledging our communities milestones with events throughout the year.

XMAS GIFTS

Bankstown Women's Health Centre provided Xmas gifts to 22 aboriginal families and their children, and 16 to families within the the Canterbury-Bankstown LGA. We also kindly received a Christmas hamper from the Aboriginal Elders.



LETS TALK SURVEY

Following the Lets talk event launch a survey was sent to 550 women who live or work in the Canterbury-Bankstown community to determine why women do not report domestic violence to the NSW Police. The demographics of women surveyed were in line with the profile of the Canterbury Bankstown LGA which is predominately Arabic speaking cultures, followed by Vietnamese, Greek, and Bengali.

The survey also captured where a woman would go for support when she had experienced or experiencing domestic violence. 56% of those surveyed would contact a Women Health Centre for support and 55% would ask for support from a family member or friend followed by their Doctor 45.3%, Domestic violence hotline 38.6% and NSW Police 37.3%.

BANKSTOWN CENTRAL HEALTH PROMOTION STALL

Every month staff from BWHC hold a stall at Bankstown Central to share information with the community on our services, healthy relationships, screening & tips to improve wellbeing.



'HAVE YOUR SAY DAY'

Our Annual 'Have Your Say Day' is the time when BWHC consults with the community about the women's needs for services which informs the strategic planning for BWHC's provision of services.

SUPPORT THE GIRLS

Support the Girls is a not for profit organisation that supports women by making comfortable underwear accessible. The event held at BWHC supplied and fitted 23 women with free bras and underwear.



INTERNATIONAL WOMENS DAY

BWHC supported Internal Women's Day events by delivering health and wellbeing to women in our community at the Bankstown High School and Bankstown Library IWD events.

NATIONAL VOLUNTEER WEEK

Our CEO presented gifts and certificates to our food share volunteers who worked alongside the team to deliver the food share program.



NATIONAL QUALIFICATIONS

In partnership with Phoenix Institute Women completed the Certificate 3 and received certificates upon their graduation. Most women seeking this qualification have not previously studied. One-on-one support is given to each individual in a safe welcoming environment. BWHC also offered leadership and volunteer workshops and sessions.



CLIENT TESTIMONIALS

I enjoyed working at Foodshare to give back to the community and BWHS that helped me when I needed it. I will never forget BWHC.



BWHC does amazing work for the community, and especially during the COVID period you were continuing to support the community with food packages and access to services.



I love seeing Rima and all of your beautiful smiles. You make me happy and feel that I am going to be OK.



I have been talking to Rima for a while now. Even though we have not met face-to-face, I feel very comfortable. She is empathetic, professional & understanding.



Bankstown Women's Health Centre is a wonderful place for women and their families. This place helps you find the power of belief in yourself.



Thankyou! After seeing the Dietician I am feeling good and more energised.



Thank you for your service and the hard work. Ladies at BWHC work so hard and we all appreciate the long hours and the great food we get.



I told two of my friends to speak to the CATC service at BWHC as speaking with you has helped me so much.



CONTACT US



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2021-2022 BWHC FINANCIALS

Income statement

For the year ended 30 June 2022

	2022 \$	2021 \$
Income		
Income	1,113,624	1,087,729
	<hr/>	<hr/>
	1,113,624	1,087,729
Expenses		
Advertising & Promotion	1,599	1,231
Bad Debt Writin Off	-	385
Bank Fees & Charges	264	345
Committee & Board Expenses	304	500
Covid-19 expenses	271	514
Depreciation	4,364	46,023
Equipment	23,120	4,775
General Expenses	60	77
Insurance	9,054	9,233
Maintenance	3,495	3,641
Office	9,130	2,892
Other	80,262	8,030
Permits, Fees	180	-
Programs & Projects	41,242	16,882
Reference Materials/Books	415	14
Rent	8,838	8,133
Staff - Conference / Meetings	2,992	1,496
Staff - Supervision	7,204	5,374
Staff Amenities	771	629
Staff- Training	7,052	4,224
Subscriptions/memberships	8,618	6,977
Sundry Expenses	174	-
Telephone	12,625	9,047
Travel Costs	3,201	3,480
Wages	791,028	674,511
Wages - On Costs	88,740	93,503
	<hr/>	<hr/>
	1,105,003	901,916
Net Surplus	<hr/>	<hr/>
	8,621	185,813
Retained earnings at the beginning of the financial year	490,310	304,497
	<hr/>	<hr/>
Retained earnings at the end of the financial year	<u>498,931</u>	<u>490,310</u>

The accompanying notes form part of these financial statements.

These statements should be read in conjunction with the attached compilation report of MEAGHER HOWARD & WRIGHT.

A complete copy of BWHC's Financial Report 2022 can be provided on request.



Bankstown
women's
health centre

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

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