

# CUMBERLAND WOMEN'S HEALTH CENTRE

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ANNUAL REPORT  
2021/2022



Cumberland  
**WOMEN'S  
HEALTH**  
Centre

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*We acknowledge that we work on stolen Aboriginal land and that sovereignty was never ceded. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging. We recognise that our efforts towards inclusivity and solidarity must be ongoing and always evolving.*



# ABOUT CUMBERLAND WOMENS HEALTH CENTRE

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## Together We Bloom

Cumberland Women's Health Centre is a non-profit community based organisation, we provide women's health services and domestic violence specialist response services to all women regardless of age, gender or income. We are here to help you.

## Our Mission

CWHC is committed to providing professional, affordable and holistic gender informed services that promote the health, wellbeing and empowerment of women in the local areas of Cumberland, Parramatta, Auburn and The Hills.

We recognise that women's health encompasses the physical, spiritual, environmental, emotional and social wellbeing of women. Our goal is to work collaboratively, within a feminist, trauma-informed framework, with women and the rest of the community in order to create stability and empower women to initiate positive change within their lives.

## Our Values

Empowerment

Collaboration

Support

Diversity

Respect

## Service Principles

- We are a community based, NGO run by women, for women
- We work within a feminist, trauma-informed framework
- We target our services to meet the diverse and changing needs of disadvantaged women and their children in the local community
- We are open to all women, regardless of ethnicity, sexuality, income, disability and class.
- We strive to work in partnerships with our other agencies in working together to achieve positive health outcomes for women
- We deliver an integrated approach to planning and service delivery
- We seek to strengthen the capacity of women and the community
- We are committed to ethical best practice

# CHAIRPERSONS STATEMENT

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As Chairperson it gives me great pleasure to present the 2021-2022 Annual Report for Cumberland Women's Health Centre.

It has been an incredible year for Cumberland Women's Health Centre as they continue to provide quality and accessible services to members of our Cumberland, Parramatta and the Hills communities despite the challenges presented by COVID-19 and the respective government lockdowns.

We are very excited to finally be going back to offering face-to-face services following the easing of the COVID-19 restrictions. It has been heart-warming to welcome back through our doors each and every day the amazing women of our community.

With all the challenges faced during this financial year, the Centre continues to build new partnerships and strengthening existing ones. This year saw Cumberland Women's Health Centre develop a new partnership and sign a memorandum of understanding with Western Sydney Community Legal Centre. As a result, women have been able to attend Cumberland Women's Health Centre where they have a safe space to access legal services where they may have otherwise not been able to.

In addition, the successful Stronger Communities Application grant has allowed for an upgrade to facilities at Cumberland Women's Health Centre to help make the premises more accessible and encourage safety, comfort and support of current and future clients.

The Centre has also embarked on a new journey developing an online Domestic and Family Violence Training Program through the COVID-19 Domestic and Family Violence Grant to provide employees and employers with the knowledge, understanding and tools to create a culture of safety within their workplaces. The training is designed to mature the culture of workplaces and build upon existing human resources and practices. Cumberland Women's Health Centre is thrilled to be offering an additional resource to the community to support them in building their capacity in domestic and family violence area.

These partnerships have been key in allowing the Centre to continue to grow while maintaining its high calibre of services for the most vulnerable members for our community.

As we look to the year ahead on behalf of the Management Committee my proud thanks goes to all the staff for their tirelessness and enthusiasm and sheer hard work in all endeavours.

**MICHELE ANDERSON**

Chair Person

# MANAGERS STATEMENT

Welcome Cumberland Women's Health Centre's annual report for the 2021-2022 financial year. This year has been no exception in the challenges that have presented themselves due to the COVID-19 pandemic and the ongoing impact it has had on our community. As the effects of the pandemic continue to be felt by our community, Cumberland Women's Health Centre has maintained a responsive and adaptive approach in the way it services the communities' needs particularly those around emotional and financial hardship.

Initially the Centre transitioned many of its services online as a response to the stay at home orders allowing women to be able to continue accessing vital services including domestic violence case management and counselling supports. Maintaining connection to the Centre, albeit it being online, also decreased the instances of isolation many of the women would have otherwise experienced during this period.

Since then, and with the gradual easing and eventual removal of COVID-19 restrictions, the Cumberland Women's Health Centre has been transitioning its services back to in house, face to face format with the service currently back up and running at full capacity providing a great opportunity for women in our local community to regain confidence, develop new skills and build new social connects.

Despite all the challenges the first half of the financial year brought with it, it was particularly heartening to witness the way in which our local Councils, community organisations and community members have come together for the benefit of the community and to assist those most in need. This was seen in the way the Indian Subcontinent Community and Parramatta Council donated food to those who were experiencing financial hardship and how Cumberland and Parramatta Councils

To acknowledge the hard work front line workers have done during this tumultuous period, the Parramatta Cumberland Domestic and Family Violence Prevention hosted an International Women's Day breakfast. The breakfast was a celebration and recognition of the front-line workers who have continually put the needs of their community before their own health and safety, and who have all worked under immense pressure as the pandemic further strained an already underfunded and understaffed industry. It was a celebration of front line workers' perseverance and commitment to their work in the face of incredible adversity.

On a final note, we are thrilled to have welcomed two female Mayors representing Cumberland and Parramatta Councils and look forward to working collaboratively together to raise the profile of domestic and family violence and develop initiatives to address the need in this space.

**SALWA ALBAZ**  
Manager

# NSW WOMEN'S HEALTH FRAMEWORK

While Cumberland Women's Health Centre strives to provide services that provide a localised response, the strategic direction is informed by the NSW Women's health priorities and in line with the current NSW Women's Health framework 2019 and strategy. With this in mind, we develop a specialised approach to services and programs to meet particular needs of women throughout every stage of their life and adapt them to suit the needs of the local community. Programming for the 20-21 year has considered the core state health priorities, which remain heavily focused on Women and reducing the long term effects and impact of Domestic and Family Violence as evident in the numerous strategies within the framework providing safety and support. Prevention and early intervention is the key value of all Cumberland Women's Health Centre service delivery.

**Purpose:** To deliver services and foster environments in NSW to help women to meet their physical, emotional, social and economic potential by increasing opportunities for women and girls to experience better health and wellbeing at every stage of their lives.

**Scope:** This framework applies across the NSW Health System and across the intersections with the broader health and wellbeing system including private sector organisations, not-for-profit organisations, and other government agencies. It recognises and provides an overarching perspective and principles to combine and apply the wide range of frameworks, strategies, policies, and plans that seek to improve or affect the health and wellbeing of women and girls.

## Goals & Strategies:

Goals - All women and girls in NSW have:					
Healthy relationships	Healthy minds	Healthy lifestyles	Healthy bodies	Safety and support	Integrating care
Strategies - All women and girls in NSW are:					
<ul style="list-style-type: none"> <li>• <i>Informed</i> about healthier relationships</li> <li>• <i>Empowered</i> to make healthier choices</li> <li>• <i>Engaged</i> with families, peers and communities</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Supported</i> to build resilience</li> <li>• <i>Supported</i> through major life changes</li> <li>• <i>Empowered</i> to feel more confident and comfortable with their bodies</li> <li>• <i>Informed</i> about mental health and wellbeing and support services</li> <li>• <i>Supported</i> by appropriate mental health and wellbeing services</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Informed</i> and able to access high quality health and wellbeing information</li> <li>• <i>Empowered</i> and supported to make healthier choices</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Supported</i> to have better reproductive and sexual health</li> <li>• <i>Provided</i> with access to contraception and maternal support</li> <li>• <i>Engaged</i> in prevention and early intervention to reduce illness</li> <li>• <i>Supported</i> to prevent or manage chronic illnesses</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Protected</i> and helped to recover from violence and the effects of trauma</li> <li>• <i>Able to access</i> sensitive and approachable services</li> <li>• <i>Supported</i> with caring responsibilities</li> <li>• <i>Informed,</i> confident and safe using technology</li> <li>• <i>Able to access</i> stable housing, adequate financial resources and other support</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Able to access</i> services in a convenient time and place</li> <li>• <i>Able to access</i> services and information that they can understand and that understand them</li> <li>• <i>Able to access</i> services that are safe and trauma informed</li> <li>• <i>Engaged</i> with health and wellbeing services</li> </ul>

# OUR SERVICE DESIGN

Preventive health activities are those that are designed to reduce the likelihood that something harmful to health will occur; or to minimise that harm if it does occur (*National Public Health Partnership, 2006*). It focuses on those health problems which are known to be amenable to intervention; and requires the identification of modifiable risk and protective factors, and the implementation of strategies to eliminate or reduce risk factors and maximise and increase protective.

## Preventative Health



At Cumberland Women's Health Centre we strive to adopt a holistic and person-centred approach to service delivery. We understand that not all interventions are going to be effective for all women all of the time and recovery is rarely a linear process nor a cycle.

**Our service design allows for a customised approach, not only with each client, but with each and every engagement at any point in the clients journey.**

Additionally, keeping wellness practices at the top of each engagement provides a soft entry point for all of our clients, many whom may never have engaged with any services before and may not be able to identify what support they need. This element is also critical for sustainable client engagement as it means that even when a woman may have completed a full therapeutic intervention, through recovery and back to wellness, this model ensures every woman can continue to engage with the centre for years to come and always feel they belong and continue to ensure positive long term health outcomes.

# CUMBERLAND WOMENS HEALTH CENTRE SERVICES

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## **Information and Referral**

This service is usually the first engagement point for many vulnerable women who often have never have engaged in any service support previously. Clients are welcomed through our easy to use online self-referral portal and professional referrals are always quick to access through our new website.

Support approaches can include:

- Housing Advocacy
- Domestic and Family Violence awareness counselling and support
- Depression and Anxiety counselling and support
- Preventative Health and wellbeing referrals
- Community and social Isolation

## **Women Who Have Experienced Violence**

With more than 1 in 3 women experiencing violence in their lifetime this is the core focus of the Cumberland Women's Health Centre service model. Women can be referred by a professional but can also self-refer at any time and on multiple occasions if needed.

Support and interventions provided include:

- Crisis Support
- Case Management and Advocacy
- Counselling
- Domestic and Family Violence support group
- Information about rights
- Court Support
- Trauma informed groups and workshops

## **General Counselling**

Women experiencing anxiety, depression, historical trauma and other situational mental health stressor can access one on one counselling and support through Cumberland Women's Health centre easily by self-referring via the online portal. The General Counselling service is available to clients as face-to-face appointments, over the phone or video conferencing.



# CUMBERLAND WOMENS HEALTH CENTRE SERVICES

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## **Victim Services Counselling**

Women who have been a victim of violence have access to Cumberland Women's Health Centre's Victim Services Counsellor. Women approved under the Support for Primary Victims scheme have access to 22 hours of free counselling and support. This service is available remotely and appointments are conducted over the phone or video conferencing.

## **New Beginnings**

As core service delivery, the Domestic Violence support group is a free support group for women who have, or are experiencing violence or lack of respect in a relationship. The group recognises that abuse causes everyone pain whether it is physical, mental, emotional, financial or spiritual. The group is a closed group run each term for women needing to begin their healing journey. Women who attend the group often go on to access additional services and groups at the Centre.

## **Massage and Aromatherapy**

As part of the Women's Health approach to preventative health services, massage therapy and aromatherapy consultation form part of the holistic approach to wellness. Whilst Massage Therapy appointments are still suspended due to COVID-19, our Massage and Aromatherapist continues to conduct over the phone Australian Bush Flower Remedy consultations. As part of this, the Therapist would check in with clients on their health and wellbeing providing over the phone support as needed. A blend of personalised Bush Flower Essences is formulated for the client which takes into consideration the issues and needs raised by the client during the phone consultation. This is then mailed to the client as part of a larger care pack to support them through their journey.

## **Trauma Informed Yoga**

This trauma informed class is specialised form of yoga that creates a safe space for women to be present and find a sense of grounding. This can help women to connect with their bodies and minds by focusing on their breathing and how their body is feeling after trauma in a way that feels safe and supported.

# CUMBERLAND WOMENS HEALTH CENTRE SERVICES

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## **Therapeutic Groups and Workshops**

Group programming is an essential and ongoing part of the work of Cumberland Women's Health Centre. Group work allows clients to explore their challenges with the support and learnings of others with common needs and goals, an important part to recovery. This modality also provides a platform for safe and supported social interactions, some who have no other social networks at all.

The groups held for the 21-22 period include:

- New Beginnings
- Zumba
- Yoga
- Women's Health and Wellbeing Group
- Aboriginal and Torres Strait Islander Women's Health Gathering
- Aqua Aerobics
- Phoenix Landing
- I Win and You Win
- Together we thrive
- Work ready skills workshop
- Learning English through Karaoke
- Restart with Art
- Employment Boost - Retail Ready
- Healing Through Word

# CUMBERLAND WOMENS HEALTH CENTRE SERVICES

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## **Bill Assist**

We have continued to partner with Christian Community Aid to provide financial support and stability to those Women in crisis who access our services. Women receive emergency access to food vouchers, travel vouchers and support and advocacy with household bills.



## **Aboriginal and Torres Strait Islander Women's Health**

Aboriginal women, both on country and visiting have always had a strong affiliation with Cumberland Women's Health Centre. Throughout the 21-22 year we have provided the platform Women's Gatherings for those that identify as First Nations Australians. These events give the opportunity to meet with other local women, reducing social isolation and keeping culture alive in the Parramatta and Cumberland districts. The groups also provide a soft entry for service delivery. This year the Aboriginal and Torres Strait Islander Women's Health Group has merged with the Women's Health and Wellbeing Group following feedback provided by group participants. The merger has allowed for the expansion of both groups where women have come together to share and to learn from each other.

## **Women's Health and Wellbeing Group**

This essential group has been running for the past 7 years at Cumberland Women's Health Centre and due to its success it continues to be active with new members participating each and every month, engaging an average of 15-20 participants each session. The Women's Health and Wellbeing Group is an open group that provides an important space for women to come together and engage in the sharing of stories and life experiences. In addition to the social aspect, the Group allows for the facilitation of learning for the women on topics that are relevant to their everyday lives. This year the facilitator covered topics such as effects of negative self talk on mental health, the power manifesting positive thought and setting intentions, importance of nutrition and impact it has on a person's physical and mental health.

# GROUP SPOTLIGHT: RESTART WITH ART

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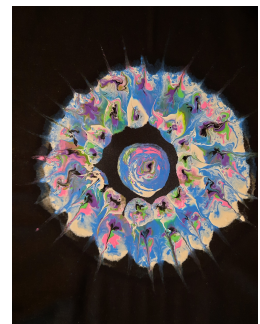
The Restart With Art online program consisted of six sessions provided by Cumberland Women's Health Centre. The aim of the program is to provide disadvantaged women in the local Parramatta and Cumberland areas with a therapeutic online program designed to reduce their social isolation and stress as well as build their self-confidence.

Cumberland Women's Health Centre delivered all required art materials to each participant's residence, as well as to the facilitator, in a contactless manner to maintain safety measures during COVID pandemic.

The online art program aimed to achieve its goals through painting mainly on wearable items. Each week participants learnt and used a different painting technique, using fabric paints on: a black t-shirt; a tote bag; a white t-shirt; wooden earrings; a sun visor; and finally on a canvas.

The online program encouraged participants to trust themselves and be freely creative in applying a learnt fluid painting skill to produce original works of art. Participants stated they appreciated working within the safety of their own homes, and said they wished the program would continue beyond the set timeframe.

Participants who attended the program also reported that they appreciated learning something new and found engaging in the activities very relaxing, calming and enjoyable.



# GROUP SPOTLIGHT: PHOENIX LANDING

Phoenix Landing is a four week program designed and facilitated by Cumberland Women's Health Centre Counsellor to manage stress, reduce social isolation and build safe community as well as learn new soothing and supportive practices to benefit wellbeing.

The aim of the program is to empower and equip participants with choice, where they could develop new skills and knowledge to care for themselves and their mental and emotional wellbeing within a safe and supportive group environment.

Women who attended the group engaged in discussions around how emotions show up in the body and the physiological links associated with this, as well as nurturing ones self using a variety of activities including mindfulness, body scan, art therapy and guided meditation exercises that assist in the integration of mind and body.

The group was successful in creating a safe community where women shared and learnt new ways of acknowledging their emotions and needs. Participants provided positive feedback on their experience, with one stating that they learned "...ways to feel grounded. Connecting with women and learning to feel connected to my surroundings". Another participant stated "I come from not English background, this group make me comfortable and more confident than before. I really enjoyed it. Thanks"

Meditation isn't about getting rid of your thoughts. It's about learning how to be at ease with them.



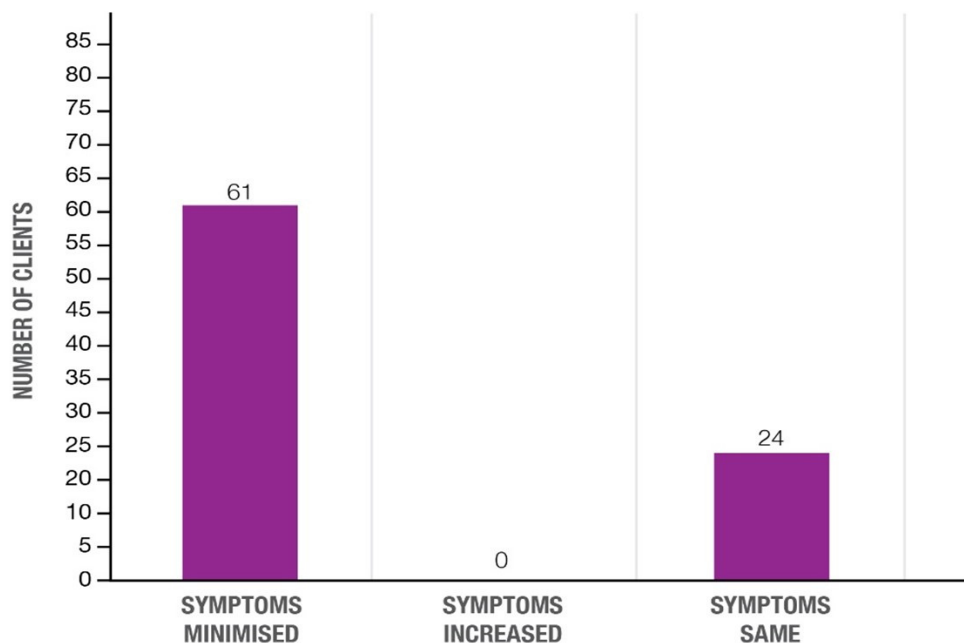
# SERVICE SPOTLIGHT: VICTIM SERVICES COUNSELLING

Women who have been a victim of violence have access to Cumberland Women's Health Centre's Victim Services Counsellor. Women approved under the Support for Primary Victims scheme have access to 22 hours of free counselling and support. During August 2021 – August 2022 eighty five clients were provided with support from our Victim Services Counsellor. As part of the service delivery the clients were assessed for the progress in their wellbeing and the results were collated to form part of this report.

In terms of post-traumatic stress symptoms as listed in the PCL-5 assessment tool:

- Sixty-one clients out of eighty-five clients had reduced symptoms by end of the counselling period;
- No client showed an increase in number of post-traumatic stress symptoms experienced by end of the counselling period;
- Twenty-four out of eighty-five clients experienced the same number of post-traumatic stress symptoms at the end of the counselling period as they had at the start of their sessions.

**PCL-5 Symptoms for PTSD  
from 1st August 2021 – 1st August 2022\***



\* Data comparing results of 85 Clients for symptoms at beginning of counselling with results at six weeks or more

In terms of symptoms for depression as listed in the DASS21 assessment tool:

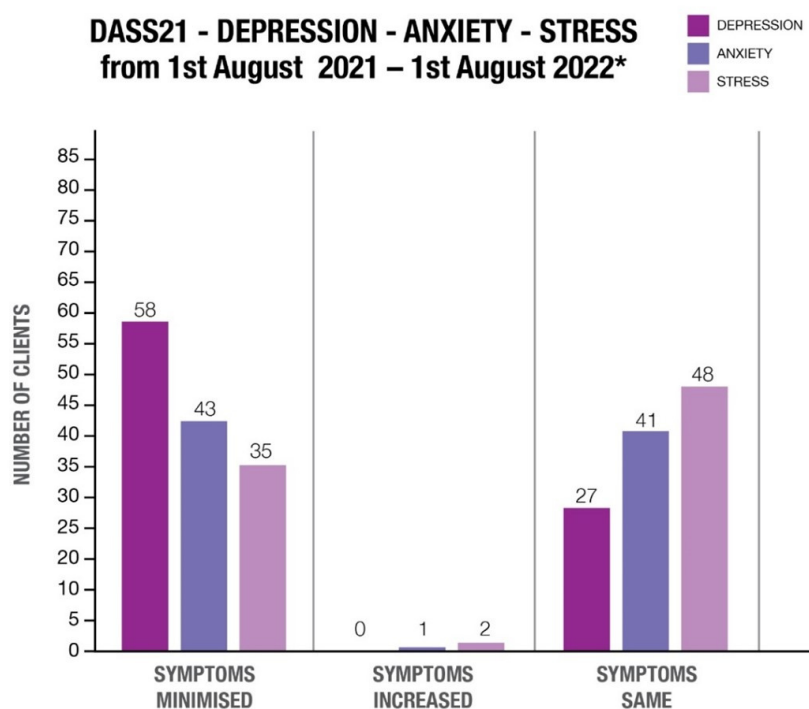
- Fifty-eight clients out of eighty-five clients had reduced symptoms for depression by the end of counselling period;
- No client showed an increase in number of experienced symptoms for depression by the end of counselling period;
- Twenty-seven out of eighty-five clients experienced the same number of symptoms for depression at the end of the counselling period as they had at the start of their sessions.

In terms of symptoms for anxiety as listed in the DASS21 assessment tool:

- Forty-three clients out of eighty-five clients had reduced symptoms for anxiety by the end of counselling period;
- 1 client showed an increase in number of experienced symptoms for anxiety by the end of counselling period;
- Forty-one out of eighty-five clients experienced the same number of symptoms for anxiety at the end of the counselling period as they had at the start of their sessions.

In terms of stress symptoms as listed in the DASS21 assessment tool:

- Thirty-five clients out of eighty-five clients had reduced symptoms for stress by the end of counselling period;
- 2 clients showed an increase in number of experienced symptoms for stress by the end of counselling period;
- Forty-eight out of eighty-five clients experienced the same number of symptoms for stress at the end of the counselling period as they had at the start of their sessions.



\* Data comparing results of 85 Clients for symptoms at beginning of counselling with results at six weeks or more

In examining the results in relation to the data-base entries for the counselling sessions of the eighty-five clients, it is important to note that all the clients who experienced either an increase or no change in their levels for post-traumatic stress, depression, anxiety and stress, had one or more of the following factors in common:

- Were still in their original and ongoing traumatic circumstance;
- Experienced a new additional traumatic experience towards end of the counselling period, which triggered or exacerbated symptoms previously experienced
- Were also coping with other diagnosed mental illnesses
- Had a long history of multiple traumas going back to childhood.

## **Conclusion**

The assessment of the eight-five clients showed a realistic picture of the disadvantaged client group of women who access the services at Cumberland Women's Health Centre. The mental and emotional well-being of these women is impacted by their ongoing struggle on many fronts: coping with the experience of family/partner violence; financial hardship; homelessness; loss of their children; poor self-confidence and self-esteem, social isolation, mental illness, physical illness, pain issues, to mention a few.

Overall, the assessment showed that most assessed clients showed an improvement in their well-being to some extent, which can be partly attributed to the counselling they received, and partly to a more favorable change of their circumstances.



# EVENT SPOTLIGHT: FAMILY FUN DAY 2021

On August 1st, 2021, the Parramatta Cumberland Family and Domestic Violence Prevention Committee launched a virtual fundraising campaign, the Family Fun Day Virtual Walk-a-thon, to help raise crucial funds for Parramatta Women's Shelter.



Parramatta Women's Shelter is a local women's and children's refuge that provide crisis accommodation and outreach support to women and children escaping domestic and family violence and homelessness, and they specialise in housing larger families. It is the goal of Parramatta Women's Shelter to support these women get back on their feet and find long term stability within the community.

The aim of this fundraiser was to raise \$30,000 for Parramatta Women's Shelter, to help support the operations of their organisation so that vulnerable women and children in their care would continue to be supported during the Covid-19 lockdown period.

We asked participants that registered to walk 5km anywhere and at any time between August 1st - November 1st 2021, asking family and friends to donate in support of Parramatta Women's Shelter. Local council members were asked to participate, as well as other local organisations. By the end of the fundraiser, we surpassed our initial goal by just shy of \$9,000, raising a total of \$38,452.00.

## **Key Figures:**

- We had a total of 61 individual participants register to help fundraise
- We had a total of 473 individual transactions
- The average dollar amount raised per registered participant was \$961.32
- The highest individual fundraiser raised \$3,135
- The highest organisation raised a total of \$11,244

Overall, the Family Fun Day Virtual Walk-a-thon Fundraising Campaign was very successful, with all proceeds raised donated to Parramatta Women's Shelter.

# PARRAMATTA CUMBERLAND FAMILY AND DOMESTIC VIOLENCE PREVENTION COMMITTEE

## Community Engagement

In what has been an incredibly challenging two years for the workers operating within the social, health and community welfare sectors, The Parramatta Cumberland Family and Domestic Violence Prevention Committee wished to recognise their tremendous efforts, through a celebratory breakfast on International Women's Day. The Committee's International Women's Day Breakfast was hosted on Tuesday 8th March, 2022, at Club Parramatta.

In hosting an International Women's Day Breakfast, The Committee aimed to bring recognition to these front line workers, who have continually put the needs of their community before their own health and safety, and who have all worked under immense pressure as the pandemic further strained an already underfunded and understaffed industry. In hosting this event, The Committee also hoped to celebrate and thank these workers for their perseverance and commitment to their work in the face of incredible adversity.

The Committee treated attendees to a guest presentation by Australian journalist, presenter and comedian, Jan Fran. Jan is best known for her work on the podcasts 'The Briefing' and 'The Pineapple Project', as well as TV shows 'The Project' and 'The Feed'. More recently in 2018, Jan's work as an ambassador for Plan International Australia, advocating for women and girls, and her strong reporting on Women's issues earned her a Wakeley nomination for Women's Leadership in Media.

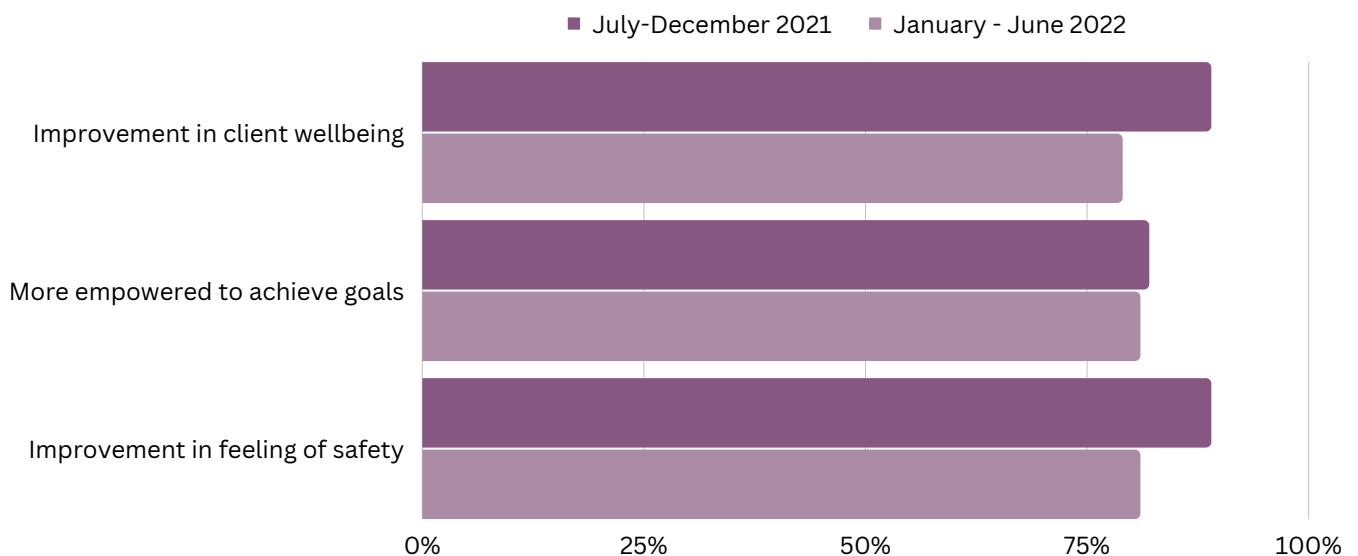
Overall, the International Women's Day Breakfast was very successful.



# DVPASS: NSW JUSTICE

The Domestic and Family Violence Proactive Support Service (DVPASS) is a domestic violence project funded by Department of Communities and Justice and is based on a partnership between a domestic violence specialist service and NSW Police. The aim of the project is to provide case management, counselling and support to clients experiencing or threatened by domestic violence. This includes, but is not limited to, safety planning, referrals to other services, brokerage and practical assistance as well as integrated counselling for co-occurring domestic and family violence, mental health and adult sexual assault. In addition to providing case management support to clients, the case manager participates in the Cumberland WDVCS Seconded Worker Roster providing court support to women who attend Parramatta Local Court on ADVO List Day.

During the reporting period of 2021-2022 the DVPASS program provided case management and support to 323 clients in the Parramatta, Cumberland and Hills Shire LGAs with a total of 644 occasions of service, exceeding the target set out by the Department of Communities and Justice as part of the funding agreement.



As part of the DVPASS project Cumberland Women’s Health Centre continues to monitor for, and report on, trends in clients accessing the service. One such trend has been the number of women on temporary visas accessing the Centre. Women on these visas are not eligible for Centrelink benefits, DCJ Housing and numerous other government services adding to the challenges they face navigating the system.

Another trend has been the increased number of referrals for women who had experienced personal violence such as neighbour or friend.

The tracking of trends has assisted the Centre with its advocacy efforts for future funding to address existing as well as emerging needs of the community.

# IMPACT SNAPSHOT

Cumberland Women's Health Centre continues to exceed its targets for service provision with 528 referrals being received during this reporting period, well and truly above our 400 milestone target an increase of 13% from the previous year. The Centre has continued to provide responsive intake and assessment services in order to meet the large influx of referrals, with its counsellors and case managers working close to capacity in order to meet client and community needs, particularly with the continued increase in demand for services related to the COVID-19 pandemic.

90.9% of clients are very satisfied with the service they received

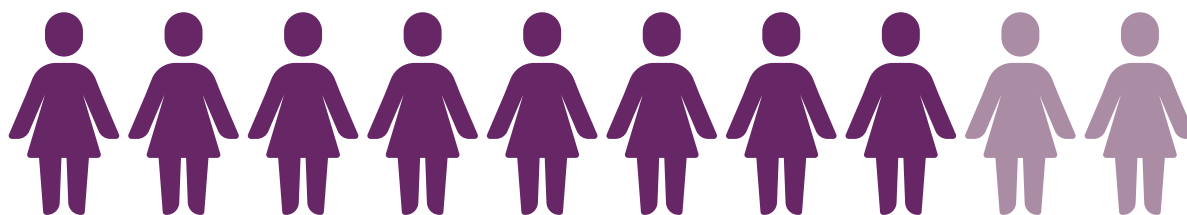


The Centre saw the greatest increase in referrals in the January – June 2022 reporting period, which could be attributed to COVID-19 restrictions and lockdowns being eased and client engagement in face-to-face groups and services improving.

90.9% of clients are very satisfied with the workers they engaged with



86.4% of clients agree that the services offered at CWHC meet their needs



Many clients who were engaged in case management services this reporting period also accessed counselling and/or group therapy support provided by the Centre. This resulted in holistic, wrap around support for clients with a focus on physical, mental and emotional health and wellbeing.

# IMPACT SNAPSHOT

Over the past 12 months our service has provided invaluable support to vulnerable populations of women, particularly those who have experienced domestic and family violence and trauma. This is reflected in the data with the two most common reasons for clients accessing the service being emotional and mental health as well as violence/abuse.

During this period the Cumberland Women's Health Centre identified 17,747 presenting issues, an increase of 36% from the previous year. The below table is a representation of the four broad categories of presenting issues identified during the 2021-2022 financial year.



# COMMUNITY VOICES: Client Feedback

During the 2021-2022 financial year, client evaluation and feedback continues to play an important role in the running of the Centre. Below are some examples of what clients had to say about their experience at CWHC

"I am in awe at how much help [my Caseworker] has provided to me and my children to lift the weight off our shoulders this makes me feel so much better and confident in moving forward and onward with our lives we appreciate it from the bottom of our hearts!"

" I have found resilience, and felt encouragement to cope with my difficulties and goals. I have found pathways to solve my issues and direction to reach my goals. My counsellor had excellent attitude and willingness to support women dealing very difficult circumstances"

"I felt comfortable and trusted to speak with worker. Received good empathy and feel grateful for support. I emphasize that the help that I have received was phenomenal."

I feel validated and after speaking with [my] Counsellor knowing that my situation is not abnormal. [My] Counsellor is able to understand my situation and give me really good advice relating it to my specific problems.

"Warm and courteous service, a place where you feel safe and free to express your problems knowing that there is someone willing to help you."

[My counsellor] gave me a sounding board when I felt completely isolated. There is no way I would have found the inner strength to remove myself from a terrible situation without Counsellor's support and understanding. When things were tumultuous for me, [my] Counsellor remained calm.

"I just think that [my caseworker] has an exceptional talent to work with vulnerable woman, she listens, but gives a lot of understanding and encouragement at the same time in a very positive and assertive way. Thank you, my life and my children's life has improved enormously since I accessed your services!!!"

# GOVERNANCE

This financial year, CWHC ensured continuity of quality service provision in a number of ways. As above, CWHC consistently developed, implemented, and maintained a diverse range of services that address the physical, emotional, spiritual and mental health needs of clients. CWHC believes that a key concern relating to “quality” service provision, is ensuring that our services address identified and emerging concerns of clients and the community. In this regard, this year CWHC placed a large focus on seeking feedback and suggestions from existing clients as well as community leaders, social influences and economic data about what types of services are in demand. This allowed us to develop unique programs that would be successful as community needs and demand it was evidenced, which ensured our resources were being co-ordinated and used effectively.

The manager ensures compliance and governance structures of CWHC through various mechanisms. Governance is upheld by regular management committee meetings, effective supervision of staff and strict adherence to Centre reporting procedures. Further, tender applications are routinely completed by the manager to secure and maintain healthy financial systems, which allow for effective centre operation. This reporting period the Centre has also continued to adhere and adapt our COVID-19 related risk management and recovery plans to ensure continued service provision throughout lockdown periods and beyond. This year we have also focused on engaging staff and having open communication concerning workloads and capacity limits to ensure that workers feel supported and do not experience burnout, which could impact on quality of service provision.

## Our Board

Michele Anderson

**Chairperson**

Shabnam Mahabat

**Vice- Chairperson**

Kate Lamb

**Secretary**

Rema Nazha

**Treasurer**

Kate Meyer

Julie Tai

Hatice Vural

Vandana Setia

**Ordinary Members**

## Staff Positions Held

Manager

Massage Therapist

Book Keeper

Group Facilitator

Generalist Counsellors

Anti Violence Case Worker

Community Development Worker

Health Promotion and Communication Worker

Administrative Assistant

# FINANCIAL STATEMENT

The records for the annual financial year can be found below. While Cumberland Women's Health Centre core service funding is provided by NSW Department of Health, funding for DSS and DVPASS programs has been renewed. Many of the essential community development and group based interventions rely on small grants from various sources with acknowledgement to Local Council and the Club's grants scheme and other opportunities. During this period Cumberland Women's Health Center's financial position remained strong with a significant increase in small opportunity grants

<b>CWHC STATEMENT OF INCOME</b>	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
WSLHD - Grant	382,200	357,450
WSLHD - Cost Escalation	37,200	37,800
WSLHD - ATSI Grant	-	11,250
PCC Community Grant	-	-
DVPASS Project	50,000	50,000
Small Grants	134,082	69,091
Grant Funding (net unutilised)	-	68,240
Victims Services	1778	76,080
<b>Donations and Fundraising</b>		
Donation Received	956	3,331
White Ribbon Day	-	-
<b>Other Income</b>		
Cash Flow Boost	-	21,596
Interest Income	68	54
Clinic Fees	611	290
Reimbursements	118	911
Recovery of Expenses	-	-
Unspent Brought Forward	520,965	159,131
Other Income	19,416	2,785
<b>Total Income</b>	<b>1,147,394</b>	<b>858,009</b>



# CUMBERLAND WOMENS HEALTH CENTRE COVID-19 RESPONSE

It has been yet another challenging year with COVID-19 restrictions and lockdowns and CWHC has worked effectively to ensure that we maintain high quality of service provision for clients.

## **Changes in delivery of service**

During this reporting period we have found an increased demand for case management support, particularly relating to financial support and housing related concerns - again linked to the effects of the pandemic. In order to meet the increase demand for service provision, workers utilised a multitude of telecommunication platforms to continue with counselling and case management services in ways that clients feel comfortable with. We have utilised these mediums to deliver groups and workshops using a hybrid approach to ensure clients have access whether they feel comfortable attending in person or not.

Being able to shift and adjust to the ever changing environment in recent years has enabled CWHC to continue to meet community and client needs, once again exceeding its baseline indicators for occasions of service for this financial year.

## **Additional Services**

In addition to its core services, we have continued to partner with Oz Harvest who provided weekly donations of fresh produce, non-perishable pantry items, meats/poultry, dairy items and miscellaneous food goods, which we divided into food hampers for clients. During this reporting period, we provided an average of 10-12 hampers per week to families in needs, of a rotating roster of around 30 families. The supply and distribution of these essential grocery items has provided a platform for increased engagement within the newly arrived migrant and refugee communities, in particular those from Afghani and Turkish backgrounds, and provides a soft entry to service engagement for these new clients.

CWHC have also continued its partnership with Goods360, and have received multiple donations of PPE, house essentials, fashion, toiletries and personal hygiene products, that we have been able to dispense to clients and families' in need. In addition, CWHC have continued to draw on partner charities such as Two Good Co. and Share the Dignity who have generously donated feminine hygiene, makeup and personal care products. These donations have been vital for effective brokerage service delivery for crisis clients, especially for those who have experienced homelessness and financial hardship.

# OUR COMMUNITY PARTNERS

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The work we do would not be possible without our Community Partners. Across the Parramatta, Cumberland and the Hills districts there are so many outstanding organisations doing important and impactful work and we are proud to service this community alongside you. For those we have the privilege of working side by side with in service delivery, our work and achievement are magnified through you. To our new corporate's partners we are looking forward to growing our partnerships and the positive impact on the Women we serve with your support.

**Boronia Multicultural Centre**

**Reconnect Project**

**UADV**

**Thread Together**

**Share the Dignity**

**Community Migrant Resource Centre**

**Cumberland Council**

**Department of Human Services**

**Goods360**

**Granville TAFE**

**Guildford Leagues Club**

**Harris Park Community Centre**

**Hills Community Aid / Hills Daily Grind**

**Hilltop Public School**

**Hope Connect**

**Local Police**

**Migrant Women's Speakout**

**Oz Harvest**

**Parramatta Council**

**Parramatta Women's Domestic Violence Court Advocacy Service**

**Parramatta Women's Shelter**

**Parramatta/Holroyd Family Support Centre**

**Sisters of Mercy Parramatta**


**St Vincent de Paul**

**Victims Services**

**Wenty Leagues Club**

**WESNET**

**Western Sydney Community Legal Centre**



"If everyone is moving forward together, then success takes care of itself."  
– Henry Ford



Cumberland  
**WOMEN'S  
HEALTH**  
Centre

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Funded by Western Sydney Local Health District