

GROUP SPOTLIGHT: EMPLOYMENT BOOST

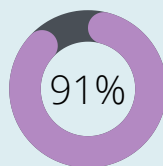
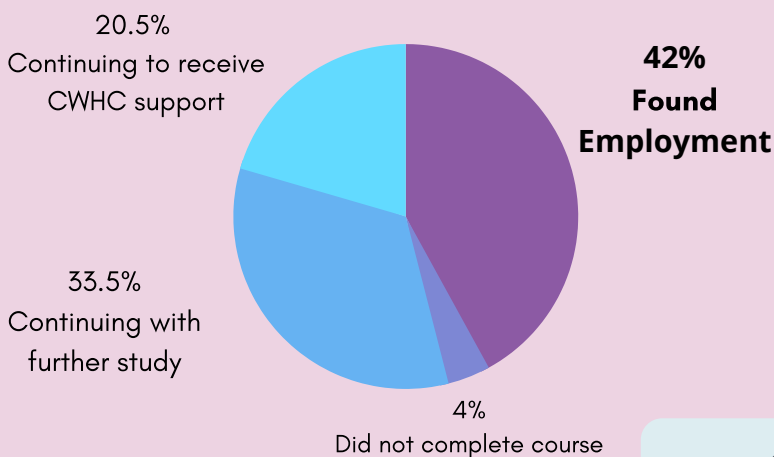
"I feel more confident to find employment because I know I am worth it."

Funded by the Department of Social Services, the Employment Boost program helps create a sustainable future through employment, meaningful study and purposeful activities for women who have experienced Domestic and Family Violence.

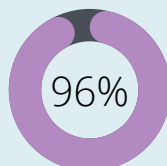
This program is for women aged 20–55 years who are looking to gain economic independence and learn what practical or emotional barriers may be preventing them from finding employment. Through this program, women are guided through the practical elements of finding exciting and new opportunities through; study, case management, work skills workshops and confidence building workshops.

In 2021 we delivered 2 Employment Boost groups by partnering with:

- **Hills Community Aid & Hills Daily Grind**, who offered 6 weeks of free Barista training to 12 participants
- **Granville TAFE**, who offered 15 participants a free pathway to study a full Community Services Certificate III



Felt safe to share their experiences and goals



Identified a **positive change** in their emotional & mental health

100% of participants experienced a **positive change in their attitude and readiness** to find employment

100% Felt empowered to achieve their goals

EVENT SPOTLIGHT: MOTHER'S DAY 2021

Community Engagement Work

On Wednesday, 26th May 2021, Cumberland Women's Health Centre hosted its very first 'Mother's Day Event'. Through this Mother's Day Event, we aimed to promote the health, wellbeing and empowerment of women through a holistic approach, whilst also showcasing the amazing graduates of a current CWHC program, Employment Boost.

Employment Boost is a program that was developed to help create a sustainable future through employment, meaningful study and purposeful activities for women who have experienced DFV.

This Mother's Day Event was a fun-filled yet relaxing day for the women, with various stalls and activities set up including:

- **Bra Fitting stall** – in partnership with 'Support the Girls' women were provided a free bra fitting service
- **Flower arranging workshop** – guests were guided through the process of creating their own bouquets and arrangements.
- **Market Stall** – a collection of donated clothing items and accessories that guests could "shop" and take home.
- **Coffee and Catering** – graduating Employment Boost participants volunteered to provide barista and catering services.

CWHC would like to extend their thanks to Julia Finn MP who was our guest speaker, as well as attending councilors, members of parliament and local police representatives. Also a word of thanks to the faculty and students at Our lady of Mercy College, Parramatta for their performance at our event, as well as all those who attended.

It is vital that CWHC continues to build connections and work collaboratively, within a feminist, trauma-informed framework to better the lives of women in the Cumberland, Parramatta and The Hills LGA.



PARRAMATTA CUMBERLAND FAMILY AND DOMESTIC VIOLENCE PREVENTION COMMITTEE

Over the past 12 years Cumberland Women's Health Centre has lead and convened the Committee, and this year was no exception to the quality and engagement of local prevention initiatives. Driven by the international campaign; 16 Days of Activism Against Gender-Based Violence to challenge violence against women and girls, the campaign aims to involve and educate the general public about the issues around violence and understanding we all have a role to play in prevention.



16 Days of Activism

Due to the everchanging and complex nature of the COVID-19 pandemic, the Committee hosted a virtual 16 Days of Activism 2020 Social Media campaign that highlighted and celebrated community service workers who have worked hard to support violence prevention during the pandemic.

As a part of this campaign, the Committee hosted the "Keeping Us Well, Keeps Them Safe" Webinar for service providers which centred around self-care and vicarious trauma. This webinar aimed to illuminate, and help to address issues for workers within community support organisations so that we are able to work better together to end, prevent and respond to DFV. There were 68 participant in attendance, all of whom provided overwhelmingly positive feedback.

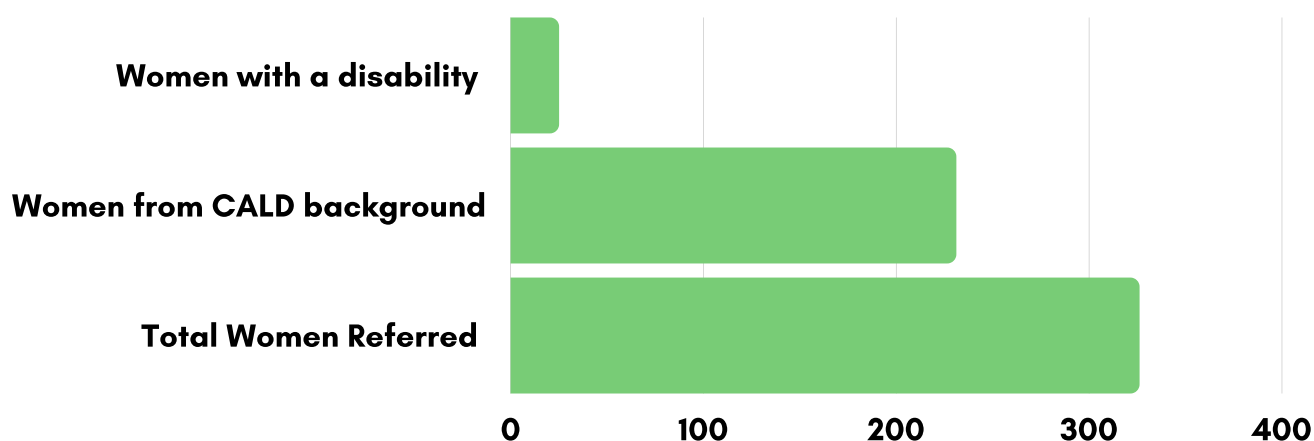
- **94% of participants reported being more informed about vicarious trauma and how it affects their professional practice and well-being.**
- **100% felt more confident to utilise self-care practices.**



Parramatta Cumberland
Family & Domestic Violence
Prevention Committee

DVPASS: NSW JUSTICE

Domestic and Family Violence Proactive Support Service (DVPASS) is based on a partnership between a domestic violence specialist service and a LAC (NSW Police). As a means to provide integrated support services to victims of domestic violence, the program enables police to obtain formal consent from domestic violence victims for their details to be provided to domestic violence support services. The services are required to follow up with the victim in an agreed time period, commonly 72 hours. Cumberland Women's Health Centre have been working side by side with the Local Police on the program for over 15 years. This partnership referral model, funded by DCJ, continues to prove invaluable for women for clients. This has provided a dedicated anti violence worker who specialises in Domestic Violence casework and advocacy to ensure Cumberland Women's Health Centre is the leading specialist organisation across three districts.



Additional data from the 20-21 period indicates the uptake of the program can be met and reflected positively within the existing service delivery model. Data collected shows over 93% of referrals made by police directly translated into intervention and therapeutic service engagement as reflected:

- **Casework/Crisis Support/Advocacy: 80% of clients accessed this service**
- **Information/Referral: 20% of clients accessed this type of service**
- **Counselling: 46% of clients accessed this type of service**

As part of new outcomes measurements, a program evaluation is now completed every 6 months not only recording data around client demographics but also a narrative approach that speaks to the life stories and impact of the program.

COMMUNITY VOICES: CLIENT FEEDBACK

Throughout 20-21, we conducted a service evaluation and collected feedback from clients about their experiences at CWHC. Here is what some of them had to say;

"I have gained a lot of **confidence** and have learned that people will always be there if I ask for help"

"Having someone to talk about my relationship **without any judgment** has been really helpful to me"

"I was able to pass the most horrible point of my life with the **help** of CWHC services"

"I got help in all my concern areas either directly or through referral. It saw me through my **darkest times**"

"I am feeling **supported**, not judged. My counsellor is helpful and easy to talk to. I find it very helpful knowing that I have someone to talk to"

"Attending the Employment Boost group gave me a lot of **more confidence** and direction in my personal and professional life"

"Counsellor very supportive of my actions. I felt **happy** and **empowered**"

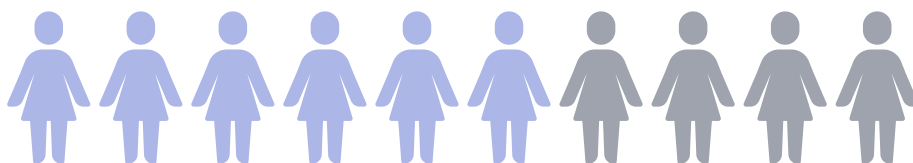
"Your services were **amazing** and really helped me in my time of need"

IMPACT SNAPSHOT

Cumberland Women's Health Centre been extremely successfully in meeting targets for the 20-21 period, despite the disruptions imposed by COVID-19 restrictions.

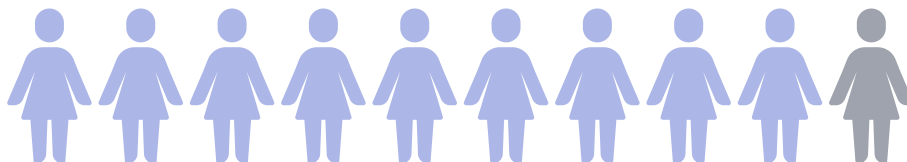
A 24% increase of intake and referral is of significance and a accurate reflection of the impact of the pandemic on the communities most vulnerable women.

58% of clients were from a CALD background



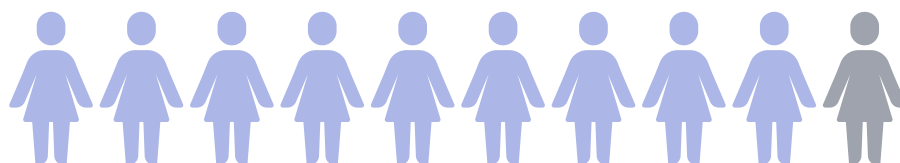
Counselling sessions for the 20-21 period also saw an increase of around 65% from the previous year. Case management appointments also saw an increase from the previous year of up to 36% . While we know this increase is largely the result of increased need due the impacts of COVID-19, additional reasons could also be related to the Cumberland Women's Health Centre service design and with most group based programming being restricted for a short time during this period. So service redirection may account for some of this increase.

86% of women reported a positive change in their mental health



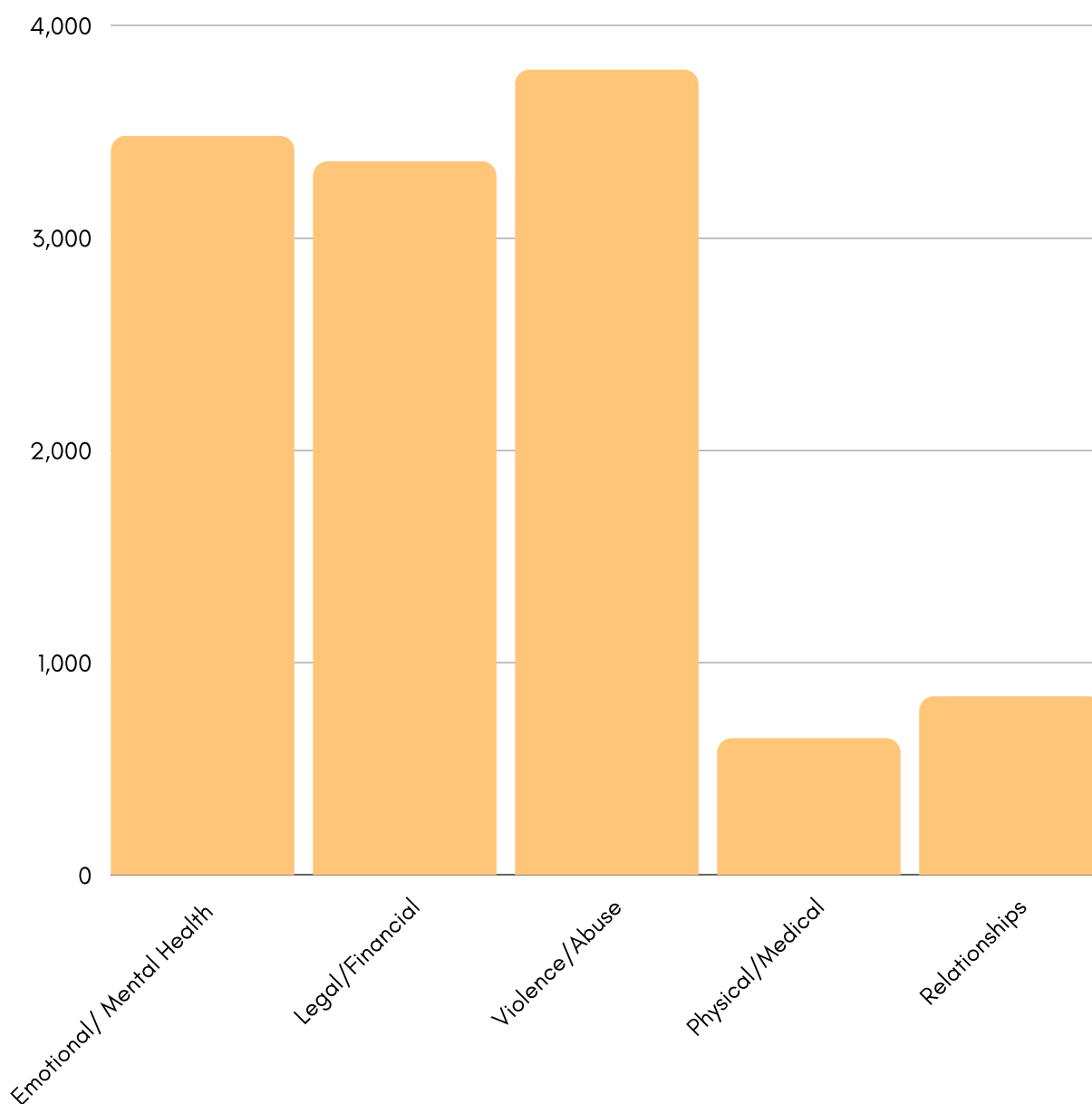
Also, we experienced an increase in positive client feedback where clients expressed an improvement in their overall health and wellbeing, and an improvement in access to support services and referral information.

92% of clients reported an improvement in access to support services



IMPACT SNAPSHOT

Cumberland Women's health Centre prides service delivery on accessibility for all, regardless of demographic, socio economic status, self identification or the issues clients are facing. As such, women often present with a number of concerns, especially those in crisis and often those presenting issues, naturally, change over time. The below data gives us a small insight into where the area's of concern lie for our clients, as also reflective of the services on offer.



A total of 13,049 presenting issues were identified across occasions of service. The above table breaks these into the main four broad categories in which the issues present themselves.

GOVERNANCE

Performance in this area is measured by the Centre's ability to develop services that reflect the community's needs, which in turn reflect the Centre's strategic plan. COVID-19 certainly tested this performance measure and continued responsive policy and procedure development was key to maintaining the health and safety of staff and clients. This year CWHC accomplished Australian Services Excellence Standard reaching Certificate Level, which will be valid until 2024. This involved a complete update and restructuring to existing Centre policies, procedures and our strategic plan. We are so incredibly proud of our new comprehensive suite of policies as they are founded on best practice, evidence-based theory and knowledge of what works best for our service and our clients. An additional focus this year has been ensuring 100% compliance and reporting requirements for ethical service delivery across the organisation, which has streamlined many processes we use to support clients. With the continued support of the Management Committee and management, the next year we hope to see a continued focus on quality service improvement utilising service user feedback and best practice research.

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

PR & Events Co-Ordinator

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, additional funding DSS provided under the DV Pass project remains consistent. 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 this period Cumberland Women's Health Center's financial position remained strong with a significant increase in small opportunity grants.

CWHC STATEMENT OF INCOME	2021	2020
	\$	\$
Income		
WSLHD - Grant	357,450	320,500
WSLHD - Cost Escalation	37,800	29,900
WSLHD - ATSI Grant	11,250	45,000
PCC Community Grant	-	12,850
DVPASS Project	50,000	50,000
Small Grants	69,091	105,218
Grant Funding (net unutilised)	68,240	(159,131)
Victims Services	76,080	60,463
Donations and Fundraising		
Donation Received	3,331	6,017
White Ribbon Day	-	3,367
Other Income		
Cash Flow Boost	21,596	35,996
Interest Income	54	1,461
Clinic Fees	290	5,991
Reimbursements	911	2,938
Recovery of Expenses	-	1,730
Unspent Brought Forward	159,131	32,641
Other Income	2,785	-
Total Income	858,009	554,941

CUMBERLAND WOMENS HEALTH CENTRE COVID-19 RESPONSE

In a year full of changes, Cumberland Women's Health centre quickly adjusted to the diverse needs of the community. With the full support of the management committee, policies and procedures were rapidly updated to accommodate for moving to a remote service delivery model during lockdown periods, to ensure the ongoing safety of CWHC staff, students and clients

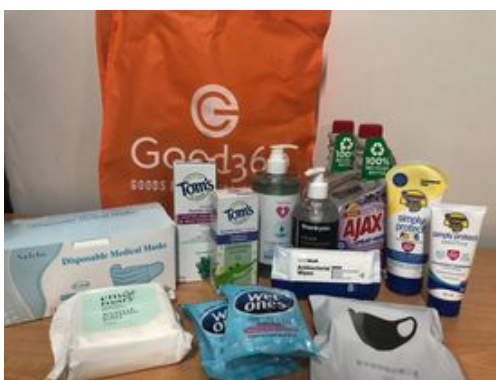
Remote service delivery

To ensure service outcomes and primarily to assure the health and wellness of the clients during the most challenging of times, most of CWHC services moved to virtual platforms. Case management and counselling sessions were held over the phone, on facetime or using the zoom platform. All staff went above and beyond to ensure the service values were upheld and that clients had access to safe and supportive services.

27 families were supported with access to food hampers. Over 100 hampers were delivered in total.

Additional Services

To respond to the growing demand in the community for food and financial relief, CWHC capitalised on our partnerships with other services to provide food and material aid for those most in need. Specifically, we partnered with OzHarvest, who provided weekly deliveries of fresh food, pantry items, poultry and frozen meats. CWHC staff dedicated time to package these deliveries into hampers for clients to pick up from the centre. CWHC also explored partnerships with Goods360 who generously delivered ample donations of PPE and cleaning supplies, which we were able to distribute to clients.



OUR COMMUNITY PARTNERS

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

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

OzHarvest

Parramatta Council

Parramatta Women's Domestic Violence Court Advocacy Service

Parramatta Women's Shelter


Parramatta/Holroyd Family Support Centre

St Vincent de Paul

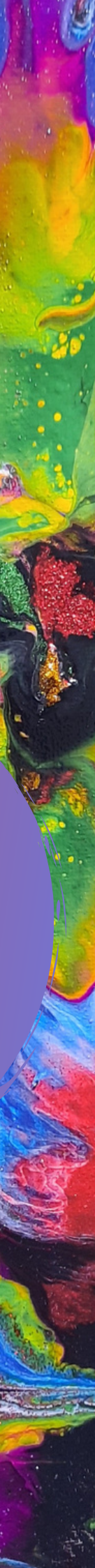
Victims Services

Wenty Leagues Club

WESNET



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





Cumberland
**WOMEN'S
HEALTH**
Centre

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www.cwhc.org.au

Funded by Western Sydney Local Health District

