



**ANNUAL
REPORT
2020
2021**

**THE WOMEN'S CENTRE FOR
HEALTH AND WELLBEING
ALBURY WODONGA**

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The Women's Centre for Health and Wellbeing acknowledges the Wiradjuri people as the traditional and original custodians of the land on which our office sits.

We recognise their continuing connection to land, waters and community. We pay our respects to Elders both past, present and emerging.

***Wiradjuri Ngiyani Yindyamali
Aboriginal Mayiny Murrubandhda
Mayinny galangga NSW Ngangaagi***

We respect Aboriginal people as the First People and custodians of Australia.

**Acknowledgement
of Country**

INCLUSION & DIVERSITY

The Women's Centre for Health and Wellbeing (Albury Wodonga) is committed to a safe and inclusive workplace for our employees and our clients.

We believe in Closing the Gap between Indigenous Australians Health Care to parity with the rest of the population.

We believe that People with Disability have the right to participate in every aspect of community and receive any or all medical treatments or therapies that person wishes to have.

We believe that people should be able to access what is traditionally thought of as women's reproductive health care regardless of the gender they present with.

We believe that Women of any sexual orientation should feel welcome to access all of our services and assistance such as domestic or sexual assault, family abuse, emergency accommodation, therapy, intake and referral

We believe that women of different nationalities and cultural beliefs should feel welcome and able to source services in a sensitive and understanding way



Message from the General Manager

Another year has come and gone, during this time we have continued to see the impact of the COVID-19 pandemic upon our nation. Here on the border of Albury Wodonga, we have had to deal with the five very long months of border closures in 2020 and again this year, along with lockdowns and restrictions on our movements, yet the Women's Centre continued to provide services during this tough period and has seen good growth regardless.

In November 2020, we welcomed some new Board members, Katherine Allsop, Debbie LePoidevin, Jacqui Finlay and Marge Nichol. Not long after the new Board members, the Centre also gained two new Counsellors, Sarah and Cassily and a new Digital Marketer, Jeannine. Towards the end of the year the Board also welcomed Naomi Inwood and Tegan Sheil onto the Board. The new Board members have strengthened the Board as each member brings their own expertise to the team. The Staff at the Women's Centre have become a very strong and supportive team which is very pleasing to see. It has been a very busy and trying year, and everyone has stuck together and worked hard to get us to this point.

With the sudden departure of the CEO in March, the Board has worked tirelessly in caretaker mode along with the staff, to enable the Women's Centre to be able to continue to deliver the services to the women of our region. I want to expressly thank each member of the Board. Without your dedication, commitment and tireless energy during this difficult time, the Women's Centre would not be where it is now. We are now looking forward to an even better future, with so many new things being planned

This last year saw the Women's Centre operate completely out of the premises at 526 Swift St, Albury, which was a big change from the house we had occupied for several years on the corner of Guinea and Olive St, Albury. The current premises will be our home now for the next few years and undergoing a facelift to make it a modern building, which we are all very excited about.



Throughout the year we continued to see growth in our counselling services and our programs, which was wonderful to see, especially during the COVID-19 pandemic. We continued to offer support to all women from all walks of life and it is so encouraging to see the women grow and get stronger in themselves with the support of the team here at the Women's Centre.

I am looking forward to this next year for the Women's Centre, as we will be offering some exciting new programs to further enhance the services we offer to the Women of our area. The building will have a new façade and there will be a new fit out within the building as well. I hope that you all continue to walk this journey with us and assist us in achieving our Mission of "Empowering Women" so that the Women who use our services are supported to successfully seek out the services and programs needed so they can live their best life, becoming the best versions of themselves. We can become better versions of ourselves along the way.

Marge Nichol

MARGE NICHOL

General Manager

INTRODUCTION

The Women's Centre for Health and Wellbeing (Albury Wodonga) Inc, offers a range of Women's Health and wellbeing services including health promotion programs, No interest loans scheme, generalist and specialist domestic violence and sexual assault counselling including information, advocacy, referral, as well as AVO applications.

MISSION

At the Women's Centre we truly believe that every woman has the right to feel empowered and to be successful. We believe that by supporting women to become the best versions of themselves, we are helping them to accelerate their lives.

VISION

To create safe places for women to use as their space.

PURPOSE AND GUIDING PRINCIPLES

To provide support for women by women through feminist action, we:

- Believe women do great things
- Celebrate their achievements
- Are inclusive
- Encourage women to stand tall in the world
- Share knowledge and opportunities
- Challenge behavior that diminish women
- Recognize and value difference
- Encourage women to make informed choices
- Involve the community in these aims

KEY PRIORITIES

OUR KEY PRIORITIES – AS PER OUR STRATEGIC PLAN

- Provide services to a greater diversity of Women in the community with a focus on providing excellent service.
- Good governance to support credibility, capacity and growth.
- Improve the profile of the Women's Centre in the community through Marketing, use of Social Media and leadership.
- Actively pursue funding and income streams from multiple sources that create a sustainable and stable financial position.

**Human
Rights and
Social
Justice**

**Leadership,
Equity and
Promotion
of Women**

**Valuing
Women's
Contribution to
our
community**

**Advocacy for
and with
Women**

GOVERNANCE

The Women's Centre for Health and Wellbeing Board of Management Positions are voluntarily held by Women from within our community that are dedicated to ensuring there are health and wellbeing services available to all women in Albury Wodonga and surrounds.

The Board is committed to safeguarding the continuation and expansion of needed services using their diverse backgrounds and skills from areas such as law, health, welfare, education, finance, business, social and employment sectors to bring the best people and resources to the Centre. Each Board member brings their lived experience of being women, daughters and mothers, partners and community members .

During 2020 to 2021 the Board of Directors assumed management of the day to day running of the Women's Centre while seeking a new Centre General Manager. The Board oversaw operations during the Covid crisis and lockdown, guiding the Women's Centre team through Border Closures and the day to day operations of the Women's Centre as an essential service.

BOARD MEMBERS

Michele Kampen – Chair

Debbie LePoidevin – Deputy Chair

Katherine Allsop – Secretary

Marge Nichol – Treasurer (to August 2021)

Naomi Inwood – Treasurer (from August 2021)

Tegan Sheil – Board Member

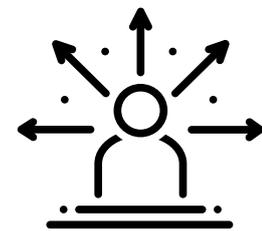
Jacqui Finlay – Board Member & Public Officer

Nicky Healey

SUSTAINABILITY

Future planning to meet the growing needs of Albury Wodonga and engaging in meaningful community engagement contributes to the overall strategic plan, goals and vision for The Women's Centre.

Long term strategy allows us to identify key areas of health and wellness services that have priority to the Women of Albury Wodonga, and work towards finding low cost or free services that are needed for the various cohorts of people we support.



Decision Making

Having had hands-on experience of the day to day running of the Women's Centre, the Board is in a unique position of seeing first hand the needs and wants of our clients. Long term planning and engagement with key funders and other organisations will assist with potential growth and strengthening the Strategic



A Partnership Approach

Our existing partners support the women's centre in providing the groundwork for our sustainability and potential future growth. Engaging in new partnerships will support new services and/or access to demographics of women who currently do not engage with services

Social Justice

Social justice depends on four essential goals: human rights, access, participation, and equity. Our role is to strive to create opportunity for all women in Albury Wodonga to have access to healthcare, housing, employment, food, education.



SPECIAL PARTNERSHIPS



Hume Riverina Legal Service

Hume Riverina Community Legal Service hosts a free clinic at the Women's Centre Lawyer every Wednesday morning with Erin Quilliam.

During your appointment you will to speak to a solicitor who can advise you on a number of issues , without charge. During COVID Erin assisted our clients by phone. Erin can work with you over the phone or in person at the Women's Centre. This is a free clinic. The Legal Service can assist you with things such as

- Family Law
- Family Law – children’s matters.
- Family Law – property matters.
- Victims Services/VOCAT
- FV Intervention Orders.
- Legal Aid.

To book, simply call 1800 978 377.

The Good Shepard No Interest Loans NILS



The Women's Centre is a provider of NILS services. Call us to book your appointment

You are eligible if:

- You have a Health Care Card / Pension Card or earn less than \$45,000 a year after tax (\$60,000 for couples or people with dependents).
- You have lived at your current or previous address for at least 3 months.
- You can show that you have the capacity to repay the loan.

What can I use this loan for?

No Interest Loans are for the purchase of essential goods and services. Loans cannot be used to pay for food, rent, bills, cash or debts.

- Repair a car
- To pay for medical or dental expenses
- To pay for education essentials
- Household items and essentials
- Other items as requested

SPECIAL PARTNERSHIPS



Rape and Domestic Violence Services Australia

Rape & Domestic Violence Services Australia supports people affected by sexual, domestic or family violence.

The Rape and Domestic Violence Services Australia as part of their services provided a physician, Dr Deb, to run a weekly clinic at the Women's Centre for people affected by sexual and/or physical violence.

This relationship has enabled women to come into a safe and supported space for medical attention after an assault or for related injuries or trauma.

The Rape and Domestic Violence Services believe that people deserve to be listened to and supported in their recovery. The clinic offers confidential support either via phone or face to face and is able to organise specialist help when needed.

This valuable partnership assists many of our clients during the year.





3332

TOTAL CLIENT CONTACTS
2,468 NSW
864 VICTORIAN

729

NEW CLIENTS
603 NSW
126 VICTORIAN

614

NUMBER OF ATTENDEES TO
GROUPS



NILS Loans

61

**LOANS PROVIDED TO LOW
INCOME EARNERS VIA NILS**

\$64, 960

**LOANED TO WOMEN IN OUR
COMMUNITY
VIA NILS**

\$1,065

**THE AVERAGE AMOUNT OF
EACH LOAN**

OUR SOCIAL REACH

Our Social Media Platforms enable us to interact with people in an anonymous and stress free way. Our Social Media campaigns have assisted in advertising our services to the community to a wide demographic

54,014

FACEBOOK INTERACTIONS

Facebook is a valuable tool in getting information about our services out for free.

2,144

INSTAGRAM INTERACTIONS

Instagram reaches a younger demographic, encouraging a younger Women to engage with our services

95.8%

OF OUR SOCIAL FOLLOWERS ARE WOMEN 4.2% MEN

The information we share can be relevant to all people in providing education about social issues, gender, domestic violence, sexual assault and resources.

32,000

SEARCHED FOR US ON GOOGLE

Throughout the year the number of people searching for our website, a map to our address, or our phone number has substantially grown by over 70%

13,900

PEOPLE REACTED

To the donations drive advertised on Social Media. Thank you to the community for the amazing response and overwhelming number of donations

9000

PEOPLE REACTED

To our call for support from the community for stallholders, volunteers and attendees at the QE2 Square Market



FUNDING BODIES

Our thanks to our Funding Bodies

NSW Health - Murrumbidgee Local Health District
NSW Department of Community and Justice
Department of Family, Fairness & Housing (State Government of Victoria)

OUR PARTNERSHIPS

WDVCAS
WDVCAV
The Orange Door
Yes Unlimited
Rape and Domestic Violence Services
Hume Legal Aid
Hub Housing
Linked to home
Upper Murray Family Care (UMFC)
Safe Steps
Victims of Crime

Albury City
Wodonga City Council
Albury Police - DV Unit
Border Domestic Violence
Network
Albury Wodonga Regional
Foodshare
Betty's Place
Albury Wodonga Health

ACCREDITATION

Our employees have accreditation and membership with:

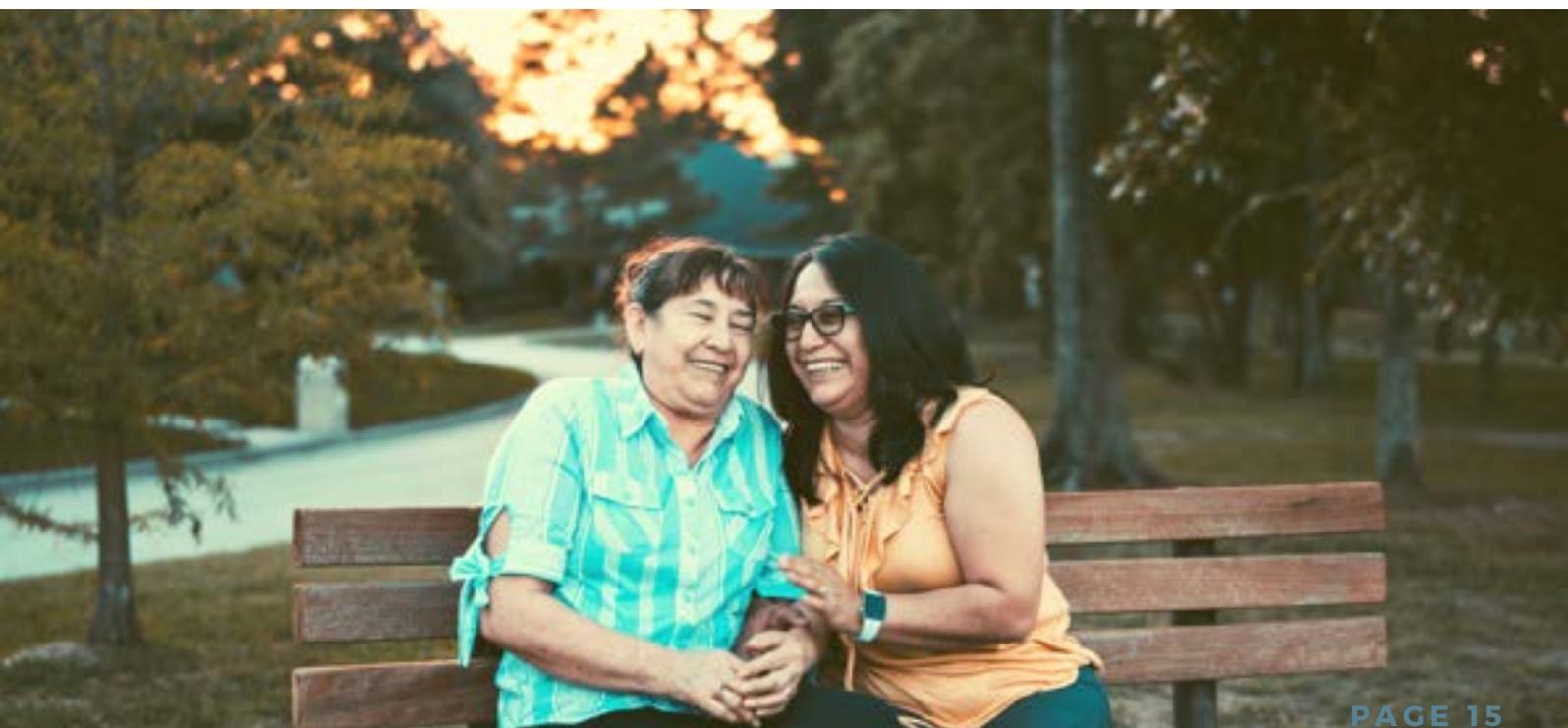
AHPRA for Nursing and Midwifery
ASES Accredited
Australian Bookkeeping Association
MAASW – Member of Australian Association of Social Workers



THANKYOU

Our thanks to our Supporters and Donors. Your generosity enables us to provide low or no cost services to the women of our community

Rotary Club of Albury
Rotary Club of North Albury
Border Community Trust
Westpac – Foundation for Rural & Regional Renewals
Bendigo Bank – Community Enterprise Foundation - Lendlease
NILS – Good Shepherd
Myer Albury
Joss Constructions
Hume Bank
Toyota Material Handling
David and Andrea Palmer





**OUR
SERVICES**

Our Services 2020 - 2021

The Women's Centre provides low cost or free services and is a safe supported space.

We provide an inclusive space and will try to make your time with us as comfortable and pleasant as possible.

We encourage our clients to contact us if there is anything we can do to improve accessibility, diversity or in feeling comfortable and relaxed.



Groups and Courses

This year we provided Circle of Security Parenting, Financial Wellbeing, Knotts, Self Esteem. We have more groups starting in 2022



Intake and Referral

Victims of Crime Compensation, AVO's, Domestic and Family Violence referral, Work and Development Orders, Emergency Support & Information



Domestic Violence

Intake can link you to emergency accommodation, free legal services, counselling, assist you with applying for Victims of Crime compensation, talk to you about Centrelink and link you to relevant services



NILS No Interest Loans

The Women's Centre is a provider of NILS services, providing no interest loans to people who meet the criteria



Women's Health Clinic

Offering a range of health services relevant to women of all ages.

Our Services



Hume Riverina Legal Services

A free legal clinic is held on Wednesday's at the Women's Centre in a safe, supported environment.



Counselling

This year we welcomed two new therapists to our Service. We offer one to one therapy or group sessions over 8 weeks. Counselling is \$45 per session or \$25 for Concession.



Meditation Circle

A weekly group held on Wednesdays that remains one of our most popular activities



Art Class

Join other women in a safe and supported space to explore your creativity.



Our Sisters Closet

Do you need clothing to go for Job interviews or to start employment? Some people need clothing to go to Court or other important meetings. Call us to book your appointment.



Job Readiness

You will be supported to learn Job Readiness skills so you are confident to write a resume, a cover letter to apply for a job and to attend a job interview.

Our Services - Groups

Throughout each school term, therapeutic groups are held at the Women's Centre. Led by an experienced practitioner, that is specifically trained to deliver these programs, these courses run for six to eight weeks and have been well attended.

The feedback we have received from attendee's is that our facilitators do a wonderful job and people feel well supported. Our program in 2022 will double the availability and scope of the groups offered to the community.

Book Now!
SELF ESTEEM COURSE
 WOMEN'S CENTRE FOR HEALTH AND WELLBEING
 \$30 per week
 \$240 for 8 Weeks
 8 week group program for people who would like to increase self-esteem, and nurture their own self-esteem.
 A group where self-esteem comes from what shapes it - our beliefs and how it affects our health and every other aspect of our lives.
 It's about the way that our thoughts, feelings and actions can affect our lives. Beliefs about ourselves, in how they can give us more freedom are developed with content and practical exercises, for those who are looking for discussion and sharing our experiences.
 Thursday 1pm-3pm, starting on the 18th of September
WOMEN'S CENTRE FOR HEALTH & WELLBEING
 526 SWIFT STREET ALBURY NSW 2700
 (02) 6021 5773
 WOMENSCENTRE.ORG.AU

CIRCLE OF SECURITY 8 WEEK PROGRAM
 You a parent or a parental figure for a child?
 Circle of Security is an 8 week parenting course at the Women's Centre in Albury.
 It is designed for parents of children aged from 18 months to 6 years of age.
 It is a course that is designed to help you understand your child's needs and how to respond to them in a way that is secure and supportive, and how to help your child develop a secure attachment to you.
 \$100/class
 Full course fee
 Contact: (02) 6021 5773
 women@womenscentre.org.au

SHARK CAGE
 8 Week Course @ The Women's Centre Albury
 Shark Cage is an 8 week group program for people who have experienced or abuse, whether inside or outside a relationship.
 It is a group that is designed to help you understand your own role in the cycle of abuse and how to break it. It is a group that is designed to help you understand your own role in the cycle of abuse and how to break it.
 \$100/class
 Full course fee
 Contact: (02) 6021 5773
 women@womenscentre.org.au

Women's Centre for Health & Wellbeing
Knots Building Resilience
 This group is for women who have experienced or are living with family violence.
 This 8 week program supports women wherever you are in your journey.
 \$30 per class/\$240 per 8 weeks
 Please contact us if you want to attend but are unable to pay.
 9.30am to 11.30am
 From Thursday, 3rd June 2021
 Book your spot via phone or online
 526 SWIFT STREET, ALBURY
 (02) 6021 5773
 WWW.WOMENSCENTRE.ORG.AU



Our Services

A day in the life of our Intake Team

As told by Chelsea, our NILS Officer

"We received an urgent call from Mission Australia today, asking if we could assist a young mother and her baby. The mother had fled a life threatening domestic violence situation that day, and left with only the clothes she and her child were wearing. The little family were being placed in Emergency Accommodation. The Women's Centre, together with Mission Australia, provided clothing, nappies, formula, breast pads, maternity bras - even a change table and a baby bath.

The mother was linked to a range of services that will support her as she moves forward in the next couple of weeks, such as emergency accommodation. The mother will be supported by the Women's Centre Intake Officer, Tracey, to make a Victims of Crime application, an AVO application and any support she may need in communicating with Centrelink. Other daily living essentials will also be provided to get this little family to give them a safe new start.

This is an example of how the Women's Centre works with other organisations such as Mission Australia to get the best possible outcome for the women we support.

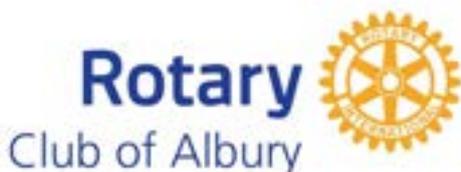
On a daily basis the Women's Centre's Intake Team are flat out from the moment they step inside the front door. People are working through tough times due to the Drought, the floods and Covid. This can translate to an increase in Domestic Violence and families needing support and assistance to make ends meet."

For more information or referral, please speak to Tracey our Intake Officer on (02) 6021 5773 or email administration@womenscentre.org.au

OUR SPONSORS AND DONORS



lendlease



Our thanks to each and every Sponsor, Donor or organisation that supports the Women's Centre for Health and Wellbeing.

We could not do the work we do without your ongoing support.



**EVENTS
&
COMMUNITY**

Events and Community

2020 Family Festival Albury Wodonga Marking the end of 16 Days of Activism

Albury Wodonga came together on Sunday 13th December with the Family Fun Day to mark the final day of 16 Days of Activism of gender based violence. The Family Fun Day was celebrated with a day of family friendly activities and entertainment. Held at Noreuil Park from 11am to 2pm, the event was filled with activities, games and fun, and entertainment was provided by Steve Bowen.

Due to Covid restrictions, the free event was ticketed so families could register their names in advance. Tickets sold out in less than 24 hours with more people attending on the day. The event was filled with children, excited by Santa's dramatic entrance in a Police Car with sirens blazing. Albury Police were there on the day to oversee the Covid Requirements and to meet with their community.

Thank you to our event Sponsors, Donors and Volunteers who all made the day a huge success.

Beyond Bank, Albury Rotary and Lavington Rotary generously provided support and merchandise for the event. Thank you to the following Event Sponsors; **Liquid Sticker Tattoo Company, Thurgoona Fire Brigade, Safepak Industrial supplies, Sports Power Albury.**

Thank you to our Event Donors: **Intencity Albury, Bunnings Albury, Kmart Albury, Good Games Albury, Who What Why Albury, Beechworth Bakery, Dymocks Book Store Albury, VRA.**

A big thank you to **RBR Party and Event Hire** for the generous donation of a generator. A special thanks to Event Manager Tracy Kelly and the team at the Women's Health Centre





Our Team and Step Out Volunteers at the static display

The 16 Days of Activism against Gender-Based Violence is an annual international campaign that kicks off on 25 November, the International Day for the Elimination of Violence against Women, and runs until 10 December, Human Rights Day.

The Women's Centre for Health and Wellbeing had a static display for members of the public to visit at our office. Guests were encouraged to take photos and hashtag the location and event to spread the word.

Toiletries, Clothes and other Essential Items Donation Drive

The Women's Centre asked the community to donate new or quality items for women and children fleeing domestic, sexual or family violence. To our surprise and delight we were flooded with donations.

Many donors came into the office with shopping bags in their hand from purchasing childrens clothes and shoes, the tags still on the items. We had so many toiletries donated that we had to put out a press release asking people to please stop donating! Due to the generosity of the community, we now have enough clothing to give mothers and children changes of clothing, pyjamas, toiletries. Thank you to everyone that donated items, Your generosity is very much appreciated.



Two of the popular stalls at the Women's Centre Markets

QE2 Square Markets Fundraiser 13th March

For International Women's Day, Market Stalls were held at QE2 Park in Albury. By the event, all of our stall spaces were filled and we were delighted to see a wide range of people attend the event. All funds raised on the day support the programs and services of the Women's Centre that are not covered by our funding. Our sincere thanks to the Owners of Ultimate Events, Bec and Sean, for the support and generous donation of their time.

March for Justice 4th March

The Women's Centre would like to acknowledge and thank the many people who made the Albury March 4 Justice event a powerful and meaningful demonstration.

The national organisers of March 4 Justice had a call to action that included signing a petition that was delivered to Parliament.

The participants of the Albury March were asked to wear black, but to decorate their outfit with red to symbolise violence or the results of abuse. People were photographed as part of a project raising awareness of Domestic Violence that will travel throughout the region.



**FINANCIAL
REPORT
2020
2021**



**THE WOMEN'S CENTRE FOR
HEALTH AND WELLBEING
ALBURY WODONGA**

The Women's Centre for Health and Wellbeing Albury

ABN 85 476 895 526

526 Swift Street Albury NSW 2640

(02) 6021 5773

administration@womenscentre.org.au

www.womenscentre.org.au

Financial Information

Income and Expenditure for the Financial year ended 30/6/2021

Income

| | |
|----------------------|------------------|
| Recurring Grants | \$344,931 |
| Non-recurring Grants | \$89,640 |
| Donations | \$28,707 |
| Other Income | \$135,496 |
| Total Income | \$598,774 |

Expenditure

| | |
|-----------------------------------|------------------|
| Employee related expenses | \$431,135 |
| Admin & Office expenses | \$46,483 |
| Rental Expenses | \$75,178 |
| Repairs & Maintenance & Utilities | \$6,375 |
| Other expenses | \$1,035 |
| Total Expenditure | \$560,206 |

For full set of audited financials visit Australian Charities and Not-for-Profits Commission www.acnc.gov.au

Board of Management's Declaration

Women's Centre for Health & Wellbeing (Albury/Wodonga) Inc. For the year ended 30 June 2021

The Board of Management has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In accordance with a resolution of the Board of Management of Women's Centre for Health & Wellbeing (Albury/Wodonga) Inc., the Board of Management declare that the financial statements for the year then ended, a summary of significant accounting policies and other explanatory notes:

1. Present a true and fair view of the financial position of Women's Centre for Health & Wellbeing (Albury/Wodonga) Inc. as at 30 June 2021 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the *Associations Incorporation Act 2009* and the *Australian Charities and Not for Profits Commission Act 2012*; and
2. At the date of this statement there are reasonable grounds to believe that Women's Centre for Health & Wellbeing (Albury/Wodonga) Inc. will be able to pay its debts as and when they fall due.

This declaration is signed for and on behalf of the Board of Management by:

General Manager

Sign date: 25/10/21

**526 SWIFT STREET
ALBURY NSW 2640**

**(02) 6021 5773
WWW.WOMENSCENTRE.ORG.AU**