

# ANNUAL REPORT 2021-2022



**WOMEN'S CENTRE  
FOR HEALTH &  
WELLBEING  
ALBURY WODONGA**

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# ACKNOWLEDGEMENT OF COUNTRY

The Women's Centre for Health and Wellbeing acknowledges the Wiradjuri people as the traditional and original custodians of the land on which the Women's Centre for Health and Wellbeing, Albury Wodonga 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.

**We support the Uluru Statement  
from the Heart**



# LGBTQIA+



The Women's Centre is a safe and inclusive place for LGBTQIA+ people.

The health and safety of LGBTQIA+ people of diverse sexual orientation and/or gender expression is our priority.

We are committed to diversity, inclusion and showing support for the LGBTQIA+ (lesbian, gay, bisexual, transgender, intersex, queer, asexual and other) community.

LGBTQIA+ people in Albury Wodonga experience discrimination, sexual and domestic violence, and statistically, experience high rates of depression and anxiety

In 2022, the Women's Centre team chose to participate in Inclusion and Diversity training and education to ensure that our frontline team, our services and programs are inclusive and meet the needs of all our clients.

We look forward to engaging more with the LGBTQIA+ community moving forward into 2023





# INCLUSION & ACCESS

## ACCESS

In 2022 renovations of our office space allowed for the creation of better wheelchair access. Our clients with disability will have greater access and comfort when visiting the centre.

## INCLUSION

The Women's Centre welcomes people from all cultures. Albury Wodonga has a large number of new migrants, some of whom we have welcomed at the centre. Translation services are available. True inclusion is our learning and responding to women of all ages and from all cultural backgrounds.

## LANGUAGE

As per the Anti Discrimination Act, the Women's Centre has indefinite certification granted by the NSW Attorney General under section 126A of the Act, certifying special needs programs, activities or facilities that promote access for certain groups of people affected by unlawful discrimination. In our written material and social media, our clients are referred to as "Women" and "Girls".

However, clients are referred to and known by the name and pronoun that they prefer.

The Women's Centre is a safe space for women that have experienced trauma, sexual and/or physical violence.

We ask everyone that enters the centre to be inclusive and kind.



# GENERAL MANAGERS REPORT

## Rising Domestic Violence rates A Need for an Increase in Funding

2020 - 2021, saw an increase in Domestic and Family violence statistics on both sides of the New South Wales and Victorian border. The impact of Covid-19 and lockdowns brought many women and their children into contact with the Centre to for the first time.

### **The Committee of Management**

The Committee of Management ran day to day operations of the Women's Centre until August 2021. Marge Nichol was employed as General Manager and commenced in mid-August.

The Committee of Management, saw four new members join throughout the year, each bringing with them new skills and talents. The new members are Kristy Campbell, Carly Sheather, Bronwyn Wood and Belinda Gadsby.

The Women's Centre would like to thank all the Committee members past and present, for their oversight during 2022. We look forward to working with the committee throughout 2022 - 2023

### **Key Issues**

NSW Women's Centres have campaigned throughout the financial year for an increase in funding. Funding levels remain at those set thirty years ago and have not been indexed to meet changes in the cost of living. The Women's Centre Albury Wodonga begin a Media campaign with radio / tv / onlinenews and newspapers, on both sides of the NSW and Victorian border to raise awareness of this funding crisis. Without timely assistance, the Centre will not have enough funds to continue to operate as we are currently by the end of the end of the 2023 – 2024 financial year.

The services provided by the Women's Centre Albury Wodonga, do not reflect the medical services or free educational services offered by the majority of Women's Centres in NSW.



## GENERAL MANAGERS REPORT

Our call for more funding is not to expand our service, rather, to meet the demand for services in the areas we currently support. Despite the increase in demand for services, we are in the bottom three of services for funding in NSW Women's Centres.

While advocating for an increase in funding from both the New South Wales and Victoria government, we have continued to offer services to our clients not letting the issues around funding deter from our missions to "Empower women". By doing so, we have seen many women and families grow and change and reach their goals which is so rewarding

Our thanks to Justin Clancy MP for Albury for his support in relation to our core funding submission in January 2022. Mr Clancy submitted a Community Recognition Statement about the work that the Women's Centre does on the NSW parliamentary record in the NSW Legislative Assembly on the 8th of June 2022.

Our thanks to Tania Maxwell MP (Wangaratta) who asked questions about our funding in the Victorian parliament question time. Tania has continued to work with the Women's Centre on pushing for a funding increase from Family Safety Victoria which is still ongoing.

Our thanks to Tania Maxwell MP (Wangaratta) also for working closely with services in the Ovens and Murray, Victoria region in advocating to the Parliamentary Budget Office for a specialist Domestic Violence Court to be established in Wodonga or Wangaratta, which is in line with the recent Royal Commission into Domestic Violence. An advisory panel has been set up and I have joined this panel to ensure that our Victorian clients have a voice as to the need for this type of court in our region.

The Women's Centre became a member of the Safety Action Meeting (NSW) in May 2022. We have worked collaboratively with Albury Police, for which we thank them. As we move forward, we actively seek organisations and other services to work with, to streamline services for our clients.



**Our thanks to  
Tania Maxwell  
MP for her  
assistance and  
support during  
the year**

## GENERAL MANAGERS REPORT

### Services at the Centre

January saw the introduction of a term by term schedule for Therapeutic Groups. These included Shark Cage, Self Esteem, Circle of Security Parenting, and the introduction of a weekly Anxiety Group. It is so encouraging to be able to see women attend who can support and share their stories with one another, while working within a therapeutic framework. Some of our clients have completed more than one group this year, supporting them as much as we are able. A recent customer survey has provided excellent feedback from our clients, praising the host of the therapeutic groups and the way that the course has supported and assisted each person attending.

Everyone at the Centre is excited with the addition of our brand-new training space, that will see its first groups use it in 2022 – 2023 financial year. The new owners of our building have been very generous, and we thank them very much for working with us, to create our new and welcoming space. This space is much bigger and brighter than our current space downstairs. The new space is wheelchair and disability friendly, and we look forward to supporting more women in accessing our services and therapeutic groups.

### Donations

Our thanks to the members of the community that made donations to our “Donation Drives” for toiletries, women’s and children’s clothing, baby items, sanitary items and women’s office attire. We were inundated with items from individuals and from local groups and clubs. Our thanks to everyone that participated.

### The year ahead

The Women’s Centre has so many things to look forward to in the 2022 – 2023 financial year. We plan to bring new services and innovations where we are able, and to provide better existing services for the clients we support. We wish you a happy and safe Christmas and New Year and look forward to seeing you throughout the year.







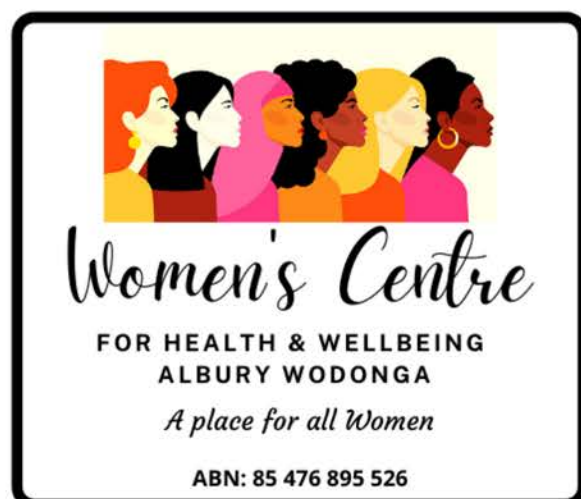
## About Us

The Women's Centre for Health and Wellbeing (ALBURY-WODONGA) INC 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 Women's Centre has provided services to Women in the Albury Wodonga Community since 1986. We provide services for all women and girls above the age of 16. We welcome older women, women with disability, gender diverse, gender neutral and Trans people, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse women. The Women's Centre is certified exempted by the anti-discrimination act in perpetuity to describe itself as an entity providing services to Women and Girls.

Our mission is to provide women with a safe place to come to seek free or affordable services.

Our direct mission is to support women in crisis, domestic or family violence situations (current or historical)



# 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 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 and are inclusive
- Encourage women to stand tall in the world
- Share knowledge and opportunities
- Challenge behavior that diminish women
- Recognise and value difference
- Encourage women to make informed choices
- Involve the community in these aims



# KEY PRIORITIES

The Women's Centre Key Priorities reflect the demand for our services from our clients.

1

## **Increasing awareness of our services in the Albury Wodonga Community**

A new website was launched that enables referring organisations or clients to do an online Intake. Social Media, Newspaper, TV and Radio interviews have also assisted in educating the general public as to who we are.

2

## **Sourcing funding to meet the need of Domestic Violence and Crisis services**

Meeting state and federal MP's, local councillors, applying for funding and grants, participating in a Business

3

## **Renewing organisational relationships and joining new networks**

Joining with other organisations and networks increases our ability to support the women and girls of Albury Wodonga in the best possible way. We are stronger together.

4

## **Our Employee's. The right people for the right job**

The employees of the Women's Centre are part of a small, very busy team that have to be flexible and able to respond to crisis and people in distress. We have an amazing team

# EXTRACTS FROM WOMEN'S HEALTH NSW BUSINESS CASE 2022

**The extracts demonstrate current and future unmet needs for the provision of Women's Health services in Albury.**

The Women's Centre for Health and Wellbeing Albury Wodonga is one of twenty community-based NGO Women's Health Centres across NSW that provide services for mental and physical health needs, health impacts of domestic and family violence and sexual violence on women and children. Across NSW, these centers support over 50,000 women per year of all ages. The majority from lower socio – economic backgrounds and other priority health populations

## Local Population & Health Indicators

Albury LGA has experienced population growth in line with the state, but is expected to grow much more rapidly over the next decade. The LGA is relatively socio-economically disadvantaged, and has a higher proportion of one-parent families and women with three or more chronic and long-term health conditions than the NSW average. Domestic and family violence and sexual assault are a serious issue for women in the community, with rates of reported incidents and hospitalisations well in excess of the state average.



**“  
The role of  
Women's Centres  
is to take  
pressure off the  
overloaded  
Health Care  
System**



# EXTRACTS FROM WOMEN'S HEALTH NSW BUSINESS CASE 2022

## Responding to Emerging and Unmet Needs

In particular, the Centre would seek to:

- Expand counselling capacity to address the current three to four month waitlist for counselling at the Centre;
- Provide additional specialist domestic and family violence and sexual assault counselling and therapeutic groups to women.
- Offer a dedicated integrated care and support capacity to the growing number of women presenting to the service with immediate and acute issues impacting on their health including homelessness, domestic and family violence, financial and legal issues and food security.
- Integrated care and support to address the social determinants of health is in high demand and this holistic support increases the effectiveness of other health interventions and improves overall outcomes for women.
- Provide a Nurse Practitioner within the Women's Health Centre to ensure women have access to critical preventative healthcare including cervical screening, reproductive health screening

*Taken from the Women's Health NSW Business Case 2022 - Albury*



**Current 3 to  
4 month  
waitlist for  
counselling  
at the centre**

KEY INDICATORS	NSW	Albury LGA	Murrumbidgee LHD
<b>Population &amp; Growth</b>			
2021 Population – Women	4,087,995	29,007	122,636
Recent Population Growth Women - 2011 to 2021	13.60%	13.30%	4.70%
Projected Population Growth Women - 2021 to 2031	9.70%	16.80%	5.30%
<b>Priority Groups</b>			
SEIFA Index of Relative Socio-Economic Disadvantage	1001	971	
Aboriginal & Torres Strait Islander Women	3.40%	2.70%	
Women who Speak a Language other than English	25.70%	7.00%	
Women with Limited English Proficiency	5.00%	1.30%	
Women Earning <\$800 per week	50.00%	51.00%	
One Parent Families	15.80%	18.50%	
<b>Health Indicators</b>			
Women with 3 or more long-term health conditions	3.30%	4.4%	
<b>Mental Health</b>			
Women Reporting High or Very High Levels of Psychological Distress (2018-20)	19.40%		23.70%
Mental Health Related Emergency Presentations Females rate per 100,000 population (2020-21)	1607.3		2,868.90
Intentional Self Harm Hospitalisations Females rate per 100,000 population (2019-20)	109.8		159.5
<b>Domestic and Family Violence &amp; Sexual Assault</b>			
Interpersonal Violence Related Hospitalisations of Females rate per 100,000 population (2019-20)	35.6		46.9
Domestic Violence Related Assaults reported incidents per 100,000 population (2021)	393.4	733.8	
Domestic Violence Related Assaults: 3 year change (2018-21)	3.1% increase	9.3% increase	
Sexual Assault reported incidents per 100,000 population (2021)	89.2	121.7	
Sexual Assault: 3 year change (2018-21)	4.8% increase	stable	

## **Extract from Women's Health NSW Business Case 2022**

**While reading this, please remember that these statistics only represent Albury. Our numbers should include Victoria and those listed under Murrumbidgee**

Data Sources: ABS Census 2021 & 2016, NSW HealthStats, NSW Department of Planning, NSW BoCSAR



# GOVERNANCE

The Women's Centre for Health and Wellbeing Committee 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 Committee 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 Committee member brings their lived experience of being women, daughters and mothers, partners and community members.

During 2021 to 2022 the committee employed a new centre General Manager, Marge Nichol.

## COMMITTEE MEMBERS

Tegan Shiel – acting Chair

Jacqui Finlay – acting Chair & Public Officer

Katherine Allsop – Secretary

Naomi Inwood – Treasurer

Carly Holden – casual member from April 2022

Bronwyn Wood – casual member from April 2022

Kristy Campbell – casual member from April 2022

Belinda Gadsby – casual member from April 2022

Michele Kampen (resigned as Chair in Feb 2022)

Debbie Le Poidevin (resigned as Deputy Chair in Feb 2022)

## OUR ADVOCACY

The Women's Centre believes in the following statements:

- Supporting Women to self advocate
- Educating Women to their rights
- Encouraging Women to put changes to their lives in place
- Building strong networks and contacts that support women
- Creating conversation within the community
- Empowering women to heal
- Celebrating success, small and big
- Listening to Women who feel they have no voice
- Present data and statistics for resources

# Our Committee of Management

## Accreditation, Membership and Training

**Our Committee of Management bring a diverse skillset to the Women's Centre. Our Committee Members bring years of experience in Law, Governance, the Health sector, HR, Marketing, Finance and small business ownership**

Member of the Australian Human Resources Institute (AHRI) and Australian Institute of Company Directors (AICD).

Member of Australian Association of:

Psychologists Inc (AAPI),

Australian & New Zealand Academy of Eating Disorders (ANZAED)

- Rural & Remote Significant Interest Group

- Weight Stigma Significant Interest Group

Health at Every Size® (HAES®) Australia

Association for Size Diversity & Health (ASDAH)

Regional Eating Disorders Clinicians Network

Member of the Law Society of NSW

Associate Member of the Law Institute of Victoria.





# Employee Accreditation, Membership and Training

Our employees have accreditation and membership with the following

ASES Accredited

Australian Bookkeeping Association

MAASW – Member of Australian Association of Social Workers

Justice of the Peace NSW

Member of Australian Counselling Association

## **Training throughout the year:**

NILS training

MARAM training

Trans Vitality: Trans-Affirming Practice

Trauma Responsive Leadership

Safety Action Meeting training

Safe phones training

Scholarship with Australian Institute of Company Directors (AICD) for  
Governance Foundations for Not-for-profit Directors

## **Training being undertaken to expand services:**

Diploma of Community Services

Diploma of Financial Counselling



# Special Partnerships

## Our thanks to these organisations that provide vital services to our clients

These services can be booked by calling (02) 6021 5773 or visiting our website [www.womenscentre.org.au](http://www.womenscentre.org.au)



### Full Stop Australia

Our thanks to Full Stop Australia for funding a Counsellor who provided services to Women who have experienced Historical Sexual Abuse when they were a child. This valuable service opened up



### The Good Shepard - No Interest Loans

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, car repair. To pay for medical or dental expenses. To pay for education essentials, household items and essentials. Other items as requested



### 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. The Legal Service can assist you with things such as:

Family Law and children's matters. Family Law – property matters.

Victims Services/VOCAT

FV Intervention Orders.

Legal Aid.



# Groups we belong to

## Our thanks to these organisations that provide vital services to our clients

These services can be booked by calling (02) 6021 5773 or visiting our website [www.womenscentre.org.au](http://www.womenscentre.org.au)



### "A Case for Change: Domestic and Family Violence in Albury-Wodonga"

This group is driven by Yes Unlimited and Border Domestic Violence Network



### Safety Action Meeting

Coordinated by Women's Domestic Violence Court Advocacy Advisory Panel in order to develop an action plan and timeframe to further advocate for a specialist family violence court and legal aid office, driven by Tania Maxwell MP, Hume Riverina Community Legal Services and Centre Against Violence. (to bring a DV/FV court in the Owen's Murray Region in Victoria, ie: Wodonga or Wangaratta)



### Women's Health NSW

Women's Health NSW are our peak body. Women's Health NSW continues to advocate for Women's Health issues and source funding.



### Border Domestic Violence Network

The Border Domestic Violence Network (BDVN) is a grassroots network of over 95 family and domestic violence service providers and community members with lived experience of family violence, based in Albury-Wodonga,

# Partnerships & Community

## Engagement

Thank you to the following organisations

### **Domestic & Family**

#### **Violence/Rape/Sexual Assault**

Albury Police DV Unit  
Safe Steps  
WDVCAS- Safety Action Management team members  
Border Domestic Violence Network, members  
The Orange Door  
Gateway Health  
Mission Australia  
Wellways  
Intereach  
Albury Wodonga Health  
Centre Against Violence  
Upper Murray Family Care  
Risk Assessment and Management Panel Victoria  
Albury Wodonga Aboriginal Health Service  
Full Stop Australia - Clinic for people affected by sexual and/or physical violence

#### **Legal advice**

Hume Riverina Community Legal Service  
Ambrose Kampen  
WDVCAS- DV court support  
NSW Police  
Victoria Police

### **Housing security**

Yes Unlimited (and case management where needed)  
Hub Housing  
Link2Home  
Betty's Place  
Beyond Housing

### **Financial, Clothing, Job & Food security**

Albury Wodonga Regional Foodshare  
Our Sister's Closet (Women's Centre own initiative)  
Anglicare - Financial Counselling  
Upper Murray Family Care - Financial Counselling  
Madec employment agency  
APM employment agency  
Centrelink  
Carevan (The Carevan Foundation)

### **Child-focused**

The Orange Door- children/families at risk  
Upper Murray Family Care  
Department of Community and Justice - Child protection  
Victorian Aboriginal Child Care Agency



# Our Thanks

Thank you to the following organisations

## Funding Bodies

NSW Health – Murrumbidgee Local Health District

NSW Department of Community and Justice

Department of Family, Fairness & Housing

Family Safety Victoria

## Grants

Rotary Club Albury

Westpac Foundation Rural Community Grant

NSW Communities and Justice – Social Sector Support Fund

Good Shepherd – NILS program

## Our Donors & Sponsors

Our thanks to the following individuals, businesses and organisations for their support

Myer Albury

Joss Constructions

David and Andrea Palmer

Toyota Material Handling

Westpac Foundation

Hume Bank

# Our Thanks Donors & Sponsors, Funders and partners



Westpac  
Foundation

**MYER**

MY STORE



**Rotary**  
Club of Albury



**MATERIAL HANDLING**



**Health**  
Murrumbidgee  
Local Health District



Families,  
Fairness  
and Housing



**Communities  
& Justice**



**Hume Bank**





# OUR SERVICES



**SERVICES**

# SERVICES

## **Counselling**

Generalist Counselling, Historical Sexual Assault Counselling, Domestic and Family Violence, Sexual Assault

## **Intake and Referral**

Women in crisis, women seeking assistance with Domestic and Family Violence, Sexual assault. We support women with applications for AVO, Work Development Order, Work Development Permit, Victims of Crime Compensation. We offer assistance with Police, emergency accommodation, assistance with Centrelink and more. We offer internal referral for counselling, legal clinic, food hampers

## **NILS No Interest Loans**

Via The Good Shepard, NILS offers small interest free loans that can be repaid via Centrepay.

## **Therapeutic Groups**

Circle of Security, Self Esteem, Shark Cage, are run over a twelve month schedule. These groups run for 8 weeks and have earned high praise from participants. The weekly Anxiety Group runs each Tuesday throughout the year and provides a relaxed and friendly atmosphere for participants to drop in whenever they like.

## **Hume Riverina Community Legal Service**

Legal clinic one day per week that provides advice regarding separation, divorce, access, court and more

## **Emergency Clothing for Women and Children in crisis & Our Sisters Closet**

New clothing, toiletries, makeup, shoes, coats, pajamas, nappies and other baby items. Share the Dignity bags of sanitary products

Our Sisters Closet provides new work attire for women seeking employment or to provide appropriate work attire when starting employment.

## **Meditation**

This group meets once a week and is guided by one of our therapists through a relaxing meditation session



# Our Year In Numbers

## 2021 - 2022

2735

### Number of Appointments 2021 - 2022

The Women's Centre proudly supports women from both the NSW and VIC side of the border.

1710 From NSW

853 from VIC

172 other States

1919

### Number of Domestic and/or Family Violence Appointments

1034 NSW / 267 clients Previous Year 188

885 VIC / 128 clients Previous Year 84

443

### Number of Women we Currently Support

The Women's Centre proudly supports women from both the NSW and VIC side of the border.

51

### Crisis Clients

These Women and Children leave home seeking safety, usually at very short notice. We assist with emergency accommodation, clothing, food, children's and baby essentials as well as assistance with Police, AVO, Victims of Crime, Centrelink and more

12

### AVO Applications NSW

In 2021 - 2022 41 AVO applications were put in place in Albury NSW. 12 of those were supported in their application by the WCHW.

10

### Victims of Crime Applications

Women that experienced a crime such as Domestic Violence are eligible to apply for Victims of Crime Compensation. This can include block hours of counselling, safety doors, video cameras or a lump sum of money payment.

50

### Women with a Disability

We are delighted that 50 women with disabilities have attended therapeutic groups and counselling at the Women's Centre. Accessibility and ensuring access for our clients has prompted several changes at the WCHW.

60

### Our Sisters Closet

Thanks to generous donations from the community, 60 women were provided with new corporate/office wear to attend interviews and start employment

28

### ATSI - Aboriginal Torres Strait Islander

It has been an important year of meeting ATSI services in Albury Wodonga. These valuable relationships will assist us to support women with the best possible services.

17

### CALD - Culturally and Linguistically Diverse

Working with women from diverse backgrounds has opened new information channels with other organisations and sourcing health information in other languages. Plans are in place to grow services and resources for CALD women

11

### LGBTQI+

Talking to and working with the LGBTQI+ community has opened up opportunity for future growth and relationships



# NO INTEREST LOANS



Supporting our clients to purchase or pay off urgent items,



Amount distributed to the community



Number of No Interest Loans (NILS)

**The Women's Centre website now accepts online NILS Applications**

# COUNSELLING

Full Stop Australia funded a historical sexual assault counsellor for one day a week (8 Hours). This person joined our two part time counsellors in providing one to one services. There is a high demand for this service.



*We provide*  
**General Counselling**  
**Domestic Violence and Trauma**  
**Historical Childhood Abuse**  
**NSW Victims Services Counseling**

# THERAPEUTIC GROUPS

Supporting our clients to purchase or pay off urgent items,



2021 to 2022 introduced a term by term schedule for Therapeutic Groups, working with referral agencies and community interest.

# OTHER SERVICES



## WOMEN'S HEALTH CENTRE LEGAL CLINIC

You are welcome to our safe and supported space

This is a free clinic for Women

Family law  
Family violence  
Separation and divorce

Book your appointment on  
(02) 6021 5773  
[www.womenscentre.org.au](http://www.womenscentre.org.au)



This free clinic is available one day per week and is generously provided by Hume Riverina Community Legal Service

They assist our clients with

- Family law
- Family violence
- Separation and divorce
- Answering your questions about court

This vital service assists women from diverse backgrounds to access legal advice when they are at their most vulnerable, in a safe and supported space.



# SOME OF OUR SERVICES

## Book Now! CIRCLE OF SECURITY PARENTING 2022

\$30 per week  
\$240 for 8 Weeks

TERM TWO

Circle of Security Parenting is an acclaimed 8 week program for parents or caregivers of children. Perfect parenting doesn't exist, but most parents and caregivers are doing their best to navigate a combination of how they were raised, their best intentions and other people's parenting advice. Sometimes it can feel impossible.

Offering a very clear and supportive window into 'good enough' parenting, the Circle of Security Parenting (COS) program is based on 40 years of research into attachment, is shown a light on the needs of every child for three things: going out to explore and learn, coming in for comfort and support, and meeting the strong and kind hands of a caregiver.

Each adult has had their own experiences of this in childhood, and these shape the way we interact with a child. In each of these 3 activities, to learn, the shape the relationship between the child and parent/caregiver, the child's behaviour, the child's view of the world and themselves, and their future relationships into adulthood. So this is both a simple and a very powerful program!

The program uses videos of real child-caregiver interactions, lots of opportunity for discussion, and a supportive recognition of every caregiver's strengths and positive motivations. All participants who attend every session will receive a Certificate of Completion.

WHEN: Thursdays from the 28th April 2022

9.30am to 11.30am

WOMENS CENTRE FOR HEALTH & WELLBEING

526 SWIFT STREET ALBURY NSW 2780

(02) 6021 5773

WWW.WOMENS CENTRE.ORG.AU



## OUR SISTERS Closet

Need clothing for a job interview?

Or to start a new job?

02 6021 5773

administration@womenscentre.org.au

526 Swift Street Albury, NSW 2645

## Book Now! SHARK CAGE 2022

STARTS: TUESDAY 26TH APRIL  
\$30 per week  
\$240 for 8 Weeks  
TERM 2



Shark Cage is an 8-week group program for women and girls (16 years or over) who have experienced violence.

The purposes of the program is to get free of patterns of repeated violence or other abuse, to spot the differences between 'Shark' and 'Dolphin' around us, and to strengthen our protective resources - the Shark Cage which can keep us safe.

This program has been running in different locations around Australia for 10 years, and is structured around 5 practical steps. It draws on an understanding of trauma, human rights, cognitive behavioural therapy, and the power of talking with others who have faced similar experiences.

WHEN: TUESDAY's from the 26th April 9:30am to 12pm

INTERESTED? Contact us now to book in for your short phone interview with the facilitator, to see whether Shark Cage is right for you at the moment.

WOMENS CENTRE FOR HEALTH & WELLBEING

526 SWIFT STREET ALBURY NSW 2780

(02) 6021 5773

WWW.WOMENS CENTRE.ORG.AU

## Book Now! SELF ESTEEM 2022

\$30 per week  
\$240 for 8 Weeks

TERM TWO

This is an 8-week group program for people who would like to understand more about self-esteem, and nurture their own healthy positive self-esteem.

We will talk about where self-esteem comes from, what shapes it throughout our lives and how it affects our health and every other aspect of our life. We will also talk about how shame can impact on us, and ways we can move towards accepting ourselves and welcoming more goodness into our lives.

We will talk about the way that our thoughts, feelings and actions can either reinforce old patterns, or loosen them and give us more freedom. Sessions are structured with content and practical activities, but they also allow lots of time for discussion and sharing our experiences.

WHEN: Thursdays from the 28th April 2022

1pm - 3pm

Short phone interviews with the facilitator prior to the course starting.

WOMENS CENTRE FOR HEALTH & WELLBEING

526 SWIFT STREET ALBURY NSW 2780

(02) 6021 5773

WWW.WOMENS CENTRE.ORG.AU

## Call us now! ANXIETY SUPPORT GROUP

Cost: Optional Gold Coin Donation  
Ring us to find out more  
EVERY TUESDAY

Anxiety is something all humans experience at times. It can range from short term to long term, slightly stressful to highly challenging, specific to general, and can include every tension, panic, avoidance, phobias, compulsive or obsessive thoughts or actions. Good news, whatever the type, people definitely can, and do, manage and recover from anxiety. So live the life that is meaningful for you. Part of that recovery for lots of people is knowing that you are not alone, that others are coping with similar things, and that you have a chance to listen, or to talk, with people who understand.

A support group for people who experience any type of anxiety, and/or their friends or family is held, at the Women's Centre. We welcome anyone identifying as a woman, 16 years or over. The group is held every Tuesday from 1.30pm to 3pm, at 526 Swift St, Albury. Cost is an optional gold coin donation, to contribute to tea, coffee & biscuits. The group facilitator is Casey Charles, counsellor at the Women's Centre.

We plan to have some laughs as well as sharing experiences, and you are welcome to just come and listen. The group size is expected to be a maximum of 10 people each time, and can often be smaller. There is no need to register, but you are welcome to let us know you are coming or to ask any questions, by phoning 02 6021 5773 or emailing administration@womenscentre.org.au

WHEN: Tuesdays 1.30pm to 3pm 526 Swift Street Albury 2640

WOMENS CENTRE FOR HEALTH & WELLBEING

526 SWIFT STREET ALBURY NSW 2780

(02) 6021 5773

WWW.WOMENS CENTRE.ORG.AU

## WOMEN'S CENTRE

## WOMEN'S MEDITATION CIRCLE

WEDNESDAY CLASS  
10.30am

You are welcome to our safe and supported space

\$10 per session

Bring a mat and anything that makes you more comfortable

Book your appointment on (02) 6021 5773  
www.womenscentre.org.au



## Can't Pay your Fines? What about Work Development Orders?

- 1 Are you Eligible for Work Development Orders?
- 2 Get a Sponsor - like the Women's Centre
- 3 Agree on the activities you will do to work off your fine
- 4 Finish your WDO Hours



## DIGNITY BAGS AVAILABLE

Sanitary Items for Women and Teens

Ask at Reception or call us on 02 6021 5773

## 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.WOMENS CENTRE.ORG.AU



For more information about our services go to  
[www.womenscentre.org.au](http://www.womenscentre.org.au)





# INTAKE AND REFFERAL

Intake and Referral is the first point of contact many women have with the Centre. Some women are referred to us via external organisations from both sides of the NSW and VIC border.

Intake and Referral is our most complex and diverse service. Through the intake process each individual's story is heard and from that information, appropriate services at the women's Centre or external service and assistance suggested and made available.

Most women that come to us need to access services such as counselling soon as possible, even if they do not necessarily identify as being in "crisis". Our current wait times for emergency counselling is over three months

Key relationships with community partners such as Yes Unlimited and Betty's Place were revived in 2022. This enables communication between our services to be concise and streamlined and ultimately give much more immediate assistance.

70

Women - (And their children) in Crisis requiring emergency accommodation, clothing, food, toiletries, financial assistance, support with government and non-government agencies

57 %

of all clients need to access three or more of our services at the time of Intake



# NEW TRAINING ROOM AND COUNSELLING SPACE



The end of the 2021 - 2022 Financial Year finalised renovations to both upstairs and downstairs areas.

Our new training room and counselling space opens up opportunities for a wider range of Therapeutic Groups and Services to be developed in the future.

The new space will be available for external organisations and groups for training in a Women's Only space

The external changes to the building ensure that Women's Centre branding will blend with other local businesses, providing a less visible or advertised entrance for those women that need privacy.

2022 - 2023 our Key Stakeholders, network and friends will be invited to view the new space.



**COMMUNITY**



**COMMUNITY**



# Our Community

## Our thanks to the supportive and generous Albury Wodonga Community



### Open During Lockdown and Border Bubble

The Women's Centre remained open and operational during the Border Closure and various lockdowns. Clients were able to attend the centre in person or via phone or video call. This unique period of time presented some challenges, but we thank our clients for being helpful and understanding during that time.



### August 2021 New General Manager

The Women's Centre welcomed our new General Manager, Marge Nichol. Marge brings years of business and financial experience and expertise, as well as knowledge of the local community and the needs of the Women in our community.



### Thank you for donations of clothing, toiletries for Women and Children

Thank you to the generous people of Albury Wodonga who donated new women's and children's clothing, toiletries, and baby items. The donations are made into packs according to size. Women leaving a domestic violence situation often have no choice but to go in the clothing they are wearing and without being able to take anything for their children.



Donations of baby items, make up, bra's, underwear, pajamas and seasonal clothing, raincoats and coats make a huge difference in supporting a person to leave a dangerous situation.

# Our Community



## December 2021 Share the Dignity Bags

Thank you to Share the Dignity for including the Women's Centre as one of the 3000 charities that receive dignity bags to distribute to women in refuges, emergency accommodation or who are homeless. Everyday Australians put together menstrual items, toiletries, clothing and small gift items and donate them at Bunnings Warehouse drop off points. These bags make a huge difference to the women that receive them



## December 2021 Carevan Meals Service Donation

Members of Carevan Meals Service came into the Women's Centre to drop off a number of beautiful Christmas Hampers.

The Hampers will provide Christmas items to 22 families of our clients from Albury Wodonga. Each hamper has been designated for a person or family that the Women's Centre has provided services to during the year. It has been a hard year for many people, and we would like to thank Carevan for their generous and thoughtful gift for people that we support.



## December 2021 Zonta Childrens Gifts Donation

Our thanks to the Zonta Club of Albury Wodonga, who donated gift bags for children in need. Thank you to Zonta for their annual donation!

## January 2022 Thank you to Full Stop Australia

The Women's Centre for Health and Wellbeing welcomes our new counselor, Victoria, to the service. Victoria is from Full Stop Australia (formerly Rape and Domestic Violence Services Australia)

Victoria will be counselling people that experienced childhood sexual abuse or trauma that happened before the age of 18. Eligible women can be referred by another service or self refer using the forms that are available at the Women's Center front desk.

This generous support enables the Women's Centre to offer needed services for low cost or for free.

**Full Stop Australia**  
Putting a full stop to sexual, domestic and family violence.  
1800 FULL STOP  
1800 385 876  
FULLSTOP.ORG.AU



**Full Stop Australia**



# Our Community



## January 2022 Term by Term Schedule Commences

Term by term schedules of services and therapeutic groups were commenced in January 2022. Advertising our schedule brought new clients to our services from a wider age group and demographic.

## March 2022 ABC Interview regarding Funding



General Manager Marge Nichol was interviewed by the ABC to discuss the increase in the demand for services v's the Women's Centre's lack of funding.

"Currently we're the third lowest funded women's centre in NSW, and our centre has had no increase in core funding since 1986."

## April 2022 Prime 7 Interview for Housing Crisis



Intake and Referral Manager, Tracey, was interviewed on Prime 7 News talking about the ongoing housing crisis in Albury Wodonga, and the number of people looking for accommodation or emergency accommodation. Tracey discussed the growing number of women with children seeking accommodation in Albury Wodonga that have nowhere to go.

## May 2022 Our Sisters Closet



The Women's Centre for Health and Wellbeing Albury Wodonga provides clothing to unemployed women going for a job interview and/or starting employment?

Called "Our Sisters Closet", new and quality donated suits, jackets, pants, skirts, blouses, shoes, and coats are available to support you getting back into the workforce. Thank you to the community for donating brand new and near new office attire

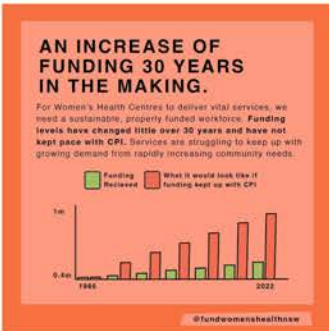
# Our Community

## May 2022 Border Mail Interview "Our Sisters Closet"



Our thanks to The Border Mail for interviewing General Manager Marge Nichol, featuring a story about "Our Sister's Closet". This is a place where women with a low income can come to get fitted out with appropriate clothing to go to job interviews or for the first weeks of employment. The image is Marge Nichol in Our Sisters Closet

## May 2022 Women's Centre's NSW awareness campaign for funding



Women's Centre's across NSW joined together in a media awareness campaign regarding the urgent need for funding levels to increase. Despite Albury Wodonga's rising statistics for domestic and family violence, our funding has not increased in 30 years. Our campaign continues into the 2022 - 2023 financial year as a matter of urgency.



## June 2022 Donation Yackandandah Women's Shed

Nicky from the Yackandandah Women's Shed dropped off the women's, children's, and baby items you can see in this photo, as well as toiletries and nappies. Thank you so much to everyone that contributed to this generous donation. The Yackandandah Women's Shed provides opportunities for women in the area to make new connections, develop and learn new skills, share existing interests and skills and broaden networks.



## June 2022 Donation Thurgoona Ladies Golf Group

Our thanks to the Thurgoona Ladies Golf group for putting together and donating a wide range of items for emergency packs and dignity bags put together for women and children fleeing Domestic Violence. Your generosity and thoughtfulness are very much appreciated.



# Our Community

## June 2022 Community Recognition Statement NSW Parliamentary Record, Legislative Assembly



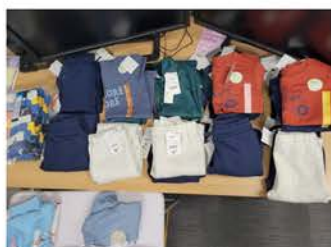
We would like to thank Mr. Justin Clancy MP, Member for Albury for placing a Community Recognition Statement about the work that the Women's Centre for Health and Wellbeing Albury Wodonga does on the NSW parliamentary record in the NSW Legislative Assembly on the 8th of June 2022.

The extract reads "Open Wardrobe, Open Hearts Strike Right Fit" "Mr. Justin Clancy – Albury – I would like to acknowledge the wonderful work of Marge Nichol of Albury's Women's Centre for Health and Wellbeing is doing to promote "Our Sisters Closet", a not-for-profit organisation. Our Sisters Closet is providing local women who have gone through Domestic Violence and Sexual Abuse with an opportunity to feel confident with supplying them with suitable clothing for a job interview or for commencing employment and getting back into the workforce. The charitable centre also provides clothing and toiletries for women facing homelessness and for women in crisis along with their children.

Different programs are on offer as well, providing a hand-in-hand to boost self-confidence, dealing with anxiety, learning various skills and tools for job interviews, trauma, counselling and parenting courses. Well done Marg and team for the excellent support you are providing for the most vulnerable members of our community by providing a safe and comforting service"



## June 2022 Donation Drive: Thank you to everyone that donated clothing, toiletries, baby and toddler items and more.





# OUR STORIES



OUR STORIES





## HER STORY

"Marge and Tracy at the Women's Centre in Albury have been an amazing support to me by providing the information and encouragement I needed to leave my controlling, manipulative, and verbally and emotionally abusive husband. He had me convinced that I would not make it alone and that he could take my children away from me.

The Women's Centre was able to access funding to provide security cameras and lights and change the locks at our home. They supported me to gain the confidence and courage I needed to go to court to seek a family violence intervention order. Later they supported me to call police when he breached those orders and begin the journey to end the years of hurt endured by myself and my two young daughters.

Although we still have a long way to go to heal the damage caused to our hearts and minds, the most important thing for me was to find the direction and expertise needed to secure our long-term safety.

I highly recommend the services provided by the ladies at the Women's Centre to anyone experiencing domestic or family violence as a first step to securing their own and their family's wellbeing."

## HER PARENTS STORY

“We are writing to thank you so much for the wonderful assistance provided to our daughter recently.

As you are aware my daughter’s husband, \*Rob, worked in a high stress industry and was diagnosed with PTSD. He has not worked since leaving his job several years ago.

We noticed a change in his behaviour after our daughter married him that only got worse once they had their children. Rob had become increasingly controlling and emotionally, socially, and financially abusive. It had gotten to the stage where my daughter found the relationship intolerable and that it was no longer safe for their children due to Rob’s frequent outbursts.

The Women’s Centre were able to provide both emotional and practical support. The Centre was able to give my daughter great advice on how to safely have Rob removed from the house by funding the change of locks and installation of security cameras when he left to go interstate for a few days. The Centre gave her confidence to organise this and have an IVO served while he was away. My daughter and grandchildren tell me they are feeling safer and are enjoying living in a calmer home as they navigate their new living arrangements.

With grateful thanks

***The parents of one of your clients”***

\*Names have been changed







## INTAKE AND REFFERAL

The Intake and Referral team have to be flexible and adapt to crisis situations our clients experience, often as they unfold. Below is a snapshot example of the team supporting two clients who needed immediate assistance, on the same day.

" Yesterday, the Intake Team went to the Police Station twice in the same day, to support two different clients experiencing Domestic and Family violence. We have a good working relationship with the Albury Police and other agencies.

After the Police Station, we organised emergency accommodation in a safe place for one client, along with several changes of clothing and toiletries, food vouchers and items needed for a baby.

The other client is applying for a NILS loan. Thanks to a cancellation we were able to facilitate an emergency appointment with one of the counsellors.

Women of all ages and situations come into the centre seeking assistance, every day.

Our job changes every day with every person. We try to help every woman we can "



# IN THEIR OWN WORDS

"The women's centre have made things a lot easier.  
Without the support and kind treatment I would  
have given up trying to leave"

**Self Esteem Group**

"I really appreciate everything you are doing for us.  
You are such a lovely facilitator and perfect for the  
style of group and subject matter.

I really appreciate the way you make sure everyone  
has a chance to be heard and validated what is said  
so eloquently. "

**About the Group Facilitator, Cassily**

"Keep this program going, it will help people"

**Self Esteem Group**

"The most valuable thing about this program was  
being able to financially attend a supportive group  
because of the support of the Women's Centre - to  
develop strong skills and strategies to live a safe life

**Shark Cage Group**

"The most valuable thing about this program was  
learning to build my confidence and have the right  
people in my life

**Self Esteem Group**

"I love this program. It's very valuable"

**Anxiety Group**

"To be able to stand up for myself and learn that I  
have rights"

**Shark Cage Group**

**Thank you to everyone that shared their  
thoughts about our services**







## HER FEEDBACK

“I have been attending the Tuesday afternoon Women's [anxiety peer support] Group facilitated by Cassily Charles for a couple of months.

It is a very welcoming, non judgemental, friendly and safe space, and is a wonderful forum for promoting discussion, fellowship and healing.

Cassily has a calming presence and a very pleasant demeanour, not to mention her gentle encouragement for sharing by attendees, without pressure.

I look forward to Tuesday afternoons with the group and I will continue to attend because the more I go the better I feel.”

**Feedback is a gift. Thank you to everyone that has given feedback this year.**



# FINANCIAL STATEMENTS



FINANCIALS





**Women's Centre for Health and Wellbeing  
(Albury Wodonga) Inc**  
**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 30/06/2022

### INCOME

Recurring Grants	\$432,516.43
Non-recurring Grants	\$107,054.90
Donations	\$ 22,397.93
Other Income	\$ 56,548.92
<b>Total Income</b>	<b>\$618,518.18</b>

### EXPENDITURE

Employee related expenses	\$ 471,730.95
Admin & Office expenses	\$ 48,689.68
Rental expenses	\$ 37,555.45
Repairs, Maintenance & Utilities	\$ 3,781.99
Other expenses	\$ 1,551.09
<b>Total Expenditure</b>	<b>\$563,309.16</b>

For full set of audited financials visit Australian Charities and Not-for-Profits Commission [www.acnc.gov.au](http://www.acnc.gov.au)

# Board of Management's Declaration

## Women's Centre for Health & Wellbeing (Albury/Wodonga) Inc. For the year ended 30 June 2022

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 2022 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: 24/10/2022



**WOMEN'S CENTRE FOR HEALTH AND  
WELLBEING  
(ALBURY WODONGA) INC**

**526 Swift Street Albury NSW 2640**

**(02) 6021 5773**

**[www.womenscentre.org.au](http://www.womenscentre.org.au)**