

SHOALHAVEN WOMEN'S RESOURCE GROUP Ltd

Rosa Co-ordinated Care

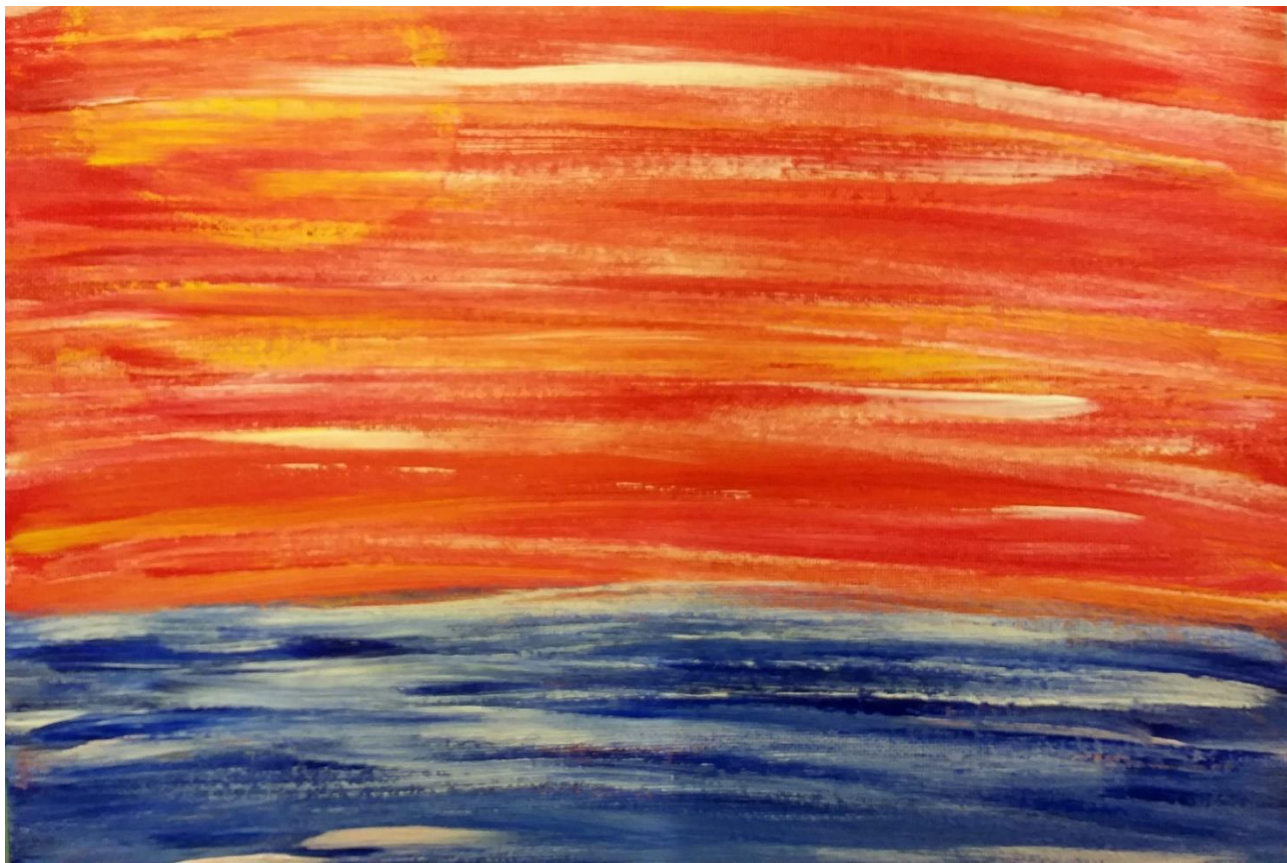


ANNUAL REPORT

2017-2018

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Rosa Co-ordinated Care

Positive sustainable outcomes

Healthy connections to community

Supporting women to lead fulfilling lives

The Shoalhaven Women's Resource Group Limited (SWRG) acknowledges the traditional custodians of the land on which our offices stand and pay our respects to Elders past and present.

SWRG receives funding for Rosa Co-ordinated Care from Family and Community Services NSW under the Specialist Homelessness Services, Service Support Fund.

OUR VISION

We are respected as a leading and sustainable service that empowers women who have become disenfranchised to lead fulfilling lives.

The Shoalhaven Women's Resource Group works within a feminist framework to provide a safe and sustainable environment for women by delivering services and programs which enable women to achieve self-determination.

OUR VALUES

Feminism

Women matter

Self-determination

The right to choose

Contribution

Every voice is heard

Respect individuality

Our own and others

Collaboration

Working together

Trust

Openness & good intent

Advocacy

Speak up for ourselves and others

Strength

Courage to be ourselves

Holistic

Include the whole person

Shoalhaven Women's Resource Group Ltd

Shoalhaven Women's Resource Group Ltd (SWRG) is a not for profit charity providing services to the women of the Shoalhaven since 1983. We work with women from all cultural and religious backgrounds, inclusive of sexual orientation, financial and social status; while respecting individuality, dignity, privacy and confidentiality.

In 2017-2018 SWRG received funding from FACS NSW to provide an intensive case management service to women returning to the Shoalhaven after leaving prison or drug and alcohol rehabilitation, or who are connected with the Justice System. Priority is given to women who are homeless or at risk of homelessness and who have little family or community support.

The Company is governed by a Board of Directors elected at the Annual General Meeting. The Board of Directors is comprised of up to nine women drawn from the broader community.

The Board of Directors support staff and the service manager in achieving the best outcomes for clients and the service, meeting the legal requirements of the organisation and ensuring good governance.

Board of Directors 2017 - 2018

Director	Krissy Falzon	
Director	Lynette Kearney	
Director	Nessie Barrett	
Director	Renata Matyear (until April 2018)	
Director	Sharlene Naismith	
Director	Sophie Ray	
Secretary	Tricia Forbes	Manager - Rosa Co-ordinated Care

The Board of Directors volunteer their time to support and guide the organisation in achieving its aims and objectives.

The staff at Rosa Co-ordinated Care would like to extend their thanks and gratitude to all the Directors for their guidance and support.

SWRG Board of Directors Report 2017-2018

What a year it's been! The Shoalhaven Womens' Resources Group Ltd has had another successful year of the ROCC Program, building on the great foundations of our previous two full years of service provision. This is also our first full year operating all services out of our Hyam Street premises. This move has proven to be a positive one and the premises provide a great office for staff as well as accommodation for clients.

The year has brought higher demands for services leading to an increase in client intake. Fortunately, this is a challenge ROCC staff have managed well. In this financial year there was a 33% increase in clients. As expected, most of our clients have complex needs and require a high level of support. Women in prison have higher rates of drug abuse, mental health disorders and exposure to abuse and violence. The ROCC program is committed to supporting women on their journey of transition by providing practical wrap around services.

A highlight for this year was our partnership with Southern Cross Housing, which involves the provision of two furnished and self-contained units which help women establish a tenancy history in a supported environment. We continue to provide shorter term accommodation at our Hyam Street property with rooms for two women available in a communal living setting.

The board has remained relatively static in membership, with the only change being the resignation of Renata Matyear. Renata's contribution to the running of SWRG Ltd has been invaluable, including the redrafting of our constitution which was passed by members at the 2016 - 2017 AGM in November 2017.

The reputation of our unique program also continues to grow, with requests for our manager Tricia Forbes to be an expert on panels at various seminars and conferences. This year Tricia presented at a Health Justice Partnership Learning at Lunchtime session; Pathways Home Roundtable: improving housing for people leaving correctional facilities; and was a panel presenter on a national Affordable Housing Conference.

The addition and continuation of programs for women such as art, yoga and walking are another example of our holistic service provision and commitment to client needs.

Sharlene Naismith
Chair SWRG





From the Manager

I am proud to present this annual report for 2017-2018. This was another year of consolidation and growth for Rosa Coordinated Care (RoCC). Through ongoing reflection, review and evaluation we have been able to strengthen our service systems, build on our strengths and start to address the challenges facing the women in our client group.

This year we launched a group program for our clients, introducing a Therapeutic Art Making Group; walking, talking and lunch sessions; a yoga group and a peer facilitated pamper session. We will be evaluating and developing these in the coming year.

Having identified the limitations of communal living, we developed a partnership with Southern Cross Housing. Through this we have been able to provide more women with long term accommodation, providing stability and supporting them to sustain their tenancies.

RoCC staff participated in local, regional and state-wide sector meetings and seminars. Through these forums we learnt more about the issues facing people who are homeless or at risk; and were able to identify and promote the particular issues facing women leaving prison or drug and alcohol rehabilitation. Staff were invited to present at other agency's team meetings and seminars and at a national homelessness conference.

I would like to acknowledge and thank the RoCC staff team for their dedication and commitment. I appreciate the sense of humour and positivity they maintain while working in such a complex work environment. I would also like to acknowledge the Board of Directors for their ongoing support, wisdom and governance. Thanks must also go to our funding bodies, partner organisations, and services with whom we work so closely and without whom we could not achieve the outcomes for our clients.

Tricia Forbes



What is RoCC (Rosa Co-ordinated Care)?

RoCC provides holistic intensive case management support for women 18 years and over:

- Pre and post incarceration
- Pre and post drug and alcohol rehabilitation
- Connected with the Criminal Justice System
- Who will be residing in the Shoalhaven

This intensive client focused support aims to enhance social reintegration and minimise reoffending.

RoCC provides support to attend court or parole; reconnect with community or family; secure and maintain tenancies; attend medical and legal appointments; and connect to training and education programs. We assist women to integrate into the community and encourage positive healthy lifestyle. We also provide assistance and advocacy with housing providers, Centrelink and other government and non-government agencies. We assist women to negotiate Mental Health Care Plans with health providers; pay off state debts or fines through the Work Development Order (WDO) program and reconnect with the Shoalhaven community.

RoCC is the only program in the greater Shoalhaven area funded to specifically address the needs of women exiting prison and rehabilitation programs.

Client Outcomes

Positive outcomes obtained for clients during 2017-2018 include:

- ✓ Maintaining sobriety
- ✓ Not reoffending
- ✓ Meeting parole conditions
- ✓ Maintaining case management meetings and other scheduled appointments
- ✓ Maintaining prescribed medication schedules for diagnosed physical and mental health conditions
- ✓ Securing housing
- ✓ Restoration of family relationships
- ✓ Paying off state debts or fines
- ✓ Obtaining support through mental health care plans

I want to let you know that I got away safely and happily. I am so excited about my move and I want to thank you all from the bottom of my heart. Without RoCC's support since I came out of rehab I would never be in the position I am in now. You have stuck by me through thick and thin. You have always been there to encourage me and to help me see the person I want to be and the person that I lost along the way. Thank you all

RoCC Client

Feminism

- Working from a woman-centered, strengths based approach underpinned by evidence based practice
- Assisting women to build social networks that will support and allow them to contribute to their community
- Building the capacity of women to be self-advocates and advocating on their behalf when necessary
- Raising awareness of issues impacting on women's ability to achieve self-determination
- Working collaboratively with other service providers

Contribution

Compliments and complaints: SWRG values and encourages feedback from our clients, whether it is a compliment, complaint, enquiry or suggestion. Feedback can be provided in person, online or using one of the feedback forms available from our staff. Feedback provides unique information that helps us improve our service.

*Was so great to see you yesterday!!
Thank you for all the time you have made for me and thank you for everything!
You have the biggest heart, I can't thank you enough for being there for me through everything!
Appreciate you very much*

RoCC Client

Collaboration

Staff participate in a range of interagency and network meetings:

- ✓ DIG – District implementation group for Specialist Homelessness Services
- ✓ CHADD – Corrections, Housing and Dual Diagnosis – interagency case management
- ✓ CLSD – Cooperative Legal Service Delivery – Legal issues impacting on the community
- ✓ Shoalhaven Homelessness Interagency Network
- ✓ LIACC – Local implementation and coordinating committee
- ✓ Homelessness NSW Specialist Homelessness Services Sector Network



I just wanted to say a
BIG THANK YOU for
Everything you've done for me
over time! Your support has been
invaluable & I can't tell you
how much I appreciated it.
I will miss your lovely laugh! 😊

RoCC Clients

Service information for 2017-2018:

- Number of clients = 76 clients
- 48% identify as ATSI
- 44% previous diagnosis of mental health condition
- 46% present with problematic drug, substance or alcohol use
- 39% transitioning from custodial arrangements
- 14% on Disability Support Pension

Referrals were received from

- Corrections
- Community Mental Health
- Waminda
- Junction Mental Health Rehab
- Prisons
- Justice Health
- Centrelink
- Aboriginal Legal Service
- Legal Aid
- Shoalhaven Women's Health
- LAMP
- Self-referral
- Other client
- Family

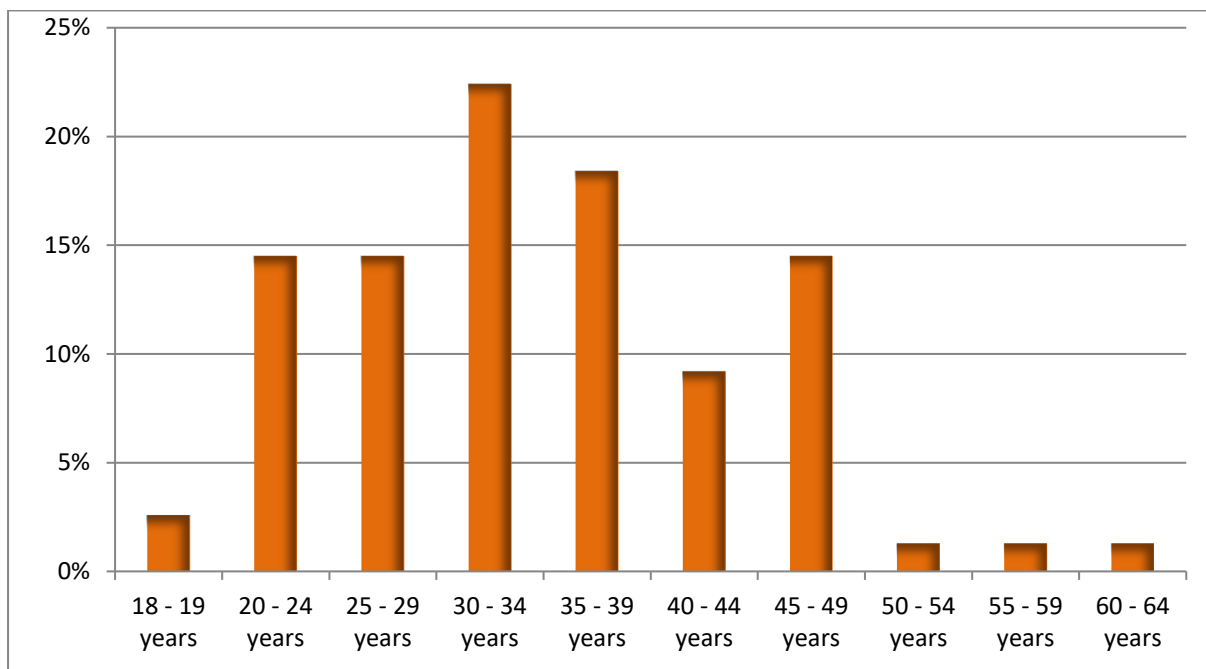
Staff drove **27,328** kilometers:

- visiting women in prison
- attending case management meetings
- doing home visits
- taking women to parole, health, housing, counselling, psychologists, doctors, mental health, legal appointments
- networking
- advocating

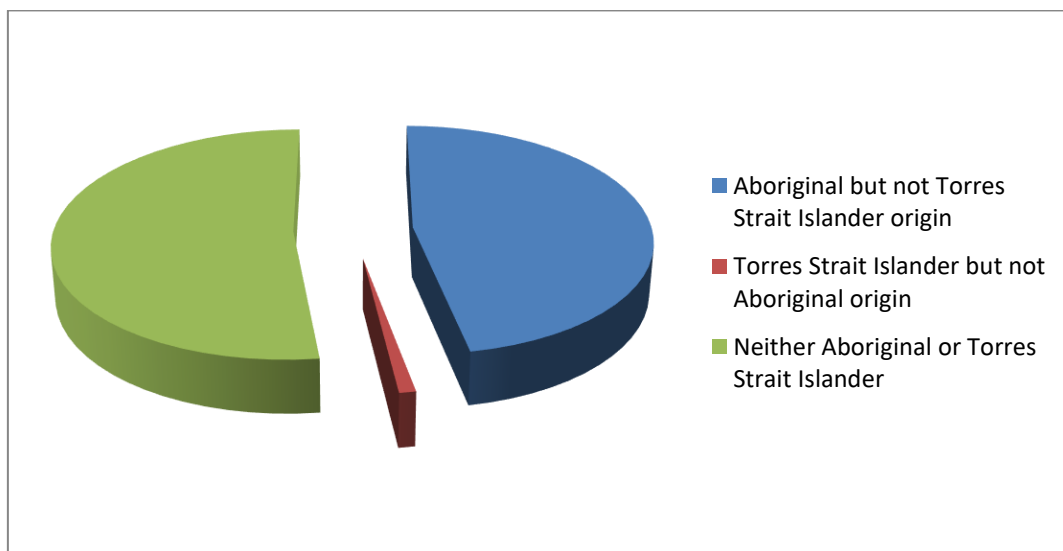


I really couldn't have done this huge life change without your kindness, love & support. You gave me strength when I needed it most. You will always be in my prayers and heart. Thank-you, you're an incredible inspiration to me xox

RoCC Client



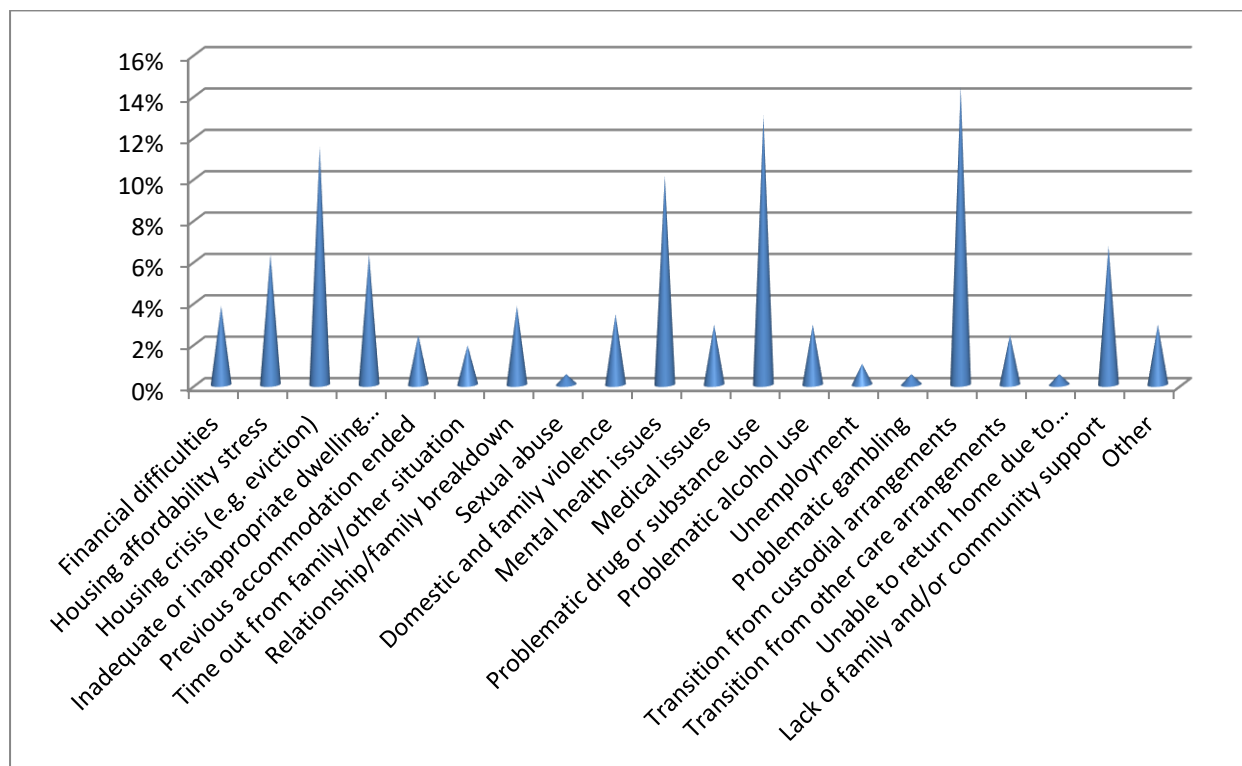
Age Range



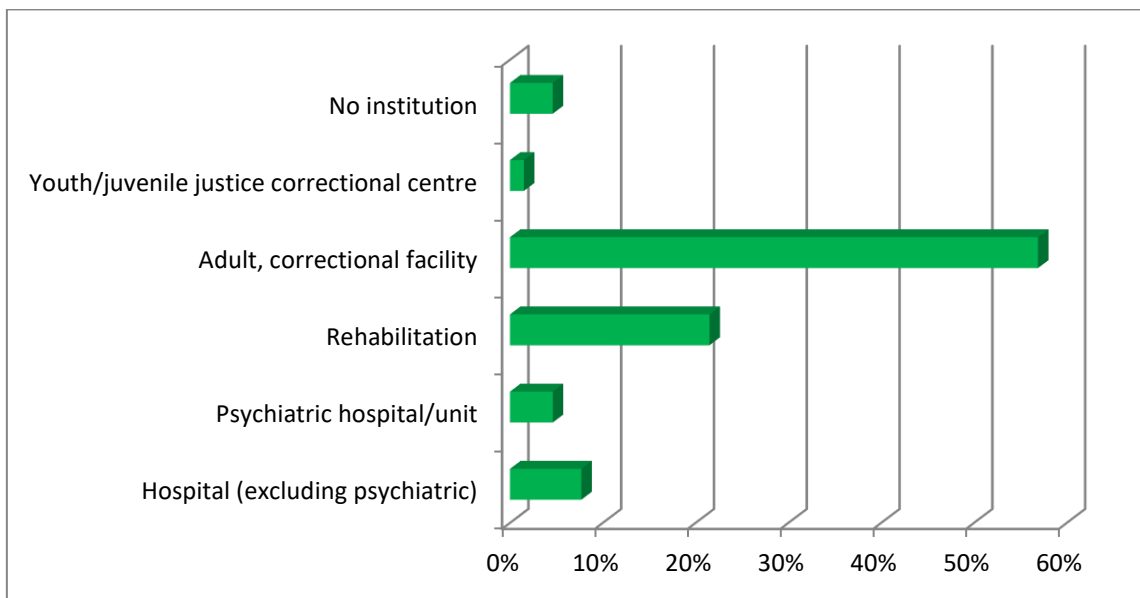
Cultural Identity

Total number of support period days 11311

Total number of bed nights provided 871



Reasons for seeking assistance



Facilities / institutions in the last 12 months










The Therapeutic Art Making Group

The Therapeutic Art Making Group was developed and facilitated by a qualified Art Therapist. It took place onsite at RoCC over 8 weeks. Although numbers were small the women who attended were engaged and committed. The group was originally planned to run over 6 sessions but due to participant demand the group was extended for an extra 2 weeks.

It is well researched and documented that Art Therapy brings both the mind and body into relationship. It creates change to the nervous system, assists in the reduction of stress and anxiety as well as providing opportunities for self-expression and meaning that is culturally sensitive and client centred.

The focus of art therapy is on the process not just the end art product. It is the safe and supportive relationship with other group members that enables each participant to explore their own creativity and discover new aspects to their creative potential within the framework of a safe therapeutic group process which supports post traumatic growth. (Chilton,2013; Hass-Cohen et al, 2014; Lee,2013 as cited in King 2016).

The goals of the group were to:

-  build social connections through creativity;
-  explore art making
-  learn new skills in a safe and supportive environment
-  engage in art making to support a reduction in anxiety
-  allow an opportunity for the participants to develop a personal relationship with their own creative process that could be built upon outside of the group.

The participants reported that the art making helped to relax them as well as allowing them to explore themes of connection to culture, and the varied experiences of family and childhood. The group became an important space for safe social connection and shared conversations. Some of the participants who attended regularly requested that the group be offered again as they found the experience beneficial for their wellbeing and social connection and self-esteem. Due to this the Therapeutic Art Group will be running again this year!

Thanks to the women who have generously allowed their art to be included in this annual report.

Suzanne Perry Art Psychotherapist ANZATA Registered 26/06/2018



What's on this month?

Monday	Tuesday	Wednesday	Thursday	Friday
Walking group Legal Aid client appt	Team Meeting Therapeutic Art Making Group	Homelessness Interagency Network Meeting	CIMS reports Yoga	Nowra Court Court support
Walking group Prison visit – Dillwynia & Emu Plains	Therapeutic Art Making Group LIAC	Case Management Meeting	Yoga FACS client meeting	Psychologist client appt
Walking group Community Corrections Team Meeting	Therapeutic Art Making Group Waminda meeting	CLSD Client MH assessment	Yoga FACS meeting	Trauma Informed Care Seminar
Walking group	Therapeutic Art Making Group	CHADD Corrections client appt	Yoga MH Rehab client appt	Housing client appt

Holistic Respect Strength Advocacy Trust Contribution

RoCC Staff

RoCC staff work from a woman-centred, strengths based approach, underpinned by evidence based practice. We work collaboratively with other service providers to achieve the best possible outcomes for our clients. RoCC staff are advocates and mentors. We work from a Trauma Informed practice perspective and our support is not time limited.

Whenever possible, staff schedule prison visits in order to meet women who will be released to the Shoalhaven. Evidence shows that connection with women prior to release leads to better outcomes and lower rates of recidivism.

Staff participate in service network meetings and shared case management meetings with other services. This year these included Waminda, SAHSSI, Flourish, Legal Aid, The Junction, Housing NSW, Community Corrections and FACS.

All staff participate in regular external professional supervision.

Staff professional development, training and conference attendance

Title	Provider
➤ Security Awareness Training 2017-2018	➤ Corrective Services NSW
➤ Mental Health Assessment of Aboriginal Clients	➤ Indigenous Psychological Services
➤ WDO information	➤ Legal Aid
➤ Recognise & respond appropriately to domestic and family violence	➤ Lifeline Australia
➤ Domestic, Family Violence & People with Cognitive Disability	➤ Centre for Community Welfare Training
➤ Supporting Victims of Crime with Cognitive Disability	➤ Centre for Community Welfare Training
➤ Housing Ends Homelessness Conference	➤ Homelessness NSW
➤ Safe TALK: suicide alertness for everyone	➤ Living Works
➤ Motivational Interviewing: Helping People Change	➤ Centre for Community Welfare Training
➤ Trauma and Addictions	➤ FACS
➤ WordPress Management Webinar	➤ Connecting Up

Staff 2017-2018

Case workers: Kim Kerzinger (until August 2017)
Lizz Gerlowska
Maree Lawrence
Renee Hill (from September 2017)
Sherese Thomas

Senior Case Worker: Sharon Millett

Bookkeeper: Vicki Schatzman

Service Manager: Tricia Forbes

Total number of Case Worker hours = 118 hours per week.

It was so great chatting with you yesterday. I meant to say, every day you & all at RoCC are in my thoughts when I make a cuppa, write in my diary or get creative with a morning smoothie, all of your caring & loving spirits are here with me, it's beautiful! Thankyou Xx

RoCC Client

Conference Presentation

In June 2018, the RoCC Service Manager was a panel speaker at the national Affordable Housing Conference. The panel session was titled: Pathways Home: Delivering better outcomes for people who have been in prison.

Here is an extract from the presentation:

Rosa Co-ordinated Care (RoCC) provides intensive case management support for women pre and post release from prison and after leaving alcohol and other drugs rehab and returning to the Shoalhaven area. This support covers everything from help with getting ID and Centrelink payments; transport to appointments; advocacy with housing, FACS and other agencies and services; court support; brokerage money; and support to reconnect or to find a healthy community to connect with. RoCC program works with women to achieve positive sustainable outcomes and healthy connections to community in order to prevent re-offending and sustain sobriety.

RoCC has a small number of beds in supported and transitional accommodation. These beds are only available to women who have committed to engaging with RoCC service. They are not crisis beds and are usually not available to women immediately on leaving prison. We have 2 beds in a communal living arrangement, which has its limitations. We are in partnership with our local community housing provider, Southern Cross Housing and have 2 units through this arrangement.

Some of the challenges for the women we work with:

- ✓ We are in a regional area with no local prison for women. The women's prisons are in Sydney and other parts of NSW. This makes pre-release contact difficult as it takes a day to visit one or two women. Research shows that pre-release contact and engagement allows for much better post release outcomes.
- ✓ As we all know there is a housing crisis in Australia. People leaving prison are the lowest priority for housing. There are very few houses available for rent anywhere, particularly those that are affordable and in regional areas.
- ✓ There is lots of competition for properties on the private rental market. Our clients feel defeated before they start, especially when they see the competition when they turn up for a house inspection.
- ✓ Many women leave prison with a bad housing record, or a housing debt.
- ✓ Public transport in regional areas is a big issue. Often the only transport is the school bus. If there are private buses they are expensive and infrequent. This makes it very difficult for women to access services or to keep their appointments for example with parole, drug and alcohol or mental health practitioners.
- ✓ Mental health issues are not well managed in prison and women often exit with unmanaged / mismanaged mental illness

- ✓ Women's offending history follows them. This makes it nearly impossible to get employment, or even volunteering opportunities. Without these opportunities women feel that they continue to be judged and punished rather than being able to reintegrate into the community.

RoCC approach: *what the clients have told us works for them*

- ✓ Flexible, holistic, long-term, intensive case management.
- ✓ Staff support women pre-release and post release. We continue to support them if / when they return to prison and when they are released again.
- ✓ We have a harm minimisation approach to drug and alcohol use, rather than a zero tolerance and continue to support women through their relapses.
- ✓ Long term engagement allows the opportunity to build a relationship and develop trust. The client does not have to continue to repeat their story with a new support worker.
- ✓ Relationship building is of primary importance. It includes modelling and mentoring different ways of being and interacting with others. This includes relationships with the women who are RoCC clients as well as with other workers and service providers
- ✓ Long term engagement allows for a better chance of achieving long term sustainable change
- ✓ We work with women to address all aspects of the barriers they are facing
- ✓ Each woman is allocated a key support worker, but they meet all staff and the client work is shared between the case workers at times. This means that support can continue when a staff is on leave, is not available or when the issues the woman is facing are particularly complex.

Financial Reports

Shoalhaven Women's Resource Group Limited
Statement of Financial Position

ABN 94 002 660 120
As at 30 June 2018

	2018	2017
CURRENT ASSETS	\$	\$
Cash and cash equivalents	273,382	241,608
Trade and other receivables	3,765	4,201
Other current assets	<u>5,012</u>	<u>3,990</u>
TOTAL CURRENT ASSETS	<u>282,159</u>	<u>249,799</u>
NON-CURRENT ASSETS		
Property, plant and equipment	<u>47,509</u>	<u>57,476</u>
TOTAL NON-CURRENT ASSETS	<u>47,509</u>	<u>57,476</u>
TOTAL ASSETS	<u>329,668</u>	<u>307,275</u>
CURRENT LIABILITIES		
Trade and other payables	14,590	13,322
Short term provisions	36,479	36,379
Other current liabilities	<u>2,420</u>	<u>2,583</u>
TOTAL CURRENT LIABILITIES	<u>53,489</u>	<u>52,284</u>
TOTAL LIABILITIES	<u>53,489</u>	<u>52,284</u>
NET ASSETS	<u>276,179</u>	<u>254,991</u>
EQUITY		
Retained earnings	<u>276,179</u>	<u>254,991</u>
TOTAL EQUITY	<u>276,179</u>	<u>254,991</u>

Profit and Loss Statement

For the year ended 30 June 2018

	2018	2017
INCOME	\$	\$
FACS Grants Received	536,157	503,958
Donations Received	-	2,475
Management Fees	62,308	34,030
Less Management Fees	(62,308)	(34,030)
Members Fees	20	25
Rental Income	8,799	9,607
Interest Received	3,736	4,029
Sundry Income	-	30
	<u>548,712</u>	<u>520,124</u>
EXPENDITURE		
Salaries and Wages	318,513	286,744
Salary on Costs	28,219	41,404
Administration and Management	129,053	123,563
Operating Costs	51,739	56,366
	<u>527,524</u>	<u>508,077</u>
NET PROFIT (LOSS)	<u>21,188</u>	<u>12,047</u>



An email received from staff from another agency:

Thank you very much for your advice today. We were able to cancel the visit before the worker went to pick up Susie.*

Susie will be disappointed because Margie had promised her that this would be Susie's birthday visit. Our staff will be aware and available to support Susie.*

Once again thank you for your support, it really helps me in working with Margie to have you on board.

*not real name

