

SHOALHAVEN WOMEN'S RESOURCE GROUP Ltd

Rosa Co-ordinated Care



ANNUAL REPORT

2019-2020

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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, present and emerging.

SWRG receives funding for Rosa Co-ordinated Care from DCJ - Department of Communities and Justice - 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

Respect individuality

Our own and others

Advocacy

Speak up for ourselves and others

Self-determination

The right to choose

Celebrate diversity

Embrace every woman's story

Strength

Courage to be ourselves

Contribution

Every voice is heard

Trust

Openness & good intent

Holistic

Include the whole person

Collaboration

Working together

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 identity, financial and social status. We respect individuality, diversity, dignity, privacy and confidentiality.

In 2019-2020 SWRG received funding from DCJ (Department of Communities and Justice) 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, ensuring good governance and meeting the legal requirements of the organisation.

Board of Directors 2019 - 2020

Director	Kerry Wright
Director	Lynne Dooley
Director	Nicole Moore
Chair	Sharlene Naismith
Deputy Chair	Sophie Ray
Secretary	Tricia Forbes

RoCC Staff 2019 - 2020

Case Workers	Jen Somers
	Lizz Gerlowska
	Maree Lawrence
Senior Case Worker	Sharon Millett
Bookkeeper	Vicki Schatzman
RoCC Manager	Tricia Forbes

Number of case work hours per week = 116

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 2019-2020

As our 5th year of operation as RoCC draws to a close, it's time to reflect on perhaps the most extraordinary year of operation to date.

It is also important to remember our achievements to date. Shoalhaven Women's Resource Group Ltd is a small company with a big history. We have operated in the Shoalhaven for some 35 years. For 30 years SWRG Ltd ran Rosa Refuge and during that time, established the Shoalhaven Women's Health Centre and Nowra Medium Term Women's Housing. After the refuge was taken over by our wonderful colleagues at SAHSSI (Supported Accommodation and Homelessness Services Shoalhaven Illawarra) we began operating as RoCC, with our first client intake in early 2015.

At that time RoCC had funding until June 2017. Currently funding is only guaranteed until June 2021. Facing that uncertainty, we have spent much of this year trying to secure SWRG's financial future so that this small but dedicated team can continue its positive contributions to the lives of some the most vulnerable women in our community. We have engaged the services of a grant writer to help us identify other sources of funding to diversify and thrive. We have spent many hours discussing and planning for more service adventures.

In the meantime, the RoCC program continues to provide a holistic, multidisciplinary planning and wrap around support service to women transitioning from, or at risk of entering into, prison and rehabilitation.

Looking back from the inception of the RoCC program, client demographics are largely unchanged. Aboriginal and Torres Strait Islander women make up close to half of our client base, as do women with mental health issues, problematic substance use and risk of homelessness. These clients are often disadvantaged by a history of serious trauma and our work recognises this in order for our clients to move forward into the future.

The women we assist are fortunate to receive ongoing casework support tailored to their needs and supplied by the same caseworker for the life of that support. Relationships are formed, achievements are shared and success stories make the hard work worth the effort. I am constantly impressed and buoyed by the accomplishments of those women who have struggled against all odds to resolve and improve their circumstances. They have truly done some hard work, made easier and more achievable by the staff of RoCC.

Bushfires and the Pandemic have presented more than the usual challenges for staff and clients this year. Under the leadership of Tricia Forbes, we have met these challenges head on and succeeded in continuing effective service delivery, transitioning from in person to on line and phone services. We

hope to soon return to in person group work as we know how much our clients miss this connection. I want to thank all staff for tackling these challenges with a “can do” attitude.

Sadly, we said goodbye to the wonderful Lizz Gerlowska who left us to take up a full-time position in health. Our loss is certainly their gain.

I want to take this opportunity to acknowledge all of the RoCC staff - Tricia, Jen, Maree, Sharon and Vicki; and to my fellow Directors - Kerry, Lynne, Sophie and Nicole - you are all so dedicated and knowledgeable and it's a joy to have you behind SWRG Ltd and steering it through the troubled year that was 2019-2020.

Sharlene Naismith
Chair SWRG





From the Manager

What a year 2019-2020 has been for us all! We had bush fires starting in October 2019 and continuing through to late January 2020; followed closely by floods and then the Covid-19 pandemic which saw us rapidly changing the way we provided our service. Despite these challenges, we continued to provide a valuable and much needed service to the women in our client group.

Due to Covid-19 we participated in weekly, then fortnightly phone meetings with staff from DCJ and the Specialist Homelessness Sector (SHS); the annual sector-wide client satisfaction survey was postponed; all network and interagency meetings were held via audio-visual link and staff moved to home offices. We took the opportunity to participate in many on-line training sessions and seminars, many of which were free and required no travel or overnight accommodation.

This year we were fortunate to work with students from the University of NSW who were completing their Master of Business Administration (Social Impact). The students worked closely with RoCC staff and Board to explore RoCC's social impact and future financial sustainability. They provided us with a PESTLE (Political, Economic, Socio-cultural, Technological, Legal and Environmental) and SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis; as well as information to support confidential on-line communication with our clients and ideas for future social enterprise opportunities.

Once again, we received support from community members and groups. In particular, we would like to thank the Shoalhaven Freemasons for their generous donation and acknowledge the ongoing support from the Share the Dignity volunteers for their donations of handbags and personal items.

In May this year we farewelled our valued staff member Lizz Gerlowska. Lizz left us to take up a position in women's health. The staff team were sad to see Lizz go, and we thank her for her commitment to RoCC and to the women she worked to support.

I would like to acknowledge and thank the whole RoCC staff team for their dedication and commitment. I appreciate the energy 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 in the Shoalhaven pre and post release from prison; women connected to the criminal justice system and women leaving alcohol and other drugs rehabilitation
- ◆ 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.
- ◆ Our case management support includes: help with obtaining ID and Centrelink payments; transport to appointments; advocacy with housing, DCJ and other agencies and services; support for court appearances; assistance to negotiate Mental Health Care plans; support to pay off state debts through the Work Development Order (WDO) program and support to reconnect with community
- ◆ This intensive client focused support aims to enhance social reintegration, assist women to achieve positive sustainable outcomes and healthy connections to community in order to prevent re-offending and maintain sobriety.

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

Covid-19 and RoCC

Covid-19 lockdown presented a range of issues and challenges for both RoCC staff and clients.

At the core of our case management is regular face to face meetings with clients. In our rural area the capacity to provide transport for meetings and appointments is crucial, as we have no public transport. Private bus companies operate but can be expensive and services are limited in many areas of our region, often not providing flexibility for clients to maintain scheduled appointments.

Staff began working from home in late March as Covid-19 “full lockdown” came into effect. Working from home presented staff with many challenges regarding the technology and equipment staff needed; risk assessments for staff to work from home, and access to and efficiency of NBN. These issues were eventually resolved.

Increase in regular phone contact with clients became even more important in lieu of regular face to face meetings. Many clients expressed fear, anxiety, insecurity, and uncertainty as all services went into lockdown, and appointments were postponed, changed to “virtual” appointments, or placed on hold.

Covid-19 appeared on the back of the bush fire season, and our region was among the worst affected areas in NSW. This heightened many people’s fears for the future.

RoCC continued to work, via technology, with the many other services and organisations with which our clients are engaged, to ensure continuity of care, transparency and accuracy of information being provided to clients.

Our regular onsite programs ceased out of necessity and we looked for creative ways to replace these, so that clients were able to continue stress management activities during Covid-19 lockdown. More about this later in the report.

Over time, clients and staff have adjusted to this new way of working. Throughout the lockdown, our case management continued, although in a different form. Client anxiety is still high, but most have accepted this new way of working and contact between clients and staff has remained regular.

There have been increased challenges for newly referred clients during this period. Case Workers have been unable to meet new clients face to face. For ongoing clients where a relationship has already been established with their case worker and with our organisation, this transition to other modes of communication has been much easier and more readily accepted.

As restrictions eased clients were keen to return to “normal” activity, and some became frustrated that “normal” activity was still not always deemed safe. Safety procedures have been continually reinforced by staff with regard to safe physical distancing, personal hygiene and regular hand washing.

Transport is provided by other community and health services where this has been possible to arrange, and occasionally taxis have been provided to ensure clients are attending appointments, including both medical and mental health appointments. Many clients set up online shopping for grocery deliveries, and local chemists provided delivery of necessary medications. Staff are providing ongoing support and information for clients to access these deliveries as a Covid-19 safe strategy.

Staff continued to provide brokerage, primarily cleaning products, disinfectant, hand sanitiser and soap, emphasising the need for clients to be vigilant around personal hygiene and safety.

During late May, staff began a limited return to the RoCC office to meet with clients while practicing safe physical distancing, and where it has been deemed safe to conduct these meetings. This has been a challenging time and some fears and anxieties are still apparent for both clients and staff. Where it is not deemed safe to meet with clients for a range of reasons, phone and email contact has been maintained, as has regular contact with other service providers and organisations to ensure continuity of case management and optimum outcomes for our clients.

Thanks so much to Sharon and staff at RoCC. Covid-19 has isolated me and having Sharon and staff to speak with have helped to remind me that I am not alone! Thank you so much

RoCC Client

RoCC Clients

Service information for 2019-2020

- Number of clients = 70 clients
- 45% identify as Aboriginal or Torres Strait Islander
- 55% previous diagnosis of mental health condition
- 51% present with problematic drug, substance or alcohol use

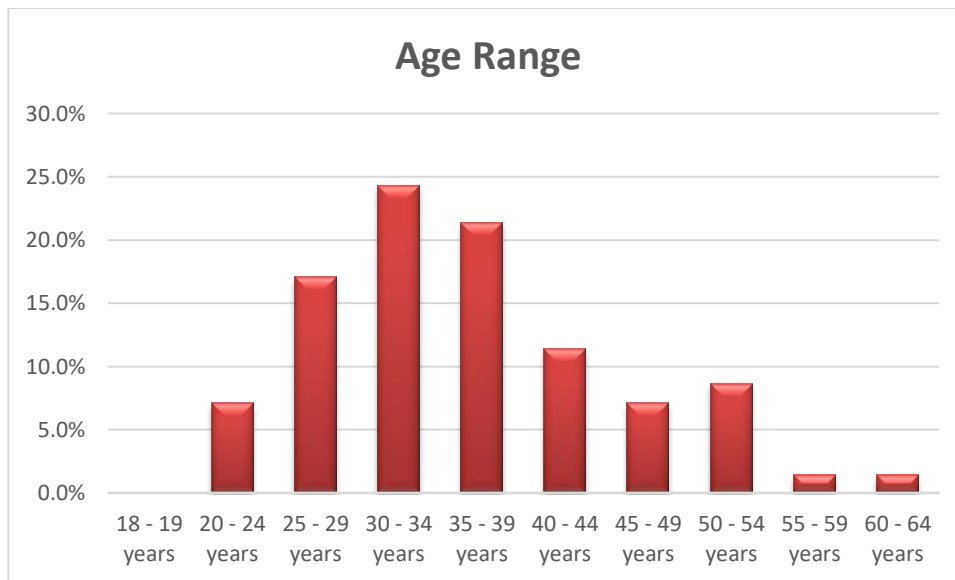
Referrals were received from

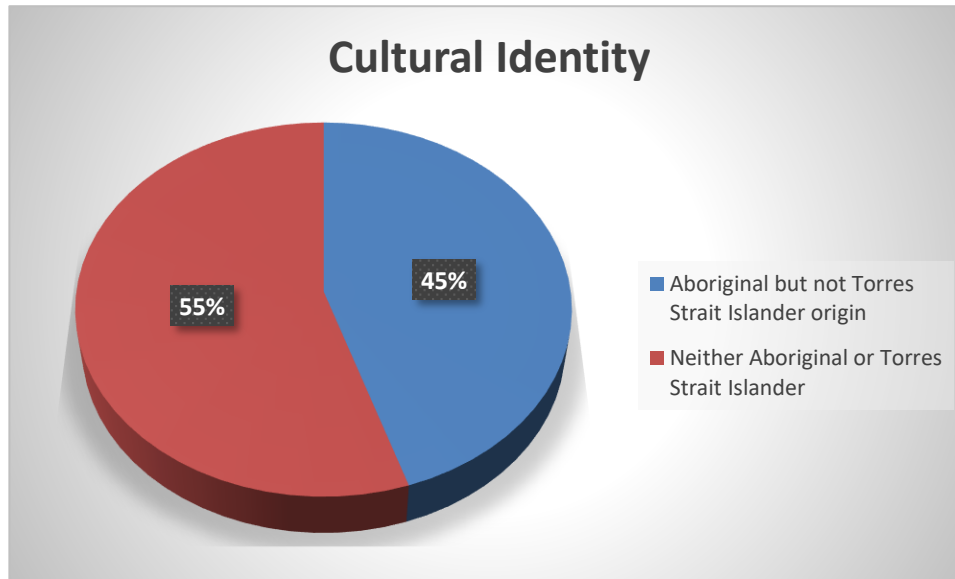
- Community Corrections
- Waminda
- Correctional Centres
- Justice Health
- Legal Aid
- Shoalhaven Homeless Hub
- arbias ITS
- Shoalhaven Women's Health
- Self-referral
- Other client
- Family
- Solicitors in private practice
- Link 2 Home
- SAHSSI

Staff drove 21,464 kilometers:

- supporting women from Kangaroo Valley, Shoalhaven Heads, Wandandian, Sussex Inlet, Sanctuary Point, Ulladulla, Lake Tabourie and many other communities down to South Durras
- visiting women in prison
- attending case management meetings
- conducting home visits
- supporting women in court
- taking women to parole, health, housing, counselling, psychologists, doctors, mental health, legal appointments
- linking women with employment and education providers
- networking and advocating

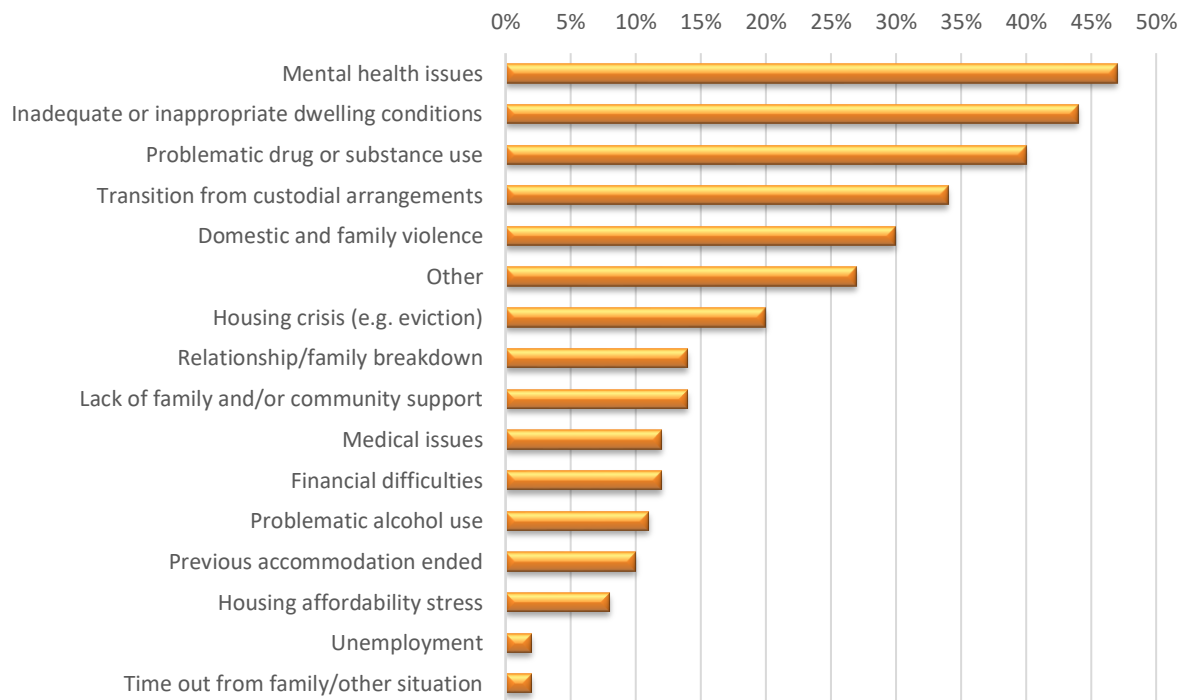


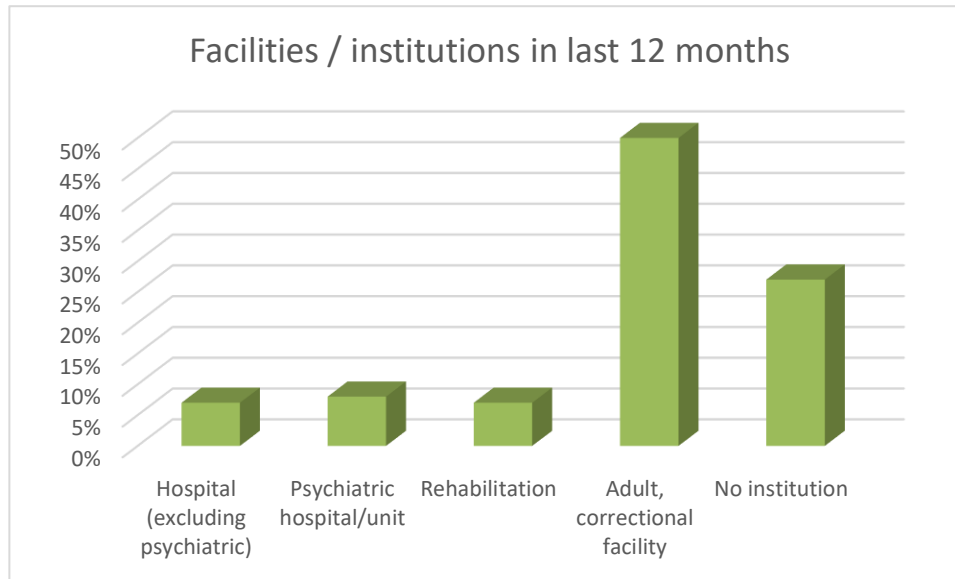




Total number of support period days	11619
Total number of support periods	100
Total number of bed nights provided	701

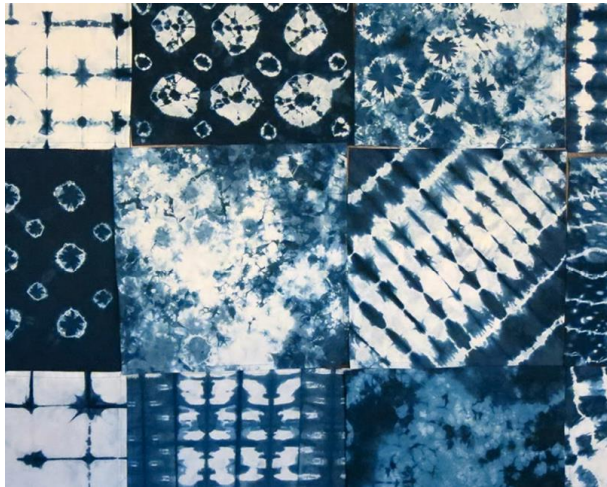
Reasons for seeking assistance





The Therapeutic Art Making Group

In 2019, the Art Therapy Group was well attended. RoCC offered a range of activities not previously offered as our regular Art Therapist, Suzanne Perry was unavailable for several months. Some of the activities facilitated by highly skilled, local craftswomen included pottery, Shibori dyeing, gemstone jewellery making and basket weaving.



Clients produced many beautiful items including planters, scarves, pendants, bracelets, and small baskets. The group also went on a few outings that involved gentle walking to The Shoalhaven Regional Art Gallery, Berry Historical Village and Greenwell Point.



In early 2020, our very successful Therapeutic Art Making groups were delivered on site at RoCC. Themes explored and discussed during the group process and art making included:

- Setting an intention for self for 2020
- Considering ways in which we nurture creativity in lives
- Parenting young men and self esteem
- Managing boundaries and staying in connection
- Challenging societal ideas of women's bodies and re visualising and reclaiming the body

Unfortunately, the Covid-19 restrictions brought an end to our weekly face-to-face group program. After just a few weeks, face to face classes were "on pause" and staff turned to researching suitable alternatives for interested clients.

Regular participants at the Art Therapy Group have been supported to keep up their artistic and creative interests over recent months, with workers providing personalised art material kits. Free online art classes were also promoted via RoCC FaceBook page. And for those that were interested, RoCC provided free access to online Les Mills exercise classes.

One of our regular tutors, Sue Miller developed craft kits for interested clients as well. So far clients have been able to make a framed pebble artwork, a macramé decoration, and a large coaster.

Thank you Lizz and staff for such a supportive year. Let's hope for a successful 2020

RoCC client

RoCC Court Visits

Before Covid-19 restrictions ceased non-urgent court hearings in late March 2020, RoCC staff member Jen provided a Visiting Service every Monday morning at Nowra Courthouse.

The Visiting Service promoted RoCC to eligible women who were previously unaware of what RoCC can offer them and to relevant legal and support services. Being at court regularly on the same day, at the same time each week also gave previous clients an opportunity to re-engage with RoCC and allowed staff to support existing clients with current court matters.

During this time RoCC also made numerous meaningful contacts with:

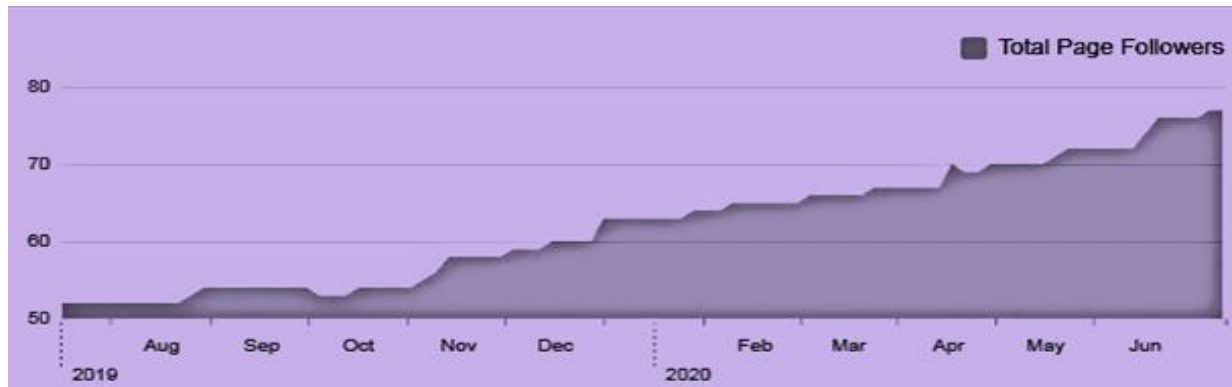
- Local Police DVLO (Domestic Violence Liaison Officer) and GLLO (Gay and Lesbian Liaison Officer)
- Shoalcoast Legal Volunteers
- Legal Aid Solicitors and private solicitors offering Legal Aid support
- NSW Justice Aboriginal Court & Community Support Officers (who informed the Aboriginal Legal Service, Legal Aid, and private solicitors that RoCC would be attending court regularly, made referrals, and facilitated a meeting with the Magistrate)
- Magistrate Fleming & Nowra Clerk of Courts and, Associated Court staff.

Post Covid-19, RoCC staff plan to resume weekly visits to Nowra Courthouse and commence regular visits to Milton Courthouse on hearing days.

RoCC Facebook

Although RoCC's FaceBook presence was established a couple of years ago, it is just in the past 12 months, that we have used it as a platform to engage more widely and consistently with clients and other stakeholders. During 2019-2020, RoCC's FaceBook following increased by more than 30%.

Since Covid-19 socialising restrictions which resulted in changes to RoCC service delivery, FaceBook has been a significant platform for information sharing and communicating with clients. RoCC has kept clients up to date with Covid-19 safety messages and provided information and tips about ways to cope during this challenging time.



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.

Staff participate in service network meetings and shared case management meetings with other services. This year these included Waminda, SAHSSI, Legal Aid, Aboriginal Legal Service, The Junction, Community Corrections, Community Connections, arbias, Southern Cross Housing, DVIS (Domestic Violence Intervention Service – YWCA), Community Mental Health, and VANS (Violence Abuse and Neglect Service).

All staff participate in regular external professional supervision.

I'm home safely now making potato salad, chicken garlic schnitzel with spinach and beetroot side salad. Thank you so much for everything you've done to help me with everything. I was so lucky to get you as my worker.

RoCC Client

Collaboration

RoCC staff continued to participate in local, regional and state-wide sector meetings and seminars, mostly by video link. We all learnt a great deal about technology, and the importance of connectivity and cyber security!

This year, staff participated in the following 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
- ✓ Housing Options for People Leaving Custody pilot project



Staff professional development, training and conference attendance

Staff took the opportunity of Covid-19 restrictions to attend webinars and on-line training.

Title	Provider
➤ Security Awareness Training 2019-2020	➤ Corrective Services NSW
➤ WDO information	➤ Legal Aid
➤ The Prison System and People Leaving Prison	➤ Community Restorative Centre
➤ Working Remotely from Home	➤ Legal Aid
➤ Centrelink during Covid-19	➤ Legal Aid
➤ Renting in the Time of Covid-19	➤ Legal Aid
➤ Work Development Orders during Covid-19	➤ Legal Aid
➤ Australian Service Excellence Standards (ASES)	➤ Homelessness NSW
➤ Accidental Counsellor	➤ ACWA / CCWT
➤ Let's Talk about Gambling	➤ ACWA / CCWT
➤ Supporting Clients with Court Proceedings	➤ Legal Aid
➤ Hidden but Not Forgotten - Homelessness NSW Conference	➤ Homelessness NSW
➤ CIMS Security Enhancement	➤ AIHW
➤ WHS Issues for NFPs Workers during Covid-19	➤ Justice Connect
➤ Covid-19 Privacy Law and Cyber Security	➤ Not for Profit Law

➤ Telehealth and You	➤ AASW
➤ ASES External Assessment Process	➤ Industry Partnership
➤ Lifting our Gaze for Social Impact	➤ Centre for Social Impact
➤ Trauma Informed Care and Practice	➤ Blue Knot Foundation

I've been with RoCC for 4 years now and these ladies changed my life. They gave me so much love and support, was always here for me to help me get to where I needed to be in order for me to live my life to the fullest. I've stayed out of prison the time I've been with RoCC. I have a car licence and a home. Thank you, ladies.

RoCC Client

Thank you, Jen and all the lovely ladies I've met. You're family

RoCC client



NAIDOC Stall

Housing options for people leaving custody pilot project

We continued to work on the Housing Options for People Leaving Custody pilot project. This project aims to develop local service system responses to the housing and support needs of people leaving custody. The participating agencies include: Corrective Services NSW, Southern Cross Housing, Rosa Coordinated Care, Illawarra Shoalhaven Homelessness Men's Service, arbias Initial Transitional Service and Waminda. This year the project started receiving referrals which allowed us to consider the most effective way to provide support to those being housed.

Sourcing suitable housing and accommodation options for people on release from custody is a significant challenge for community organisations. Homelessness significantly increases the risk of imprisonment and imprisonment itself increases the likelihood of homelessness. (*Homelessness in Ex-Prisoner Populations: A CRC Submission for FACS Prepared by Mindy Sotiri and Alex Faraguna for the Community Restorative Centre.*)

In addition to experiencing violence, many women in the criminal justice system have long histories of drug use, unstable accommodation and separation from family. Social isolation and loneliness underpin many women's return to or continuing violent relationships.

Maree, thank you so very much for all your help over the last months and years. I couldn't have done nearly as much if it wasn't for all your help

RoCC client

RoCC has provided me with an invaluable service over the past and present years. I have acquired problem solving skills, health and safety skills, mental health support, social skills, and confidence building. I have received support through art and craft groups, luncheons, and special gatherings for celebrations of Christmas and Easter. RoCC has provided case support for the upkeep of appointments and encouraging moral support. Covid-19 has been especially difficult as isolation has created an environment that I was trying to avoid ... this being loneliness and inactivity causing depression and general health problems. RoCC has continued to support with the maximum availability and structure as is possible. I cannot describe how my life has improved since I had sought their guidance.

RoCC Client



Women Prisoners in NSW

“Most of the solutions to women’s offending lie outside prison walls – in treatment for addictions and mental health problems, protections from domestic violence and coercive relationships, secure housing, debt and financial management, employment, education and skills development” (*Corston Report 2007*)

The Keeping Women Out of Prison (KWOOP) Coalition NSW consists of individuals and organisations - service providers, philanthropic and not-for-profit organisations and universities, and women with lived experiences of the criminal justice system. The purpose of KWOOP is to influence systems, policy and practice in order to reduce the number of women in prison and to minimise the impacts on their families and children.

In March 2020 KWOOP released a report which establishes a base line profile of women in NSW prisons. It gives an overview of who this population is, why they are imprisoned and what services currently exist to support them. It aims to start a conversation about what could and should be done to challenge the unacceptably high rates of imprisonment of women in NSW.

The following information is from the KWOOP report: Profile of women in prison in NSW; Part A: A Snapshot (*Lucy Phelan, Mindy Sotiri and Margaret Scott for KWOOP, December 2019*)

A snapshot of the women's prison population in NSW 2019

- 33% increase in the number of women in prison between March 2013 and June 2019
- 32% of women in prison are Indigenous, although Indigenous people make up only 2.9% of the NSW population.
- 72% of all women currently in prison have been imprisoned before. This is even higher for Indigenous women at 87%.
- 49% increase in sentencing of Indigenous women compared with 6% of non-Indigenous women since 2013
- 58% were either on remand or serving a short sentence of 12 months or less
- 77% have a diagnosed mental health condition
- 23% have other kinds of disabilities
- 15% have some form of cognitive impairment
- More than 25% had experienced a head injury that had left them unconscious (an indicator for brain injury)
- 70% have experienced at least one traumatic event
- 71% have been in an abusive relationship

The most common serious offences for women are:

- Offences against justice procedures (18%)
- Drug offences (16%)
- Acts intended to cause injury (16%)

BOCSAR (Bureau of Crime Statistics and Research) data demonstrates that breaches of Corrections orders are a key factor in the incarceration of women.

61% of women in NSW prisons are mothers of one or more children below the age of 18

More than one third of women leave prison into either homelessness or housing instability.

Over 40% of women who have been sentenced to a period of imprisonment re-offend in the 12 months following their release. A key factor behind this is the significant proportion of women who do not have anywhere stable to live on release.

There is now overwhelming evidence that, throughout Australia, women who are imprisoned are predominantly poor, have survived trauma – often in the form of gendered violence – have mental illness, cognitive impairment, come from communities of extreme social and economic disadvantage and are disproportionately Indigenous.

In 2014 there was a major reform of SHS (Specialist Homelessness Services) called *Going Home Staying Home* which identified people leaving institutional settings such as prisons as a priority group.

RoCC is one of only 8 specialist women's services in NSW working with women at risk of re-imprisonment each year.

The cost of incarceration per woman per annum is approximately \$110,000. The cost per woman receiving community-based support is approximately \$6,495 per annum.

Best practice principles for reintegration

There is recognition in the practice research that the post-release period, particularly the first three months, is a time of high risk for re-offending, relapse into problematic drug and alcohol use (and associated violent behaviour) as well as above average risk of mortality through suicide and drug overdose.^{28,29,30} For women it is an extremely high-risk period for return to violent living situations.³¹ These risks are exacerbated for women who are homeless, have mental illness and/or cognitive impairment.^{32,33} There is also strong evidence that social exclusion exacerbates the challenges faced by women on release.^{34,35}

While there is scope for considerable additional research in this space, compelling research has identified key best practice principles underlying successful reintegration.³⁶

1. *Reintegration framed outside of the lens of rehabilitation.* This means creating and facilitating pathways for people leaving prison that are not explicitly focused on addressing offending behaviour, but rather on the creation of an identity outside the criminal justice system.³⁷

2. Service delivery incorporating individual and systemic advocacy. Service delivery must include a significant advocacy component that addresses structural barriers faced by individuals (such as poor access to housing, employment, education, health and social security benefits), and champions systemic change when required (for instance in the case of discriminatory employment practices).³⁸

3. Pre-release engagement. This means meeting and working with people prior to their release in order to build the engagement necessary to sustain the casework relationship, build trust and plan for re-entry into the community.^{39,40,41}

4. Holistic, relational and long-term casework models. People with long histories of trauma and sometimes 'referral fatigue', require long-term support in order to build engagement and trust. Long-term support also allows people the opportunity to develop the skills required to navigate frequently hostile or unwieldy service systems.^{42,43,44}

5. Community-based outreach. Services that work with people with long histories of criminal justice system involvement need to operate outside the criminal justice system and be based in communities in which people are living.⁴⁵

6. Housing first approaches (and in some jurisdictions, 'employment first' approaches). Support must be concrete and address fundamentals such as housing and/or employment. Most people require a solid base from which they can try and make the changes required to stay out of prison.⁴⁶

7. Genuine collaboration with people with lived experience of incarceration at all levels of program delivery. The expertise of people who have themselves been to prison is critical in both the design and the delivery of community-based reintegration services.⁴⁷

The following principles and factors underpin an effective service for women exiting prison:

- Longer term support which helps to foster a trusting relationship with the case manager
- Long term adaptive and flexible support responding to the changing needs of clients
- Safe and suitable accommodation as a priority
- Holistic support for a range of complex and interacting issues, including mental health conditions, cognitive impairment and drug and alcohol use
- Building of skills, often by role-modelling, mentoring, linking with community and social activities
- Advocacy to assist people access and navigate a complex service system
- Trauma-informed approaches
- Therapeutic intervention

Details for references 28 – 47 are provided in the KWOOP Report

To make Australia safer we must stop viewing the rehabilitation of people after prison as a criminal justice issue and start treating it as a whole-of-community one, according to a new Deakin University-led report ['Repurposing prisons and resourcing communities'](#) which engaged people with lived experience of the prison system and those who work in the sector across Australia, to determine the best ways to solve the problem of prisoner re-integration.



Financial Reports

Shoalhaven Women's Resource Group Ltd ABN 94002660120

Statement of Financial Position

As at 30 June 2020

	2020	2019
Current Assets	\$	\$
Cash and cash equivalents	338,104	290,033
Trade and other receivables	18,807	5,917
Other current assets	<u>5,202</u>	<u>5,170</u>
TOTAL Current Assets	<u>362,113</u>	<u>301,120</u>
Non-Current Assets		
Property, plant and equipment	<u>41,529</u>	<u>38,658</u>
TOTAL Non-Current Assets	<u>41,529</u>	<u>38,658</u>
TOTAL Assets	<u>403,642</u>	<u>339,778</u>
Current Liabilities		
Trade and other payables	20,360	9,947
Short term provisions	33,615	34,184
Other current liabilities	<u>854</u>	<u>194</u>
TOTAL Current Liabilities	<u>54,829</u>	<u>44,325</u>
TOTAL Liabilities	<u>54,829</u>	<u>44,325</u>
NET ASSETS	<u>348,813</u>	<u>295,453</u>
Equity		
Retained earnings	<u>348,813</u>	<u>295,453</u>
TOTAL EQUITY	<u>348,813</u>	<u>295,453</u>

Profit and Loss Statement

For the year ended 30 June 2020

	2020	2019
INCOME	\$	\$
DCJ Grants Received	560,886	549,025
Covid-19 Cash Flow Boosts	41,043	-
Donations Received	2,000	-
Management Fees	162,790	164,630
Less Management Fees	(162,790)	(164,630)
Members Fees	49	20
Rental Income	1,072	3,362
Interest Received	<u>1,689</u>	<u>4,047</u>
	<u>606,739</u>	<u>556,454</u>
EXPENDITURE		
Salaries	346,055	320,842
Salary on Costs	32,448	28,715
Administration and Management	92,049	78,344
Operating Costs	<u>82,827</u>	<u>109,278</u>
	<u>553,379</u>	<u>537,179</u>
NET PROFIT (LOSS)	<u>53,360</u>	<u>19,275</u>



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