

Shoalhaven Womens Resource Group Ltd t/a

# ROCC for Women

Reflect Reconciliation Action Plan  
August 2023 to December 2026



**REFLECT**



# Statement from CEO of Reconciliation Australia



## Inaugural Reflect RAP

Reconciliation Australia welcomes Shoalhaven Womens Resource Group Limited to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Shoalhaven Womens Resource Group Limited joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types – Reflect, Innovate, Stretch and Elevate – allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Shoalhaven Womens Resource Group Limited to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Shoalhaven Womens Resource Group Limited, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come. Karen Mundine

Chief Executive Officer  
Reconciliation Australia

## Our Business

Shoalhaven Womens Resource Group trading as ROCC for Women (ROCC) commenced providing services for women in the Shoalhaven in 1983. We are managed by a volunteer Board of Directors from the local area. We are an Australian Public Company. We are endorsed as a Public Benevolent Institution with deductible gift recipient status since 1 July 2000. We are registered with the Australian Charities and Not-for-Profits Commission as a charity since December 2012.

ROCC for women is a funded NSW Specialist Homelessness Service (SHS). Our primary funding comes from the NSW Government Department of Communities and Justice SHS Services Support Fund. We regularly receive other grants and donations to offer additional personal development activities and programs to assist our clients to reach their goals. Our core funding supports our service to offer long term case management for women aged 18 years and over who are homeless or at risk of homelessness, had contact with the criminal justice system or where alcohol or other drugs is impacting negatively on their lives. We offer personalised, tailored, flexible supports and a wraparound, holistic approach for women who have experienced or are experiencing trauma.

We currently employ a CEO and 3 case workers. One of our case workers identifies as an Aboriginal person.

Our office is in Nowra and our geographic reach is the Illawarra and Shoalhaven region of NSW.



# Our Reconciliation Action Plan (RAP)



We consider our RAP as an important step in the process of building and maintaining our relationships with the local Aboriginal peoples in the Shoalhaven and Illawarra where we operate and with Aboriginal and Torres Strait Islander community led organisations.

We have established a working group involving

representatives from the Board of Directors and staff. Our Champion for our Reflect RAP is Kerry Wright from the Board of Directors. We are in the process of identifying and inviting a local community member to join our working group.

Since our beginnings as SWRG we have developed and maintained strong effective referral relationships with local Aboriginal and Torres Strait Islander community led organisations. This has included at times having representatives from these organisations on our Board of Directors. Our 2021/2022 Annual Report statistics demonstrate the effectiveness of these referral relationships, as we had 38% of our clients identifying as Aboriginal and Torres Strait Islander.

Our 2021/2022 Annual Report for the ROCC for Women service includes data from the Homelessness NSW SHS Client Satisfaction survey. Over a 4-week period each year SHS clients are encouraged to provide feedback about their housing situation and their experiences with their service provider. In 2022 the survey found that 100% of the ROCC for women clients interviewed agreed to the statement that 'staff are sensitive to ethnic and cultural backgrounds'.

This annual survey aims to:

- Establish levels of wellbeing of service users and their experiences.
- Benchmark the results for each service provider.
- Inform future service delivery improvements.

Our Board of Directors, CEO and case workers fully support developing our first RAP before our 2023 Annual General Meeting so we can present it to our members. Progress towards the establishment of our RAP is a standing agenda item at Board and staff meetings and we have set up a page on our website to publish the RAP when finalised.

## Our Partnerships

Our CEO and case workers work closely with a number of Aboriginal and Torres Strait Islander led organisations operating in our area. These include:

- Waminda Aboriginal Women's Health and Wellbeing Service
- Aboriginal Housing Office Nowra
- Nana Muru Program Drug & Alcohol Service
- Services Our Way
- South Coast Aboriginal Medical Service including their Out of Home Care service.
- Aboriginal Legal Service NSW/ACT – crime lawyers and their Domestic Violence and Family Law Service

Our staff also collaborate with Aboriginal staff working within mainstream services such as the Department of Communities and Justice.

## Our Current Activities

Our current internal activities to develop and maintain a culturally safe organisation include:

- Ensuring Acknowledgement of Country at the start of staff, Board and formal meetings.
- Artworks created by local Aboriginal artists are displayed throughout the office and spaces where the case workers meet their clients.
- Staff attend Cultural Awareness training opportunities as part of their professional development.
- Staff attend local National Reconciliation Week, NAIDOC and Sorry Day events to promote our service to the local community and service providers.
- Ensuring cultural sensitivity to Aboriginal colleagues and clients experiencing Sorry Business.

ROCC staff policies currently provide for any staff member, who is required to be absent from work for Aboriginal or Torres Strait Islander personal or ceremonial purposes, to up to 10 working days of unpaid leave in any one year for this purpose.

Shoalhaven Womens Resource Group Ltd  
trading as

# ROCC for Women

Address: PO Box 449

Tel: 02 4444 1103

[www.roccforwomen.org.au](http://www.roccforwomen.org.au)



**REFLECT**

