

National Redress Scheme

For people who have experienced institutional child sexual abuse

Find out more at
www.nationalredress.gov.au
or call 1800 737 377



ABN 12756046044

REDRESS SUPPORT SERVICE a project of

Hawkesbury Area Women & Kids Service Inc - The Women's Cottage

Ph: 02 4578 4190 22 Bosworth Street (PO Box 305) Richmond NSW 2753

(This project is funded by the Federal Department of Social Services)

Recruitment Package

Female Specialist Case Workers National Redress Support Project

2 x positions 32 - 35 hours per week

Contract to June 2027 with possibility of extension.

Base: Richmond NSW

Pay: SCHCADS level 7.1 (\$65.43 per hour)

Above Award Conditions

- Above award hourly rate of pay based on 35 hr week (not 38 hr week)
- Flexible Work Hours / Work from Home Options
- Salary Packaging on Wages and LSL available
- Feminist Based / Family Friendly Workplace

- Being female is a genuine requirement of this position in accordance with Division 2 Section 31 of the NSW Anti-Discrimination Act 1977

Applications Close: 22nd June 2025

Must be Available for Interviews on Friday 26th June

Email application to manager@womenscottage.org.au

Female Specialist Case Workers National Redress Support Project

Applications MUST respond to ALL Essential and Desirable Criteria under separate headings.

Essential Criteria

- Minimum 1 year demonstrated effective work experience supporting National Redress applications and/or equivalent.
- Minimum 4 years demonstrated effective work experience supporting women who have experienced childhood sexual assault.
- Demonstrated knowledge and skills in trauma-informed practice and its application when working with women experiencing complex trauma.
- Demonstrated commitment and understanding of the issues faced by Aboriginal/TSI and CALD clients accessing services and support and the ongoing impacts of colonisation and racism in the National Redress context.
- Demonstrated high level communication and organisational skills and capacity to work through complex situations
- Demonstrated competence in using electronic based files and data entry.
- Genuine interest in working in a small creative team in a Feminist Service.
- Working with Children and Police Check

Desirable:

- Relevant qualifications / training.
- Willingness to undertake paid travel (inc out of State) as part of the role.
- Interest / experience in developing therapeutic support resources / programs for women.
- Demonstrated experience supporting highly complex National Redress applications and/or when applications have been declined or returned for more information.
- Demonstrated understanding of the implications of working with clients with the National Redress Scheme set to finish in 2028.
- Previous experience with DEX (Data Exchange Data Entry Portal).
- **Able to start work in July 2026.**

Aboriginal women are encouraged to apply.

For more information please contact:

Maria Losurdo, Service Manager: manager@womenscottage.org.au

Position Description:
Specialist Case Worker National Redress Support Project

Position Summary:

- Provide trauma informed information, support and casework for women considering / making application to the National Redress Scheme.
- Provide trauma informed therapeutic support to women before, during and after their application. Group work support may also apply.
- Provide advocacy, information and referral for clients as needed.
- Provide outreach services in conjunction with other service providers and phone / online sessions to clients as needed, including travel to women in their own area to support the completion of their application.
- Contribute to the development of therapeutic programs and resources designed to assist women with their application and while they wait for application outcome.
- Provide community development support and information to other service providers, networks and Interagencies to increase awareness and up take of the National Redress Scheme (when required).
- Take part in The Women's Cottage processes for staff meetings, supervision, planning and co-worker support.
- Understand and comply with The Women's Cottage policies and procedures for best practice service provision and the safety and respect of all women who come to and/or work in the service.

Duties in Detail:

Direct Services Provision:

1. Provide a high-quality casework / therapeutic support services to women who have identified as adult survivors/victims of child sexual assault and who are seeking information, support advocacy or referral in relation to the National Redress Scheme. This may include working with incarcerated women or those is early release.
2. Apply therapeutic attention and practice approaches to all areas of client contact that are trauma informed, strengths-based and client centred.
3. Provide therapeutic support, casework and group work in varied settings: face to face, phone, online, from outreach posts and via home visits (dependent on completion safe home visiting assessment).
4. Take part in the developing, facilitating and/or co-ordinating group work processes aimed at support women complete their applications (when required).
5. Work within the objectives of the National Redress Scheme and Family Support Program of the Department of Social Services.

Community Engagement and Networking:

1. Maintain contact with and provide information to relevant networks and Interagencies in relation to the project and the services provided.
2. Developing effective working partnerships with relevant stakeholders to increase the engagement and participation of women in the National Redress Scheme.
3. Provide effective and supported referral information in response to men enquiring about the scheme.
4. Develop partnership with other services /stakeholders to improve project access.

Administration

1. Maintain concise and respectful case notes that are written in consultation with and available to clients throughout all areas of contact with the client / application process.
2. Maintain project evaluation processes and records.
3. Enter reporting data on the DEX Portal on a regular basis.
4. Contribute to yearly project activity workplans and final reporting requirements.

Organisational participation

1. Actively and effectively participate as a member of The Women's Cottage staff team to achieve and maintain an effective and accountable organisation that reflects the philosophy of HAWKS Inc., The Women's Cottage.
2. Participate in the development, implementation and review of appropriate and effective policies and procedures that relate to the provision of counselling services to a diverse range of clients.
3. Adhere to and contribute to a safe workplace for all staff, management collective members, service users and visitors as per Workplace Health and Safety Policy.
4. Participate in meetings and organisational development activities as negotiated e.g. Annual general meeting, staff development & management meetings

Supervision and Professional Development

1. HAWKS Inc., The Women's Cottage recognises the importance of professional supervision for all workers employed at the Cottage as part of a professional responsibility towards providing high quality, ethical services to clients who use the service. The following Internal and external supervision is provided:
 - internal supervision once a month with the Manager.
 - external supervision with a qualified supervisor.
2. The professional development of staff is encouraged by providing opportunities for training and other experiences that are likely to enhance staff knowledge, skills, and the development of the organisation.

Attachment 1] Guidelines for Responding to Aboriginal Clients and Community (Applicable to all job descriptions and workers)

Job Descriptions for all workers will include principles of practice for working with Aboriginal / Torres Strait Island women and community. The purpose of this is to articulate issues that need to be considered in the work practice of all roles / workers and to identify and direct minimum standards and duty of care in all our dealings with Aboriginal clients.

Responding to Aboriginal Clients and Community:

All paid and unpaid staff have a specific Duty of Care to provide respectful, culturally relevant, and genuine support to Aboriginal Women and Community as part of their role at The Women's Cottage. This includes:

- Recognition of the Darug people as the local Traditional Owners of the Hawkesbury region and First Nation status of all self-identified Aboriginal people.
- Respect for Community Elders.
- Respect and awareness of the ongoing impacts of the removal of children and the separation of families on issues such as lost cultural identity; lost connection to family, community and Country; possible negative impacts of parenting and maintaining healthy relationships; substance addictions; potential impact on physical and/or mental health.
- Respect and awareness of the past and ongoing impacts of colonisation on Aboriginal people and the potential resulting impacts of inter-generational trauma on all areas of life and relationships.
- Understanding the known barriers and challenges for Aboriginal women seeking support from non-Aboriginal services and taking active steps to facilitate ease of access, genuine engagement, cultural respect, cross cultural communication and responsiveness to needs. This may require additional time, resources and/or referrals.
- Checking in with women to see if they want to have contact with the Aboriginal worker at The Women's Cottage and/or with other Aboriginal workers from other services. And to understand and respect that some Aboriginal women would prefer NOT to see an Aboriginal worker.
- Seeking advice and/or support on cultural issues and service minimum standards for working with Aboriginal women and community if needed. This can be done by talking to the Manager and/or Aboriginal worker at The Women's Cottage.

Attachment 2] Guidelines and Support for ALL Aboriginal Workers

(for Aboriginal workers in both designated and non-designated roles)

Aboriginal workers play an essential role in supporting The Women's Cottage to build and maintain genuine engagement with the local Aboriginal Community. Aboriginal workers (in both designated and generalist positions) bring with them cultural, community and kinship relationships and understanding as well as knowledge of Aboriginal workers, services, networks, community initiatives and social issues. These pre-existing relationships and community knowledge form a rich foundation for HAWKS to draw on and have access to.

It should be further recognised that Aboriginal workers that are well supported and culturally connected greatly help to inform and support service provision across the agency that is culturally informed, relevant, and respectful. It is therefore recommended that the unique nature and resource of this role be recognised and formally valued as part of the job description of Aboriginal workers employed at The Women's Cottage.

Recognised Role as an Aboriginal Worker in Supporting Cultural Capacity Building:

Assisting The Women's Cottage to provide respectful and informed cultural support and genuine engagement with Aboriginal and Torres Strait Islander community. This could include but not be limited to the following duties as part of their standard work role:

- Aboriginal Community Support
- Home visits and transport for Elders
- Consultation and community engagement
- Case management for Aboriginal families with complex needs
- Mentoring and being mentored by other Aboriginal workers
- Networking / Partnering with Merana and other relevant Aboriginal specific organisations, projects and/or initiatives
- Support Women's Cottage participation in NAIDOC, Sorry Day, Reconciliation Week, etc
- Attend Safety Action meetings for cultural advice if requested by SAMS Coordinator
- Aboriginal specific training, conferences, and events

Recognised Personal Cultural Responsibilities of Aboriginal Workers:

It is also acknowledged that deeper personal cultural connections and participation for Aboriginal workers will further enrich the benefits to The Women's Cottage functioning and client outcomes. Therefore, Aboriginal workers who choose to participate in extended cultural connections and activities that build cultural knowledge will be supported to do so. While this may not always be a part of their paid role, special consideration can be given where possible to offer flexible work arrangements for this broader culture participation. *This could include (but not limited to):*

- Participation in Cultural Events and Traditional Ceremony, eg: attending local Smoking Ceremonies and Sorry Business (funerals and other mourning events for Elders and relevant local community members).
- Taking part in Women's Business ceremony and events.
- Other cultural events and activities as negotiated with management.