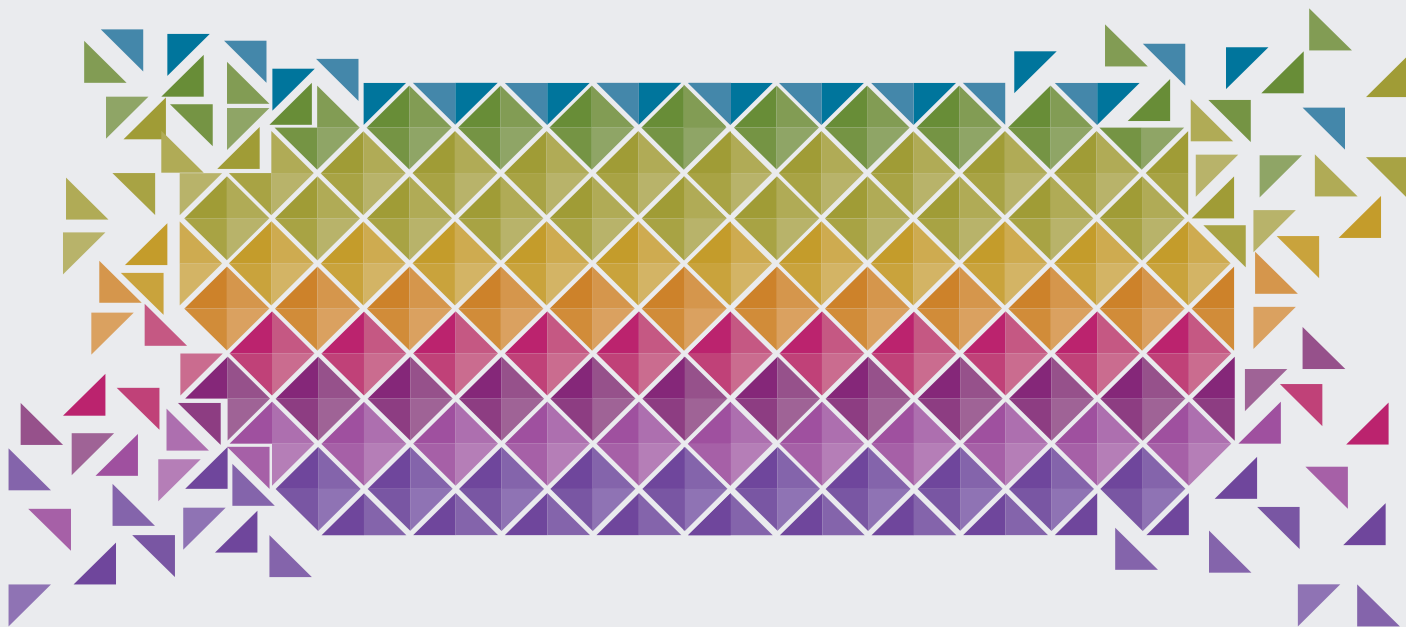


Toora

WOMEN INC

ANNUAL REPORT 2016-17

safety, respect and choice for women



Acknowledgement

Toora Women Inc. acknowledges the Aboriginal People as the Traditional Custodians of this land that we live and work on. We would like to pay our respects to their elders past and present, to celebrate their ongoing contribution to Australian culture and express our gratitude for the privilege of being here.

Funded by

- Australian Government
Department of Health
- ACT Health Directorate
- National Affordable Housing
Agreement and the National
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Homelessness, which are
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- Community Support and
Infrastructure Grants
- Sydney Myer Fund
- Snow Foundation
- Soroptimist International
Australia

Services and programs

Administration Office

- Executive
- Administration
- Finance
- Policy & Quality Assurance

Alcohol and Other Drug Service

- Toora AOD Day Program
- Lesley's Place Residential Program
- Marzena House Transitional Program
- Toora AOD Outreach Program

Domestic Violence and Homelessness Service

- Toora House Supported Accommodation
- Heira Domestic Violence Service
- Coming Home Program
- Aleta Outreach Program
- Families Program
- Women and Children's Program
- Head Tenant Program
- Property Management

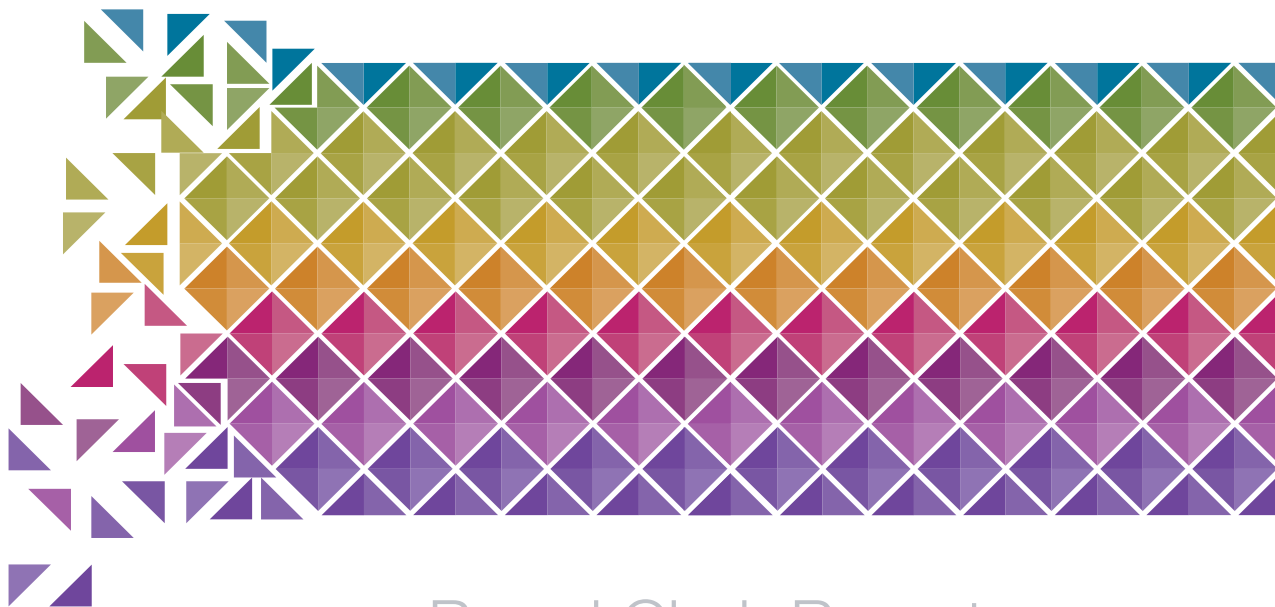
Counselling Service

- AOD counselling
- Domestic, family and sexual violence
counselling



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Board Chair Report

Wow! What a year for Toora - clients, workers, Leadership and the Board! Strangely enough, I believe that Annual Reports such as this provide a perfect opportunity to take a deep breath, look back, reflect on all that has been achieved and give thanks. It also provides an opportunity to look forward and dream together ... to envisage how we might further improve the support provided to the women and families in our service and how we might care for ourselves as workers and volunteers. To be a successful and healthy service, the two must go hand in hand.

With success and capability, comes responsibility. The structural and governance changes that have taken place at Toora Women Inc over the last few years positioned this organisation to be competitive in a sector where new or continued funding is never assured. I believe that as a result of that, coupled with the excellent reputation that workers, Leadership and the Executive Director have earned with ACT Government, Toora in October 2016 suddenly became the biggest provider of women's domestic violence and homelessness services in the ACT.

There is however, no doubt that the speed and intensity of the changes that had to be made, did come at a cost. A personal cost at the time, to many workers who worked frantically and tirelessly over those first few months to set new processes in place, welcome new workers and clients and ensure care and support to these new clients

transitioned seamlessly. All this was happening while, maintaining a high standard of service. It was a massive undertaking that took extraordinary effort by an extraordinary team of women! This is a clear and lasting trait of Toora workers and Leadership under the expert guidance of our Executive Director, Susan Clarke-Lindfield. Without the already well-established high level of mutual respect, trust and support for one another, I do not believe that this transition could have occurred as smoothly and efficiently as it did.

On behalf of the Board, I would like to once again formally thank everyone involved, for their colossal efforts in making, what on the face of the challenge looked impossible ... possible! More generally, I would also like to thank each and every one of you for your professionalism, dedication, knowledge, skills and caring that you display as you support women and their children within the TWI service. Well done!

Thanks also for the wisdom and expertise of the Toora Board members who are also staff: Susan Clarke-Lindfield (Executive Director), Advisory Forum representatives – Fika Wangke, Indijana Kegan, Bogda Kocik and secretarial support from Fiona Eskandarinezhad who has now been ably replaced by Aghia Gunawan – the newest member of our 'team'. You are the backbone of the Board, who help us to keep our feet on the ground and our sights on continuing to ensure Toora's services will be available to women and their families well into the future.

Finally, I would like to thank the current Community Board members for volunteering and so freely, and sharing their various gifts that support the solid governance of Toora. They are: Gail Freeman (Treasurer), Lyn Hearfield (Secretary), Flor Sermenó (Deputy Chair), Rebekha Pattison and Susie van den Heuvel. Their individual and unique skills, interests, connections and passion for supporting women come together at and between Board meetings to provide a rich environment to guide the organisation.

I am so blessed to be able to work with such amazingly talented women who are so passionate in their desire to continue to provide best practice support to women with complex needs and their families. Thank you!

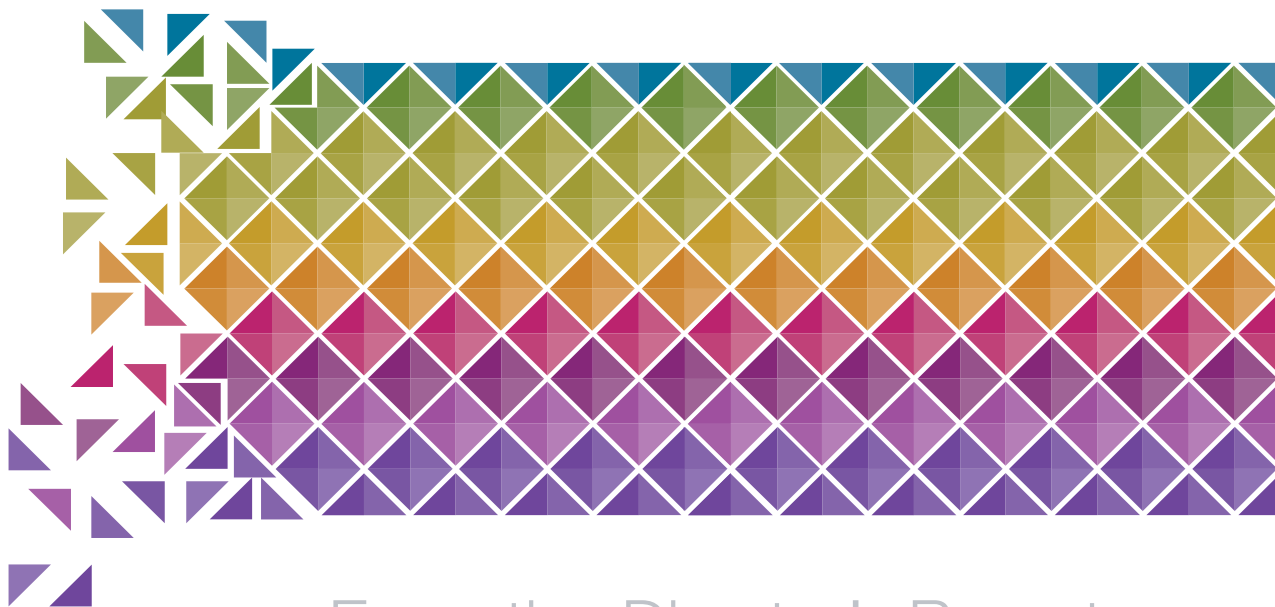
Joan Scott

Board Chair, Toora Women Inc.



Annual Reports such as this provide a perfect opportunity to take a deep breath, look back, reflect on all that has been achieved and give thanks.





Executive Director's Report

Hello everyone and welcome to our 34th Annual Report. This year, we provided support to 676 clients including 135 children across our alcohol and other drug, domestic violence and homelessness services.

It's been a tremendously busy and productive final year of our three-year strategic plan and we were able to successfully meet the majority of our goals. The focus of the strategic plan was to create an organisation that is agile and flexible, so much work has taken place over the past three years to create an infrastructure allowing us to respond to the unexpected. This was put to the test last October 2016 with the sudden collapse of Inanna Inc, leaving many vulnerable people without support.

This report covers the strategic highlights of the year:

Strategic Goal 1:

To provide gender responsive quality services that are holistic, evidence based and outcome focused

Most of clients of Toora have experienced significant trauma in their lives and come to us with co-morbidity and/or complex issues. Figure 1 lists the most common issues across the organisation.



Partnership with EveryMan Australia

In October 2016, Toora Women Inc in partnership with EveryMan Australia successfully tendered for five ex-Inanna programs.

The service delivery model of a partnership between two gender specialist services, represents ground-breaking, integrated DFV/Homelessness service provision for men and women. It also leverages the expertise of Toora and EveryMan in providing services to diverse client groups, including strong engagement with Aboriginal and Torres Strait Islander Canberrans.

The task of getting the five programs up and running overnight was a huge undertaking and Toora and EveryMan are proud of the fact that service delivery to the client group did not suffer from the transition.

One outcome of our partnership model is our 12-week Building Respectful Families Program, which provides coordinated gendered service delivery to couples and parents needing support to reconfigure patterns of family violence to move towards more respectful and workable relationships. The partnership allows to work with both the perpetrator and the victim to provide separate but coordinated support within each gendered service.

Toora is the lead agency for the five new programs of which we sub-contract two Indigenous programs to EveryMan. Many thanks to King & Wood Mallesons for their pro bono legal support during this period.

Support for Children

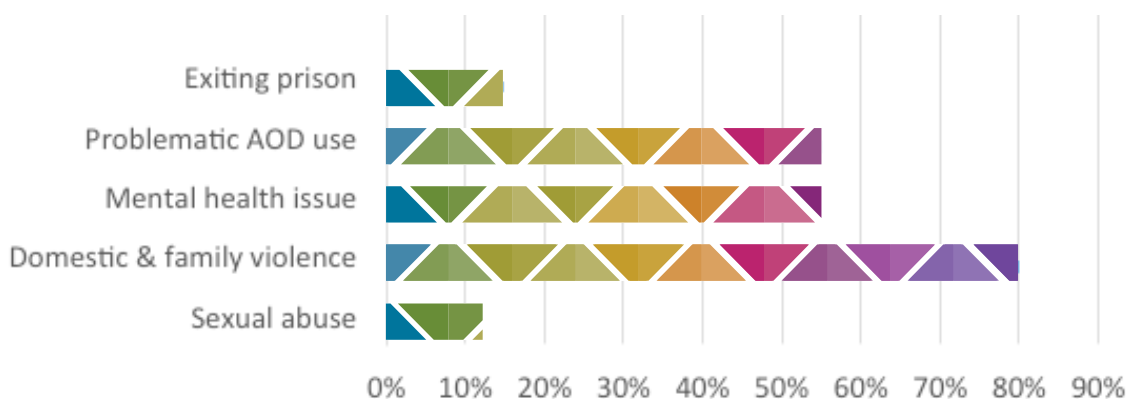
In the past, Toora's domestic violence and homelessness services were for single women only, so we did comparatively well in making our funding dollar stretch. However, our contracts changed from 1st July with a new requirement to accept women with or without children. This changed again from 1st October when we received new funding contracts for the Mothers & Children, Families and Head Tenant programs.

The unexpected consequence of this is that at any given time we have approximately 80 vulnerable children in our DFV/Homelessness service and no funding to provide them with the critical support that they need.

In response to this, we temporarily dropped a case coordinator position to create a Child & Family Specialist position, however this is not sustainable in the long term and we need to source ongoing funding. We believe that at a minimum we need two child & family specialists and one children's trauma counsellor to adequately support the children in our care.

Many thanks go to the Department of Health Staff Social Club for their generous donation which enabled us to set up eight Children's Corners in our various properties.

Figure 1. Client complexity



Strategic Goal 2:

To inform people of who we are and what we do

We wrote an eight-page submission in response to the Productivity Commission Issues Paper 2016: “Human Services: Identifying Sectors for Reform”.

We agreed that to improve a focus on productivity is a proper response to the challenges we face; however, we also agree with the views expressed by Cullen and Ergas (2014) that this is complex in a non-market environment such as community and health. Moreover, many of the current measurement tools for productivity and outcomes are developed for manufacturing (read markets) and do not work with service industries.

Given the nature of the services we provide in the AOD, homelessness and domestic/family violence sectors, that the introduction of greater competition, contestability and NDIS style user choice is not a suitable mechanism to improve outcomes.

Strategic Goal 3:

To be a sustainable organisation with diverse funding streams

Community Housing Provider Registration

This year, Toora applied for registration to be a community housing provider. In order to do so, we needed to comply with relevant performance requirements under the national Regulatory Code. Much of these were in place due to our accreditation with the Quality Improvement Council (QIC), however some requirements were new to us and we had a big learning curve. Our application was successful in June 2017.

On average, Toora now oversees approximately 60 rental properties and has created its own property management team. Good property management is essential to mitigate any financial risk in being a community housing provider so this year we launched new cloud-based property management software called Chintaro, which is developed specifically for the social housing sector.

Strategic Goal 4:

To ensure organisational capacity and capability to meet the needs of existing and future clients

Data analysis

This year we contracted Infoexchange to build a database for our Toora AOD Service using their SRS platform.

One of the benefits of the SRS platform is in its similarity to their other platform, SHIP. The result is a purpose built AOD database that meets all of our reporting needs and which any worker in Toora can easily learn.

This data base went live in April 2017 and brings us one step closer to the One Toora ideal we are working towards in which clients only have to tell their story once as they move between our Homelessness/DV, counselling and AOD services.

Off-site meetings

Every quarter, Toora's Leadership and management staff hold an off-site meeting to analyse its data, review trends and gaps along with client feedback results. These meetings have a strategic and quality assurance purpose and help us to be a much more responsive organisation.

Office 365 and SharePoint

As part of our One Toora strategy, this year we connected the whole organisation by building an intranet using Office 365 and SharePoint. This benefitted our 45 staff across seven service sites who can now access their emails, files, organisational policies and forms. Additionally, the Board can access their own folders.

Our staff are much more mobile than they were a year ago and can access their work from any location. This has helped to break down the siloes within the organisation.

Resources for Women from Culturally and Linguistically Diverse Backgrounds

This year, the ACT became the first jurisdiction to be declared a Refugee Welcome Zone and we applaud the State Government's efforts in this area. Toora has traditionally provided domestic violence support for women from CALD backgrounds and thanks to donations from the Sidney Myers Fund and Soroptimists, we were able to translate 10 key Toora documents into eight different languages.

Key challenges and opportunities in the future

As in other years, it's hard to know what challenges lie ahead in this rapidly changing environment for not-for-profits. Preparation is underway for Toora's next 3-year strategic plan which is scheduled to take place in December 2017.

Our goals this coming year are to further imbed our new programs within Toora, expand our new gender specialist partnership opportunities with EveryMan Australia and work towards addressing seven areas of concern identified over the past year.

Areas of concern for 2017–18:

1. Lack of appropriate mental health support for clients
2. Lack of appropriate exit points for clients with complex co-morbidity needs
3. Due to increased DFV demand on services, single older women who are homeless cannot find support
4. Women with pets cannot access residential support services
5. Women with no income have difficulty sourcing financial supports, for instance 23% of our clients were migrant women who speak limited or no English, do not have permanent residency and have no income
6. Children in specialist homelessness/DFV services need their own complex case management and counselling support.

7. Specialist homelessness/DFV services need funding for Aboriginal Liaison Officer to provide culturally safe services to clients

Many thanks

I am fortunate to have a committed and hardworking Board of Management and would like to thank them for their support throughout the year. I also have a dedicated executive team and thank Mirsada Draskovic, Rebecca Wood, Tess Rogel and Fiona Eskandarinezhad for their vision and commitment in fitting Leadership responsibilities into their very busy jobs.

Finally, I would like to thank the amazing staff of Toora. At the best of times change can be daunting and the rapid organisational change that we have experienced this year could have had a negative impact on morale and service delivery. Staff stepped up to the challenge with enthusiasm and grace and have spent the past year giving 110% to their roles. I'm proud to present this annual report and take time to celebrate our success.

Susan Clarke-Lindfield

Executive Director

Figure 1. Client complexity





Toora Domestic Violence and Homelessness Service

Snapshots

Heira Domestic Violence Program

Provides shared supported accommodation to women with or without children, escaping domestic violence.

Toora House Accommodation and Support Program

Provides supported accommodation for women who are homeless due to a variety of issues including dependencies on AOD or mental health issues.

Aleta Outreach Program

Provides support for women in the community who are experiencing difficulties in maintaining their independent living. We also provide outreach support to women living in domestic violence relationships.

Coming Home Program

Provides accommodation and outreach support for women exiting the Alexander Maconochie Centre, which includes support while in incarceration and following through to their release back into the community.

Women and Children's Program

Provides support services and/or property management for women with (or without accompanying children who are at risk of, or experiencing homelessness.

Families Program

Provides support services and/or property management for families in all their diversity, who are at risk of or experiencing homelessness.

Head Tenant Program

Provides support services for all people, who are at risk of, or experiencing, homelessness.



Thanks

Toora Domestic Violence and Homelessness Service (TDVHS) has, in the last year, successfully transitioned from being a service for single women to supporting single women with or without accompanying children, and families. From 1 July 2016, the funding contract for TDVHS was changed to include residential service delivery to women with or without accompanying children for those escaping domestic violence. Furthermore, from 1 October 2016, in addition to the Toora Accommodation and Support Program, Heira Domestic Violence Program and Coming Home Program, TDVHS expanded to include three more programs; the Women and Children Program, Head Tenancy Program and Family Program. The addition of these programs has changed the demographics and service profile of TDVHS in the last year.

I would like to acknowledge and thank the TDVHS team for their continuous hard work through this period of transition and change to maintain a high level of service delivery to our existing clients, to make our houses child friendly, and to support the clients of the three new programs through the transition from their previous service provider to TDVHS. With the expansion of our services TDVHS went from having 12 properties to 50 properties. It was recognised early with the addition of the new programs, that case management needed to be separated from tenancy management, and property managers were added to the team. Due to the whole team's hard work, it is now

business as usual at TDVHS, and both the clients and the programs have transitioned well into TDVHS.

Our major highlights and achievements for this year in addition to the successful expansion of our services, were the addition of a Child and Family Specialist to further support our clients with accompanying children, and the start of the pilot of Building Respectful Families in collaboration with EveryMan Australia.

Since our service profile expanded to include children, we have in the last 12 months, had 132 children through our residential programs. While TDVHS's case management is around working with the parents to address the issues of homelessness,



There are no words to describe the relief I feel. I haven't felt such peace in a long time.

CLIENT

the needs of the children, especially those who have escaped domestic violence, became an identified gap. Many of these children have experienced long term trauma due to the continual violence they have experienced or been exposed to, and this needed to be addressed as a matter of urgency.

The Child & Family Specialist is working closely with case coordinators to identify the children's needs as part of assessment, and to ensure that the case plans put in place for the parents also address the children's needs and welfare. The Child & Family Specialist has also in the past few months worked to remodel and refurbish two rooms attached to our Dulili Office so that we can in the next year start to offer parenting groups and a space for children.

TDVHS, along with EveryMan Australia, started a pilot of the Building Respectful Families Program with clients from both agencies. Even though the initial pilot was not completed due to the couple dropping out, it is our belief that the sessions they completed has given them an idea of what domestic violence is, the patterns of violence and safety planning.

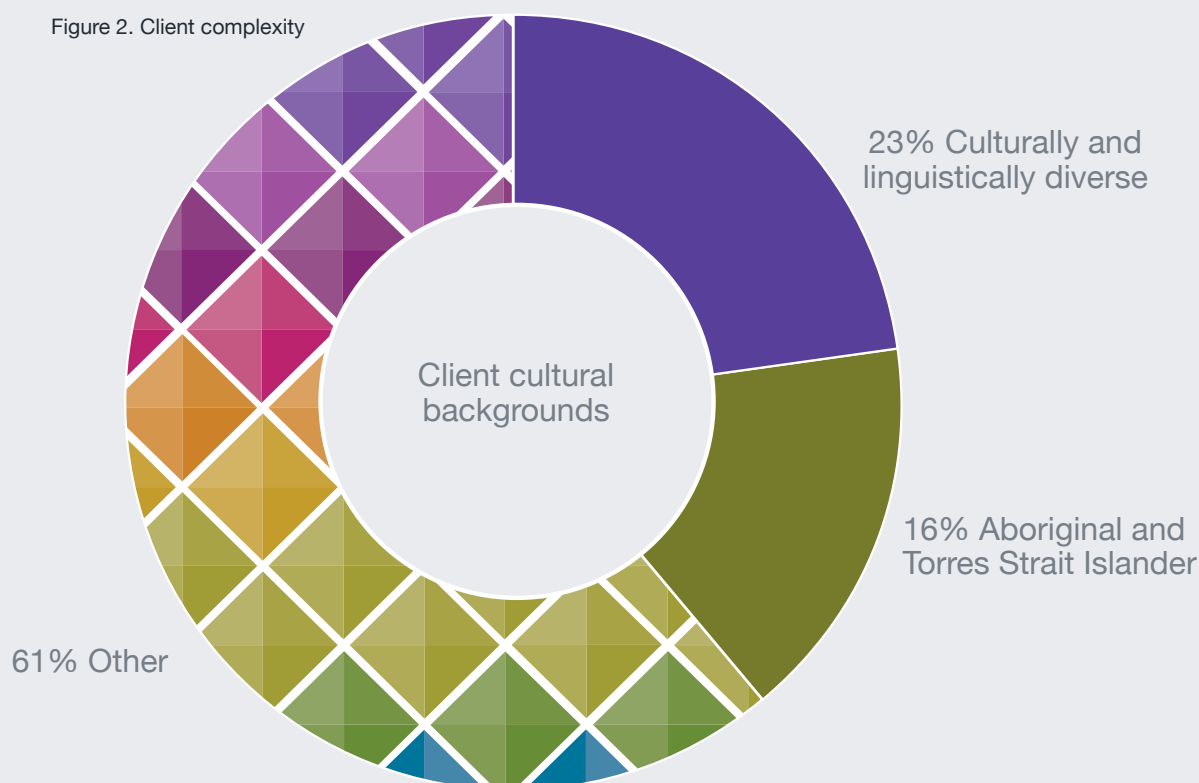
Service Profile

TDVHS provided services to 555 clients through our residential, outreach, head tenancy and Coming Home Program. Of the 555 clients, 23.06% clients were from Culturally and Linguistically Diverse backgrounds and 16.21% of clients identified as being Aboriginal and/or Torres Strait Islander.

The average support length in a closed support period for our residential clients from TDVHS under the Toora Accommodation and Support Program was 72.6 days, Women and Children's Program was 99.9 days, and Family Program was 131 days. Coming Home Program clients had an average length of 137.4 days of support for closed support periods, and Aleta Outreach Program clients had an average length of 97.4 days of support for closed support periods.

Over the last three years, there has been an increase in our residential clients from Toora Accommodation Service and Heira Domestic Violence Service exiting into private accommodation. In 2014-15, 16.5% of client exited into private accommodation while in 2016-17, this increased to 20.80% of clients from our pre-existing programs.

Figure 2. Client complexity



In 2016-17 the four main presenting reasons for clients accessing our services across all our programs have been domestic and family violence (60%), custodial arrangements (11%), mental health issues (10%), and problematic drug and alcohol use (5%).

Heira Domestic Violence Program

With the change of our service profile to include accommodation options for women with accompanying children, TDVHS is now able to provide flexible options for single women escaping domestic violence who come into our service while they are pregnant, or leaving their children with their ex-partner, to move into alternative accommodation within the service to have access to and/or have their children live with them full time.

TDVHS, continues to see a lack of resources for women with no income. We collaborate with agencies such as Red Cross when possible to support these clients, but are often not able to procure any financial assistance for them. These clients are limited in their capacity to earn a living due to the rule of their visa status. TDVHS continues to support these clients until they can get the financial assistance which in some cases have been more than a year due to the complexity of their immigration issues.

In working with women with children one of the identified gaps, especially for women and children escaping domestic violence, is the lack of timely access to services offering free supervision and safe venue for children's visitation with a parent. Though Marymead and Barnados Australia is able to provide this form of supervised access, there is currently a nine-month waiting period for the same. While Toora currently has a Child & Family Specialist, this role of providing supervised access is beyond the scope of the role, and as a short-term solution, case coordinators are assisting clients to take their children to safe locations for the other partner to have access to the children.

Within the family program, TDVHS provides accommodation and outreach services to families in all their diversity. We are now working with men with accompanying children escaping domestic violence. Toora is working closely with Every Man Australia to support male clients within the family and head tenancy programs with case management through



**Great spaces and resources
available for the children.**

CLIENT

their complex needs program and counselling, while Toora provides the tenancy support.

Toora Homelessness Programs

TDVHS, through our general homelessness residential services, continue to see clients with AOD addictions who are not ready to engage with case management and address their issues. These clients do not have any exit points except going to a detox and rehabilitation service as they have no supports in place to sustain an independent tenancy whether that be shared or a sole tenancy. In order to encourage these clients to start thinking about addressing their addictions while in our service, health management and attending SMART Recovery is an available component for their case management. Some clients in the general homelessness residential service, though initially resistant to the idea, are now participating in weekly SMART Recovery sessions held at the general homelessness house. Clients are also linked with AOD counselling with Toora Counselling Service.

TDVHS is currently supporting clients in head tenancies with complex needs, including but not limited to, hoarding, significant mental health issues, addiction issues, various levels of disabilities, and domestic violence. The limited resources for case management do not fully reflect or cover the complexities that these clients live with and in many cases, the clients are under the care of Public Trustee

or Guardian. These clients require case management support over a long period of time before they can make a small movement towards their identified goal.

One of the identified gaps within the community sector has been access of crisis residential service for transgender people. Women who have experienced domestic violence do not feel safe sharing the house with a transgender client while the client is still in the process of transformation. TDVHS has in the last six months worked with Onelink to provide flexible accommodation options to transgender clients who are still in the process of transformation.

Collaborations

TDVHS has worked very closely with the nurse practitioner from Women's Health Service to provide outreach services to the clients. The nurse practitioner began the outreach service with group education sessions on health promotion topics such as contraception options, and sexual health, Negotiating Healthy Relationships and organising with Hepatitis ACT to provide information on Hepatitis B & C. Once the clients started to engage with the nurse practitioner during group education sessions, clients also started engaging with her to access one on one health check-up. The nurse practitioner is now coming to two sites of TDVHS once a fortnight, to provide one on one health check-ups and have also organised for other health agencies to come to the service once a fortnight to continue providing the group education sessions.

TDVHS has continued to work very closely with Legal Aid Migration Clinic to provide support to our CALD clients with immigration issues both in our residential and outreach services. This collaboration has ensured that our clients receive the relevant information and professional support in a timely manner to support them through the complex process of immigration.

TDVHS has partnered with CHC Australia to provide one of our clients escaping domestic violence to have access to permanent housing option with CHC. While CHC will be providing the tenancy, TDVHS will be providing outreach services to the client to ensure that any supports that the client needs to sustain her tenancy have engaged with her in her new home.



**My worker has been very supportive.
I am not re-offending and I am
keeping well for my daughter
and partner. Toora's support has
improved my life and my health.
Things are good now.**

CLIENT

TDVHS, through the Coming Home Program, continues to work closely with ThroughCare, Probation and Parole, Alexander Maconochie Centre, Prisoners Aid ACT to provide to women exiting prisons with the relevant supports. Clients with the Coming Home Program, are supported to access Throughcare brokerage for goals identified through their case management plan. This may include support to procure a birth certificate, to access training for employment, fees for rehabilitation centres etc. TDVHS has also in the reporting period collaborated with Legal Aid and ACT Corrective Services around providing flexible accommodation options and case management support to a client on Intensive Correctional Order so that all the conditions of the order can be met by the client.

TDVHS have continued to work closely with Child and Youth Protection Services (CYPS), St Vincent de Paul, Barnados Australia, YMCA, Uniting Care, Communities@Work, Marymead, Tuggeranong Art Centre, Police and Community Youth Club and other community children's services to ensure that families with children are being supported to reach their identified goals.

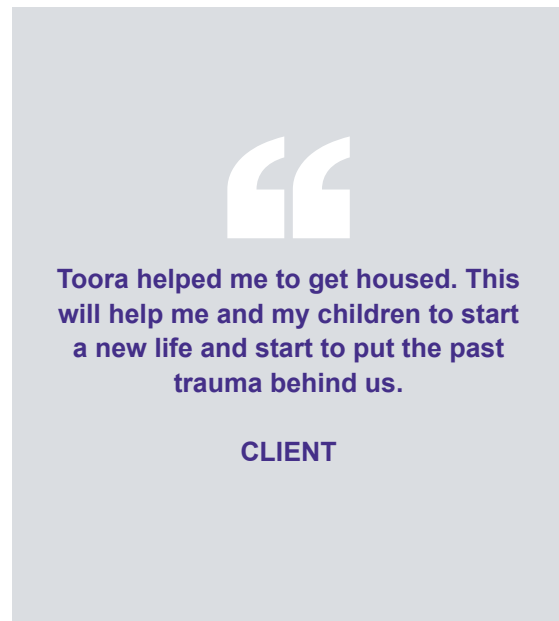
TDVHS also continues to work very closely with Domestic Violence Crisis Service (DVCS) with cross referrals between TDVHS and DVCS, and also with Legal Aid, Street Law, and Women's Legal Services to provide clients with support around legal issues regarding domestic violence, housing, custody of children and accessing joint assets.

The TDVHS team is being supported to upskill to ensure consistent high level of service delivery and case management. Some of the workers are currently undertaking a Diploma in Community Services which has been offered by Toora Women Inc. in collaboration with CTET. Workers have been approved and supported to attend classes during business hours for a few hours on a monthly basis.

Systemic Input

We attended and participated in the Aboriginal and Torres Strait Islander Domestic and Family Violence Forum. TDVHS also participated in a workshop held by Throughcare for their Northern Territory counterparts and provided information on how the collaboration has supported better outcomes for women exiting prison.

As a member of the Joint Pathways Executive, I participate and provide input on the experiences, trends and gaps in service provision to women and children experiencing domestic violence and/or homelessness and continue to the collaboration among the various agencies represented at Joint Pathways, the Specialist Homelessness Sector and the Community Services Directorate. This year the Executive while looking at a range of issues, has particularly highlighted the exit of clients from incarceration or mental health facilities into homelessness.



As a member of the Multi-Disciplinary Panel, I continue to regularly provide information, present to and advocate to government and non-government partners about the significant and growing housing needs for clients in our community.

We have also participated and given input into the New Housing Strategy Workshops which were held leading into the Housing Summit in October. TDVHS also participated as critical friends in providing insights into the development of the family safety hub.



Key trends

TDVHS continues to see clients who are experiencing domestic violence and choosing to remain in the violent relationship because of their unwillingness to leave their pets. Though TDVHS continues to work closely with RSPCA ACT to provide clients with the options to leave their pets in emergency care, it continues to be a short-term option. The option to leave the pet in emergency care can sometimes give the opportunity for the client to organise friends/family to provide longer term care if possible.

TDVHS is working, with clients in general homelessness with complex presenting issues, and who have substantial trauma experiences and addiction issues, continue to see a lack of appropriate exit points for these clients. Though the clients have started working on addressing these issues, and have been linked in with various supports in the community, they are not able to sustain an individual tenancy as they are still very early in their journey to recovery. At the same time continuing to live in shared crisis accommodation for a long period of time, is detrimental to the client's mental health and does not support their recovery process.

Future Direction

TDVHS is excited about expanding our services for the children in our service. TDVHS is currently in the process of developing an MOU with Woden Community Services to collaborate and provide parenting classes and playgroups for the children in our residential services. TDVHS will also be looking to run yoga classes for mums with children from our Dulilli Office and so one of the other rooms have been refurbished as a space for Yoga.

TDVHS is looking forward to in the next year building stronger relationships with EveryMan Australia by identifying areas of joint collaborations across all the programs of the two agencies.



I am surprised and grateful by the level of support, care and friendly, professional attention I have received from the team here. I expected only my worker would know (or care!) about me, as has been the case in women's refuges I have temporarily stayed at in both Victoria and NSW. Whilst clearly understaffed, underfunded and very busy, I have never-the-less felt welcome and safe. Thank you, Toora.

CLIENT

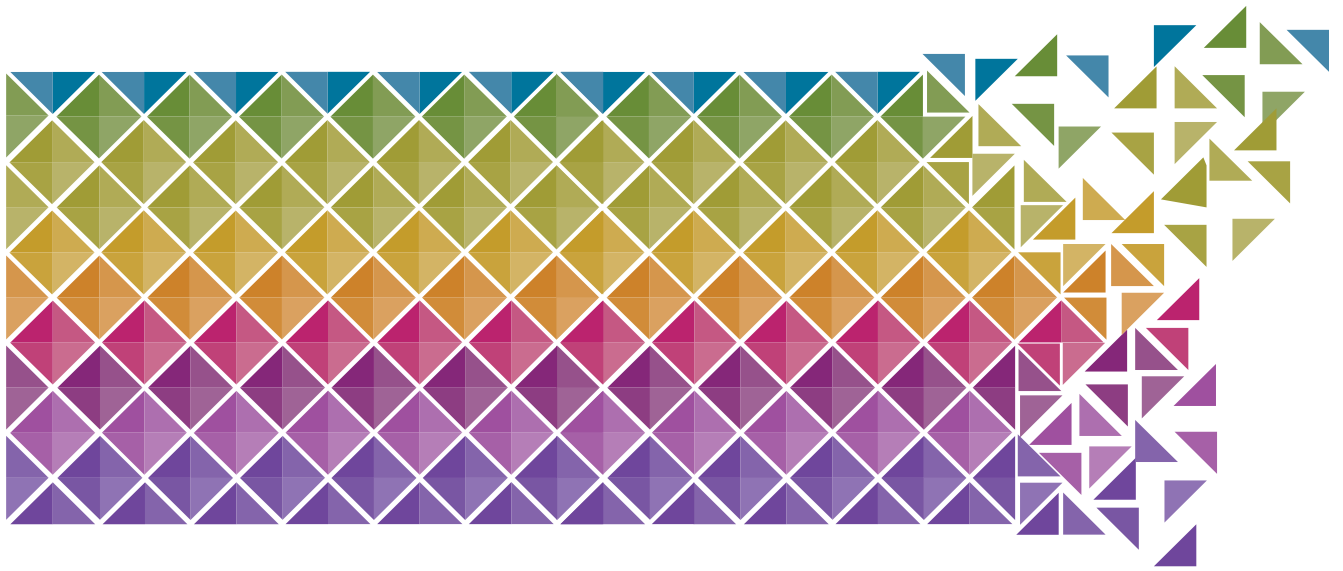
Thank You

I would once again like to thank the TDVHS team for their hard work throughout the past year through all the changes. Thank you also to the Toora AOD team for their support, and also to Susan and our Board for supporting and leading us through this exciting time of expansion and change.

I would like to also acknowledge and thank Zonta Club of Canberra, Bond Hair, GIVIT, Share the Dignity, Oz Harvest, and Pandora Op-Shop for the time and support they have provided our clients in the past year.

Mirsada Draskovic

Director, Toora Domestic Violence and Homelessness Services



Alcohol and Other Drug Service

Snapshots

AOD Day Program

An eight-week abstinence based program, integrated with intensive case management for women. The program offers vocational education in AOD harm minimisation, relapse prevention and living skills enabling women to build on their strengths and develop new skills. The program allows participants to work in groups in a safe and respectful environment and to explore their own personal issues that led to the misuse of drugs and alcohol.

Lesley's Place

A Residential Service assisting women and accompanying children in their AOD recovery, through pre-program outreach, support and case management and aftercare. The program is for women who have already completed a supervised withdrawal yet require short term, day-to-day support in their recovery.

Marzenna House

A Transitional Residential service offering AOD supports and case management for women and accompanying children. It is for women who have already established their recovery and are seeking additional longer-term support before returning to the wider community.



The supported accommodation was exactly what I needed at the time. I learnt organisational strategies, financing skills, self-care and how to keep a routine. It has honestly changed so much for me in a positive way.

CLIENT



Thanks

As the Director of Toora Women Inc.'s AOD and Clinical Service's I would like to proudly thank the team for their dedication and hard work over the last 12 months. There have been huge changes within the team, yet they continue to provide outstanding services to our clients. Each and every worker shows compassion, dedication and commitment to our client ensuring a safe, respectful and empowering environment for them to focus in.

Staffing levels can often be a problem in AOD health treatment services, as they require specialised staff. This year, Toora AOD Service lost several senior staff members due to career paths opening elsewhere in Toora and the public service. The team said good bye to Charmaine Barratt, Tracie Neil, Katia Munoz, Bogda Kocik, Indijana Kegan and would like to thank them all for their personal contributions to Toora Women Inc.

Between March and June 2017, the AOD team successfully recruited a new team leader, 3 new case coordinators and a support worker. I would like to welcome Tilly Gardener, Maryanne Lichfield, Suzanne Storrie, Sih Tosam, and Pamela Astudillo to the team. Kristy Morris returned from her cross-Toora staff exchange and has brought back a wealth of additional knowledge that she shares with the team ensuring our service standards meet best practice at all times. All team members are invaluable to the AOD Service and have worked so hard together to develop a streamlined service for clients.

Service Innovations

The Outreach Program has blossomed this year and seen 56 outreach episodes closed and reported on in the last six months alone. Outreach supports include SMART Recovery, Information and Education, Drop in Sessions, Naloxone Training and the Methamphetamine Program. Below shows that of the 56 Outreach Episodes recorded, 24 Clients Completed Treatment, 17 had a change in their main treatment (usually transferring from Outreach into the Day Program), nine had a change in their treatment setting (moved into Lesley's Place Residential Service before they commenced the Day Program) and two clients were transferred to another service. Overall, only four clients did not positively complete the Outreach Program with two ceasing participation without notice, one ceasing participation against advice and one being incarcerated at the AMC. Figure 3 shows the breakdown of reasons for treatment cessations

SMART Recovery is a self-management and recovery training package that assists people with any problematic behaviour, including alcohol and drug addiction, to learn tools to help themselves and start managing their addictive behaviours.

Client feedback for this training has been positive, and we have found the group to be a great way to engage with our clients while they are in pre-and-post outreach as well as residential. Overall clients found it useful with 74% of attendees returning participants. Below shows the breakdown of types of substances used.

The Methamphetamine Program was piloted at the beginning of 2017 and was designed from training resources that Toora staff received when working with LeeJenn Health Consultants (now called 360 Degrees) who specialise in the treatment of methamphetamine. Evaluations from the clients were extremely positive. The clients stated that they got a lot from this program and did not find it too triggering. Feedback from the clients is below:

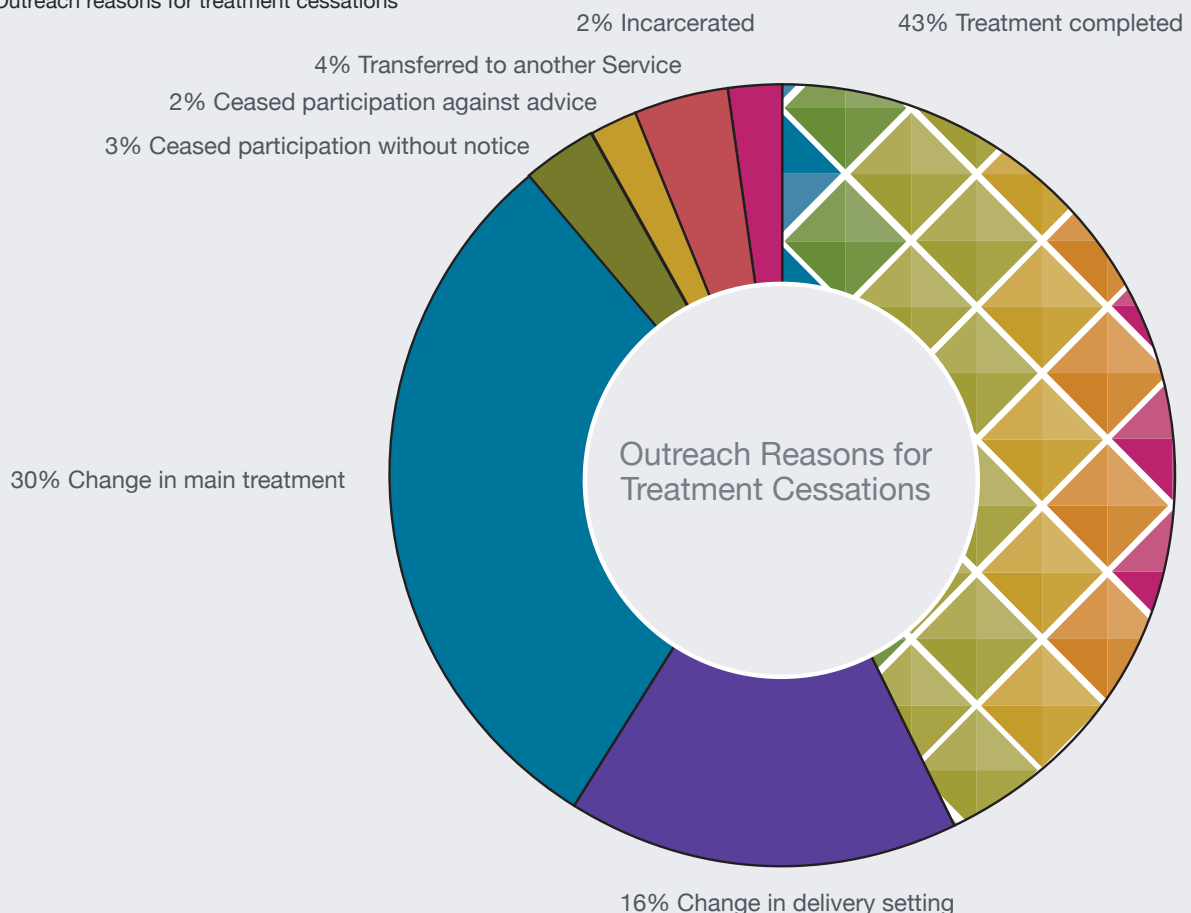
- The program was very interesting and gave me more understanding of why I feel like I do and lapse.
- The videos were confronting but helped me face reality.
- The group needed more people to share information as four people was not enough.
- The group worked although clients were at different levels.
- The group helped me see I can also get clean.

An Outreach therapeutic education program at the Alexander Maconochie Centre, based on Toora Women Inc.'s AOD Day Program has seen some progress in the last six months with meetings been

held with prison management, the AOD Director and Team Leader. Discussions around the implementation of these groups, group context, group accessibility criteria, consistency etc. have been lengthy and finally the program has been implemented. The groups are being advertised and caseworkers at the prison are informing the women about these groups and signing them up. The first group is due to run on 10th August and fortnightly thereafter. These groups will not only provide the women with information and education, yet prepare them for possible entry to other Toora programs on release. Many thanks to the Snow Foundation for providing funding to establish this program.

The data collection software SRS which was purchased last year and programmed in the beginning part of this year, went live in April 2017. This data system is extremely good for gathering data however is currently still being fine-tuned and having sections added to ensure that it is capturing the correct data required for NMDS and Toora's funding/ performance KPI's. It will be being use for reports for the first time December 2017 following testing.

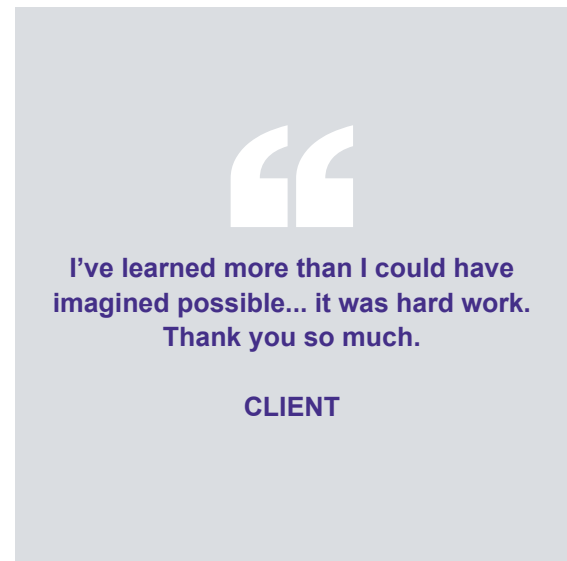
Figure 3. Outreach reasons for treatment cessations



Collaborations

The Canberra Institute of Technology (CIT) approached Toora AOD Services asking if staff would share with their students how our organisation delivers services to our clients and information about interventions and all that surrounds the intervention process. Staff have also visited the Yurauna Centre at the Reid CIT campus to speak with local Aboriginal and Torres Strait Islander students. We have developed a more in-depth student program for CIT students and are receiving a steady flow of students through the AOD Service, with these having some extremely successful outcomes due to their placements. This is an ongoing opportunity for Toora AOD Services to share information with students who are training to work in the AOD sector and hopefully help in the development of a future skilled workforce in the ACT.

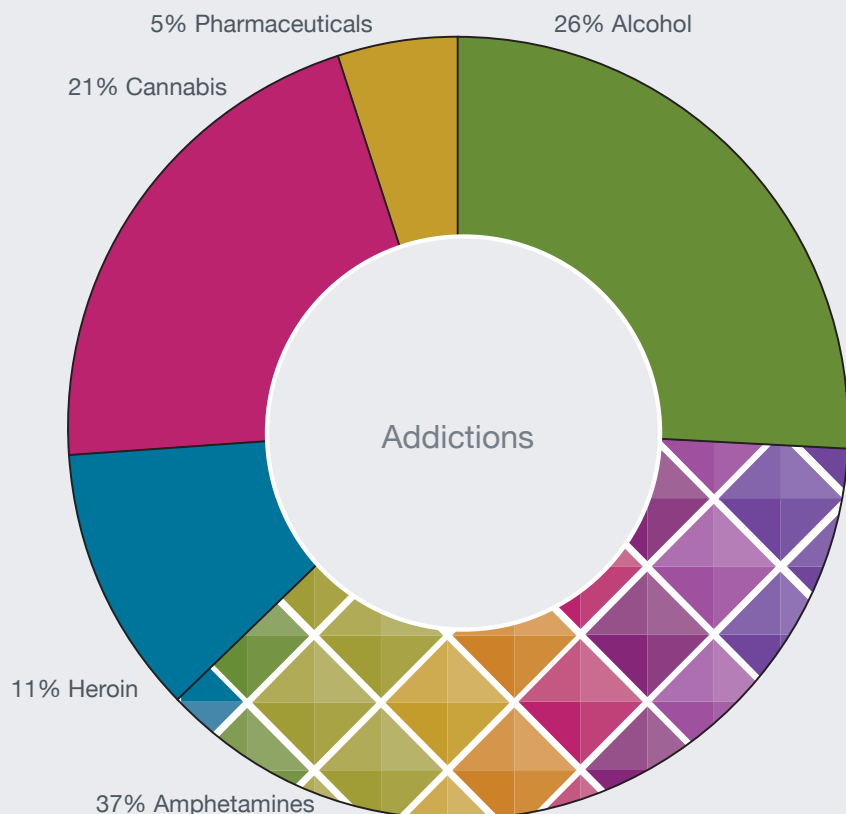
Toora AOD Service has continued our partnership with Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) who deliver the Naloxone Take Home Program. The program is being run once every eight weeks at Toora in order to reduce the risk of fatal overdose with client's opioid-type dependencies. The program ensures clients can leave the service



trained in overdose prevention and management. This program is offered to all clients and staff at Toora Women Inc.

We continue to have an effective working partnership with the Canberra Hospital Withdrawal Unit along with other Drug and Alcohol Services in the community such as Directions, Arcadia House, Karralika Programs, Canberra Recovery Service and

Figure 4. Addictions





I have become more independent and more willing. I have also bought gratefulness into my everyday life.

CLIENT

the Canberra Hospital Methadone Clinic. Successful collaboration continues with external agencies who all deliver education sessions at the Day Program. Care Financial attend so clients learn about budgeting and financial counselling and the NILS loan. Several clients have accessed the NILS loan through Care Financial. Cancer Council continue to deliver Quit Smoking sessions and give information about cravings, consequences of smoking, smoking cessation treatments and referral to Quit Line. Hepatitis ACT: Information about Hepatitis A, B and C. Possible treatment options. Women return to work Grant: Application for the Women return to work grant.

Key Trends

The main age group appears to be women aged 25 to 34. Half of the clients assessed stated they had experienced trauma. Of the 33 clients assessed in January to June 2017, almost 50% stated they had been sexually abused or assaulted. This was an increase compared to July to December 2016 where approx. 20% reported sexual abuse/assault. Clients reporting domestic violence remained stable for the whole reporting year with 50% of the clients assessed stating they had experienced DfV.

The main drug of concern over the whole reporting period has remained, as it is seen in more than half of the clients in their assessments. From July to December 2016 methamphetamine was second followed by cannabis, however from January to June 2017 this was reversed where cannabis was second followed by methamphetamine.



I found the programs overall very helpful. I really enjoyed the extra support in outreach and especially my home visits. Everyone has been very supportive.

CLIENT

Almost all our clients (97%) are unemployed. This is likely due to instability in the client's life and AOD use being very problematic. As client's progress through Toora AOD Service, they often speak of wanting to commence study or volunteer work as a starting point to get them back into the work force.

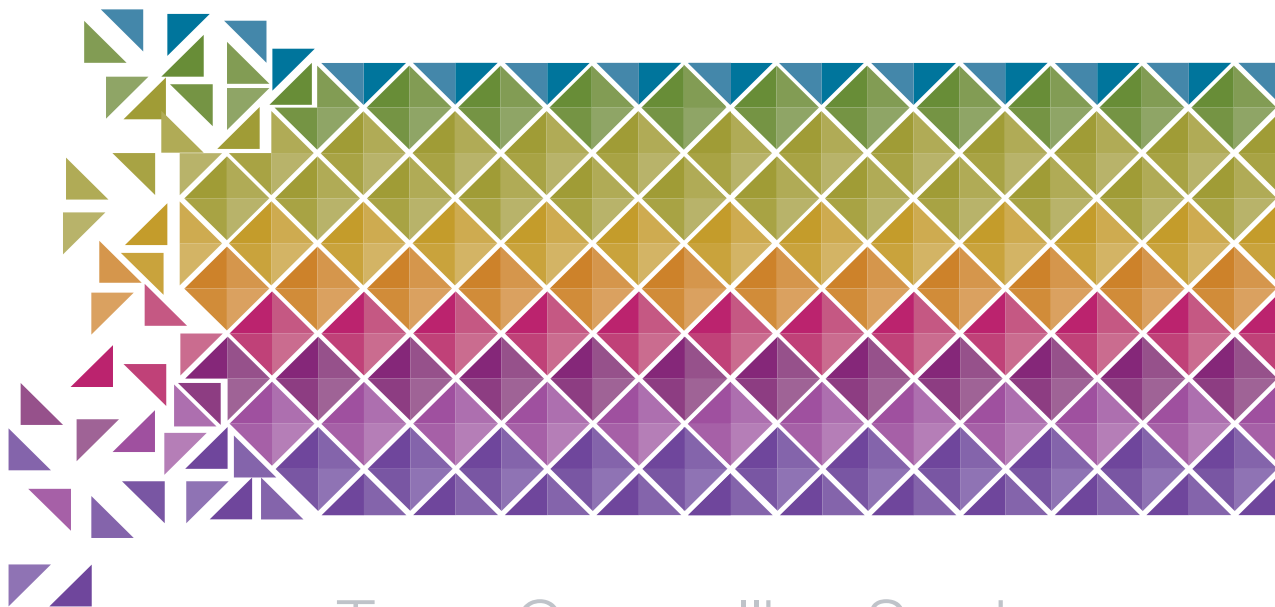
Future Directions

SRS training went ahead for staff early 2017, however unfortunately the system has not come with a guide book or instruction process on how to use this. Due to this staff are finding it difficult to remember the correct entry processes and the AOD Director is about to develop a data guidelines manual to be implemented asap.

With the increased number of AOD clients reporting Domestic and Family Violence, and this trend not only being seen in the service but also throughout the sector as a whole, Toora AOD Services are involved in the AOD Safer Families Project. In May 2017 ATODA hosted a symposium that examines the interconnection between DV and AOD and from this are looking at Promoting Safety and Prioritising Domestic and Family Violence in the ACT Alcohol and Other Drug Sector by developing Sector Assessment Tools and Best Practice Guidelines. Toora AOD Service are excited to be part of such an innovated and potentially lifesaving project.

Rebecca Wood

Director, Toora AOD and Clinical Services



Toora Counselling Service

Snapshots

Toora Counselling Service

Supports women with complex issues who have experienced past or present traumas, such as the impact of their own or another's drug and alcohol use, domestic, family and sexual violence, mental health issues, homelessness and the ACT Corrections system.

Thanks

Toora Women Inc's Counselling Service has shown remarkable impact on the lives of clients choosing to share their recovery journey with us. Having this inhouse service enabling quick access to counselling as and when needed, has proven invaluable. I cannot thank the counselling team enough for their outstanding performance this year and the heart felt commitment they have for the clients they work with every day.

Service Innovations

We were sorry to farewell Tracey Jones who, as Project Manager, launched the Toora Counselling Service. Our counsellor, Karin Woods, was then joined by Ashleigh Wright just before Christmas 2016. Both Karin and Ashleigh are eclectic in their practice and, in conjunction with Motivational Interviewing

and Cognitive Behaviour Therapy, use a combination of therapies that are appropriate for the individual clients. Karin and Ashleigh continue their professional development with clinical supervision and through keeping up to date with research, training and innovative practice in other community services.

The Counselling Service student placement scheme has supported counselling students Donna Spillman and Bronach Dunne, and Social Work student Bogda Kocik, to complete their University required service and client contact hours. The students' growing knowledge and ability to work with clients led to the counselling service taking on increased referrals and booking additional appointments for women. The counselling staff are flexible in their provision of service, offering client appointments in the counselling office, at various other Toora properties, or in clients' homes. The counselling staff have also increased access for women by offering Skype or

telephone counselling to clients who have difficulty in accessing the service in person. Feedback from surveys conducted with counselling clients has been consistently positive.

To improve the client records system, the Counselling Service has access to a confidential workgroup in SRS to ensure privacy and confidentiality standards are upheld. Referral processes for the Counselling service were also refined to adapt to the new SRS recording system, resulting in a smoother and better time managed process. With the implementation of SRS, the referral process for the Counselling Service has been revised to maintain a smooth flow consistent with a One Toora approach. This means less paperwork for workers and clients and faster access to counselling for clients.

Since the pilot program for the Healing Trauma group in December 2016, two further Healing Trauma groups have been held in the first 6 months of 2017. There has been positive feedback by both participants and external sources who have received client feedback on the group. Participants of the Healing Trauma Group have mainly come from the AOD side of the service, though this is offered throughout Toora Women Inc. Referrals for female clients have also been received from Everyman Australia. While Toora AOD clients have priority for the group, it is hoped that places can be offered to participants of other AOD services in the community where places are available.

Key Trends

- Statistics gathered from referrals received in the counselling service show a strong relationship between AOD and DV.
- A large proportion of women attending the counselling service either have a Mental Health diagnosis, or present with symptoms relating to Mental Health issues.
- Alcohol has appeared as the lead drug of concern, followed by Cannabis and Methamphetamine. The Counselling Service has also seen an increase in women using Heroin.
- Women diagnosed with PTSD or other trauma related symptoms have been found to need longer term counselling.
- A large number of women are involved with Child Protection and/or child custody issues.



I have been able to notice negative thoughts and recognise them as unhelpful, thereby changing my attitude to take a more proactive way forward. This has helped me on a day-to-day level, and to deal with crisis situations. I am more thoughtful in my relationships and less inclined to anger.

CLIENT

Collaboration

The Counselling Service has worked with Everyman Australia in supporting women they have referred for both counselling and for the Trauma Group.

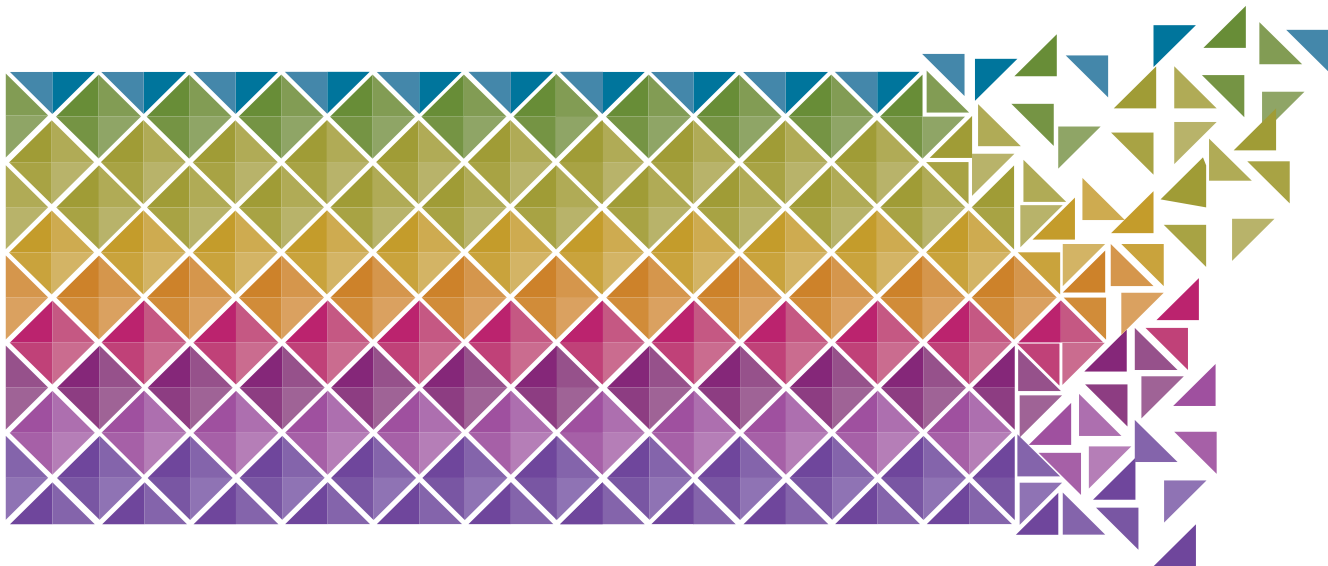
Future Directions

We are excited about the future of the Toora Women Inc. Counselling Service and look forward to implementing other trauma informed initiatives to support the women coming into the service. For example, Ashleigh and Karin have noted that shame is a common issue for clients in the service. They are therefore preparing to collect data from 50 women with the TOSCA-3S shame, guilt and blame scale to obtain a numerical representation of shame experienced by Toora Counselling clients. We hope this data collection may lead to the implementation of the Connections Shame Curriculum, by Brene Brown. Connections is a 12-week group run to educate women about and heal shame.

Art Therapy as a therapeutic intervention will also be introduced with the residents in Lesley's Place, as an alternative to individual counselling for those who prefer a group process.

Rebecca Wood

Director, Toora AOD and Clinical Services



Financial Report

TOORA WOMEN INCORPORATED

ABN 11 099 754 393

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2017**



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

COMMITTEE MEMBERS' REPORT

Your committee submit the financial statements of the Toora Women Incorporated (the association) for the financial year ended 30 June 2017.

Board Members

The names of the Board Members of the association throughout the year and at the date of these statements are:

Chairperson Joan Scott
Deputy Chairperson Flor Semeno
Secretary Lyn Hearfield
Treasurer Gail Freeman
Committee Member Rebekha Pattison
Committee Member Susie Van den Heuvel
Committee Member Fika Wangke
Committee Member Tilly Gardner
Executive Director Susan Clarke-Lindfield

Principal Activities

The principal activities of Toora Women Incorporated during the year were to provide accommodation and other support services to women with risk of homelessness.

Significant Changes

No significant changes in the nature of these activities occurred during the year.

Operating Result

The surplus of the Toora Women Incorporated for the financial year amounted to \$7,345 (2016: surplus of \$2,853).

Signed in accordance with a resolution of the committee.



Joan Scott
Chairperson



Gail Freeman
Treasurer

Dated the 16th day of November. 2017



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	Note	2017	2016
		\$	\$
Revenue	2	4,845,312	2,952,031
Employee benefits		(3,117,271)	(2,259,054)
Depreciation expense		(44,621)	(24,821)
Property expenses		(568,984)	(268,204)
Insurance expense		(126,926)	(95,887)
Administration expense		(461,723)	(287,615)
Subcontract expense		(488,788)	-
Other expenses		(29,655)	(13,597)
Surplus from operations		7,345	2,853
Other comprehensive income		-	-
Total comprehensive surplus for the year		7,345	2,853

The accompanying notes form part of these financial statements.



TOORA WOMEN INCORPORATED
ABN 11 099 754 393

**STATEMENT OF FINANCIAL
POSITION AS AT 30 JUNE 2017**

	Note	2017 \$	2016 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,217,604	1,074,335
Trade and other receivables		-	14,845
Financial assets	4	138,698	135,126
Other assets		14,454	14,326
TOTAL CURRENT ASSETS		1,370,756	1,238,632
NON-CURRENT ASSETS			
Property, plant and equipment	5	145,538	105,888
TOTAL NON-CURRENT ASSETS		145,538	105,888
TOTAL ASSETS		1,516,294	1,344,520
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	6	340,705	334,190
Employee provisions	7	317,440	176,527
Other current liabilities	11	320,739	234,939
TOTAL CURRENT LIABILITIES		978,884	745,656
NON-CURRENT LIABILITIES			
Employee provisions	7	42,253	111,052
NON-CURRENT LIABILITIES		42,253	111,052
TOTAL LIABILITIES		1,021,137	856,708
NET ASSETS		495,157	487,812
EQUITY			
Retained earnings		495,157	487,812
TOTAL EQUITY		495,157	487,812

The accompanying notes form part of these financial statements.



TOORA WOMEN INCORPORATED
ABN 11 099 754 393

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2017

	Retained Surplus \$	Total Equity \$
Balance at 1 July 2015	484,959	484,959
Comprehensive income		
Net surplus for the year	2,853	2,853
Balance at 30 June 2016	487,812	487,812
Comprehensive income		
Net surplus for the year	7,345	7,345
Balance at 30 June 2017	495,157	495,157

The accompanying notes form part of these financial statements.



TOORA WOMEN INCORPORATED
ABN 11 099 754 393

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Contributions and grants received		5,271,442	2,961,563
Payments to suppliers and employees		(4,787,638)	(2,968,265)
Interest received		12,301	9,553
GST remitted to the ATO		(264,993)	-
Net cash generated from operating activities		<u>231,112</u>	<u>2,851</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		3,000	47,895
Purchase of property, plant and equipment		(87,271)	-
Payments for investments in term deposits		(3,572)	-
Net cash used in investing activities		<u>(87,843)</u>	<u>47,895</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	35,704
Net cash generated from financing activities		<u>-</u>	<u>35,704</u>
Net increase in cash held		<u>143,269</u>	<u>86,450</u>
Cash and cash equivalents at beginning of financial year		<u>1,074,335</u>	<u>987,885</u>
Cash and cash equivalents at end of financial year	3	<u><u>1,217,604</u></u>	<u><u>1,074,335</u></u>

The accompanying notes form part of these financial statements.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1991 (ACT)*. The Committee have determined that the organisation is not a reporting entity. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Basis of Preparation

The financial statements are special purpose financial statements and except for the following have been prepared in accordance with Australian Accounting Standards of the Australian Accounting Standards Board (AASB) and the *Associations Incorporation Act 1991 (ACT)*:

AASB 137: Provisions, Contingent Liabilities and Contingent Assets

The Committee does not comply with AASB 137: *Provisions, Contingent Liabilities and Contingent Assets*. At reporting date, provisions have been recognised that the Association is not presently obligated to and do not meet the conditions of AASB 137, paragraph 14 (Note 11).

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a) Income Tax

The Association is exempt from income tax pursuant to Section 50-45 of the *Income Tax Assessment Act 1997*.

b) Property, Plant and Equipment

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are recognised as expenses in profit or loss during the financial period in which they are incurred.

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets, is depreciated on a diminishing value basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Leasehold improvements	15%
Motor Vehicles	30%

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

b) Property, Plant and Equipment (cont'd)

Gains and losses on disposals are determined by comparing net proceeds with the carrying amount. These gains and losses are recognised in profit or loss in the period in which they occur. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained surplus.

c) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recognising an asset and a liability at the lower of the amount equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset or ownership over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

d) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the association commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transaction costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are recognised immediately as expenses in profit or loss.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest method, or cost.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

d) Financial Instruments (cont'd)

Impairment

A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors or a group of debtors are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the association recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised when the contractual right to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

e) Impairment of Assets

At the end of each reporting period, the association assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (eg in accordance with the revaluation model in AASB 116: *Property, Plant and Equipment*). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

f) Employee Provisions

Short-term employee benefits

Provision is made for the association's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages and salaries. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The association's obligations for short-term employee benefits such as wages and salaries are recognised as part of current accounts payable and other payables in the statement of financial position.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

f) Employee Provisions (cont'd)

Other long-term employee benefits

Provision is made for employees' annual leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Any remeasurements of obligations for other long-term employee benefits for changes in assumptions are recognised in profit or loss in the periods in which the changes occur.

The association's obligations for long-term employee benefits are presented as non-current provisions in its statement of financial position, except where the association does not have an unconditional right to defer settlement for at least 12 months after the reporting period, in which case the obligations are presented as current provisions.

g) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

h) Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1(e) for further discussion on the determination of impairment losses.

i) Revenue and Other Income

Non-reciprocal grant revenue is recognised in profit or loss when the association obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the association and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor; otherwise the grant is recognised as income on receipt.

The association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in profit or loss.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

All revenue is stated net of the amount of goods and services tax.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

j) **Borrowing Costs**

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised as expenses in the period in which they are incurred.

k) **Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

l) **Comparative Figures**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

m) **Accounts Payable and Other Payables**

Accounts payable and other payables represent the liabilities outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

n) **Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

o) **Key Estimates**

(i) *Impairment*

The association assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the association that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

p) **Key Judgements**

(i) *Employee benefits*

For the purpose of measurement, AASB 119: *Employee Benefits* defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the association believes that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
NOTE 2: REVENUE AND OTHER INCOME			
Revenue			
Grant revenue		4,328,561	2,583,144
Interest		12,301	9,552
Donations		27,271	11,951
Rental contribution		397,709	170,781
Other income		79,470	176,603
Total revenue		<u>4,845,312</u>	<u>2,952,031</u>
NOTE 3: CASH AND CASH EQUIVALENTS			
Cash on hand		3,026	2,350
Cash at bank		<u>1,214,578</u>	<u>1,071,985</u>
	12	<u>1,217,604</u>	<u>1,074,335</u>
NOTE 4: FINANCIAL ASSETS			
Held-to-maturity financial assets	4a	<u>138,698</u>	<u>135,126</u>
a. Total held-to-maturity financial assets			
Term deposits at fair value		<u>138,698</u>	<u>135,126</u>
Total held-to-maturity financial assets	12	<u>138,698</u>	<u>135,126</u>



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017	2016
		\$	\$
NOTE 5: PROPERTY, PLANT AND EQUIPMENT			
Lease improvements		68,004	68,004
Accumulated depreciation		(53,494)	(51,038)
		<u>14,510</u>	<u>16,966</u>
Motor Vehicle:			
At costs		306,315	241,334
Accumulated depreciation		(175,287)	(152,412)
		<u>131,028</u>	<u>88,922</u>
Total property, plant and equipment		<u>145,538</u>	<u>105,888</u>

Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Motor Vehicle	Leasehold Improvements	Total
	\$	\$	\$
Balance at 1 July 2016	88,922	16,966	105,888
Additions	85,220	-	85,220
Disposals	(20,240)	-	(20,240)
Depreciation expense	(42,165)	(2,456)	(44,621)
Depreciation written back	19,291	-	19,291
Carrying amount at 30 June 2017	<u>131,028</u>	<u>14,510</u>	<u>145,538</u>

	Note	2017	2016
		\$	\$
NOTE 6: ACCOUNTS PAYABLE AND OTHER PAYABLES			
CURRENT			
Accounts payable		257,413	288,295
GST payable		83,292	45,895
	6a	<u>340,705</u>	<u>334,190</u>
a. Financial liabilities at amortised cost classified as accounts payable and other payables			
Total current		340,705	334,190
Less GST payable		(83,292)	(45,895)
Less accrued expenses		(68,441)	(48,397)
	12	<u>188,972</u>	<u>239,898</u>



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017	2016
		\$	\$
NOTE 7: EMPLOYEE PROVISIONS			
CURRENT			
Provision for annual leave entitlements		236,168	176,527
Provision for long service leave		81,272	-
		<u>317,440</u>	<u>176,527</u>
NON-CURRENT			
Provision for long service leave		42,253	111,052
		<u>42,253</u>	<u>111,052</u>

	Long Service Leave	Annual Leave	Total
	\$	\$	\$
Analysis of employee provisions			
Opening balance at 1 July 2016	111,052	176,527	287,579
Net movement in leave	12,473	59,641	72,114
Balance at 30 June 2017	<u>123,525</u>	<u>236,168</u>	<u>359,693</u>

Employee provisions – annual leave entitlements

The provision for employee benefits represents amounts accrued for annual leave.

Based on past experience, the association expects the full amount of the annual leave balance to be settled within the next 12 months. Further, these amounts must be classified as current liabilities since the association does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlements.

NOTE 8: CONTINGENT LIABILITIES AND CONTINGENT ASSETS

As at balance date the Association has no known contingent liabilities or contingent assets.

NOTE 9: EVENTS AFTER THE REPORTING PERIOD

The committee is not aware of any significant events since the end of the reporting period.

NOTE 10: RELATED PARTY TRANSACTIONS

Transactions between related parties are on normal commercial terms and under conditions no more favourable than those available to other parties.



TOORA WOMEN INCORPORATED

ABN 11 099 754 393

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

NOTE 11: OTHER CURRENT LIABILITIES

The committee carries the following provision despite not having a current obligation in line with the AASB 137, which constitutes a departure from the Australian Accounting Standards.

Analysis of items of other liabilities

	2017	2016
	\$	\$
Employee maternity and sick leave provision		
Opening balance	20,000	20,000
Provision movement	70,000	-
Closing balance	90,000	20,000
Staff development provision		
Opening balance	75,713	145,713
Provision movement	23,000	(70,000)
Closing balance	98,713	75,713
Asset renewal provision		
Opening balance	70,148	70,148
Provision movement	-	-
Closing balance	70,148	70,148
Business development provision		
Opening balance	69,078	84,078
Provision movement	7,200	(15,000)
Closing balance	61,878	69,078
Total other current liabilities	320,739	234,939



TOORA WOMEN INCORPORATED**ABN 11 099 754 393****NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017****NOTE 12: FINANCIAL RISK MANAGEMENT**

The association's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable, and leases.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139: *Financial Instruments: Recognition and Measurement* as detailed in the accounting policies to these financial statements, are as follows:

	Note	2017 \$	2016 \$
Financial assets			
Cash and cash equivalents	3	1,217,604	1,071,985
Accounts receivable and other debtors		-	14,845
Financial assets	4	138,698	135,126
Total financial assets		<u>1,356,302</u>	<u>1,224,306</u>
Financial liabilities			
Financial liabilities at amortised cost:			
— accounts payable and other payables	6	188,972	239,898
Total financial liabilities		<u>188,972</u>	<u>239,898</u>

NOTE 13: ASSOCIATION DETAILS

The registered office of the association and principal place of business is:

Toora Women Incorporated
Weston Community Hub
Hilder Street
Weston, ACT 2611

TOORA WOMEN INCORPORATED

ABN 11 099 754 393

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the Committee, the financial statements as set out on pages 3 to 16:

1. Presents a true and fair view of the financial position of Toora Women Incorporated at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Toora Women Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Signed:


Susie Van den Heuvel
Committee Member



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOORA WOMEN INCORPORATED

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Toora Women Incorporated (the association), which comprises the balance sheet as at 30 June 2017, the income and expenditure statement and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the board on the annual statements giving a true and fair view of the financial position of the association.

Committee Responsibility for the Financial Report

The Committee of the association are responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Associations Incorporation Act 1991 (ACT)* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Liability limited by a scheme approved under Professional Standards Legislation





INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOORA WOMEN INCORPORATED

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report of Toora Women Incorporated is in accordance with the *Associations Incorporation Act 1991 (ACT)*, including:

- (i) giving a true and fair view of the association's financial position as 30 June 2017 and of its performance for the year ended on that date and the other matters required by Section 72 (2) of the *Associations Incorporation Act 1991 (ACT)*;
- (ii) we have obtained all the information and explanations required;
- (iii) complying with the *Associations Incorporation Act 1991 (ACT)*; and
- (iv) proper accounting records and other records have been kept by Toora Women Incorporated as required by the *Associations Incorporation Act 1991 (ACT)*.

Basis for Qualified Opinion

Historically the association has carried provisions in the statement of financial position, that at the end of the reporting period have an aggregate value of \$320,739 consisting of sick leave (\$40,000), maternity leave (\$50,000), provision for assets renewal (\$70,148), staff development provision (\$98,713) and business development provision (\$61,878). The Committee recognises the provisions, but the association does not have a present obligation as a result of a past event as required by AASB 137 (paragraph 14), which constitutes a departure from the Australian Accounting Standards.

The association's records indicate that, had the Committee stated the above provisions in line with the Australian Accounting Standards, the above provisions should be zero. Accordingly, expenses for the year ended 30 June 2017 would have been reduced by \$108,300 (resulting in an operating profit of \$115,645) and retained earnings would have been increased by \$320,739.

Basis of Accounting

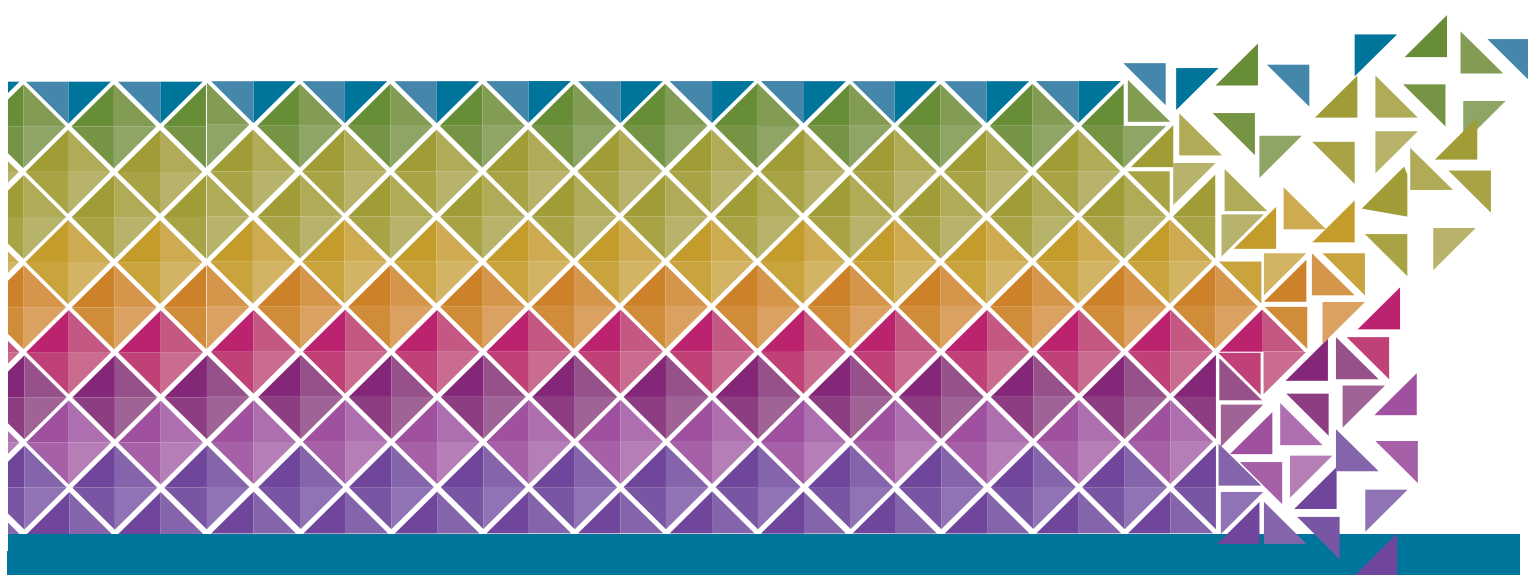
We draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Toora Women Incorporated to meet the requirements of the *Associations Incorporation Act 1991 (ACT)*. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in black ink, appearing to read 'Shane Bellchambers'.

Shane Bellchambers, FCA
Registered Company Auditor
BellchambersBarrett

Canberra, ACT
Dated this 16th day of November 2017







Toora Administration Office

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E TooraAdmin@toora.org.au

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F 6122 7099
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