

safety, respect and choice for women



AOD | HOMELESSNESS | COUNSELLING SERVICES

ANNUAL REPORT
2014–15

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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 respect 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

- ACT Health Directorate
- Community Services Directorate
- Department of Health and Ageing



board report

I want to thank the current Board community members: Gail Freeman; Flor Sermenó; Joan Scott; Lyn Hearfield; Kate Bills and Nooshin Guitoo our newest member. Thanks to the Toora contingent: Susan Clarke-Lindfield our Executive Director (ED), Indijana Kegan and Grishma Rajkoti (Advisory Forum Representatives) and Judy Ford, who has performed the secretariat role with agility and professionalism as did her predecessor, Ella Ward.

On behalf of the Board, I would like to acknowledge the Toora Women Inc (Toora) workforce who continue to provide a quality, gender responsive service to women with complex needs. Domestic violence [DV], homelessness, marginalisation, incarceration, substance dependence and mental health are typical, overlapping presentations at Toora services. In addition to care and support, workers provide individual and systemic advocacy as part of their core business. Trying to navigate a social and economic climate where resources are scarce, clients are in genuine need and distress and look to and trust Toora workers to secure tangibles for their well being, is fraught and often dispiriting work. Their dedication, skill and standard of work are valued by the Board.

Working to our Strategic Plan has given the Board a refined structure from which to conduct our general business and engage with the social and political operating environment. Some of our contributions include the oversight of the MEA negotiations, the understanding and lateral application of unit costing, approval of the 'one Toora' logo, working to our new Constitution, supporting the Business Development Officer to raise Toora's profile in the community and embracing the digital and electronic for data collection and reporting.

The Board had the opportunity and pleasure of participating in another Bus Tour. It was a first for some newer members and a delightful refresher for others. It helps the Board to meet and develop relationships with workers and gain another level of insight into day to day site operations which has a positive influence on the quality of our decisions.

This is my final report as Chair and member of the Board. As I reflect on the last four years I hope I have done justice to the talent of my colleagues for the betterment of Toora and the women who use our service. I also hope as Chair, I have facilitated the Board support of the courageous, innovative leadership of Susan, our ED and conducted our duties ethically.

Toora's performance and reputation is inextricably linked to our value base and with integrity, quality and access embedded in our practices, I am certain Toora will continue to thrive as a lead agency in the community sector.

I am grateful for the opportunity, respect and challenges you have extended to me and entrusted me with.

Carmel McBride
Chair

executive director's report

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2014-15
ANNUAL REPORT
TOORA WOMEN INC.

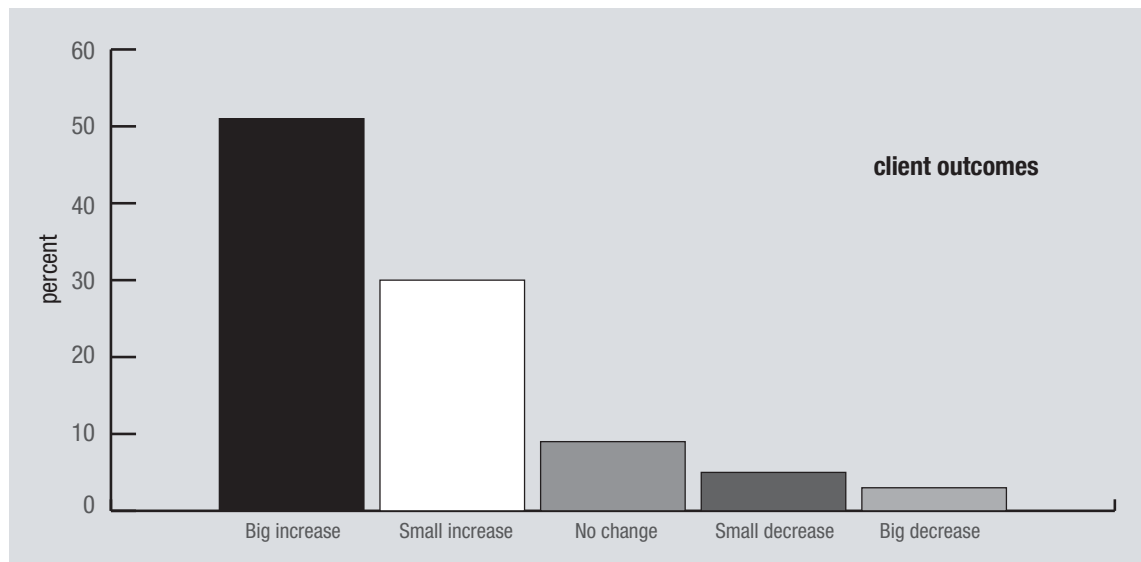
Hello everyone and welcome to our 2014–15 Annual Report. This is the first year of Toora Women Inc.'s new strategic plan and the Leadership have worked tirelessly to meet the majority of our targets and objectives. This report identifies the following major highlights:

Strategic Goal 1: to provide gender responsive quality services that are holistic, evidence based and outcome focused.

CHANGE TO PREFERRED TITLE

The Leadership had the task of updating organisational language and terminology, so one of the things reviewed was how we refer to women using our service. For many years Toora has used the term 'service user' but we noticed a trend away from this. For instance, the National Disability Insurance Scheme [NDIS] refer to women with disabilities as 'participants'. Of 31 women who responded to our survey, 52% preferred the title 'client', 16% preferred 'service user' and 'participant respectively', followed by 'consumer' and 'customer' at 3%. 10% were 'other'.

Figure 1. Client star outcomes



DATA COLLECTION AND ANALYSIS

We had a strategic objective to improve our data collection and analysis to better inform our decision making. In meeting this objective, over the 12 months we focused on three main areas:

1. Improving our input and analysis into SHIP, the data system for homelessness services in Australia. Our staff member, Indijana Kegan, was designated to a four month project which addressed areas of improvement with data entry and reporting. The results pointed out that there is a marked increase in older culturally and linguistically diverse [CALD] women escaping domestic violence.
2. Implementing the electronic data management system RediCASE for our Alcohol and other Drug [AOD] services. This had a bit of a slow start as it was a huge job and a big learning curve for staff. Many thanks to Judy Ford for taking on the project management role and getting things on track. RediCASE is a complex system and data integrity suffered in the first six months. However, as staff skills increased so did data validity.

3. Improving our system of recording client outcomes through evidence based Outcomes Star measurements. Outcomes Star is both a case-management and an outcomes-measurement tool which acknowledges the significance of personal motivation for a client in achieving sustainable change in their journey towards independence and choice in critical areas of their lives. In July 2014, a licence was purchased with Star Online, all service delivery staff at Toora trained, policies written and implemented. Ten areas of measurement are taken and indicated the following improvements in clients wellbeing:

Most improvements to outcomes were in the areas of motivation and taking responsibility (70%), social networks and relationships (74%), managing tenancy and accommodation (70%) and meaningful use of time (70%). The area of least improvement in our Coming Home program and Accommodation and DV services were in drug & alcohol misuse (36%). This is something that we will be addressing in the upcoming year.

Strategic Goal 2: to inform people of who we are and what we do

REBRANDING TOORA

The Leadership had the strategic objective of reviewing how we relate to the wider community and one component of this was rebranding to focus on gender rather than feminism. This rebrand was a challenging decision for the organisation. We were motivated by the fact that there is a wealth of evidence that gendered services achieve better outcomes—but a paucity of evidence around feminism.

We were fortunate to obtain graphic designer Delene White to assist in creating a new logo, website and promotional material. Many thanks, Delene, for your patience!

DOMESTIC VIOLENCE

Toora Women Inc. was acknowledged in the ACT Budget (DV Statement) for the crucial work the organisation does to support women escaping domestic violence. This is an important acknowledgment from the government and it sends a powerful message to the community about the link between domestic violence and homelessness, and the need for specialist, women-specific organisations and refuges.

Strategic Goal 3: To be a sustainable organisation with diverse funding streams

COMING HOME ALLIANCE

This program has traditionally been run by an alliance between Toora (as lead agency), Canberra Rape Crisis and Beryl Women Inc. Early on, it was apparent that the Alliance's governance structure had entrenched a series of impractical and inefficient expectations from its members. There had been ongoing attempts to resolve these issues throughout the life of the Alliance and by the end of June 2015 we found that many of the concerns that were initially identified continued. A decision was made by Toora to dissolve the Alliance and proceed as sole providers of the funded services. We would like to thank Beryl Women Inc. and Canberra Rape Crisis Centre for their valuable contribution to this program.



**TOORA'S STRATEGIC BUSINESS
APPROACH, FORWARD PLANNING
AND CAPACITY TO HELP OTHER
SERVICES DEVELOP THEIR
PROGRAMS MAKE TOORA
A LEADER IN HER FIELD.**

SHHS performance feedback January 2015.



Strategic Goal 4: To ensure organisational capacity and capability to meet the needs of existing and future clients.

WORKFORCE DEVELOPMENT STRATEGY

Toora has very clear strategic goals which will enable the organisation to keep pace with the changing funding environment and service delivery needs. Workforce development is crucial to achieving our goals and so the Leadership spent many months this year analysing and building a strategy that covers recruitment and retention, workforce planning, professional and career development, training, worker wellbeing and more. The result is a 30 page strategy document which will ensure that Toora has the capacity to maintain viability in the future years.

EMERGING LEADERSHIP AND SUCCESSION PLANNING

Through our workforce development strategy, the Leadership established a succession plan that identifies critical positions in the organisation, forecasts future vacancies and identifies staff members who could possibly fill those vacancies. Individuals who show leadership potential were enrolled in the ATCOSS Emerging Leaders program as a first step in ensuring that staff have the training and support needed, should they step up into new roles.

SHARED BACK OFFICE EXPENSES

In September 2014, Toora joined with ATODA, Directions ACT, CAHMA, Noffs Foundation and Karrilika to share back office expenses. As of this date, we have bulk purchase power for stationery/consumables and in future will also collaborate on:

- purchasing/leasing vehicles for motor fleet
- leasing photocopies
- a shared casual staffing pool
- corporate training.

CANBERRA MEN'S CENTRE PARTNERSHIP

This year, we became a partner of the Men's Centre in the development of their Advanced Practice Workforce Development Program. Known as the Complex Needs Project, it aims to train and support agencies working with people living with high and complex needs. Based on the Bower Place Method, Toora helped with the design phase of the project and all service delivery staff received foundation training and are now working on integrating learnings into our daily service delivery. We support the Men's Centre in this very valuable endeavour and look forward to participating in their Community of Practice.

EMPLOYEE WELLBEING

Toora recognises that worker stress is an ongoing organisational risk for our sector, particularly in these uncertain times. Currently we offer staff:

- a self-care package of \$75 per quarter
- an Employee Assistance Program offering three counselling sessions per year
- a centralised induction training program [introduced this year] to ensure new workers receive appropriate levels of support.
- regular clinical and line supervision sessions.

In order to maintain an up-to-date understanding of how stress is impacting on our workforce, we conduct a staff stress survey every six months and put steps in place to address key issues identified. For instance, this year Toora has implemented a new records management system to make report writing and data collection more efficient and also employed additional support staff.

In addition, we conduct an annual job satisfaction survey. The results this year found that our workforce is much happier and more satisfied than in 2013. 94% staff agreed that their job made good use of their skills and abilities, 99.7% felt that their job was interesting and satisfying, 94% felt that Toora is a good organisation to work for and 100% agreed that Toora provides a valuable service in the community.

ON-CALL REVIEW

Twelve months after merging our homelessness and AOD on-call systems to one over-arching service, we conducted a thorough evaluation review by:

- staff consultation/feedback process
- detailed review of all call-outs and actionable/non-actionable telephone calls.

We found that we had achieved our goals of better efficiency and cost saving. Minor improvements were identified and implemented.

ADMINISTRATION OFFICE

- Executive
- Administration
- Finance
- Maintenance

ACCOMMODATION AND SUPPORT SERVICE

- Toora House Supported Accommodation
- Heira Multicultural Domestic Violence Supported Accommodation
- Coming Home Program
- Aleta Outreach Program

Key challenges and opportunities in the future

TRANSLATION AND INTERPRETING SERVICE (TIS)

The Commonwealth is withdrawing funds for free translation services (TIS) and the ACT government cannot afford to pick up the cost. As a result, Toora estimates that TASS will need to find another \$23,500 in order to maintain the current level of service delivery to women without English who are escaping domestic violence. It seems inconceivable that Toora will get to a situation where we turn CALD women away; however we cannot operate at a loss for very long.

TOORA COUNSELLING SERVICE

Our clients have repeatedly indicated the need for in-house counselling. In response to this we are looking to create a counselling service based in our WIREDD office in Civic. Trust is important to our often marginalised client group and by counsellors providing a service which is timely and within a safe known environment; we will be value adding to a woman's experience at Toora.



100% AGREED THAT TOORA PROVIDES A VALUABLE SERVICE IN THE COMMUNITY.

Many thanks

I'd like to thank the Toora Board for their unstinting support throughout the year. I was also fortunate to have a dedicated executive team, Mirsada Draskovic, Roberta Elferkh, Sheila Ligo, Ella Ward, Judy Ford and Laraine Frawley. A big thankyou goes out to you for going that extra mile. Finally, thankyou goes to all of the staff at Toora. You are the steady achievers who continue to do your jobs to the best of your ability—often in the face of change and uncertainty. We could not have achieved such positive outcomes for our clients without your ongoing commitment.

Susan Clarke-Lindfield

Executive Director

ALCOHOL AND OTHER DRUG SERVICE

- WIREDD Day program
- Lesley's Place
- Marzenna House

COUNSELLING SERVICE

- AOD counselling
- Domestic, family and sexual violence counselling
- Generalist counselling

...services and programs

business development officer's report

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TOORA WOMEN INC. ANNUAL REPORT 2014 - 15

In July 2014 Toora Women Inc. employed me as a Business Development officer to look at ways to augment its financial resources through events, partnerships and fundraising.

Toora Women Inc., like so many charities in this sector, relies totally on government funding, but as we have seen in the past few years, this funding is not necessarily steadfast and Toora needs to look for other avenues, especially to fund smaller and innovative projects.

Most charities, who have adopted a fundraising approach, have substantial databases of loyal and supportive donors. These take years to build and rely not only on good work and excellent outcomes according to their missions but also a strong reputation and brand in the community. In the past Toora has not advertised itself at all, choosing to remain unnoticed as a protection for its clients. However, times and needs have changed and now Toora wants to become a household name in Canberra just like so many other local not-for-profits.

In November we held, in conjunction with the Scientific Glass Blowing Society of Australia and New Zealand, and Australian National University [ANU] glass blowing employee Jo Wu, an auction of beautiful hand blown glass pieces and other items. This was held at the newly opened BentSpoke Brewing Company in Braddon, ACT. Despite the temperature of the day soaring into the 40s it was a great success and put Toora on the map for promotion and fundraising.



**TOORA WANTS TO BECOME A
HOUSEHOLD NAME IN CANBERRA.**

We were supported by many local businesses including Elements Fitness, Yoga Flows and Synergy Self Defence. Peter Keely from Luton Real Estate was our wonderful auctioneer.

This was closely followed in December with a Women's Lifestyle Fair held at the Hellenic Club in Woden. Thirty four vendors selling jewellery, clothes, household goods, cosmetics, craft and offering services such as massage and personal development training helped make the Fair a success.

Other methods of developing more funds included talking to trusts and foundations and seeking donations through social media and the website.

We were very fortunate to be the recipients of community fundraising. We are most grateful to the former Senator Kate Lundy who donated some rugs and other knitted garments from the ACT Labor Party Women's Group. Barbara Lewincamp donated a beautiful handmade quilt for our auction. We are very appreciative of the support we have received many times from the Canberra Quilters and the Soroptimists. We have also received individual donations from Helen Daniels, Amy Bascomb, B. Petrova, Chikee Bejour and Zintra Reibel.

The Snow Foundation kindly paid for our registration with Good360 Australia from which we have received some amazing new manchester including beautiful sheets and quilt covers. These special additions make our clients' lives just that bit more special.

One of our most valued supporters is Bunnings Warehouse who has not only provided the necessary material to repaint some of our houses but also the workforce to do the painting! Thank you to Lesley, Jenny and Sue.

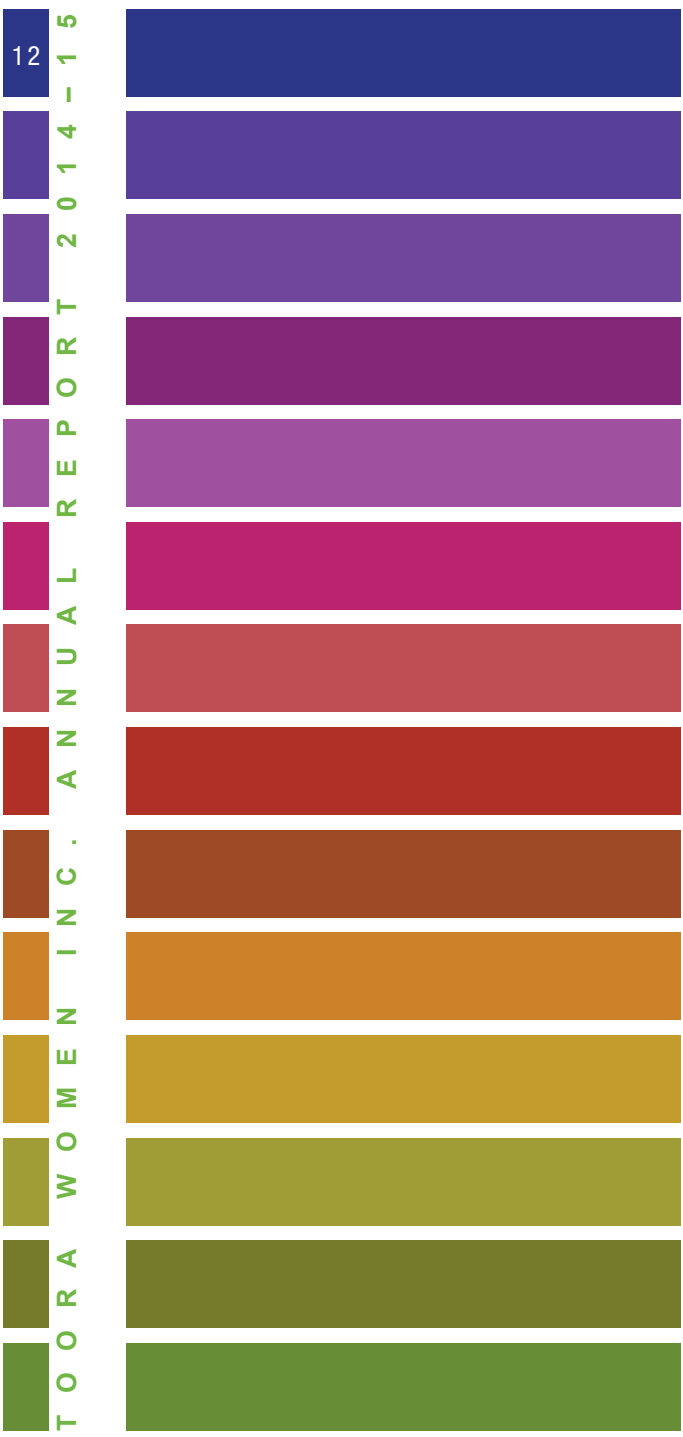
One amazing gift we received was a beautiful mosaic made by Kim Grant and her students and titled: 'The Lotus Springs from the Mud'. It is a huge and very valuable piece of art and is now hanging on the front, outside wall, of Lesley's Place. What an honour that Kim chose Toora for this precious gift.

Judy Ford
Business Development officer



"The Lotus Springs from the Mud" by Kim Grant and her students

toora accommodation and support service



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**I AM AND WAS SUPPORTED
EXTREMELY WELL, AND I FELT SAFE
KNOWING THAT I HAVE SUPPORT
FROM TASS AND MY WORKER THERE
WHO UNDERSTANDS OLD AGE AND
WOMEN FROM CALD.**

Toora client

(TASS) report

HEIRA MULTICULTURAL DOMESTIC VIOLENCE PROGRAM

provides shared accommodation for women unaccompanied by children who are escaping domestic violence, from culturally and linguistically diverse backgrounds escaping DV, and have no permanent residency and no income.

ALETA OUTREACH PROGRAM

provides outreach support to women who are homeless, at risk of homelessness, or who have recently become housed.

In the team's second year following the restructure, TASS has maintained its three programs and continues to offer a high level of service delivery to clients—many of whom are affected by domestic violence, alcohol and other drugs and mental health issues.

Despite an unprecedented number of staff members taking long service leave and study leave and the pressure under which the remaining staff worked, these staff shortages didn't negatively impact the TASS team's client service delivery. Thank you to the TASS team for successfully handling a challenging period. Your efforts are very much appreciated and

are a reflection on your abilities as individuals as well as your strong teamwork. Management will continue to monitor individual caseloads and this will ensure a full and productive team.

This year TASS had two student placements, one for a short period and the other for three months. We hope the students gained an insight into the important work that TASS and the broader community sector do in supporting some of the most vulnerable people in our community. We really appreciate their contributions to the organisation and wish them all the best for the future.

SERVICE PROFILE

TASS provided a service to 210 clients in our residential and outreach services this year. Our residential clients had an average length of support period of 103 days, and our outreach clients had an average length of support period of 135 days.

TASS continues to see a growing trend of older clients accessing our service. In the last year 34.76% of our clients were over the age of 45, an increase of 4.5% from the previous year. Older women find it extremely difficult to enter the job market owing to the lack of employment opportunities due to their age and thus do not have the financial capacity to enter the rental market. For most of these and as well as for other TASS residential clients, Housing ACT is the only viable option but due to the limited number of properties available to these clients, their support periods with TASS are much longer.

The main presenting reason for our clients have been domestic violence and family violence (42.38%), mental health issues (13.33%), Housing crisis (9.52%), problematic drug and alcohol use (7.61%), financial difficulties (4.29%), housing affordability stress (3.3%) and lack of family and/or community support (3.3%).

During the last year 24.29% of TASS's clients have been engaged in formal education, and 20.47% of clients have been in employment out of which 25.6% have been engaged in full time employment and 74.4% have been engaged in part time employment.



TASS PROVIDED A SERVICE TO 210 CLIENTS IN OUR RESIDENTIAL AND OUTREACH SERVICES THIS YEAR.

TRANSLATION AND INTERPRETER SERVICE (TIS)

TASS continues to extensively use TIS with clients from CALD background. TASS's access to free TIS assistance ended 30 September 2015. In the last six months, 43% of our total residential CALD clients required interpreter services.

COLLABORATION

The biggest achievement in the last year for TASS has been our successful collaboration with Common Ground and YWCA Canberra. As a result of this collaboration, TASS supported 11% of clients who accessed our service in the last 12 months to exit the refuge and obtain long-term accommodation. TASS provided outreach support to these clients until they were able to access long-term support through appropriate community organisations.

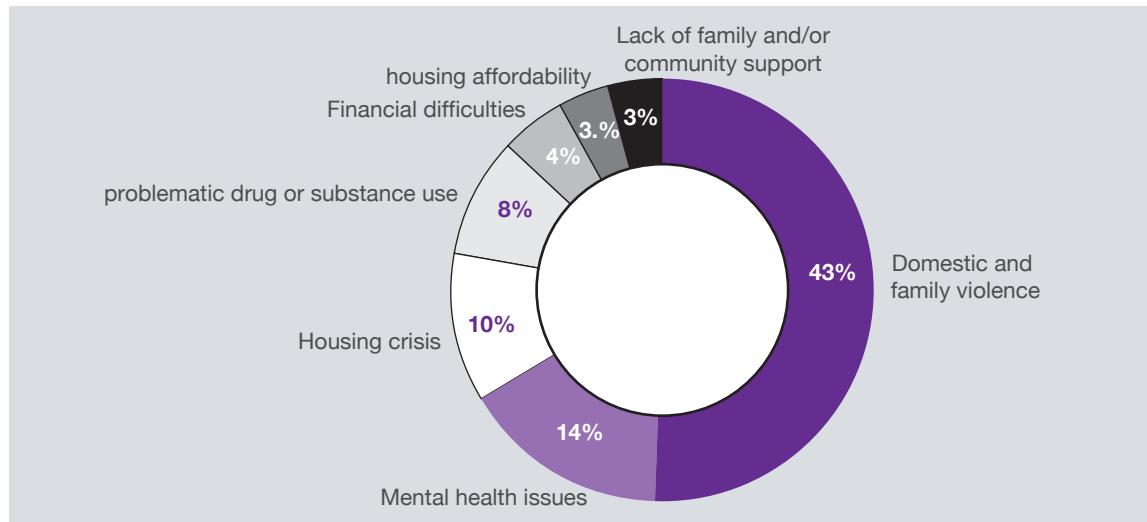
The TASS Team continues to work closely with Housing ACT to support clients to sustain their tenancies. The TASS team has attended many case conferences with Housing ACT to improve support for clients with complex needs to ensure they are able to stay in their homes and live independently.

TASS has a very good working relationship with First Point and all of our residential clients are referred through First Point.

TASS also has a very good relationship with the Domestic Violence Crisis Service (DVCS), and we continue to facilitate access to available beds in our DV houses after hours and on weekends for women escaping domestic violence.

TASS recently collaborated with the Victims of Crime Assistance League to provide support to clients subjected to cyber hacking who have had difficulty accessing legal services.

Figure 2. Main presenting reasons for homelessness.



TASS works closely with alcohol and other drug services and regularly refers women with AOD issues as part of their identified goals to Toora AOD Programs, the Canberra Hospital Detoxification Unit, Arcadia House, Karralika, Canberra Recovery Service and Directions.

TASS continues to work collaboratively with a range of services to support women to make informed choices in their lives and to achieve self-identified goals. In the past year, TASS attended many case conferences for residential and outreach women which involved agencies such as Child and Youth Protection Services, Canberra Hospital (social workers and Aboriginal liaison workers), Karinya House, Winnunga, Centrelink, Housing ACT, and PHaMS.

SYSTEMIC INPUT

TASS continues to play an important advocacy and advisory role in the broader community in relation to homelessness, domestic and family violence, AOD and mental health and the impact these issues have on women in the Canberra community. This past

year, TASS attended many forums and participated in the consultation process to develop the National Framework for the Prevention of Violence against Women and their Children. As a member of the Multi-Disciplinary Panel, I regularly provided information and advice to government and non-government partners about the significant and growing housing needs of women in our community. TASS was consulted on a range of issues relating to domestic and family violence in light of the service's extensive experience working with women experiencing domestic and family violence.

In the last 12 months, TASS staff attended various trainings, seminars and workshops relating to: Outcomes Star, Case Management and Case Collaboration, SHIP, PTSD Awareness, AOD and mental health, Human Rights, First Aid, Suicide Prevention, Domestic Violence, LGBTI Awareness, Working with Perpetrators of Domestic Violence, Cracking the Social Housing Code. In the same period, the TASS Leadership Team attended: Co-design training, the 'Understanding the Machinery of Government' seminar, the NDIS Housing Symposium, and Homelessness Conference.

KEY TRENDS

A continuing trend from the 2013-14 year is the high proportion of women from culturally and linguistically diverse backgrounds accessing TASS. A new trend is the increase in older women from culturally and linguistically diverse (CALD) backgrounds escaping domestic and family violence. Some of the older women TASS has been supporting have reflected that they face significant barriers in leaving long-term violent relationships. They told us that there is still a lack of knowledge and access to information about the current service system for women from CALD backgrounds. This confirms what the service and many advocates have known for some time:

- that older CALD women are less likely to know where to go for support as they may be new to, or unfamiliar with, Canberra
- their limited knowledge of English might prevent them from understanding and navigating the service system, and
- older CALD women are less likely to seek support due to social and cultural stigma as there is added pressure to keep the violence within the family so as not to attract attention to, or bring shame, on the family.

In the past 12 months, the TASS Team has supported many women requiring legal services. It has been challenging to meet this need, particularly within a short time frame.

The use of technology to facilitate domestic and family violence is growing and the lack of legal and other interventions is an increasing concern. The TASS Team identified a service gap when supporting women subjected to cyber-hacking. They found it very difficult to access appropriate support in relation to this.

TASS continues to support many women who are non-permanent residents but have sponsored migrant arrangements as spouses or partners. These women



WITH TOORA SUPPORT I GOT A HOME AND STABILITY. I WAS SO SICK OF MOVING ALL THE TIME AND I HAVE A MUCH BETTER CHANCE OF GETTING MY CHILDREN HOME WITH ME.

Toora client

often remain in violent relationships as they are unfamiliar with their rights in Australia and the support services available to them. Some remain in a violent relationship out of fear that their residency will be jeopardised and they will be forced to leave Australia if they seek support or notify the authorities.

FUTURE DIRECTION

TASS will continue to provide a high level of service delivery to the women we support in our residential and outreach programs and strive to meet the growing needs of women in our community.

TASS hopes to expand its advocacy and advisory role, particularly in relation to homelessness and domestic and family violence. Toora has over 30 years' experience in supporting women in the ACT and it is both a privilege and responsibility to share our knowledge and advocate for the needs and interests of women in the region.

In light of the growing number of older women, particularly older CALD women, accessing TASS, we are committed to addressing the additional challenges these women face in leaving violent relationships. For example, navigating the service system without support is particularly difficult and in some cases

impossible for older CALD women. We hope to provide additional support to address these barriers.

TASS will be implementing aspects of the Bower Place Method when working with clients with complex needs. TASS workers will be engaging in Community of Care Practice Meetings with the Canberra Men's Centre, which will provide an opportunity for collaborative case-management for our clients with complex needs.

TASS hopes to expand its outreach support program in the coming year in response to the growing demand, particularly from women seeking support to be safe in their homes and sustain their tenancy following the end of a violent relationship.

TASS also hopes to strengthen its existing relationships and collaborations with AOD services to provide better-tailored support to women with complex issues such as AOD and mental health.

THANK YOU

Thank you to the TASS Team, the AOD and the Coming Home Team for their hard work, and to the Board for steering the organisation through another challenging year. Thank you also to Susan for her leadership and the Admin team for their continued support. I also would like to give a very special thank you to the Canberra Men's Centre for training the TASS Team and being open to working with us to support women with complex needs.

Mirsada Draskovic

Manager Toora Accommodation and Support Service



toora alcohol and other drug services

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TOORA WOMEN INC. ANNUAL REPORT 2014 - 15

WIREDD DAY PROGRAM

An eight week program for women based on a social cognitive behavioural model, which offers AOD relapse prevention information, education and skill building.

I would like to begin by expressing my gratitude to the AOD team for their diligence, dedication and commitment during the past year, especially as the service had to say good bye to two key figures within this period. We said goodbye to Cara Crossan in February 2015 and Roberta Elferkh in September 2015. Cara was with us for just over a year as an AOD Clinical Specialist and Roberta for seven years in which five of these she was manager of Lesley's Place and later Toora AOD Service. We want to thank them both for their personal contribution and hard work towards Toora AOD Service, the team, and to Toora Women Inc. We wish them both well in their new endeavours.

(AOD) report

LESLEY'S PLACE

A residential service for women and accompanying children to assist with AOD treatment, recovery and support through case management and then outreach.

MARZENNA HOUSE

Transitional residential service offering AOD treatment and support for women and accompanying children.

In their absences, the service would like to thank Tracie Williams for her valuable contribution as acting team leader for a period of six months. We also would like to thank Tracey Jones who took on the position as acting manager of the Toora AOD services for four months. We would also like to acknowledge contributions from Ella Wood, our previous Quality and Assurance Officer and Judy Ford our Business Development Officer. Trish, Tess and Laraine, your support is always precious.

SERVICE INNOVATIONS

The last 12 months saw the implementation of rediCASE. This new data collecting strategy provided us with the opportunity to appraise, evaluate and assess existing service delivery processes and create new ways to amalgamate and consolidate our process framework and enhance efficiencies throughout the three branches of service delivery.

This process saw the introduction of a centralised referral, assessment and outreach role which controls and manages a client's initial contact with the service.

We also introduced and implemented a service rotation roster which saw a case coordinator rotate into a new service delivery role every four months. These role rotations are:

- referral, assessment and outreach
- Day Program co-facilitator, and
- case coordination.

The service staff are also ready and looking forward to organisational rotations that are being rolled out in January 2016.

The WIREDD Day Program office and administration has moved out of the Griffin Centre in Civic and relocated to Lesley's Place. The service extends a huge thankyou to Vivienne Pearce for her continuous hard work during this process and all of the AOD team for their support with this move. We would like to take this opportunity to take a quick look at the history of the 'WIREDD office' in the Griffin Centre:

- In 1985 Toora received a National Campaign against Drugs & Alcohol (NCADA) grant for one drug and alcohol worker and the Women's Addiction Recovery Service (WARS) was established (Toora House).
- 1993 WARS was renamed Women's Information Referral & Education on Drugs & Alcohol (WIRED) and moved out of the refuge into independent location (old Griffin Centre).
- 1998 WIREDD receives Commonwealth Illicit Drug Strategy for additional 1.5 workers...and the rest was history.

Another example of a recent addition was the organisation's introduction of service performance work plans which are measured every four months to coincide with role rotations. The introduction of performance work plans ensures that we have a more efficient and robust standard of measuring and capturing performance outcomes and critical service delivery information. This can be used to identify and



THE THING I LIKED MOST ABOUT THE SERVICE IS THE GENUINE DESIRE THAT STAFF DISPLAY IN SUPPORTING AND ENCOURAGING WOMEN

Lesley's Place client

establish more efficient ways to deliver our services with current changing trends in our funding.

COLLABORATIONS

This last 12 months saw the continuation of a firm and effective working partnership with the Canberra Hospital Withdrawal Unit. We continue to work closely and extensively with other Alcohol and Other Drug Services in the community and want to acknowledge our continuous working relationships with Directions, Arcadia House, Karralika Programs, Canberra Recovery Service, and the Canberra Hospital Methadone Clinic. We also continue to work closely with the Health Directorate's Alcohol and Drug Service, including the Court Appointed Drug and Alcohol Service.

On an ongoing and daily basis, as a provision of continuity of care, the service works alongside local businesses in the community such as shops, pharmacies and doctor surgeries; and assists our clients in building constructive relationships with these community services. These collaborations support our clients with their complex supportive and immediate care needs (such as medical appointments, pharmacotherapy treatments and health and other needs).

We continue to visit the Alexander Maconochie Centre (AMC) fortnightly. Both the AOD Specialist and the Referral, Assessment and Outreach worker have just recently undertaken security training at AMC and security clearance checks. We have also received financial brokerage support for AMC clients in the service and for services undertaken to support AMC clients, from the ACT Corrections Throughcare Program. We continue to provide outreach support for women at the Canberra Hospital Withdrawal Unit by conducting weekly visits.

The alliance we developed with the Canberra Men's Centre last year saw all Toora Women Inc. staff attend training on the Bower Place Counselling Method. We are currently in the process of implementing this into our case management and service delivery methods.

SYSTEMIC INPUT

As a partner in the ATODA Under 10% Smoking Cessation Project, we developed and implemented

our Tobacco Management policy and have been a smoke free service for 16 months now.

Toora AOD Services attends the ATODA Workers group regularly and we recently participated in several of the ATODA Strategic Brainstorming Forums. The forums generated ideas for the sector for the next five years, which can then contribute to areas such as the 2016–17 ACT Budget and the new ACT and National Drug Strategies. The service also supported ATODA, by recruiting our clients and providing the venue for the Strategic Brainstorming Forum to be delivered as a co-design focus group with clients.

Furthermore this year, the service has been fortunate to have been afforded training opportunities for staff in Amphetamines by ATODA.



KEY TRENDS

Research and trends in drug use are demonstrating that a majority of our women who are using Ice have a higher risk of relapsing and that it is harder to retain them in our services. Therefore, this suggests that the conceptual model of addiction treatment systems needs a different care framework to accommodate the dynamic process of 'recovery'. There is a growing cogent body of evidence that highlights how the drug Ice chemically imbalances the brain, interfering with thought processes, including disrupting the learning process. The significant implications of this for women are that they are less likely to retain information, experience difficulties in regulating their emotions, thus making them more vulnerable to stress.

For example; with an individual using Ice, it may take up to 24 months for their brain to go back to normal functioning after drug usage, compared with an individual who uses heroin, which takes around four months.

The Day Program continues to be an essential factor in the rehabilitation of women recovering from drug and alcohol addiction. Through our outreach program and our residential program we are able to easily fill the spaces for the eight weeks. However, there is still a difficulty in keeping some women in the program,

often due to their family situations. Those who do stay for the full eight weeks or most of it, and some who even come back and repeat the course, are very satisfied with their new skills and knowledge, as can be seen in the comments below.

We are concentrating our program on four main areas: Relapse Prevention, Living Skills, Personal Development and Healthy Minds.

Client Satisfaction Surveys — 100% of clients surveyed said that the service met their needs and that they would recommend the service to others. 63% said the service exceeded their expectations.

25 women completed the survey before leaving the service. The results to the main questions related to topics in this program and how they impacted or helped each client are below:

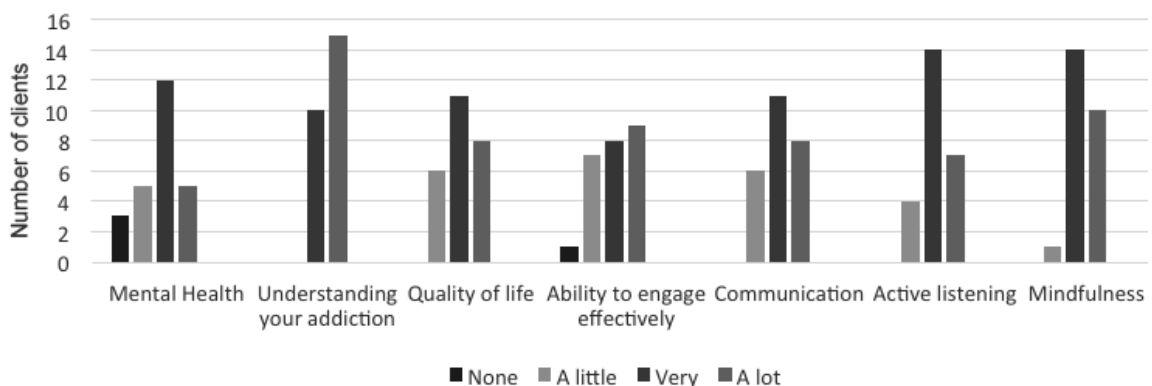
What did you like most about the service?

The genuine desire that staff display in supporting and encouraging women"

Did the service meet your needs?

Yes, through the service I have been able to build on my recovery"

Figure 3. Client responses to the day program evaluation.





LESLEY ANNE FRASER
26 NOVEMBER 1944 – 8 MAY 1993

“Soon after her arrival (to Canberra in 1983), she became a member of the Toora collective. A position that continued until her death. She also helped found Segai, a housing cooperative that made affordable, secure housing available to women. In 1985 Toora sought NCADA funding to establish the innovative Women’s Addiction Recovery Service. Lesley worked at WARS and at Toora until she became too ill to continue. Throughout the years in Canberra, she served as an inspiration and source of strength to the Toora Collective and to many other women and men. Her work embodied a lifelong commitment to loving service. For Lesley, the blessing of this time was that, compared to the earlier years, the gifts she had always contributed to the women’s community began to be reciprocated — she was, at last, deeply valued and supported for herself and for the work she was doing. She sponsored and inspired scores of women and she was affirmed and loved”.

FUTURE DIRECTIONS

Toora Alcohol and Other Drug Service plays an indispensable role in the AOD recovery community in Canberra. Through the new developments within Toora Women Inc. and the strengthening of our service delivery processes which we have branched out between all other Toora Women Inc. services, we aim to become stronger and to provide a seamless service journey to our clients.

We embrace the changes in the service, the organisation and in the sector. Above is a small section out of Lesley’s Eulogy, the inspiration behind the creation of Lesley’s Place.

In the spirit of Lesley Anne Fraser, we look forward to a year of new and exciting ways to achieve better outcomes and quality of life for the women accessing our service.

Sheila Ligo
Acting Manager

coming home program report (CHP)

24

2014-15
ANNUAL REPORT
TOORA WOMEN INC.

TWO MORE YEARS!

Yes! A big congratulations to a very small team.
Thank you Grishma, Fika and Trish.

We started the year with only a small prospect of seeing another AGM. We said goodbye to Shobha in January and welcomed Fika in February; and for the first time in a long time, we were able to settle in as a team. In April, we received the news that the program was to receive continued funding for a further two years.

I want to thank and acknowledge the hard work of the team once again, for their passion, commitment and dedication to the program whilst I am in this current role. My thanks and gratitude also goes to Laraine, Tess, Susan and Ella. Thank you all for all your endless support to us. We will miss you Laraine when you leave us next year.

On 30th June—after four and a half years—Toora Women Inc. dissolved its alliance with Canberra Rape Crisis and Beryl Women Inc. We would like to express our gratitude to Robyn Martin and Chrystina Stanford for all their hard work, dedication and commitment to the Coming Home Program's common goals, service operations and strategical direction over this period. They have been with us from the development, implementation and commencement of the program. It has been an exciting, dynamic and challenging process and I want to acknowledge their valuable contribution and thank them for their faith and belief in the program's mission, goals and contribution to the community, during this period.

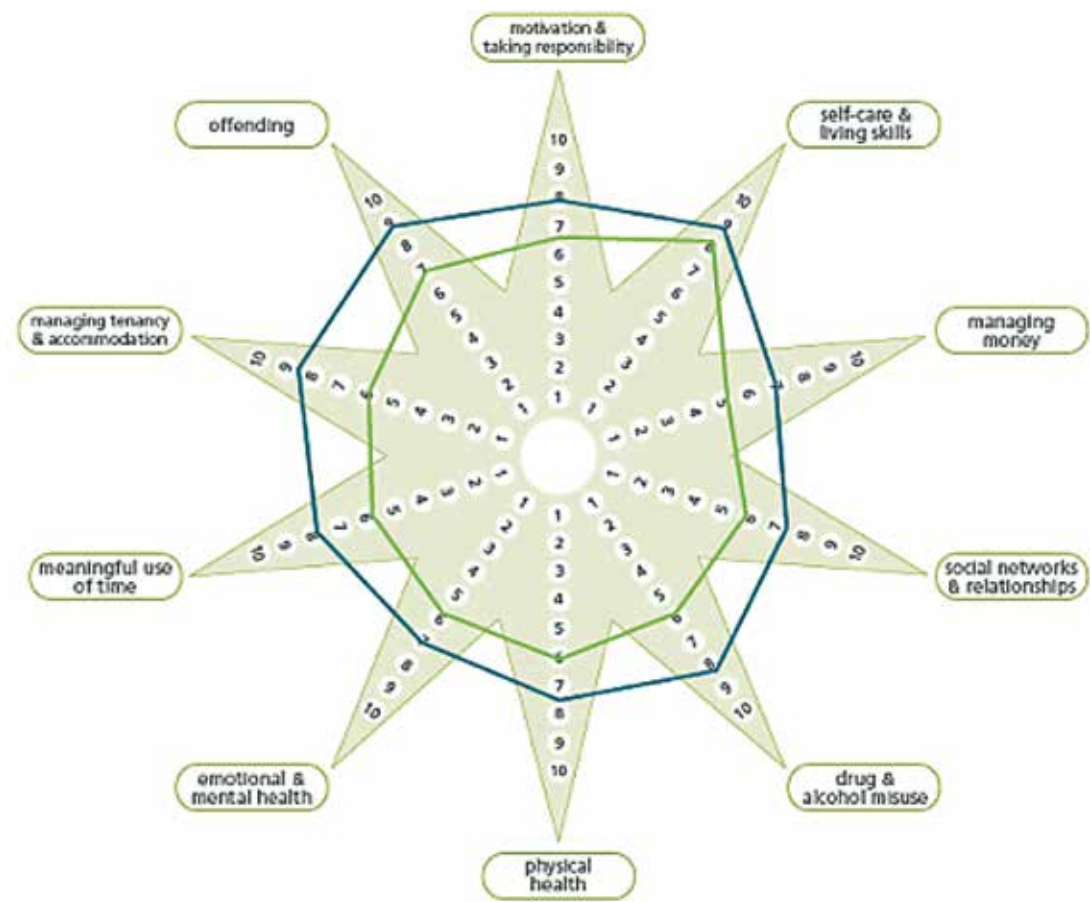
SERVICE INNOVATIONS

As a young and developing service, the Coming Home Program is currently in a response phase of its development. It can be difficult to plan strategically when funding periods are short and unpredictable. However, the CHP has established itself in the community and we are proud of our constant innovations to create possibilities for most of the challenges we are faced with daily.

In response to long waiting lists and waiting periods for bed availability in AOD rehabilitation services in Canberra, the Coming Home Program is assertive in its case management approaches to keep clients in contact with ACT detox and AOD rehab facilities and other programs to keep their places in the queue.

Our case plans are flexible in order to provide case management that caters for client's presenting mental health needs while waiting for mental health support and care services to come on board.

Figure 4. Client responses to survey (N=25)



Above is a Star reading for the entire service within the last 12 months. The first reading is blue and last reading is in green.

Through collaborative support work from the Throughcare Unit, we accommodate clients in the community who are released into homelessness from AMC. Once they are released, they qualify as homeless to register with First Point.

We constantly review our case management framework to keep in line with service delivery demands. We recently changed our outreach routines at the AMC in order to be able to have a longer outreach period in which to meet with incarcerated clients.

We implemented the Outcomes Star and have been collecting this data for almost 12 months now.



OUTREACH VISITS FROM COMING HOME WHILE IN PRISON WERE... HELPFUL, INFORMATIVE, GOT TO KNOW WORKERS, SUPPORTIVE AND ENJOYED THE VISITS.

Client responses when asked about outreach visits

COLLABORATIONS

The Coming Home Program continues to build a strong collaboration with the Throughcare Program. We have monthly case conferences to discuss mutual client case management, mutual support and client pre-release plans from AMC. We have put together a Service Agreement to support and enhance the continuous improvement of this working collaboration.

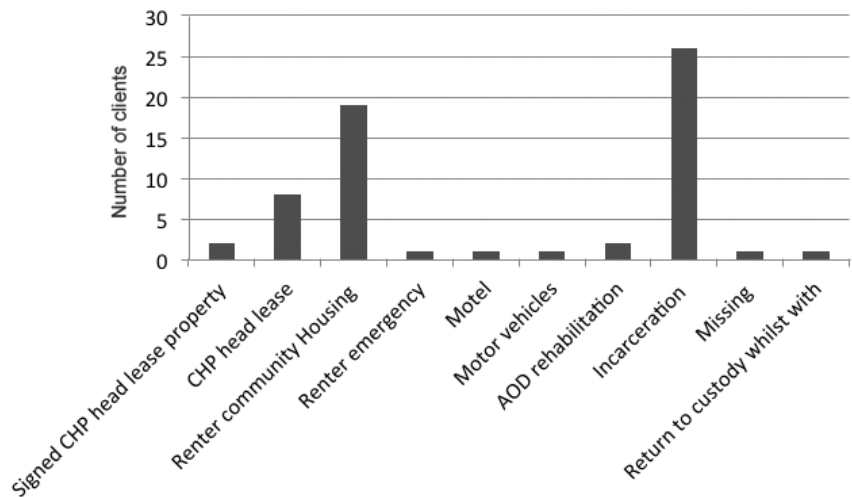
The Coming Home Program also works closely with the AMC Women's Area Case Manager in order to maximise our outreach visits there. The two teams work closely to ensure clients are released into the community with a wraparound case management and linkages to appropriate services and other available resources in the community.

The Coming Home Program attends monthly Women's Advisory Group (WAG) held at the women's area of the AMC. We liaise with Women and Prisons (WAP) group through these meetings.

We continue to have a strong working relationship with the HAAP section of ACT Housing who manages our tenancies. This month we were offered another property by Housing to bring our head lease property number back to five after 12 months of only having four.

The Coming Home Program continues to work closely with other sector and Government agencies such as Care and Protection, Canberra Hospital Woden detox, Methadone Clinic and Centrelink. We attend case conferences and liaise and advocate on behalf of clients to the departments. We refer and liaise with Strengthening Families about mutual clients. We work closely with Gateway and other sections of Housing ACT to support clients sustain and maintain their tenancies and other Housing matters. The Program continues to work closely with Probation and Parole to support mutual clients to fulfil their community custodial requirements.

Figure 5. Clients residence or dwelling while with the Coming Home Program.



SYSTEMIC INPUT

This year we have increased our involvement with the Justice Reform Group (JRG). As a member of the JRG, CHP attends regular meetings to contribute to discussions on the Justice Reinvestment Strategy and Justice Reform Strategy Advisory Groups run by DJaCS and ACTCOSS. Two co-design workshops were organised by ACTCOSS and the JRG to produce feedback to DJaCS. We supported two program clients to attend and participate in the co-design workshops.

Earlier this year, the Coming Home Program was invited to sit on a panel for new custodial recruit’s training at the AMC. The Coming Home Program is recognised for its involvement and contribution to the women whilst incarcerated and we were invited to give the program’s insight into working with female detainees’ whilst in custody.

As part of a Toora Women Inc. wide organisational development strategy, the CHP has trained its staff in the Bower Place model of practise. We are in the initial stages of meshing some of this model practice into our service delivery practice framework.

KEY TRENDS

Over the past 12 months we have seen an increase in clients entering custody on remand. This increase has sparked an increase in referrals from the AMC that need immediate responses due to the shorter periods that clients have while in custody. These referrals pose a challenge for a small team with limited time and resources for outreach to the AMC.

Above is a snap shot of the types of residence or dwellings clients were residing in, in the last 12 months, while in the CHP. The number of distinct clients in this period was 44; with one return to custody.



FUTURE DIRECTIONS

We can say with confidence that we will see you in 12 months' time at the next Toora Women Inc. AGM! A stable year with a full team means a world of possibilities for us.

Our goal in the next 12 months is to strengthen our collaborations in the community, especially around employment and education. As we implement the One Toora plan, we acknowledge the long way this program has come in the last five years. We look forward to another five!

Sheila Ligo

Acting Manager Coming Home Program

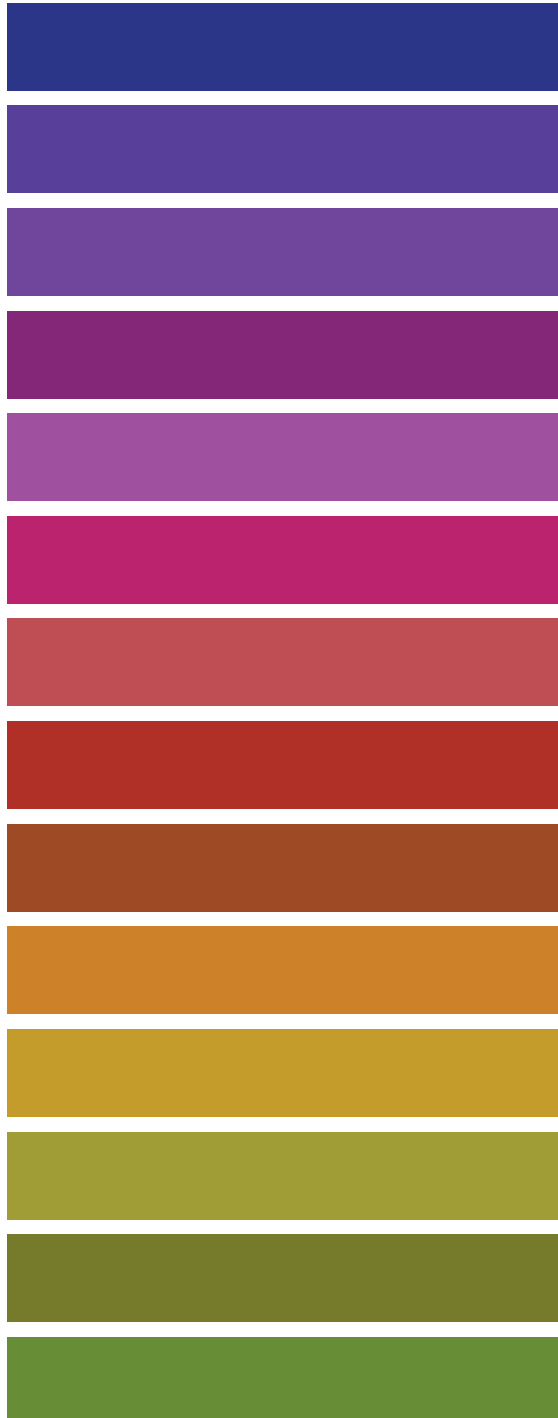
In the words of CHP clients on making the service better:

More temporary housing which means not having to share with other released detainees as this is not an ideal situation.

More funding will mean more workers and then more hours dedicated to ex-detainees who are ready to move forward. Hopefully reducing recidivism.

Keep up the great work, ladies. I don't know how I would have survived this traumatic experience without your support. I found myself in a worse situation when I was released than I was when I felt that I had no other option than to commit a crime. I will never forget you.

financial statements



TOORA WOMEN INC

11 099 754 393

FOR THE YEAR ENDED 30 JUNE 2015

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TOORA WOMEN INC
ABN: 11 099 754 393

Committee's Report
For the year ended 30 June 2015

The committee members submit the financial report of the Association for the financial 30 June 2015.

Committee members

The names of committee members throughout the year and at the date of this report are:

Carmel McBride	President
Gail Freeman	Treasurer
Flor Sermeno	
Indijana Kekan	
Joan Scott	
Grishma Rajkotia	
Lyn Hearfield	
Susan Clarke-Lindfield	

Principal activities

The principal activity of the Association during the financial year was the provision of crisis accommodation and related support services to women and women accompanied by children.

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

Operating result

The deficit of the Association for the financial year after providing for income tax amounted to \$1327.90

Signed in accordance with a resolution of the Members of the Committee:

Dated 23 September 2015



Carmel McBride (Chair)



Gail Freeman (Treasurer)

	Note	2015 \$	2014 \$
Statement of Cash Flow			
Cash flows from operating activities			
Income		2,813,392.15	3,155,262.73
		<u>2,813,392.15</u>	<u>3,155,262.73</u>
Expenses			
Accounting Fees		1,740.00	750.91
Advertising & Promotion		9,115.67	80,081.68
Assets Purchased < \$5000		13,225.03	22,648.24
Audit Fees		8,800.00	8,800.00
Bank Charges		867.90	790.72
Board/Goverance Expenses		2,027.09	1,349.69
Business Planning Reporting Ev		9.09	241,353.30
Carry Over To Next Year		-	17,532.23
Cleaning & Pest Services		4,380.82	5,337.94
Client Support Services		81,194.48	76,630.52
Computer Expenses		21,895.84	15,153.43
Consultancy Fees		13,833.97	45,395.11
Depreciation		34,078.12	53,809.77
Employment Support		14,281.93	14,227.85
Equipment Hire/lease		8,750.04	8,486.04
Fees & Permits		507.19	1,725.63
Fringe Benefit Tax		3,736.03	7,625.07
Fundraising Costs		202.18	-
Health & Safety		2,351.19	1,567.27
Insurance		24,315.87	40,755.45
Legal Fees		7,530.90	-
Meetings		424.29	889.59
Membership Fees		3,609.99	4,084.54
On-Costs		239,451.43	222,836.43
Postage		384.04	744.03
Printing & Stationery		13,117.62	9,355.98
Provisional Accounts		52,097.37	61,467.75
Publications & Information Res		560.71	751.20
Redundancy		-	90,689.64
Rent		160,469.90	166,035.64
Repairs & Maintenance		17,616.89	37,856.94
Security		1,078.20	1,210.92
Staff Amenities		1,743.24	2,547.52
Telephone/Fax/Internet		47,011.57	47,835.92
Training & Development		10,923.81	18,613.43
Travel & Accommodation		2,970.48	-
Utilities		44,308.30	35,836.24
Vehicle Expenses		49,528.77	63,260.15
Wages		1,828,270.36	1,664,642.59
WomenExitingCorrections(B&RC)		88,309.74	82,556.26
		<u>2,814,720.05</u>	<u>3,155,235.62</u>
Net Cash flow from all activities		<u>(1,327.90)</u>	<u>27.11</u>

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TOORA WOMEN INC

11 099 754 393

Statement of Changes in Equity For the year ended 30 June 2015

	Note	2015 \$	2014 \$
Equity			
Brought Forward Retained		486,288.63	486,261.52
Current Year Earnings		(1,327.90)	27.11
Total Equity		<u>484,960.73</u>	<u>486,288.63</u>

The accompanying notes form part of these financial statements.

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FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

TOORA WOMEN INC. ANNUAL REPORT 2014 - 15

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TOORA WOMEN INC

11 099 754 393

Income and Expenditure Statement As at 30 June 2015

	Note	2015 \$	2014 \$
Income			
Income		2,813,392.15	3,155,262.73
		<u>2,813,392.15</u>	<u>3,155,262.73</u>
Expenses			
Accounting Fees		1,740.00	750.91
Advertising & Promotion		9,115.67	80,081.68
Assets Purchased < \$5000		13,225.03	22,648.24
Audit Fees		8,800.00	8,800.00
Bank Charges		867.90	790.72
Board/Governance Expenses		2,027.09	1,349.69
Business Planning Reporting Ev		9.09	241,353.30
Carry Over To Next Year		-	17,532.23
Cleaning & Pest Services		4,380.82	5,337.94
Client Support Services		81,194.48	76,630.52
Computer Expenses		21,895.84	15,153.43
Consultancy Fees		13,833.97	45,395.11
Depreciation		34,078.12	53,809.77
Employment Support		14,281.93	14,227.85
Equipment Hire/lease		8,750.04	8,486.04
Fees & Permits		507.19	1,725.63
Fringe Benefit Tax		3,736.03	7,625.07
Fundraising Costs		202.18	-
Health & Safety		2,351.19	1,567.27
Insurance		24,315.87	40,755.45
Legal Fees		7,530.90	-
Meetings		424.29	889.59
Membership Fees		3,609.99	4,084.54
On-Costs		239,451.43	222,836.43
Postage		384.04	744.03
Printing & Stationery		13,117.62	9,355.98
Provisional Accounts		52,097.37	61,467.75
Publications & Information Res		560.71	751.20
Redundancy		-	90,689.64
Rent		160,469.90	166,035.64
Repairs & Maintenance		17,616.89	37,856.94
Security		1,078.20	1,210.92
Staff Amenities		1,743.24	2,547.52
Telephone/Fax/Internet		47,011.57	47,835.92
Training & Development		10,923.81	18,613.43
Travel & Accommodation		2,970.48	-
Utilities		44,308.30	35,836.24
Vehicle Expenses		49,528.77	63,260.15
Wages		1,828,270.36	1,664,642.59
WomenExitingCorrections(B&RC)		88,309.74	82,556.26

The accompanying notes form part of these financial statements.

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TOORA WOMEN INC

11 099 754 393

Income and Expenditure Statement As at 30 June 2015

	Note	2015 \$	2014 \$
		<u>2,814,720.05</u>	<u>3,155,235.62</u>
Net (deficit)/ surplus for the year		(1,327.90)	27.11

The accompanying notes form part of these financial statements.

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TOORA WOMEN INC

11 099 754 393

Assets and Liabilities Statement For the year ended 30 June 2015

	Note	2015 \$	2014 \$
Current Assets			
Cash On Hand		1,120,660.85	1,105,983.44
Petty Cash		2,300.00	2,300.00
Trade Debtors		22,761.26	-
Prepayments		17,691.25	4,632.18
Commonwealth Cheque A/c		48,145.66	26,464.72
Total Current Assets		1,163,413.36	1,112,915.62
Non-Current Assets			
Leasehold Improvements At Cost		59,768.18	59,768.18
L'hoid Imprvmnts Accum. Deprec		(48,164.88)	(46,117.07)
Motor Vehicles		69,168.82	106,767.63
Total Non-Current Assets		80,772.12	120,418.74
Total Assets		1,244,185.48	1,233,334.36
Current Liabilities			
Trade Creditors		80,370.43	83,199.08
Accrued Expenses		54,625.44	40,901.64
Carry Over To Next Year		11,348.00	17,532.23
Grants In Advance		3,748.41	-
Annual Leave Provision		135,760.31	111,880.87
Leave Loading Provision		24,824.48	21,876.84
Sick Leave Provision		20,000.00	20,000.00
Portable LSL		-	0.94
GST Collected		2,486.75	(83.32)
GST Paid		(506.58)	(3,166.79)
FBT Instalments		(3,632.99)	335.98
Total Current Liabilities		329,024.25	292,477.47
Non-Current Liabilities			
Long Service Leave Provision		152,761.87	155,046.26
Provision For New Assets		70,148.08	62,231.45
Specialised Staffing Future		145,713.25	145,713.25
Business Development		61,577.30	91,577.30
Total Non-Current Liabilities		430,200.50	454,568.26
Total Liabilities		759,224.75	747,045.73
Net Assets		484,960.73	486,288.63

The accompanying notes form part of these financial statements.

TOORA WOMEN INC**ABN: 11 099 754 393****Notes to the Financial Statements
For the year ended 30 June 2015**

The financial statements cover TOORA WOMEN INC as an individual entity. TOORA WOMEN INC is a not-for-profit Association incorporated in the Australian Capital Territory under the *Associations Incorporation Act (ACT) 1991* ('the Act').

The functional and presentation currency of TOORA WOMEN INC is Australian dollars.

1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These general purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

The financial statements have been prepared on an accruals 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.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2 Summary of Significant Accounting Policies**Income Tax**

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

Leases

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

Property, plant and equipment

Each class of plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment of losses.

Plant and equipment is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

These notes should be read in conjunction with the attached compilation report of Accountants.

TOORA WOMEN INC

ABN: 11 099 754 393

Notes to the Financial Statements For the year ended 30 June 2015

Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment of losses.

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

Investments and Other Financial Assets

All investments are classified as available-for-sale financial assets. Available-for-sale financial assets are reflected at fair value unless their fair value cannot be reliably measured. Unrealised gains and losses arising from changes in fair value are taken directly to equity.

Employee Benefits

Provision is made for the Association liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows. Changes in the measurement of the liability are recognised in profit or loss.

Employee benefits are presented as current liabilities in the assets and liabilities statement if the Association does not have an unconditional right to defer settlement of the liability for at least one year after the reporting date regardless of

Cash and Cash Equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

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

These notes should be read in conjunction with the attached compilation report of Accountants.

TOORA WOMEN INC

ABN: 11 099 754 393

**Notes to the Financial Statements
For the year ended 30 June 2015*****Rendering of services***

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

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 Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the assets and liabilities statement are shown inclusive of GST.

Contingencies

In the opinion of the Committee of Management, the Association did not have any contingencies at 30 June 2015.

Event after the Balance Sheet Date

No material post balance sheet events have occurred.

Association Details

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

TOORA WOMEN INC
Community Hub
Hilder Street Weston ACT

These notes should be read in conjunction with the attached compilation report of Accountants.

TOORA WOMEN INC

ABN: 11 099 754 393

**Notes to the Financial Statements
For the year ended 30 June 2015**

	<i>Note</i>	2015	2014
		\$	\$
3 Cash And Cash Equivalents			
Cash On Hand		1,120,660.85	1,105,983.44
Petty Cash		2,300.00	2,300.00
		<u>1,074,815.19</u>	<u>1,081,818.72</u>
4 Trade And Other Receivables			
Current			
Trade Debtors		22,761.26	-
Prepayments		17,691.25	4,632.18
		<u>40,452.51</u>	<u>4,632.18</u>
5 Other Assets			
Current			
Commonwealth Cheque A/c		48,145.66	26,464.72
		<u>48,145.66</u>	<u>26,464.72</u>
6 Property, Plant And Equipment			
Leasehold Improvements At Cost		59,768.18	59,768.18
L'hoid Imprvmnts Accum. Deprec		(48,164.88)	(46,117.07)
Motor Vehicles			
Motor Vehicles At Cost		258,391.23	276,837.59
Motor Vehicle Accum. Deprec.		(189,222.41)	(170,069.96)
		<u>69,168.82</u>	<u>106,767.63</u>
Total property, plant, and equipment		<u>80,772.12</u>	<u>120,418.74</u>
7 Investments			
8 Trade And Other Payables			
Current			
Trade Creditors		80,370.43	83,199.08
Accrued Expenses		54,625.44	40,901.64
Carry Over To Next Year		11,348.00	17,532.23

These notes should be read in conjunction with the attached compilation report of Accountants.

TOORA WOMEN INC**ABN: 11 099 754 393****Notes to the Financial Statements
For the year ended 30 June 2015**

	Note	2015	2014
		\$	\$
Grants In Advance		3,748.41	-
		<u>150,092.28</u>	<u>141,632.95</u>

9 Provisions

Current			
Annual Leave Provision		135,760.31	111,880.87
Leave Loading Provision		24,824.48	21,876.84
Sick Leave Provision		20,000.00	20,000.00
Portable LSL		-	0.94
GST Collected		2,486.75	(83.32)

*These notes should be read in conjunction with the attached compilation report of Accountants.**Page 11*

Long Service Leave Provision	152,761.87	155,046.26
Provision For New Assets	70,148.08	62,231.45
Specialised Staffing Futur Pro	145,713.25	145,713.25
Business Development	61,577.30	91,577.30
	<u>430,200.50</u>	<u>454,568.26</u>

*These notes should be read in conjunction with the attached compilation report of Accountants.**Page 11*

TOORA WOMEN INC
11 099 754 393

Independent Audit Report to the members of TOORA WOMEN INC

Report on the Financial Report

We have audited the accompanying financial report being a general purpose financial report, of TOORA WOMEN INC which comprises the assets and liabilities statement as at 30 June 2015, the income and expenditure statement and statement of changes in equity for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Officers' Responsibility for the Financial Report

The officers of TOORA WOMEN INC are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act (ACT) 1991 and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a 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 about 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 judgement, 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 entity'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 management, as well as evaluating the overall presentation of the financial report.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of TOORA WOMEN INC as at 30 June 2015, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Act (ACT) 1991.

Stephen Bray



Mawson

2 Oct

2015

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Statement by Members of the Committee

The committee has determined that the Association is not a reporting entity and that this general purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements

In the opinion of the committee the financial report as set out:

1. Presents fairly the financial position of TOORA WOMEN INC as at 30 June 2015 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that TOORA WOMEN INC 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:

Dated 23/9/2015



Carmel McBride (Chair)



Gail Freeman (Treasurer)

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FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

TOORA WOMEN INC. ANNUAL REPORT 2014 - 15

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