



# Toora Women Inc.

## Counselling Framework

Counselling and psychotherapy are professional activities that utilise an interpersonal relationship to enable clients to develop self awareness and understanding to support them to make positive changes in their lives.

The counselling service works within a gender specific, trauma informed framework, with a person centred, strengths based approach.

## Toora Women Inc.

Toora Women Inc. is a not-for-profit organisation which has been delivering services to women in the Australian Capital Territory and surrounds since the early 1980s operating from within the mission of safety, respect and choice for women.

Our current drug and alcohol and homelessness programs range across a variety of settings such as crisis and transitional accommodation, day programs and outreach support, allowing Toora to provide a wrap-around trauma informed care model, in an integrated service system.

## Toora Counselling Service

Ground Floor, 20 Genge Street, Griffin Centre  
PO BOX: 106 Jamison Centre 2614  
P: 02 6241 7233 E: [counselling@toora.org.au](mailto:counselling@toora.org.au)

### FEEDBACK & COMPLAINTS

As a client of the service you have the right to be treated in confidence and with respect. We appreciate your feedback, to help us improve this service at all times as this is your service.

For any complaints please request a copy of our complaints procedure from member of staff. If you are still unsatisfied with anything, you may contact the ACT Health Service Commissioner on 02 6205 2222

### ACKNOWLEDGEMENT

Toora Women Inc. acknowledge the Aboriginal People as the traditional custodians of this land that we live and work on and pay our respects.

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

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RESPECTFUL AND CONFIDENTIAL

## Counselling Service



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## Toora Counselling Service

Toora offers individual counselling services providing support to 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
- mental health issues
- domestic, family and sexual violence
- homelessness or needing support to stay out of the homelessness system, and
- women in the ACT corrections system.

## Entry to Service

Contact our intake worker on 6241 7233

An appointment will be set up with you to complete an assessment to enter Toora Women Inc. Services. From here you will be referred into the counselling service and be offered advice and support for your specific issue.

## Counsellors

The experienced counsellors and psychotherapists at Toora Counselling Service have received in-depth training and offer a range of therapeutic interventions and counselling skills. All counsellors are registered or working towards accreditation with an approved Australian body.

Counsellors and Therapists are bound by a code of ethics, good practice and confidentiality and are required to attend regular clinical supervision and an ongoing program of continual professional development.

## Appointments

Appointments are offered on an individual basis.

We offer packages of four, eight and 12 week sessions at 60 minutes per session on a weekly basis. Further appointments are negotiable.

Sessions occur during the hours of  
**9am—5pm Monday to Friday**

## Cancellations

We require 24 hours notice for cancellations to ensure you receive your full treatment package.

If notice is not given then the session will be deducted from your agreed number of sessions.

safety, respect and choice for women

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