

Housing Fact Sheet

Who are Toora Women Inc.?

Toora Women Inc. (Toora) is a not-for-profit organisation which has been delivering gender specialist services to women in the ACT and surrounds since 1982. Our mission statement “**Safety, Respect and Choice for Women**” is central to our goal of empowering women.

We support women, with or without children, 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
- homelessness or needing support to stay out of the homelessness system
- mental health issues
- time in the ACT corrections system

Our current programs range across a variety of settings such as crisis and transitional accommodation, alcohol and other drugs (AOD) day programs, counselling and outreach support, allowing Toora wrap around support based on each individual need. All services are delivered within a human rights and gendered framework and are based on a theoretical model of recovery, respect and empowerment. All contact with Toora is confidential in accordance with the *Privacy Act 1988*.

In 2018, Toora was declared a Crisis Accommodation Provider by the ACT Attorney-General.

Further information about our organisation can be found on our official website: www.toora.org.au.

What accommodation is offered by Toora?

Toora offers supported accommodation across a range of settings. This includes rooms in a group-share environment, and standalone housing for women and families who are able to meet the conditions associated with sustaining an occupancy agreement in an independent living situation.

Clients in an independent living situation are expected to meet the conditions associated with sustaining their occupancy agreement e.g. keeping the gardens, yard and house in good order, connecting the utilities in their own name and paying their fortnightly rent.

Clients living in shared accommodation each have their own bedroom, however, all other facilities (such as kitchen, bathroom, laundry and living areas) are shared with other residents.

Since 2016, Toora is a registered Community Housing Provider as recognised by [Housing ACT](#).

How much will it cost?

Toora will consider all assessable income types when determining a client’s rent calculation as part of an **annual rent review**. The annual review will take place at the end of June and the new fortnightly payment will commence on 1 July every year, taking into account the Centrelink rate increases.

When commencing an Occupancy Agreement with Toora, clients must pay **two weeks’ rent in advance**. If this is not feasible, an individualised repayment plan will be agreed to by both the client and Toora.

Services	Description	Types of accommodation	Children accepted?	Referral pathways	Contact details for confidential discussion
Toora House Supported Accommodation	Shared accommodation for women who are homeless for a variety of reasons such as mental health, alcohol and drug issues, financial difficulties and trauma. It includes crisis and transitional properties.	Share house	No	OneLink	(02) 6247 2399
Coming Home	Safe accommodation to women exiting the ACT corrections system. Coming Home program also provides outreach support to women who are exiting the corrections system directly into the community.	Share house or standalone house	Yes, 16 years and under	ACT Justice and Community Safety	(02) 6247 2399
Heira Domestic Violence Service	Shared accommodation for women escaping domestic violence. Heira supports women from culturally and linguistically diverse (CALD) backgrounds who have no permanent residency to address their immigration issues. Heira also provides outreach support to women in the community living in domestic violence relationships and/or women who are experiencing difficulties in maintaining independent living.	Share house or community living	Yes, 16 years and under	OneLink and DVCS	(02) 6122 7080
Family Program & Women and Children's Program	Crisis and transitional accommodation to women and families who are experiencing or at risk of homelessness. Note: Men entering the Families Program will be provided housing by Toora and case management support by EveryMan Australia.	Share house or standalone house or unit	Yes, 16 years and under	OneLink	(02) 6122 7020
Lesley's Place	Residential alcohol and other drugs (AOD) treatment and recovery support for women who have completed a supervised withdrawal, but need short term, day-to-day support in their recovery. All Lesley's Place residents must attend the Day Program.	Share house for up to five women and three children	Yes, 12 years and under for boys and 16 years and under for girls	Self-referral. Note: women must be abstinent and can provide a negative result on a drug screen on entry	(02) 6241 7233
Marzenna House Transitional Program	Alcohol and other drugs AOD treatment and support in a shared residential setting. Marzenna is suitable for women have already established their recovery and are seeking additional longer-term support before returning to the wider community.	Share house for up to four women and two children			(02) 6241 7233

Toora Share Houses

For clients living in share houses, the fortnightly payment is set in accordance with the following table:

% Income or \$ flat rate	Notes
\$20.00	Base occupancy fee; plus
100%	Commonwealth Rent Assistance the client and any permitted co-occupant receives; plus
25% - 15%	25% of all the client's income if the client is above 21 years of age or 15% of all the client's income if the client is 21 or less years of age; plus
25% - 15%	25% of all income of any permitted co-occupants that are 21 years of age or 15% of all income of any permitted co-occupants that are 21 or less years of age; plus
15%	of any Family Tax Benefit A payments the client and any permitted co-occupant is eligible to receive.
\$100.00	Meals contribution for each adult (Lesley's Place residents only)
\$ 0.00 \$25.00 \$50.00	Meals contribution for each child (Lesley's Place residents only): <ul style="list-style-type: none">• Mothers responsible to purchase baby food• For young children on solids• For adolescent children

Toora Standalone Houses and Units

For clients living in standalone houses and units, the fortnightly payment is set in accordance with the following table:

% Income or \$ flat rate	Notes
\$5.00	Base rent; plus
100%	Commonwealth Rent Assistance payments the household receives; plus
25%	Of all income received for any members of the household aged above 21 years; plus
15%	Of all income received for any members of the household aged 21 or less years of age; plus
15%	Of any Family Tax Benefit A payments the household is eligible to receive

Note: in the case of a client on casual employment, Toora will utilise up to the last ten pay periods to calculate the fortnightly rent payment.

Supplementary payments made by Centrelink for specific purposes are not deemed to be income for the purposes of calculating Income Based Rent.

For the avoidance of doubt, the calculation of income applies to the Tenant and each Permitted Co-occupant, regardless of whether they are residing at the premises during the relevant period.

How can a client organise their Commonwealth Rental Assistance payments?

Toora will provide clients eligible for Commonwealth Rent Assistance payments with a supporting letter which must be given to Centrelink. All clients are expected to organise this payment themselves however a Toora worker will assist if required.

What if a client's situation changes before the annual rent review?

A change in the total household income will affect the fortnightly rent payment. Please advise the relevant case coordinator or property officer if the rent needs to be adjusted.

What if a client does not provide Toora will all the required information for the annual rent review on time?

In this case, Toora will assess the new fortnight rent payment based on the market rent price. Any difficulty in providing the required information should be discussed with the relevant case coordinator or property officer before the deadline given. Toora will continue to charge the market rent price until all residents in the household provide the required information to calculate the rent review.

What if a client wants to appeal their rent review calculation?

Should a client disagree with the Toora rent calculation, please contact the Toora Finance and Administration Officer on (02) 6122 7005 or email propertyfinance@toora.org.au. If the client is still unsatisfied after this discussion, an appeal can be made by contacting the Toora Executive Director on (02) 6122 7004.