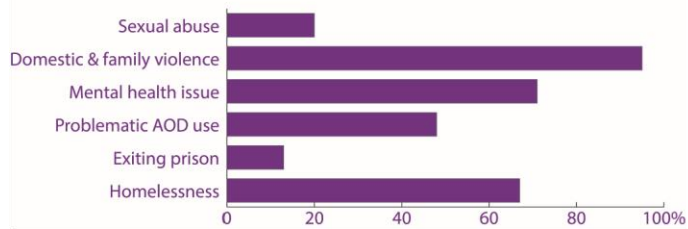


TOORA: a snapshot

In 2019-20, we supported 455 clients and 151 children. Our clients reported the following issues:

Client complexities: 2019-20



We deliver services to women and children from diverse backgrounds. In 2019-20, 81 identified as Aboriginal and Torres Strait Islander and 146 from Culturally and Linguistically Diverse backgrounds.

Client testimonial

"It's hard to put into words the journey that I have had here emotionally. I have grown so much as a person and been supported the whole way. I have learnt what my values are and who I want to be. I have a sense of direction in my life, a confidence and comfortability I haven't had before."

Client testimonial

"My case worker was honest, supportive, kind, and respectful and having her there to speak to in difficult times was invaluable. During the time I was working with my case manager, my children and I had to go into a domestic violence refuge and relocate to a new property. My case worker supported me through that process and four months later my children and I were settled in a new housing property."

Toora Women Inc.

is a not-for-profit delivering gender-specialist services to women in the ACT and surrounding areas since 1982.

We provide trauma-informed care for single women and women with children, operating from within the mission of "Safety, Respect and Choice for Women".

We offer a wide range of specialist services to women who have experienced:

- domestic, family and sexual violence
- drug and alcohol dependency
- mental health issues
- homelessness
- time in ACT Corrective Services.

Our programs range across a variety of settings to allow us to provide holistic support based on individual needs. We deliver these complex services within a human rights and feminist framework. All services are based on a theoretical model of recovery, respect and empowerment.

Visit our website to learn more about our services or contact us on one of the numbers below.

CONTACT US

Toora Domestic Violence & Homelessness Services	6247 2399
Toora Alcohol and Other Drugs Services	6241 7233
Toora Counselling Services	6122 7070
Toora Corporate Office	6122 7000

www.toora.org.au

Toora Women Inc.

SAFETY, RESPECT & CHOICE FOR WOMEN

Our services

Toora Alcohol and Other Drugs Services

Toora Counselling Services

Toora Domestic Violence & Homelessness Services



www.toora.org.au

TOORA DOMESTIC VIOLENCE AND HOMELESSNESS SERVICES (TDVHS)

We are the largest provider of specialist homelessness and domestic violence residential and outreach support services for women in the ACT. We accept women aged 16 years or older, and their children, into our program.

We run various residential and outreach programs to provide individual case management and a range of emotional and practical support for women. These include:

- crisis and medium-term accommodation
- finding safe and stable accommodation
- support during and after time in ACT Corrective Services safety planning and legal advice
- liaising with the immigration department to address any immigration issues
- advocacy in other areas of identified need
- budgeting and discussing access to welfare benefits
- referrals to health services and other community services
- specialist child and family support, and
- assistance with building independent living skills and community support networks.

Our case management services are free and women in our supported accommodation can receive rent assistance from Centrelink.

To better support women and their families, in 2016, we developed a partnership with EveryMan Australia to value-add our service delivery using gender-specialist case management services. Men entering our service are provided housing by Toora Women Inc. and supported by EveryMan Australia.

Client testimonial

"I am so happy and overwhelmingly grateful to Toora and the amazing women who work with us. I have felt supported, protected and heard. I have been to several rehabilitation facilities over the last few years. I have not experienced the level of care and support that I have received with Toora at any other facility".

ALCOHOL AND OTHER DRUGS SERVICES (AOD)

Toora Alcohol and Other Drugs Services offer a broad range of free health treatment and support services specifically for women with severe alcohol and other drug dependencies. Through self-referrals, we accept single women and women accompanied by children.

We provide the following AOD programs:

- long-term residential health treatment for women who have already completed a supervised withdrawal but need day-to-day support in their recovery
- short-term residential health treatment for women who have already established their recovery and seeking additional support before returning to the wider community
- an eight-week Day Program that offers relapse prevention information, education and skills building to explore their own personal issues and reach their personal goals;
- an outreach program accessible pre-and- post-treatment to all women accessing our AOD services;
- support and education to women at the Canberra Hospital Withdrawal Unit and the Alexander Maconochie Centre.

TOORA COUNSELLING SERVICE

We offer specialist support to women who have experienced alcohol or other drug use.

Counselling sessions may also involve addressing related trauma such as:

- domestic, family and sexual violence
- homelessness or needing support to stay out of the homelessness system
- mental health issues, and
- time in ACT Corrective Services.

Our experienced counsellors and psychotherapists have received in-depth training and offer a range of therapeutic interventions and counselling skills.

Self-referrals from women over 18 are welcome. However, women who are already in another Toora AOD program will get priority.

Client testimonial

"I felt supported from the first contact and still do now during the 8-week outreach program. I found the workers, counsellors and facilitators of the day program to be very professional and compassionate. I have battled drug addiction most of my adult life...and was lucky enough to be able to practise the things I had learnt from the AOD residential program."

All donations over \$2 are tax deductible

If you would like to make a donation, please either call our Corporate Office on 6122 7000

or via our website www.toora.org.au

www.toora.org.au