



ALCOHOL AND OTHER DRUGS | HOMELESSNESS | DOMESTIC VIOLENCE



2023–24 Annual report



Acknowledgements

Acknowledgement of Country

Toora Women (Toora) acknowledges the Ngunnawal people as the Traditional Custodians of the Country on which we live and work, and recognise any other people or families with connection to the lands of the ACT and region. We recognise this land was never ceded and the experience of colonisation and loss continues to affect the lives of Aboriginal and Torres Strait Islander women and communities today.

Despite this, Aboriginal and Torres Strait Islander people's connection to land, sea and community is strong and continuing. We pay our respects to Elders past and present, and to Aboriginal and Torres Strait Islander children and future leaders, for they hold the memories, the traditions, the culture and the hopes of First Peoples. We express our gratitude for the privilege of being able to live and work on their land.

Funding partners

We rely on government funding, philanthropic donations and donations from individuals and organisations to ensure every woman in Canberra receives the support they need.

Our funding partners include:

- ACT Health
- Community Services Directorate:
 - Domestic, Family and Sexual Violence Office
 - Housing ACT
 - Office for Women
- Justice and Community Safety Directorate
- Alcohol, Tobacco and Other Drug Association ACT (ATODA).
- Capital Health Network
- Department of Social Services.




Note: Client names used throughout this report have been changed to protect their privacy.





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Who we are

Toora is a feminist, secular, not-for-profit organisation that has been delivering some of the largest gender-specific services to women, non-binary and feminine-identifying people and their children in the ACT and surrounds since 1982.

Our purpose

To provide better life outcomes and support so that women, non-binary and other feminine-identifying people accessing our services, and those in the community, can live without fear, have equity, dignity, respect and agency, and are valued for their contribution to society.

Our vision

To be the organisation that bridges the gap between need and support for women, non-binary, and feminine-identifying people in the ACT who are impacted by substance dependency, homelessness, domestic and family violence and connection with corrections.

To be an organisation that grows beyond changing lives to changing society.

Our values

Unwavering Commitment

We foster trust by being accountable, responsive and reliable in all situations to ensure we can provide support in times of need.

Adaptive Service

We provide flexibility, choice and agency to ensure our services adapt to individual needs.

Excellence and Integrity

We act with honesty, transparency and fairness and ensure our decision-making is guided by integrity and strong ethics.

Dignity and Respect

We value and celebrate diversity and the differences that each person brings to ensure all perspectives are considered and heard with respect.

Bold Advocates

We are driven by our purpose and act with boldness and determination to challenge systemic barriers to create a community where we live with dignity, safety and respect

Collective Strength

Together we are stronger and work collectively to provide connection to a comprehensive network of support.

Toora's impact in 2023–24

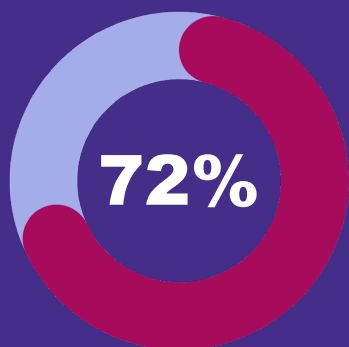
Who we helped

**We
supported
545
clients**

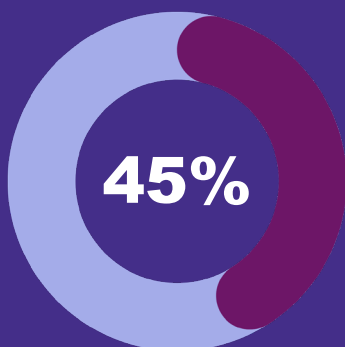
We helped:

- 300 women & 170 children with housing & domestic and family violence (DFV) services, with 206 clients receiving specialist DFV support
- 75 women through our alcohol & other drug (AOD) services
- 51 women & two children through our Coming Home Program.

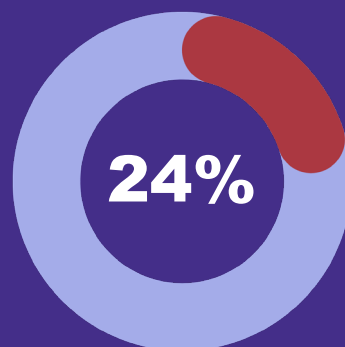
Of the 470 clients in our homelessness & domestic violence services



340 (72%) reported experiencing DFV



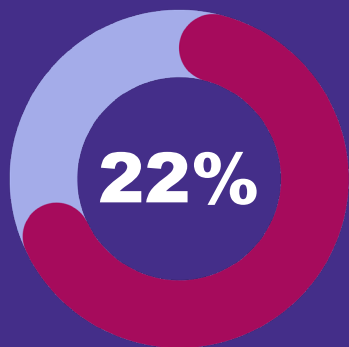
211 (45%) reported mental health struggles



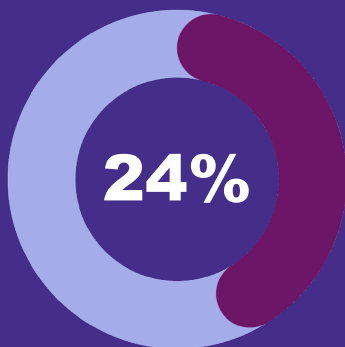
115 (24%) reported problematic AOD use

About our clients

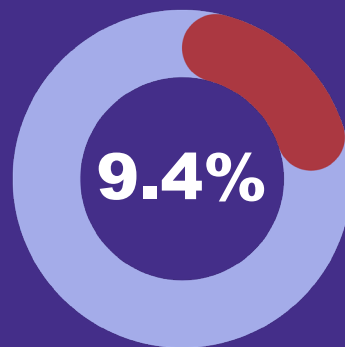
More than **130** women came to us in crisis



120 (22%) were of Aboriginal and/or Torres Strait Islander background



132 (24%) were from culturally and racially marginalised backgrounds



51 (9.4%) were receiving a disability pension

What we provided

50,231 nights of
accommodation

court support
for **56 women** on
108 occasions

79,252 total
service days

over **750 individual**
counselling
sessions to a total of
116 clients

116 psychoeducational group sessions

26 internal **SMART**
Recovery meetings

employment support for
26 women on **71 occasions**

immigration assistance
for **five women** on
15 occasions

received
72 referrals to
support **women**
engaged in the
justice system

housing support through our
Ascend Rental Subsidy
Scheme for **seven women**
& **13 children** equating to
2550 nights of accommodation

over **50**
mindfulness
sessions

From October
2023 to June 2024,
Parentline ACT:

- provided 355 telephone counselling sessions
- gave information & referrals over the phone 169 times
- responded to 152 written enquiries.

Chair report

It has been a privilege to serve as Chair of Toora Women for another year.

During my short time in the role, I have observed Toora grow and evolve to meet the changing needs of the Canberra community, including expanding service offerings to families and improving the cultural responsiveness and gender inclusivity of our service. Our work has continued in the face of systemic challenges like cost-of-living and housing crises, which place additional demand on our services and make it harder for clients to move through the system and out of poverty and hardship.

Our strategic plan, refreshed in 2023–24, shows our commitment to striving for high-quality services, with goals around evaluation, research and benchmarking, while maintaining our ethics, identity and culture as a feminist organisation.

This year has been one of exciting opportunities and concurrent challenges. The commissioning process delivered Toora new contracts, but also the handing over of some services to sector partners. The transition was challenging for the entire sector, and especially for the women accessing the changing services. But the long-term funding arrangements delivered by the commissioning process provide us with security and certainty that means we can turn our focus to where it belongs—the quality of care and outcomes for women and children—instead of always scrambling to lock in the next year's funding.

As a Board, we have committed to new systems, with clearer expectations and a more modern structure of subcommittees. In the coming year:

- The Organisational Governance Committee will lead us through the significant task of reviewing our constitution and governance framework.
- The Clinical Governance Committee will consolidate the work undertaken to ensure board-level oversight and responsibility for clinical care outcomes.
- The Finance and Risk Committee will continue working to maintain Toora's financial health and adapt to the ever-changing environment in which we operate.

I want to thank my fellow Board members for their commitment this year. Toora's Board members are incredible people who volunteer their time, wisdom and ideas to make sure Toora is able to continue serving the women, children and families of Canberra. As I hand over the Chair position at the AGM, I am confident that the organisation is in extremely capable hands.

Toora's achievements also rely on the enthusiasm and hard work of the staff across the organisation. Under the leadership of Toora's CEO, Kellie Friend, the entire team has risen to every challenge placed before them in the last year. This report highlights many achievements in 2023–24, for which the staff deserve the credit.

But most of all, I would like to recognise the strength and resilience of the women who access Toora's services, who have often faced trauma that no one should have to experience. As a Board, we must constantly challenge ourselves to ensure our decisions are guided by the needs, expectations and voices of the people who access our service.



Brooke McKail

Finance Committee report

Toora has demonstrated strengthening financial management and a commitment to delivering high-quality services to women and their children during the financial year ending 30 June 2024. There has been growth in the financial positions and significant improvement in service delivery.

In the financial year ending 2024, Toora received a total income of \$6,287,618, down slightly from \$6,647,390 in 2023. Total expenditure of \$6,386,471 remained reasonably consistent with \$6,132,430 in the prior year. This has resulted in a 2023–24 financial year deficit of \$(98,853).

Due to a change in accounting treatment on revenue compared to the 2022–23 financial year, \$770,385 has been classified as unearned income. This will be used for ongoing operating costs in 2024–25. If we had applied the same accounting treatment this year as those applied in 2022–23, we would have reported an operating surplus of \$671,532. The variance between accounting treatment does not affect the overall operating of Toora as these surplus funds are available to invest in Toora's future operations.

Toora remains in a position to plan for future growth in pursuing our purpose and growing our impact.

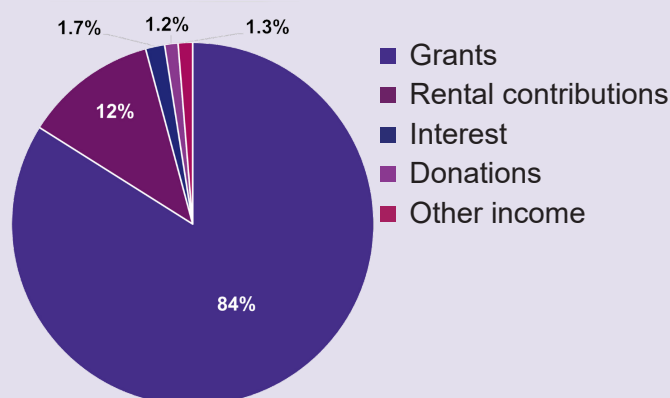
Thanks to the significant financial contributions from the ACT Government's Community Services and Health Directorates for the provision of ongoing funding of Toora's essential services, supporting 545 women and their children impacted by domestic violence, homelessness, institutions and substance dependency over the financial year. These critical services are further supported by generous donations from individual donors and our funding partners. Toora is committed to continuously enhancing services, addressing unmet needs and actively seeking opportunities for income diversification and growth.

Over the financial year, we focused on building on Toora's financial viability, and our future financial focus is looking towards a position of sustainability and strength. We have secured and strengthened core funding, which places the organisation in a stronger position to provide a more streamlined, holistic service for Canberra women. This is also providing opportunities to further assess the positive impact of Toora's unique approach to service delivery.

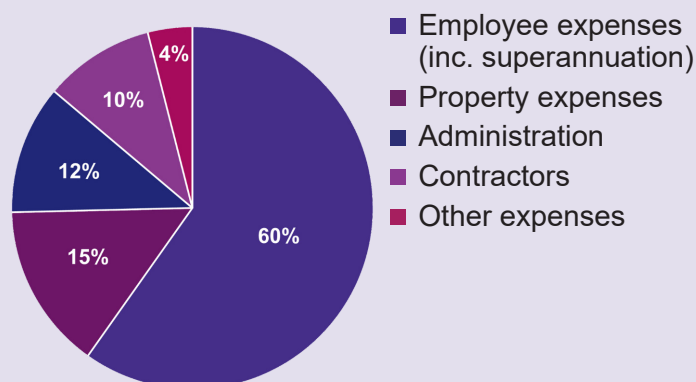
A special thanks to Toora's Finance and Corporate team, led by our strategically thinking CEO, who have focused on process improvement, creating efficiencies, and maximising the service provided to clients, staff, and the Board. The year has seen a significant improvement in financial processes and controls with a focus on maximising service and minimising costs.

We look forward to a future where Toora can maximise opportunities for financial stability and growth to deliver on our Vision.

Income



Expenses



CEO report

I remarked last year, and it remains true for this year, that it has been another year of outstanding and immeasurable impact for women in the Canberra community.

This year represents the start of work to consolidate the progress we've made in the preceding two years and to implement the vision and future state of the organisation in the form of several new contracts.

Toora's client numbers have continued to grow, **rising by over 6% on the previous year**. We saw a particular surge in our **domestic violence and homelessness service**, with a **26% increase in clients**. This is a result of increased community awareness of our services, service enhancements and improved client outcomes.



While I am proud that we've been able to support so many more Canberra women, I can't help but remain concerned by the experiences of Canberra women as it relates to their safety and wellbeing, with over 70% of women accessing our homelessness services reporting experiences of domestic and family violence (DFV) contributing to their housing insecurity. I am particularly concerned about the reported increases in DFV across Australia, as well as the continuing cost-of-living and housing crises, and I am alert to how these are leading to increased demand for our services.

To put our achievements into perspective, **Toora supported 545 clients in 2023–24**. Of those clients, we supported **470 through the Toora Domestic Violence and Homelessness Service (TDVHS)** and **75 through our Alcohol and Other Drug (AOD) Program**.

These numbers also remind us of the impact on children and young people affected by homelessness, DFV and trauma. This year, **Toora supported 170 children, an increase of 44% from 2022–23**.

Over 2023–24, our focus was on:

- deepening our understanding of Toora's identity, purpose and vision and continuing our commitment to our specialisation in gendered-specific services
- developing upon our sustainable and diverse funding streams to grow and meet the increasing demands of the local community
- refining a client-centred and responsive service delivery model that optimises a client's access to alcohol and drug treatment, housing, counselling, family and children support and tailored case interventions
- embodying 'One Organisation, One Approach, One Door'
- expanding our community housing service capacity through investment planning and increasing our property portfolio
- evaluating and improving quality service and program delivery
- enhancing our governance, continuous improvement and compliance environment
- investing in IT infrastructure and a five-year road map to enable sustained efficient and contemporary practice
- embedding our gender inclusivity, diversity and cultural insights and competence into strategy, philosophy and practice, and strengthening sector partnerships through the engagement of Ngunnawal Elder, Auntie Serena Williams, and working partnerships with Sisters In Spirit Aboriginal Corporation and Migrant and Refugee Settlement Services (MARSS).

Through perseverance, adaptability and commitment, we achieved some incredible feats over the past year, including;

- launching our 2024–2026 Innovate Reconciliation Action Plan
- developing our first Disability Inclusion Action Plan
- establishing a partnership with MARSS to develop our first Culturally and Racially Marginalised (CARM) Action Plan and provide training to staff
- establishing working partnerships with A Gender Agenda, Meridian and the LGBTQ Domestic Violence Foundation to develop our first Gender Diversity Action Plan and staff training
- piloting and contributing to the launch of the Community Housing Industry Associations' Community Housing Organisations Response to DFV: Toolkit & Standards
- successfully tendering for the Tenancy and Property Management and Support Services for Women contract
- a successful submission for our residential and non-residential Alcohol and Other Drug Services
- starting work on refreshing Toora's brand to symbolise the transformation work undertaken over the past two years and the commencement of new contracts and services
- increasing our property portfolio again, now at over 50 properties
- implementing a comprehensive risk management framework and systems
- formalising the acquisition of Parentline and advancing service integration to support Toora clients and provide referral pathways for Parentline clients
- servicing 116 clients in our Clinical Services Unit, providing individual counselling sessions as well as psychoeducation groups
- embedding our Diversity and Inclusion Committee responsible for delivering our Reconciliation Action Plan and our first Disability Inclusion Plan, alongside our first Gender Diversity Plan and our first CARM Action Plan
- further embedding our One Intake and Toora client service continuum, with clients gaining access to all Toora services irrespective of how they enter
- investing in our financial management and people and culture operations to optimise our people capability and effective redirection of funds to our purpose
- continuing to build on our communication and engagement efforts and laying foundations for growth and success through future funding and profile awareness.

I want to acknowledge the Toora team that I am privileged to work alongside. **Toora means 'Women who keep the fire alight'** and you won't find a better example of this than our team who supports the Canberra community every day.

I thank the service delivery team who tirelessly advocate and serve the needs of those who need our support. The success of our team is due in equal part to our corporate staff. Service and advocacy take on many forms and, while not client-facing, the contribution of Toora's corporate team enables service delivery and provides the foundation for positive client outcomes.

As we head into the next chapter of Toora, I would like to take this opportunity to thank Toora's supporters and everyone who has contributed to making this organisation what it is today. Your continued support symbolises hope, agency and change for women in Canberra.

Kellie Friend



Governance

Toora Board

Our Board sets Toora's strategic direction, establishing and monitoring our progress against the Strategic Plan.

We continue to strengthen our governance by purposefully recruiting women from diverse backgrounds for our Board, with a particular commitment to ensuring we have representation from Aboriginal women.

As at 30 June 2024, our Board included:



Board Chair:
Brooke McKail



Community Board Member:
Robyn Bicket



Deputy Chair:
Danielle Young



Community Board Member:
Janelle Rowswell



Chief Executive Officer:
Kellie Friend



Community Board Member:
Aletana Ajulo



Secretary:
Rachel Saffron



Community Board Member:
Cathi Moore AM

Throughout the year, our Board also included:

- Ruth Hilton-Bell
- Amy Begley
- Kate Yuille
- Kate Woods.

Board Secretariat duties were provided by Kathy Naude of Directors Australia.

Governance structure

Over the 2023–24 financial year, we refined our governance structure to enable good governance and risk-based decision-making.

A key component of our risk governance and oversight is our Board subcommittees.

- The **Finance Subcommittee** helps the Board fulfil its responsibilities regarding oversight of the quality, adequacy and integrity of Toora's finance, risk and audit management practices as they relate to financial management.
- The **Organisational Governance Subcommittee** helps the Toora Board fulfil its responsibilities related to board governance, strategy, risk management and non-financial compliance and audit.
- The **Clinical Governance Subcommittee** helps the Toora Board fulfil its responsibilities regarding service delivery by overseeing the integrity of our clinical and operational management practices, clinical risk management, service delivery models, policies and procedures, compliance and complaints.

All subcommittees are comprised of members of the Board, the Toora Executive team, staff experts and independent advisors as required.

Strategic Plan 2024–29

Strategic Priority 1

To provide high-quality gender specialist services for parents, women, non-binary and feminine identifying people and their families that are holistic, evidence-based and outcome-focused.

- 1.1 Our investment in research of and benchmarking against international and national practice see's client outcomes exceed that of the sector standard.
- 1.2 We influence models of care, service design within the sector and generate national interest.
- 1.3 Our investment in robust systems and data analysis informs organisation and sector change.
- 1.4 Increase our service offering to reduce the gap between demand and access.

Strategic Priority 2

To have a strong internal identity and an unwavering brand as a trusted and accessible provider of gendered specialist services.

- 2.1 Our people have a strong sense of identity and connection to our purpose and the vision we strive for.
- 2.2 We have a visible presence to those who need our services, those who can support our service and those who enable our service.
- 2.3 We are known as a trusted and easy to access service, the 'go to service' for parents, women, non-binary and feminine-identifying people with complex needs.

Strategic Priority 3

To be an inclusive and diverse organisation that is a provider of choice for parents, marginalised women, non-binary and feminine-identifying people and their families.

- 3.1 Our services are informed and evaluated by the diverse communities we serve.
- 3.2 Our workforce strategy and recruitment practices actively seek to increase the diversity of our workforce to reflect the diversity of the community we serve.
- 3.3 Diversity and inclusion are at **the centre of our decision making, work practices, alliances and partnerships** through which we deliver our services.

Strategic Priority 4

To be an organisation that sustains the capacity and capability to meet and continually grow towards our vision.

- 4.1 Our workforce has, and continues to build on, the skills, capability, qualification, lived experience, tools and technology required to deliver quality services in accordance with our purpose.
- 4.2 Our governance framework informs superior decision making, communication flow and prudent regulatory compliance and risk management.
- 4.3 We exceed our legal and regulatory requirements and constantly scan the horizon for enhanced service and organisational performance opportunities.
- 4.4 Our financial management framework, diverse income streams, collaborations and alliances ensure we maximise the opportunities that provide for our vision.

Strategic Priority 5

To be an effective and respectful advocate for our vision and purpose.

- 5.1 We invest in research and resources to increase public awareness.
- 5.2 We are a trusted voice that informs policy and system level design.
- 5.3 We enhance our connections, reach and influence, enabling our vision.



Our services

Women experiencing homelessness in the ACT need more than just housing. Many of our clients who are impacted by homelessness are also affected by other factors, including domestic violence, connection with corrections, substance dependency and poor mental health. They need support with financial issues, interpersonal relationships, health concerns and more.

At Toora, we work holistically with women and see the intersections between all these things. We aim to support women, non-binary and other feminine-identifying people through these life-altering events and provide them with the tools to break cycles and create better life outcomes.

Our programs operate in a safe, friendly, and welcoming environment within a culture of empowerment and equality where clients feel valued and respected, and have the right to choose. Our combination of practical support and intensive individually tailored case management and counselling offers our clients encouragement, education, and positive life skills to achieve long-term change and achievement.


We personalise our service delivery to each client's needs, optimising access to alcohol and other drug (AOD) treatment services, housing, counselling, domestic and family violence support, family and children support and other tailored case interventions.

Our unique 'One intake' model ensures there is no 'wrong door' to accessing Toora services. A woman will only need to tell her story once, then the intake worker will guide her on her journey through our services, supported by our care team.

To further embed trauma-informed practice, our One Intake Tool has been designed in collaboration with both ACT Housing and OneLink to minimise external replication of assessment.

Career and education pathways

We empower our clients by offering a range of activities and educational sessions to support them to:

- find career paths
 - achieve financial independence
 - break the cycle of financial dependence on perpetrators
 - foster a safe, respectful and fulfilled life for themselves and their children.
- 

This is delivered through:

- the Women's Empowerment Project, which is open to all Toora clients
- the Women's Wellbeing and Career Pathway Program, run as a day program through the Toora Domestic Violence and Homelessness Service
- education and employment pathways, including vocational training in a variety of Certificate III qualifications, made available through our partnership with Quest Solutions Training
- our strong alliance with the ACT Government Return to Work Program, where women can attend quarterly group or individual sessions to develop work readiness skills.

Women's Empowerment Project

Our Women's Empowerment educational and employment project supports women in returning to the workforce with on-the-job training and references following a period of work experience. It helps women build professional and technical skills, confidence and social connection as part of their healing journey.

This program is proudly run in conjunction with Bond Hair. Feedback about Toora client participants from Bond Hair has included:

- *"She is a very hardworking and team-oriented person and will be a real asset to any business."*
- *"She was exceptional and she would have had a full-time position at Bond if she was interested. She will be incredibly successful in all she does."*

Brokerage supports

Toora has continued to provide support to local women through brokerage arrangements. This includes grants from the Snow Foundation, which allow us to support and deliver positive and lasting outcomes for our clients affected by domestic violence and homelessness or substance dependency.

In 2023–24, Snow Foundation grants allowed us to support 14 clients with a range of needs, such as driving lessons, education, household or utility costs, moving costs and medical expenses.

Drop-in Service

Based in Canberra's CBD, Toora's drop-in service is a safe space for women and their accompanying children to chat with our staff and receive food, respite, and other basic necessities. This was launched in March 2024.

Toora values community and stakeholder consultation in the development of new initiatives. Throughout the planning phase of this project, we engaged with the Early Morning Centre, Vinnies Roadhouse and the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) to identify gaps in service, as well as a wide range of sector partners.

Since the launch of the drop-in service, we have promoted the service at a range of community sector gatherings.

To increase the services available through the centre, we have developed a strong relationship with Canberra Dental Care, advocating for our clients and helping to de-stigmatise their needs. Through brokerage from current funding, we can now provide women with dental care ranging from preventative appointments to maintain healthy teeth, through to reconstructive work where needed.

In the coming financial year, we plan to implement a brokerage arrangement with a medical general practice (GP) so we can offer free medical appointments to clients.

Coming Home Program

Coming Home is a residential and community-based program that supports women, non-binary and other feminine-identifying people engaged with the justice system. Through the program, we provide individual case-managed support to help women meet the conditions imposed upon them in relation to any justice and corrections obligations and support them to avoid further engagement with corrections.

Coming Home also supports women exiting the corrective system to gain the necessary knowledge and tools to help them transition into long-term, safe and secure permanent housing and reintegrate into their community. This includes supporting participants in gaining employment and skill development, so they can participate meaningfully in their life and community.


The majority of women engaged in the program are in the community, where they may be on bail and awaiting sentencing, on short sentences, meeting parole conditions and requiring support, or engaging in intensive corrections orders.

We provided tailored supports through a culturally safe, trauma-informed practice model that enables participants to gain the knowledge and tools for self-empowerment, such as:

- alcohol and other drug support programs
- engaging with Legal Aid and Victim Support ACT
- community work
- support with engagement with other related services
- support to engage in training
- victims contact restrictions.
- support to seek employment

In 2023–24, we supported 51 women and two children through the Coming Home Program.

We also strengthened our partnership with the Alexander Maconochie Centre (AMC) to ensure that women exiting AMC are receiving active and timely support. We have regular engagements with the AMC Executive to implement strategies to enhance the support for women at AMC.



Toora Domestic Violence and Homelessness Service (TDVHS)

Women experiencing homelessness in the ACT need more than just housing. They need support with financial issues, interpersonal relationships, health concerns and more.

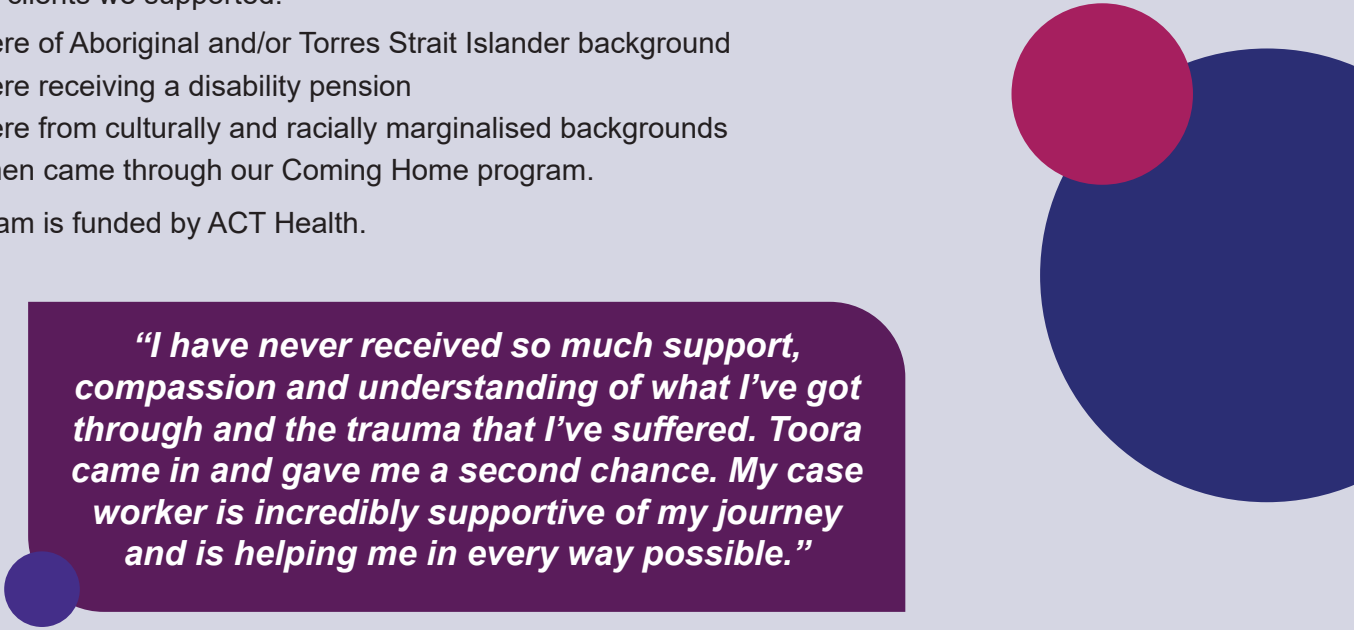
Many of our clients who are impacted by homelessness are also affected by other factors, including domestic violence, substance dependency and poor mental health. At Toora, we work holistically with women and see the intersections between all these things.

In the reporting period, the Toora Domestic Violence and Homelessness Service supported 300 women and 170 accompanying children. This support included 48,449 nights of accommodation and a total of 70,141 service days.

Of the 470 clients we supported:

- 22% were of Aboriginal and/or Torres Strait Islander background
- 10% were receiving a disability pension
- 27% were from culturally and racially marginalised backgrounds
- 51 women came through our Coming Home program.

This program is funded by ACT Health.



"I have never received so much support, compassion and understanding of what I've got through and the trauma that I've suffered. Toora came in and gave me a second chance. My case worker is incredibly supportive of my journey and is helping me in every way possible."

Women's Wellbeing and Career Pathway Program

One stream in our career and education pathways services is the Women's Wellbeing and Career Pathway Program, which we offer to clients in our domestic violence and homelessness service.

Thanks to a \$20,000 grant from the ACT Government's Office for Women, we organised workshops through IPAR and Quest Solutions Training. The workshops provided guidance and direction about job readiness, resume building, interview skills, coaching, possible study and career pathways and linked participants with people who could facilitate their aspirations.

Cultural safety for Aboriginal and Torres Strait Islander clients

Toora's Cultural Advisor provides advice on working with Aboriginal and Torres Strait Islander clients so that we can provide them with a range of culturally sensitive treatment strategies and identify other community-based resources that could help achieve their outcomes.

This has enabled our Case Coordinators to identify challenges for First Nations people and families in our services and integrate cultural advice into their practices through integrated case plans and case reviews.

During the 2023–24 financial year, we began developing cultural plans that our Aboriginal and Torres Strait Islander clients can complete to help our team understand their cultural needs and how we can provide cultural support and safety through Toora services.

Homelessness services

We provide the ACT's largest specialist homelessness support service for women and accompanying children who are homeless or are at risk of homelessness for a variety of reasons, such as mental health, alcohol and drug issues, domestic violence, financial difficulties and trauma.

We offer crisis and transitional accommodation, individual case management and practical support, with services including a residential support program, an outreach program and the Coming Home program for women, non-binary and other feminine-identifying people engaged with the justice system.

Over the 2023–24 financial year, our homelessness services supported:

- **145 women and 163 children through our residential support programs**
- **104 women and five children through our housing outreach program.**

Of the clients in our residential support programs, around 60% were in our accommodation for up to six months, with around 15% requiring accommodation for over a year.

Property portfolio

Toora has the following accommodations available to our clients:

- share houses (boarding room style accommodation)
- a share house (boarding room style accommodation) dedicated to alcohol and drug rehabilitation
- up to eight tenancies subject to a funding agreement with Housing ACT
- standalone properties, including Safe Places properties owned by Toora and properties donated for five years by Community Housing Australia.

"I have never ever felt more at ease and grounded. I've only been with Toora for 2 weeks but Toora has changed my life and the lives of my 2 children."

Our Property Team oversees the tenancy management process for Toora's property portfolio. They ensure clients receive appropriate support to uphold their tenancy, including meeting the financial obligations and proper use and care of the property.

Our Case Coordinators and Property Team collaborate to secure suitable accommodation, ensure a smooth transition for clients, address any tenancy matters and provide holistic support tailored to each client's needs.

Community Home Australia property

In September 2023, Toora collected the keys to a property that Community Home Australia (CHA) has kindly donated for Toora's homelessness services to use over the next five years, including covering all utility costs during that time. The CHA team did an incredible job upgrading the property so that it can be a safe and secure home for our clients.

Significant homelessness program changes

During the 2023-24 financial year, the sector underwent a commissioning process where all ACT Government Housing contracts had to be retendered. As a result, Toora was the winning bidder for all crisis and transitional housing programs for women and children in the ACT, which saw the Northside Women's Housing program transitioning across to Toora.



Toora's CEO accepting the property keys from CHA.

In this same commissioning process, we were unsuccessful in our bid to maintain our Families program. We transitioned this to the successful bidders of this funding, YWCA Canberra.

Way Home publication

For Homelessness Week 2023, we released the Way Home Guide, an information resource that supports women in Canberra who are experiencing or at risk of experiencing homelessness. The guide includes information on emergency and key contacts, where to find clothing, food, drop-in centres, legal assistance, medical support and much more.

Case coordinators, friends and family can also use this resource when supporting a woman in Canberra who is experiencing or at risk of experiencing homelessness.



Ascend Rental Subsidy Scheme

Designed to support women facing housing vulnerability due to escaping DFV but who are unlikely to meet the criteria for ACT Government Housing or social housing immediately, our Ascend Rental Subsidy Scheme provides funding for low- to affordable-income earners to help them make rental payments for up to 12 months.



ASCEND

Rental Subsidy Scheme

Ascend aims to:

- increase independence and housing sustainability of women who have experienced domestic violence
- reduce the number of women and children becoming homeless due to leaving domestic and family violence
- reduce the number of women and children remaining in unsafe living situations with a perpetrator of domestic and family violence.

This is the first funded rental subsidy scheme available in the ACT and has been funded from November 2023 to June 2026. Under the program, clients can either move into rental accommodation leased by Toora or we can subsidise their current rent directly to their landlord. After a period of stabilisation, we then work with the client to transition the lease back to them.

The Ascend pilot program ran from November 2023 to June 2024, during which time it was available only to Toora clients. **We supported seven women and 13 children** through the program, equating to **2550 nights of accommodation**.

The second stage of the program, currently scheduled for January 2025, will open it to any woman, non-binary or feminine-identifying person who is receiving a service from a domestic and family violence refuge in the ACT and meets the eligibility criteria.

Case study: Deanna

After over a decade of experiencing mental and emotional abuse from her husband, Deanna made the difficult decision to leave with her four children and contacted Toora for support.

As she co-owned a property and business with her abuser, Deanna advised that she may not be eligible for ACT Government housing. Instead, Toora supported Deanna with subsidised rent in a private rental through our Ascend Program. This is giving Deanna the opportunity to start establishing herself independently and to focus on her recovery and supporting her children.

Deanna and her Toora Case Manager explored options to help Deanna achieve her goals. We also connected Deanna with our counselling service to help her process her trauma.

Due to the Ascend program, Deanna got an opportunity to start living her life away from daily violence and is working hard to rebuild her life and find the best path forward for both herself and her children.

Domestic and family violence services

Toora is firmly committed to our vision of a world where women, girls, non-binary, and other feminine-identifying people live safely and securely without fear and where we are equal, respected, and valued for our contributions to society.

Our services include residential and outreach programs to provide individual case management and a range of emotional and practical support for single women and women with children who have experienced DFV through a specialised trauma- and DFV-informed service delivery team.

Our specialist staff work with women to identify the cycle of violence, provide a safe space to share their experiences, support them to strengthen their resilience, develop risk management plans and link them to appropriate networks within the community.

Over the 2023–24 reporting period, we provided specialist DFV services and support to 206 women and children.

We also worked alongside the Community Housing Industry Association to pilot, contribute to and launch the Community Housing Organisations Response to DFV: Toolkit & Standards.

Updated case management process

Our DFV team updated its Case Management Policy to align with the Case Management Society of Australia & New Zealand & Affiliates (CMSA) National Standards of Practice for Case Management.

As part of this improvement, we developed case management tools and checklists to help Case Coordinators deliver best-practice case management to their clients.

We provide all Case Coordinators with regular clinical supervision and support, as well as assistance with their case reviews.

Case study: Rosemarie

Rosemarie moved from Afghanistan to Australia with her husband on a spousal visa. However, after moving, her husband became abusive towards her.

Being without any friends or family in Australia and with low English language skills, Rosemarie experienced anxiety and struggled with daily tasks like buying groceries.

She fled the violent relationship, and the Domestic Violence Crisis Service ACT connected her with Toora.

In addition to housing support, we supported Rosemarie to engage with mental health professionals to help manage her anxiety. We also connected her with Legal Aid to obtain a domestic violence order (DVO) against her husband, help with the divorce process and assist in applying for permanent residency without spousal support.

Rosemarie lived in Toora accommodation for two years while first applying for the ACT Government priority housing list, then waiting for a Housing ACT property to become available.

During that time, Rosemarie's mental health significantly improved, and she became able to manage day-to-day tasks independently again. She began attending English language classes and developing a local support network.

Rosemarie moved into a Housing ACT property and reports that she is now able to live happily and independently. She can communicate well in English, has obtained a divorce and is preparing for her citizenship exam. Rosemarie plans to start working soon while studying to become a makeup artist.



Alcohol and Other Drug Program

We offer a broad range of tailored, comprehensive and trauma-informed health treatment and support services specifically for women with alcohol, drug and other dependencies in the ACT and surrounding areas. Our holistic approach focuses on minimising substance-related harm and maximising our clients' health and wellbeing. This includes exploring the underlying factors and origins of their dependencies.

In addition to reporting comorbid mental health concerns, three-quarters of our AOD clients have reported experiencing DFV, with 27% experiencing homelessness as a result at the time of engaging with Toora. This demonstrates the complex intersection of AOD use, homelessness, DFV and mental ill-health.

We understand that our clients are all unique and require an individual program that fits their personal circumstances. Our fully trained team uses tailored evidence-based methodologies to support women to reach ongoing sobriety and achieve their goals.

"Thank you very much for your helping and support!! All your staff are very great. They are so kind and friendly to me and my son, and helping me solve my problems."

Our programs provide counselling, outreach support, psycho-educational groups, SMART Recovery and more intensive programs, such as live-in residential treatment and a day program.

In 2023–24, our AOD Services supported 75 clients. Of them, we supported:

- **33 clients in our residential treatment program**
- **29 clients in an outreach capacity, covering both pre- and post-treatment supports**
- **56 clients through our Day Program.**

We use the Outcome Star tools to measure and support change within our program. This evidence-based methodology ensures accurate reflection of women's goals both individually and aggregately as a program cohort.

Over 2023–24, we continued to implement this tool and roll out Outcome Star training in our AOD team to better understand and measure the impact of our programs.

Surveys of our AOD clients found that:

- 75% of clients had made progress towards their goals relating to drug and alcohol, meaningful use of time, emotional health, money, offending and/or family and relationships.
 - In particular, 54% of our Day Program clients reported reducing their substance use, with the remaining 46% having stopped using substances.
- 87% were satisfied with our services.
- 78% felt it was 'very important' or 'extremely important' for them to be in a women-only service (an increase of 14% increase from last year).
- 100% 'agreed' or 'strongly agreed' that they feel more able to deal with challenges in their life since attending the program, and that their sense of wellbeing and motivation for change had improved.

Toora AOD clients also participated in the ACT Service Users' Satisfaction and Outcomes Survey (SUSOS) run by the Alcohol, Tobacco and Other Drug Association ACT (ATODA).

Of the 10 ACT AOD services whose clients participated, Toora ranked first in residential client satisfaction and a close second in client satisfaction overall.

Increasing AOD awareness across Toora

Having identified increasing comorbidity of presentations across our DFV, homelessness and AOD services and the subsequent need to increase AOD awareness and skills in our case management staff, Toora organised specialised training from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) for all service delivery staff. The training covered key drug presentations, the impact of drugs on the body, appropriate referral pathways, Naloxone administration and overdose response, as well as harm minimisation focusing on harm reduction.

Residential program

In 2023–24, clients stayed in our residential AOD program, Lesley's Place, for an average of 50 days.

Three-quarters of residential AOD program participants made progress in their drug use, alcohol use, meaningful use of time, emotional health, money, offending and family and relationships overall. **For those who concluded treatment, 96% reported reduced substance use or abstinence.**

During the year, we reviewed our AOD residential model and methodologies to promote an enhanced understanding of client needs at all points in recovery and stages of treatment. This has resulted in improved policies and procedures, client engagement mechanisms and supports.

Counselling service integration

We have further integrated our counselling services within our AOD residential program, with an AOD counsellor based on-site at Lesley Place for two days a week while residents are not attending our Day Program. This enables our clients to easily attend mindfulness sessions, individual counselling, SMART Recovery and art-based healing groups. They can also access the counsellor as required if they need additional assistance for emotional regulation or support.

These service enhancements have received favourable feedback as they remove obstacles to attendance compared to when sessions are held within the community. Women report that residential-based groups provide a safe space to reflect and 'do the work.' In particular, **our SMART Recovery and Mindfulness sessions have received 100% attendance and participation during the reporting period.**

Following these changes, clients have reported feeling better supported therapeutically and more engaged in the residential program. **100% of clients felt their quality of life had improved or stabilised at the conclusion of the residential program.**

Building relationships and partnerships


The AOD team prioritised sector relationships and partnerships to further enhance client care. This includes work with Winnunga Nimmityjah Aboriginal Health and Community Services, Women's Health Service within Canberra Health Services, CAHMA, OZHarvest, Care Financial, Australian Childhood Foundation, Karalika, DVCS, Roundabout and ACT Child and Youth Protection Services and Directions ACT.

AOD Day Program

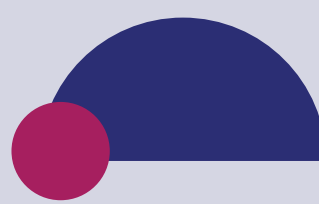
During the year, Toora facilitated five iterations of our evidence-based eight-week AOD Day Program, both in individual offerings and in combination with other Toora services in a group format. This program helps women, non-binary and other feminine-identifying people who want to change their pattern of substance use, regardless of which drug they have issues with or their level of dependence.

Over three days a week, participants learn methods to support their recovery from substance dependency. This gives them the opportunity to build trust, recognise their strengths and develop new skills needed to reach personal goals and make positive choices for the future.

"Because of Toora, I've learnt that I am not alone"



Based on the principles of Cognitive Behavioural Therapy (CBT), the program uses proven techniques of relapse prevention, psychoeducation, motivational interviewing, cognitive behaviour therapy and mindfulness across topics pertinent to recovery, including:

- how AOD affect the body and mind
 - preparing to cut down or stop using AOD
 - identifying triggers to AOD use and AOD relapse prevention
 - healthy body image
 - managing mood in stressful situations
 - mindfulness in everyday life
 - emotional regulation
 - parenting
 - living skills
 - exploring family of origin
 - motivational enhancement
 - communication and conflict resolution
 - nourishing relationships
 - grief and loss
 - managing guilt and anger
 - body image
 - goal setting
 - distress tolerance
 - connection to culture and Country.
- 

Of those who completed the AOD Day Program:

- **100% felt more able to deal with challenges in their life as a result of attending the program.**
- **100% stated that their sense of wellbeing and motivation to change had improved.**
- **92% stated that their confidence and self-esteem had improved.**

External agencies invited to present at the Day Program during the year included WomanSpeak, Legal Aid, CAHMA, OzHarvest, Hepatitis ACT and Care Financial.

At the end of the 2023–24 financial year, we commissioned a desktop review of our Day Program from UNSW. The report applauded Toora's unique methodology and approach to holistic service provision and module inclusion to address AOD recovery.

Additionally, a cultural review was conducted by esteemed Wiradjuri woman, counsellor and CEO of Burbirra, Karen Demmery. This desktop review evaluated all content and provided feedback to improve cultural appropriateness in content and facilitation style. Karen also provided a 'Connection to Country' module to be incorporated into each round of the Day Program.

"Toora was my lifeline to get better from drugs and not being homeless and to get my mental health back to normal."

Phoenix Program

In January 2024, Toora procured the Phoenix program funded by the Justice and Community Safety Directorate.

This program provides AOD support for women in the Alexander Maconochie Centre (AMC) to equip them with the necessary skills to thrive both within and outside the AMC. From self-care strategies to conflict resolution techniques, anxiety management and career path guidance, the program covers a wide array of areas essential for wellbeing and success.

"[Phoenix] made me feel comfortable enough to know I mattered and was worth more than my past experiences."

The Phoenix program was facilitated by trained AOD professionals with lived experience and a proud Gamilaraay, Wailwan and Wiradyuri woman. Lived cultural and AOD experiences were interwoven intentionally throughout the content to increase relatability and engagement.

Drawing from Toora's extensive experience working with highly vulnerable women for over 40 years, the pilot program consists of up to two days of holistic psychoeducational day program content and one day of counselling.

Acknowledging the overrepresentation of Aboriginal and Torres Strait Islander women in custody, we appointed a First Nations facilitator and had the content culturally reviewed and modified by Karen Demmery. Upon the conclusion of the pilot program, a formal evaluation will be conducted by UNSW.

The Phoenix program had a 60% completion rate, during which time two participants were released into the community. One of those women completed Phoenix by attending Toora's AOD Day Program and counselling in the community. All participants showed significant reduction in their psychological distress at the conclusion of the program.

All Phoenix Day Program modules received between 90 and 100% satisfaction from all participants.

SMART Recovery

Our SMART Recovery Program is a support group for clients who are affected by their own substance dependency and are seeking help to overcome this.

Facilitated by a trained professional, the group meets on a weekly basis to discuss motivation to abstain from using substances, coping with urges to use substances, lifestyle balance and problem-solving.

Over the reporting period, we ran 26 internal SMART Recovery meetings.

Case study: Melissa

Melissa was initially living in a share house through our homelessness program. She had a problematic relationship with methamphetamine and had been using heavily and experiencing psychosis, so her Case Coordinator referred Melissa to our AOD Program.

Upon deciding to get treatment for her substance dependency, she moved into our AOD residential service, Lesley's Place, for intensive treatment and participated in the Day Program and counselling.

Melissa reported that her head was 'loud and busy', causing her distress, so we supported her to see a doctor and obtain medication to help settle and stabilise her thinking. This was complimented by weekly individual counselling and daily mindfulness sessions with the AOD counsellor.

Melissa initially kept to herself both in the residence and at the AOD Day Program and reported that she found relationships difficult to form. However, she gradually started to develop relationships with other residents and staff, regularly seeking advice and support.

As she built self-confidence through her counselling, Melissa engaged more with the Day Program and became a regular contributor. She was able to draw parallels between her individual counselling and themes in the Day Program and began to share her experiences with the group to supplement the facilitators' examples.

Melissa completed four months at Lesley's Place. She had previously been engaged with the justice system and, as a parole condition, was required to do drug testing twice weekly. She returned a negative result each time.

In her final month staying with us, Melissa began doing part-time work and used this money to save for her future. With support from one of Toora's housing specialists, she got onto the ACT Housing priority housing list and was offered her own home.

Melissa continues to use our outreach support to maintain her recovery and work towards her goals. She attends regular NA meetings and keeps in touch with her peers from the residential program.

Melissa has not used drugs for six months and has reconnected with her mother and sister, relationships that had previously been damaged due to her dependence. Through Toora's holistic suite of services, Melissa has been able to rebuild her life and is currently working on longer-term study and work goals.

Clinical Services

Acknowledging the comorbidity of mental health challenges with homelessness, DFV and substance use, we established a Clinical Services team in August 2023.

Consisting of trained and accredited social workers and counsellors, the team delivers quality counselling support services and therapeutic groups to Toora clients who may be experiencing substance use issues, DFV, homelessness or contact with the ACT corrections and justice system.

“I feel that I can now have hope for a safe and better future for my children.”

Our counselling service is based on a recovery-oriented approach to therapeutic counselling support and the principles of harm-minimisation.

Our counsellors leverage our clients’ strengths and understand that a history of trauma can impact their lives today. Together, the client and counsellor explore goals and develop tailored strategies using evidence-based treatments and therapeutic interventions to work through a variety of issues associated with past and present trauma.

Throughout 2023–24, our Clinical Services team provided over 750 individual counselling sessions to a total of 116 clients. Of these:

- over 65 sessions were in crisis situations
- 38 clients were engaged with our alcohol and other drug programs
- 56 clients were engaged with our domestic violence and homelessness services
- 22 clients were engaged with our Coming Home or Phoenix programs for women engaged with the justice system.

Surveys of our Clinical Services clients found that:

- 100% of clients ‘agreed’ or ‘strongly agreed’ that they feel more able to deal with challenges in their lives.
- 100% of clients ‘agreed’ or ‘strongly agreed’ that their sense of wellbeing had improved.
- 77% of clients ‘agreed’ or ‘strongly agreed’ that their family and close relationships had improved.

Therapeutic groups

The Clinical Services team offers several therapeutic group programs that focus on psychoeducation, parenting and attachment, emotion regulation and mindfulness, trauma and managing addiction.

In 2023–24, we ran 116 psychoeducational group sessions on topics including:

- Circle of Security Parenting
- Art-based healing
- Dialectical Behaviour Therapy (DBT) skills training
- Healing Trauma.

“The therapeutic process and tools ... allowed me to be this new person I am now.”

We also ran over 50 mindfulness sessions.

Australian Childhood Foundation trauma group for children

In May 2023, we signed an MOU with the Australian Childhood Foundation (ACF) to run an exclusive trauma group for children in our programs. To improve our internal capabilities, ACF also provided trauma training to Toora staff and held a series of trauma-focused group reflective practice sessions (akin to group supervision) to further embed the new learnings.

Refurbished clinical rooms

In June 2024, our team at the Griffin Centre refurbished our clinical rooms. These facilities are used by clinical support clients and our therapeutic groups, such as the Phoenix Day Program, Healing Trauma Group and Art-based Healing.



Case study: Zoe

Although Zoe had left her abusive partner four years earlier, the abuse had continued, with her ex-partner trying to undermine Zoe's relationship with their children. This led to Zoe experiencing severe depression.

Having been referred to Toora by another local community service, Zoe presented with symptoms of Complex-PTSD including low self-esteem, persistent feelings of shame and guilt, trauma-related physical symptoms and suicidal ideation.

A Toora counsellor worked with Zoe to assess her individual needs and goals and determine appropriate therapeutic methodologies. Together, they agreed upon a phased treatment approach suitable to Zoe's history and current mental health position, aiming to reduce her distress and change the negative internal narratives that had developed over the years of abuse.

During the initial phases of treatment, psychometric testing indicated Zoe was experiencing very high levels of distress. After the first two of eight stages in her treatment plan, this decreased to moderate distress.

As she continued to engage with Toora's Clinical Services, Zoe found she was able to create a new, more positive narrative for herself: "I am good enough." She also worked with her counsellor to develop plans to ensure her safety and stability outside of counselling sessions.

In the latter stages of the therapy, Zoe reported new insights and her physical and emotional pain reduced significantly. She was able to further embed her new, more positive narrative.

Zoe's final psychometric testing indicated low levels of distress, demonstrating an incredible improvement from her engagement with Toora.

Parentline ACT

In the first half of the 2023–24 financial year, Toora acquired Parentline ACT and began integrating its staff and services into Toora as a service delivery 'arm' of our Clinical Services team.

Parentline offers a free, confidential telephone service for people in the ACT and surrounding area who want information or someone to talk to about parenting. This includes parents, step-parents, guardians, grandparents, godparents, friends, carers, service providers and other relatives.

Parentline ACT has a particular focus on the safety and wellbeing of children and, in particular, vulnerable parents, carers and children.



Toora and Parentline jointly branded stall at the Perinatal Wellbeing Festival 2023

The service is focused on early intervention to assist parents and carers to provide an environment that enables children and young people to have safe and fulfilled lives."

From October 2023 to June 2024, Parentline ACT provided 355 telephone counselling sessions, gave information and referrals over the phone 169 times and responded to 152 written enquiries.

The most common reasons people contacted Parentline ACT for support were related to emotional/mental health (26%), behavioural concerns (21%) and support with relationships (19%).

Our community

Engaging with our community

In 2023–24, we worked with and were supported by a breadth of organisations, agencies, businesses and individuals across housing, domestic and family violence, alcohol and other drugs, women's health, mental health and legal services to provide a multidisciplinary, integrated and collaborative approach to achieving client outcomes.

Engagement with schools

Over the year, Toora team members engaged with a range of schools, including:

- presenting at Merici College on consensual relationships, focusing on things such as self-esteem, healthy relationships, consent and conflict management
- holding stalls at Narrabundah College and the Social Services Expo at Erindale College.

Australasian Therapeutic Communities Association (ATCA) Conference

Toora AOD was proud to be a Bronze Partner at the ATCA 2023 Conference. Leadership representatives attended the conference and used the opportunity to reflect on strengths, innovation and changes within methodologies and practices.



Toora representatives at the ATCA 2023 Conference



Smoking ceremony by Auntie Serena Williams

Visit from the Vice President of French Polynesia

In late June 2024, we were visited by Madame Vice President of French Polynesia, Minarii Galenon Taupua, and delegates from DFAT. This was an opportunity to share our different experiences and hear the similarities in the systemic challenges and barriers we each face in supporting and helping women through the impacts of domestic and family violence and homelessness.

The event was made extra special with an intimate Welcome to Country and Smoking Ceremony from Ngunnawal Elder Auntie Serena Williams.

Other events

Toora also participated in the following community, sector and fundraising events, among many more:

- Domestic Violence Crisis Service ACT's Candle Lighting Vigil for National Domestic Violence Remembrance Day
- CPA Australia's Canberra International Women's Day event
- Canberra Rape Crisis Centre's Reclaim the Night event
- Perinatal Wellbeing Day
- Homeless Connect at the Early Morning Centre
- Hands Across Canberra's Annual Charity Luncheon
- KPMG's Homelessness Week event
- a parliamentary briefing on a new white paper: 'Rethinking Primary Prevention' by Jess Hill and Michael Salter, at the invitation of FARE Australia
- National Sorry Day Bridge Walk
- Rotary Australia's Say No to Violence Against Women event
- Floriade Community Party held by Community Home Australia
- Synergy Group's panel discussion at Floriade
- Women's Health Matters networking night.



Kellie Friend speaking at CPA Australia's Canberra International Women's Day event

Our supporters

Toora is grateful for the support we receive from our donors, philanthropic organisations and government agencies.

Community partners

- A Gender Agenda
- ACT Council of Social Service (ACTCOSS)
- Alcohol, Tobacco and Other Drug Association ACT (ATODA)
- Australian Childhood Foundation
- Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)
- Canberra Rape Crisis Centre
- Care Financial
- Community Home Australia
- Community Housing Australia
- Community Housing Industry Association
- Directions ACT
- Domestic Violence Crisis Service
- DV Safe Phones
- Early Morning Centre
- Families ACT
- FARE Australia
- GetAboutAble
- Givit
- Good360
- Gugan Gulwan
- Hepatitis ACT
- Karalika
- Legal Aid ACT
- Mackillop Family Services
- Marymead CatholicCare
- Mental Health Community Coalition ACT (MHCC ACT)
- Meridian
- Migrant and Refugee Settlement Services (MARSS)
- Multicultural Hub Canberra
- OneLink
- OzChild
- OzHarvest
- Perinatal Wellbeing Service
- Quest for Life Foundation
- Rotary Australia
- Roundabout
- Sisters In Spirit Aboriginal Corporation
- Thread Together
- Uniting Care
- Victim Support ACT
- Vinnies
- WESNET
- Winnunga Nimmityjah Aboriginal Health and Community Services
- Woden Community Service
- Women with Disability
- Women's Health Matters
- YWCA Canberra
- Zonta.

Business, government and funding partners

- ACT Government, including:
 - ACT Health
 - Community Services Directorate
 - Emergency Services Agency
 - Justice and Community Safety Directorate
- ANU Workplace giving program
- Artemis Partners
- Bond Hair Religion
- Callida Consulting
- Canberra Dental Care
- CentreRED
- CHC Affordable Housing
- Clayton Utz
- Coolamon Consulting
- CPA Australia
- Embrace Disability Group
- Griffin Legal
- Hands Across Canberra
- Independent Property Group (IPG)
- KPMG
- McInnes Wilson Lawyers
- N-ableIT
- Snow Foundation
- Synergy
- Tailored HR solutions
- The Chief Minister's Charitable Fund
- Toshiba
- University of New South Wales (UNSW).
- WomanSpeak.

"I can't stop smiling when I just used to cry into my pillow".



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- Steven Sofronoff
- Susan Hoerlein
- Toby Wagner
- Toni Heferen
- Toni Millar
- Tsz Shuen Wong
- Victoria Leaver
- Winsome Ogilvie
- Women Who Walk (Jamison).



Diversity and inclusion

Our commitment

Toora has a long and proud history of being a strong ally to diverse groups in our community. We are committed to providing culturally sensitive services in an environment where race, culture, gender expression, sexuality and any other differences are respected and valued. We recognise there are challenges faced by Aboriginal and Torres Strait Islander women, women from culturally and racially marginalised (CARM) backgrounds, as well as transgender women, non-binary people, intersex people and other feminine-identifying people.

We continue to reform our organisation to ensure we provide best-practice services to clients who are representative of many diverse groups. The diversity of our staff, clients and community demonstrates that we understand and are committed to the united effort required to implement significant change.

Our commitment to diversity is demonstrated by its inclusion as one of the highest-level priorities in our Strategic Plan: “To be an inclusive and diverse organisation that is a provider of choice for parents, marginalised women, non-binary and feminine-identifying people and their families.” In addition, our Diversity and Inclusion Committee is chaired by our CEO.

Our Diversity and Inclusion Committee delivers on the Toora Strategic Plan and prioritises the timely and successful implementation of Toora’s diversity strategies, including our:

- Reconciliation Action Plan
- Disability Inclusion Framework
- Gender Diversity Framework
- CARM Inclusion Framework.

Gender specialist and inclusive services

Providing services for women by women is core to our foundation as a gender-specialist organisation. Our residential and community sites are women-only spaces, and all Toora services are run by women to support women, with the understanding that social barriers faced by women can result in inadequate treatment and support in mainstream services.

The main purpose of gender-specialist work is to provide evidence-based services in a manner that enables women to regain control of their lives. It is informed by trauma models of recovery and a gendered understanding of the causes of violence. This enables us to dismantle barriers for women to create a safe environment, instil hope and restore dignity and empowerment.

In 2023–24, our team continued working with A Gender Agenda (AGA) to ensure our spaces are safe and inclusive for all women, including trans women, as well as for non-binary people and other feminine-identifying people. We will continue to work with organisations like AGA and Meridian to further embed these practices in our day-to-day operations.

Reconciliation at Toora

Toora’s vision for reconciliation between Aboriginal and Torres Strait Islander peoples and the broader Australian community is an Australia in which Aboriginal and Torres Strait Islander peoples are included, deeply respected and meaningfully engaged on issues that are important to their culture, identities and communities.

Throughout the 2023–24 financial year, steps we took towards that vision included:

- creating a position of Toora Cultural Advisor, occupied by Ngunnawal Elder Serena Williams
- launching our second Innovation Reconciliation Action Plan
- developing a Toora Women Statement of Apology and Reconciliation
- hosting an event on how to create change following the Voice referendum
- participating in the Sorry Day Bridge Walk.



Toora staff at the Sorry Day Bridge Walk 2024

Reconciliation Action Plan

During Reconciliation Week 2024, Toora was proud to launch our second Innovate Reconciliation Action Plan (RAP).

Our previous RAP focused on enhancing practices related to the inclusion of Aboriginal and Torres Strait Islander peoples within our organisation and seeking strong acknowledgement and inclusion of First Nations peoples and issues in our business.

Having worked hard on building our foundations, we felt ready to take the next step in our reconciliation journey with the following objectives in our new RAP:

- amplifying and magnifying the voices of Aboriginal and Torres Strait Islander women
- building a culturally competent service where Aboriginal and Torres Strait Islander peoples feel safe, respected and empowered
- embedding a Holistic Case Management Model that delivers excellent outcomes for the Aboriginal and Torres Strait Islander community
- building and sharing collective intelligence through engagement with the Aboriginal and Torres Strait Islander community.

Reconciliation in Post-Referendum Australia event

In April 2024, we hosted an event on Becoming an Agent for Change in a Post-Referendum Australia, thanks to funding from the ACT Community Services Directorate.

After a Welcome to Country from Ngunnawal Elder Serena Williams, we had the privilege of hearing from the CEO of Djirra, Antoinette Braybrook AM, about how organisations in the Canberra region can work with Aboriginal Community-Controlled Organisations to provide better outcomes for Aboriginal and Torres Strait Islander people.

The event was a great success, with representatives from more than 20 local community sector organisations attending.



Aunty Serena Williams, Toora CEO
Kellie Friend and Antoinette Braybrook AM

Disability Inclusion Framework

Working alongside GetAboutAble and the ACT Office for Disability, we reviewed our service offer and housing solutions for people with a disability. We are now implementing the core disability inclusion objectives of:

- organisational commitment to disability inclusion
- developing networks and partnerships
- digital accessibility and communication
- building the capacity and capability to provide disability-aware services
- developing accessible and inclusive service delivery processes and programs
- addressing the physical accessibility of Toora properties.

Quality improvement

In 2023–24, Toora continued to make enhancements to our governance, compliance and quality improvement systems. Key work included:

- improving our online Risk and Incident Management System
- reviewing key organisational policies
- refining our governance structures and reporting
- improving our Clinical Governance systems and practices
- improving organisational systems that support excellence in service delivery.

To ensure continual improvement of service delivery, Toora created two new roles:

- The **Senior Practitioner Case Management and Client Outcomes** plays a central role in developing, implementing, reviewing and reporting on robust and effective case management and client outcome practices within Toora.
- The **Aboriginal Cultural Advisor** is a unique role that provides guidance and support to all Toora staff on cultural context for Aboriginal families and its implications for the most effective engagement, assessment and interventional practices to achieve the best outcomes. Along with their role to offer advice on client service, the role also provides strategic support to the Toora Board, assists in sourcing funds for our Aboriginal clients and provides education and training to our staff.

We conducted significant work over the financial year in reviewing and developing our policies and procedures to ensure they reflect modern practice and meet our mandatory practice frameworks. Some key policy reviews included:

- Code of Conduct
- Procurement Policy
- Project Planning Policy and associated templates
- Case Management Framework and Policy
- Service manuals
- Outreach Safety Policy and client risk planning.

Accreditations and standards

Toora is accredited by the:

- QIC Health and Community Standards
- National Regulatory System for Community Housing (NRSCH)
- Australian Charities and Not-for-profits Commission (ACNC).

In 2023–24, the ACT Community Housing Registrar conducted a compliance assessment of Toora against the NRSCH. The Registrar found that Toora was compliant in all areas, and provided some recommendations to help us maintain a level of compliance consistent with the regulatory code. We have added these recommendations to our Continuous Improvement Plan.

Toora's accreditation against the QIC Health and Community Standards was extended to April 2024, taking into consideration the impact the ACT Government Commissioning process has had on the organisation.

We continue to work on enhancing the quality of our programs, services and governance, and have added areas of improvement to our QIC Quality Improvement Plan, of which we continue to meet and exceed the requirements.

We also self-assess against or apply governance and practice standards from the:

- National Child Safe Principles for Organisations
- National Model Clinical Governance Standards
- Community Housing Industry Association's Community Housing Organisations Response to DFV: Toolkit & Standards
- Australasian Therapeutic Communities Association (ATCA)
- Cultural Respect Framework.





Homelessness Official Visitor

As part of a Ministerial reporting process, we facilitated discussions between ACT Official Visitor David Healy and clients in our Domestic Violence and Homelessness Service. The Official Visitor provides independent oversight and helps safeguard the rights and wellbeing of our vulnerable clients.

Mr Healy spoke with 18 clients over eight of our shared properties about Toora's support and services and collected their feedback.

His report concluded that: "My impression was of a high quality, professional organisation that supports its clients very well." He continued to say, "The impression I got of the culture at Toora was inclusive, supportive and corroborative."

Launch of toolkit and standards for housing providers responding to DFV

In May 2024, Toora CEO Kellie Friend joined representatives from the women's and housing community sector at the launch of the Community Housing Industry Association's new Community Housing Organisations Response to DFV: Toolkit & Standards, which are designed to help housing providers respond effectively to domestic and family violence.

Over the past two years, Toora has contributed to the development of these standards and was one of the organisations around the country to pilot them. At this event, our CEO shared her experiences of working with victim-survivors and the impact that the standards will have on their recovery and quality of living while rebuilding their lives.

Review of our integrated intake process



In 2023, we engaged Callida Consulting to review our integrated intake process and the client journey through Toora. This review has informed our quality improvement activities for our centralised intake.

Risk management

During the financial year, we reviewed our Risk Management Framework and Policy, including consulting with all staff on an updated Risk Plan.

As part of this process, we implemented improvements to our online Risk and Incident Management System, which will be used to record and assess our risks, manage events and incidents, monitor compliance and allocate and monitor improvements.

Toora WHS Committee


The Toora WHS Committee consists of staff representatives, the People and Culture Advisor and the CEO.

The Committee meet on nine occasions during 2023–24 to discuss WHS practices and functions, and review WHS incidents across the organisation. Key work of the committee included:

- reviewing our regular inspection processes
- improving WHS information on the Toora intranet
- engaging a consultant to review Toora's psychological safety processes and responses
- consultation on the updated Risk Management Framework and Policy.

"I am a long-standing client of Toora Women and I have noticed an extremely significant improvement in support through your services across all areas.

I am now over 18 months recovered and I have the support and care of Toora Women to thank."



Toora Women Incorporated

ABN: 11 099 754 393

Financial Statements

For the Year Ended 30 June 2024

Toora Women Incorporated

ABN: 11 099 754 393

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For the Year Ended 30 June 2024

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Toora Women Incorporated

ABN: 11 099 754 393

Committee Report

30 June 2024

In accordance with the Associations Incorporation Act 1991 (ACT), the Members of the Committee submit the financial statements of Toora Women Incorporated ("Toora") for the year ended 30 June 2024.

Committee Members

The name of each Committee member of Toora during the year ended 30 June 2024, or, if different, at the date of this report, is as follows:

Member	Joined	Resigned
Brooke McKail (Chair)	October 2022	
Danielle Young (Deputy Chair)	December 2022	
Rachel Saffron (Secretary)* Observer since December 2022	November 2023	
Kellie Friend	February 2022	
Robyn Bicket	November 2020	
Cathi Moore	November 2023	
Aletana Ajulo	November 2023	
Janelle Rowswell	November 2023	
Dominique Vasile (Treasurer)	February 2024	June 2024
Amy Begley	November 2022	November 2023
Kate Yuille (Secretary)	November 2019	November 2023
Ruth Hilton-Bell (Treasurer)	January 2023	January 2024
Kate Woods	November 2022	November 2023
Joanna Connop (deceased)		July 2023

Principal Activities

The principal activity of Toora during the year ended 30 June 2024 was:

- Residential and outreach Domestic and Family Violence Services
- Residential and outreach Homelessness Services
- Residential, outreach and day program Alcohol and Other Drug Services
- Counselling services

Operating Results

The result of Toora for the year ended 30 June 2024 was a deficit of \$98,853, (2023: surplus of \$514,960).

Significant Changes in State of Affairs

No significant change in the state of affairs of Toora occurred during the financial year.

Incorporation

Toora Women Incorporated is an association incorporated under the ACT Associations Incorporation Act. Toora is domiciled in Australia and its principal place of business and registered office address is Weston Community Hub, Hilder Street, Weston Creek ACT.

Toora Women Incorporated

ABN: 11 099 754 393

Committee Report

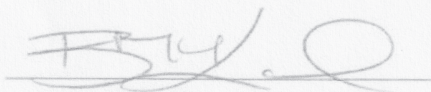
30 June 2024

Events after the Reporting Date

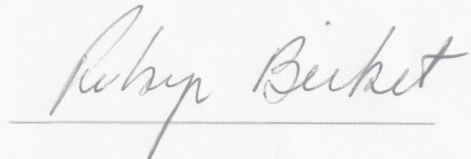
No matter or circumstance has arisen since the end of the financial year to the date of this report that has significantly affected or may significantly affect:

- a) The operations of Toora;
- b) The results of those operations; or
- c) The state of affairs of Toora in subsequent financial years.

Signed in Canberra on 4/11/2024 2024 in accordance with a resolution of the Members of the Committee:



Chairperson



Committee Member)

Auditor's Independence Declaration
Under Subdivision 60 - 40 of the Australian Charities and Not-for-profits
Commission Act 2012 to the Committee of Toora Women Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.



Nexia Duesburys (Audit)
Canberra, 4 November 2024



Rod Scott
Partner

Audit. Tax. Advisory.

Toora Women Incorporated

ABN: 11 099 754 393

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

	Note	2024 \$	2023 \$
Revenue			
Revenue	2	<u>6,287,618</u>	6,647,390
Expenses			
Administration		735,410	484,894
Amortisation on leased asset		8,364	25,091
Contractors		631,111	328,564
Depreciation		33,896	39,728
Employee expenses		3,465,806	3,976,049
Insurance		212,105	181,148
Property expenses		945,751	707,138
Superannuation		<u>354,028</u>	389,818
		<u>6,386,471</u>	6,132,430
(Deficit)/Surplus before income tax		(98,853)	514,960
Income tax expense	1(a)	-	-
(Deficit)/Surplus for the year		<u>(98,853)</u>	514,960
Total comprehensive income for the year		<u><u>(98,853)</u></u>	514,960

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 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,400,354	1,578,449
Financial assets	4	1,650,000	860,570
Trade and other receivables	5	85,232	190,061
Other assets	6	23,343	59,571
TOTAL CURRENT ASSETS		3,158,929	2,688,651
NON-CURRENT ASSETS			
Property, plant and equipment	7	1,053,625	1,087,521
Right-of-use assets	9	-	8,364
TOTAL NON-CURRENT ASSETS		1,053,625	1,095,885
TOTAL ASSETS		4,212,554	3,784,536
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	379,345	450,461
Lease liabilities	9	-	9,201
Employee benefits	10	168,617	280,452
Other liabilities	11	779,151	58,000
TOTAL CURRENT LIABILITIES		1,327,113	798,114
NON-CURRENT LIABILITIES			
Employee benefits	10	39,745	41,873
TOTAL NON-CURRENT LIABILITIES		39,745	41,873
TOTAL LIABILITIES		1,366,858	839,987
NET ASSETS		2,845,696	2,944,549
EQUITY			
Retained surplus		2,845,696	2,944,549
TOTAL EQUITY		2,845,696	2,944,549

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 2024

2024

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2023	2,944,549	2,944,549
Net deficit for the year	(98,853)	(98,853)
Balance at 30 June 2024	2,845,696	2,845,696

2023

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2022	2,429,589	2,429,589
Net surplus for the year	514,960	514,960
Balance at 30 June 2023	2,944,549	2,944,549

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 2024

	Note	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from grants, customers and others		7,710,226	7,058,424
Payments to suppliers and employees		(7,172,161)	(7,095,157)
Interest received		82,487	32,382
Interest paid		(16)	(293)
Net cash provided by/(used in) operating activities		<u>620,536</u>	<u>(4,644)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from property, plant and equipment		-	63,590
Payments for term deposits		(789,430)	(355,570)
Net cash provided by/(used in) investing activities		<u>(789,430)</u>	<u>(291,980)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Principal payments of lease liabilities		(9,201)	(26,845)
Net cash provided by/(used in) financing activities		<u>(9,201)</u>	<u>(26,845)</u>
Net increase/(decrease) in cash and cash equivalents held		(178,095)	(323,469)
Cash and cash equivalents at beginning of year		<u>1,578,449</u>	<u>1,901,918</u>
Cash and cash equivalents at end of financial year	3	<u><u>1,400,354</u></u>	<u><u>1,578,449</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2024

The financial report covers Toora Women Incorporated (the Association) as an individual entity. The Association is a not-for-profit entity, registered and domiciled in Australia.

Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures, Interpretations of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*.

The functional and presentation currency of the Association is Australian dollars. The amounts presented in the financial statements have been rounded to the nearest dollar. 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.

A number of new or revised Australian Accounting Standards are effective for the first time in the current financial year. These standards have had no material impact on the Association.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

1 Material Accounting Policy Information

(a) Income tax

The Association is exempt from income taxation under the relevant provisions of Section 50-40 of the Income Tax Assessment Act 1997.

(b) 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.

Where a revaluation has been performed, any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

The carrying amount of property, plant and equipment is reviewed at the end of the reporting period to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

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 costs (e.g. repairs and maintenance) are charged to the statement of profit or loss and other comprehensive income during the financial period in which they are incurred.

Increases in the carrying amount arising on revaluation of assets are credited to a revaluation reserve and recognised in other comprehensive income. Decreases that offset previous increases of the same asset are charged against fair value reserves and recognised in other comprehensive income. All other decreases are charged to the profit or loss.

Notes to the Financial Statements

For the Year Ended 30 June 2024

1 Material Accounting Policy Information (continued)

(b) Property, plant and equipment (continued)

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

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the profit or loss. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

Depreciation

The depreciable amount of all fixed assets including leased assets are depreciated on a straight-line basis over their estimated useful lives to the Association commencing from the time the asset is available for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Motor vehicles	14.29%
Buildings	2.50%

(c) Leases

At inception of a contract, the Association assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the Association the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the Association recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations and initial direct costs incurred. Lease assets are depreciated using the straight-line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

Lease liabilities are initially measured at the present value of the future minimum lease payments, discounted using the Association's incremental borrowing rate if the rate implicit in the lease cannot be readily determined, and are subsequently measured at amortised cost using the effective interest rate. Minimum lease payments include fixed payments, amounts expected to be paid under a residual value guarantee, the exercise price of purchase options for which the Association is reasonably certain to exercise and incorporate the Association's expectations of lease extension options.

The lease liability is remeasured when there are changes in future lease payments arising from a change in rates, index or lease terms from exercising an extension or termination option. A corresponding adjustment is made to the carrying amount of the lease assets.

Short term leases (lease term of 12 months or less) and leases of low value assets (\$10,000 or less) are recognised as incurred as an expense in the statement of profit or loss and other comprehensive income.

Notes to the Financial Statements

For the Year Ended 30 June 2024

1 Material Accounting Policy Information (continued)

(d) Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the Association becomes a party to the contractual provisions to the instrument. For financial assets, this is the date that the Association commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments (except for trade receivables) 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 expensed to profit or loss immediately. In most circumstances trade receivables are initially measured at the transaction price.

Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value or amortised cost using the effective interest rate method. The subsequent measurement depends on the classification of the financial instrument as described below.

Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties in an arm's length transaction. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

The effective interest method is used to allocate interest income or interest expense over the relevant period.

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Financial assets that meet the following conditions are subsequently measured at amortised cost:

- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets that meet the following conditions are subsequently measured at fair value through other comprehensive income (FVTOCI):

- the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling the financial assets; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

By default, all other financial assets are subsequently measured at fair value through profit or loss (FVTPL).

Notes to the Financial Statements

For the Year Ended 30 June 2024

1 Material Accounting Policy Information (continued)

(d) Financial instruments (continued)

Despite the above, the Association may make the following irrevocable election/designation at initial recognition of a financial asset:

- the Association may irrevocably elect to present subsequent changes in fair value of an equity instrument in other comprehensive if certain criteria are met; and
- the Association may irrevocably designate a financial asset that meets the amortised cost or FVTOCI criteria as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch.

Financial liabilities

All financial liabilities are subsequently measured at amortised cost using the effective interest method or at FVTPL.

Impairment of financial assets

The Association recognises a loss allowance for expected credit losses on financial assets that are measured at amortised cost or at FVTOCI. No impairment loss is recognised for investments in equity instruments. The amount of expected credit losses is updated at each reporting date to reflect changes in credit risk since initial recognition of the respective financial asset.

The Association recognises lifetime expected credit losses for trade receivables. The expected credit losses on these financial assets are estimated based on the Association's historical credit loss experience adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current as well as the future direction of conditions at the reporting date, including time value of money where appropriate.

(e) Impairment of non-financial assets

At the end of each reporting period, the Association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the profit or loss.

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

(f) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled plus related on-costs and are disclosed as current liabilities.

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. Changes in the measurement of the liability are recognised in profit or loss.

Contributions are made to employee superannuation funds and are charged as expenses when incurred.

Notes to the Financial Statements

For the Year Ended 30 June 2024

1 Material Accounting Policy Information (continued)

(g) 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.

(h) Cash and cash equivalents

Cash and cash equivalents comprise 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.

(i) Revenue and other income

Revenue is measured at the amount which the Association expects to receive in consideration for satisfying performance obligations to a customer. A performance obligation is the distinct good or service defined within the contract with a customer. The transaction price is allocated to one or more performance obligations contained within the contract, with revenue being recognised as or when the performance obligation is satisfied.

Where consideration comprises variable components, the amount recognised as revenue is constrained to that amount that would not result in a significant reversal of the cumulative revenue recognised when that uncertainty is resolved.

Timing of Revenue Recognition

Revenue is recognised either at a point in time or over time, when (or as) the Association satisfies performance obligations by transferring the promised goods or services to its customers.

If the Association satisfies a performance obligation before it receives the consideration, the Association recognises either a contract asset or a receivable in its statement of financial position, depending on whether something other than the passage of time is required before the consideration is due.

Where the Association has received consideration but has not satisfied its related performance obligations, then a contract liability is recognised in its statement of financial position.

Grants

Grant funding that contains specific performance obligations on the use of those funds is recognised as and when the Association satisfies its performance obligations stated within the funding agreement. A contract liability is recognised where grant funds have been received but the Association has not yet satisfied its obligation under the funding agreement. A financial liability is recognised for unspent grant funds for which a refund obligation exists in relation to the funding period. General grants that do not impose specific performance obligations on the Association are recognised as income when the Association obtains control of those funds, which is usually on receipt.

Rental contributions

Rental contributions are recognised as revenue when received.

Donations

Donations are recognised as revenue at the earlier of receipt or when money is pledged and virtually certain to be received.

Notes to the Financial Statements

For the Year Ended 30 June 2024

1 Material Accounting Policy Information (continued)

(i) Revenue and other income (continued)

Interest Income

Interest income is recognised using the effective interest method.

(j) Goods and services tax (GST)

Revenue, 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. 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.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(k) Comparative figures

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

Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

The directors do not believe that there were any key estimates or key judgments used in the development of the financial statements that give rise to a significant risk of material adjustment in the future.

2 Revenue and Other Income

	2024	2023
	\$	\$
Revenue from contracts with customers	-	-
Other income		
Donations	74,879	123,301
Grant revenue	5,277,520	5,668,776
Interest	107,229	32,382
Other income	81,302	259,607
Rental contributions	746,688	563,324
	6,287,618	6,647,390
Total revenue	6,287,618	6,647,390

Toora Women Incorporated

ABN: 11 099 754 393

Notes to the Financial Statements For the Year Ended 30 June 2024

3 Cash and Cash Equivalents

	2024	2023
	\$	\$
Cash at bank	1,400,354	1,424,859
Short-term deposits	-	153,590
	<u>1,400,354</u>	<u>1,578,449</u>

4 Financial Assets

	2024	2023
	\$	\$
Term deposits	1,650,000	860,570

5 Trade and Other Receivables

	2024	2023
	\$	\$
Trade and other receivables	21,916	18,112
Provision for doubtful debts	-	(6,289)
Accrued income	21,349	161,013
Accrued interest	41,967	17,225
	<u>85,232</u>	<u>190,061</u>

6 Other Assets

	2024	2023
	\$	\$
Prepayments	11,706	52,534
Other assets	11,637	7,037
	<u>23,343</u>	<u>59,571</u>

Toora Women Incorporated

ABN: 11 099 754 393

Notes to the Financial Statements For the Year Ended 30 June 2024

7 Property, Plant and Equipment

	2024	2023
	\$	\$
Motor vehicles		
At cost	195,394	195,394
Accumulated depreciation	(177,962)	(161,593)
	<u>17,432</u>	<u>33,801</u>
Buildings		
At cost	701,095	701,095
Accumulated depreciation	(48,287)	(30,760)
	<u>652,808</u>	<u>670,335</u>
Land		
At cost	383,385	383,385
	<u>1,053,625</u>	<u>1,087,521</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 vehicles	Buildings	Land	Total
	\$	\$	\$	\$
Year ended 30 June 2024				
Balance at the beginning of year	33,801	670,335	383,385	1,087,521
Depreciation expense	(16,369)	(17,527)	-	(33,896)
Balance at the end of the year	<u>17,432</u>	<u>652,808</u>	<u>383,385</u>	<u>1,053,625</u>

8 Trade and Other Payables

	2024	2023
	\$	\$
Trade creditors	81,758	90,196
Other payables and accrued expenses	206,319	281,043
GST	91,268	79,222
	<u>379,345</u>	<u>450,461</u>

Notes to the Financial Statements

For the Year Ended 30 June 2024

9 Lease Assets and Liabilities

	2024	2023
	\$	\$
Right-of-use assets		
At cost		
Balance at 1 July	108,728	108,728
Additions during the year	-	-
Balance as at 30 June	108,728	108,728
Accumulated amortisation		
Balance at 1 July	100,364	75,273
Amortisation for the year	8,364	25,091
Balance as at 30 June	108,728	100,364
Net book value - right-of-use assets	-	8,364
Lease liabilities		
Current	-	9,201

The future minimum lease payments arising under the Association's lease contracts at the end of the reporting period are as follows:

	2024	2023
	\$	\$
Not later than one year	-	8,948

The above lease assets and liabilities relate to the Association's office premises in Griffin Centre. The office lease expired during the year and was not renewed. The lease is continuing on a month-by-month basis.

The amount expensed in the statement of profit or loss and other comprehensive income in relation to short-term and low-value leases was \$535,264 (2023: \$442,128).

10 Employee Benefits

	2024	2023
	\$	\$
CURRENT		
Provision for annual leave	155,350	181,748
Provision for long service leave	13,267	98,704
	168,617	280,452
NON-CURRENT		
Provision for long service leave	39,745	41,873

Toora Women Incorporated

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Notes to the Financial Statements For the Year Ended 30 June 2024

11 Other Liabilities

	2024	2023
	\$	\$
Income in advance	<u>779,151</u>	<u>58,000</u>

12 Financial Instruments

The Association's financial instruments consist mainly of cash at bank, investments, accounts receivable and payable.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 9: Financial Instruments as detailed in the accounting policies to these financial statements, are as follows:

	Note	2024	2023
		\$	\$
Financial assets			
<i>Financial assets at amortised cost</i>			
Cash and cash equivalents	3	1,400,354	1,578,449
Trade and Other Receivables	5	85,232	190,061
Financial assets	4	<u>1,650,000</u>	<u>860,570</u>
Total financial assets		<u>3,135,586</u>	<u>2,629,080</u>
Financial liabilities			
<i>Financial liabilities at amortised cost</i>			
Trade and other payables	8	<u>288,077</u>	<u>371,239</u>
Total financial liabilities		<u>288,077</u>	<u>371,239</u>

13 Key Management Personnel Remuneration

Key management personnel is defined by AASB 124: Related Party Disclosures as those persons having authority and responsibility for planning, directing and controlling the activities of the Association, directly or indirectly, including any Committee member of the Association.

The total of remuneration paid to the key management personnel of the Association during the year is as follows:

	2024	2023
	\$	\$
Total key management personnel compensation	<u>579,260</u>	<u>628,741</u>

In addition to the above compensation, the Association has paid insurance premiums of \$3,500 for associations liability insurance which incorporates directors' and officers' liability insurance. It is not practical to determine the details of the components of the insurance premium that relate to key management personnel.

Toora Women Incorporated

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Notes to the Financial Statements
For the Year Ended 30 June 2024

14 Related Party Transactions

Other than the compensation of key management personnel which is separately disclosed, there were no other related party transactions during the financial year.

15 Auditor's Remuneration

	2024	2023
	\$	\$
Auditing or reviewing the financial statements	12,750	17,500
Other services	-	10,000
	<u>12,750</u>	<u>27,500</u>

16 Contingent Assets and Contingent Liabilities

In the opinion of committee members, the Association did not have any contingent assets or contingent liabilities at 30 June 2024 (30 June 2023: None).

17 Economic Dependency

The Association is dependent upon grant funding from Community Service Directorate and ACT Health Directorate. At the date of this report the members of the committee believe that both directorates will continue to support the Association's role as a service provider.

18 Events After the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

19 Statutory Information

The registered office and principal place of the Association 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

The members of the Committee of Toora Women Incorporated, declare that:

1. The financial statements comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of changes in equity, statement of cash flows and notes to the financial statements satisfy the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, and;
 - a. comply with Australian Accounting Standards - Simplified Disclosures; and
 - b. give a true and fair view of the financial position as at 30 June 2024 and performance for the year ended on that date of the Association.
2. In the opinion of the members of the Committee, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the members of the Committee.

On behalf of the committee:

Committee Member:



Committee Member:



Dated

4/11/24

4/11/24

Independent Auditor's Report To the Members of Toora Women Incorporated

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Toora Women Incorporated (Association), which comprise the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the statement by members of the committee.

In our opinion, the accompanying financial statements of the Association, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of Association's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2022.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibility for the audit of the financial statements section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other information

The members of the committee are responsible for the other information. The other information comprises the information in Association's committee report for the year ended 30 June 2024, but does not include the financial statements and the auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

Audit. Tax. Advisory.

Committee's responsibility for the financial statements

The committee of the Association is responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012. The Committee is also responsible for such internal control as the Committee determines is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Committee is responsible for assessing Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Committee intends to either liquidate Association or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

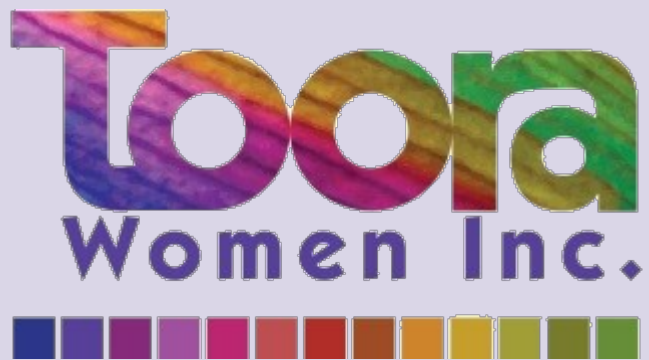
A further description of our responsibilities for the audit of the financial statements is located at The Australian Auditing and Assurance Standards Board website at:
http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.



Nexia Duesburys (Audit)
Canberra, 4 November 2024



Rod Scott
Partner



Weston Community Hub
Hilder Street
Weston Creek ACT 2611, Australia



(02) 6122 7000



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