

An update for clients

August 2024



We're providing connected services for more people in need.

Last year, we announced that TaskForce and Windana would become a single organisation.

We are very pleased to share that the merger is now complete! As such, we have retired the TaskForce name - and are now known simply as **Windana**.

You can learn more about who we are in the box opposite, and find out details about accessing Windana services in the Frequently Asked Questions over the page. Of course, you are welcome to speak to a Windana staff member if you have any specific questions.

We believe that every person deserves the opportunity to reach their full potential, and we're now in a strong position to provide a range of programs and services that truly put clients at the centre.

About us

Windana provides services across Victoria for adults and young people experiencing challenges with:

- Alcohol and other drugs
- Family violence
- Mental health
- Social disadvantage.

We put clients at the centre and work with individuals, families, communities and other organisations to create positive change in people's lives.

We also use our voice to improve policies, practices and research that helps people access high quality services.

Explore our 30+ services on [Windana's refreshed website](#) (QR on the back). Services are under four main sections in the menu:

- Youth Services
- Alcohol and Other Drugs
- Education and Employment
- Family.

Frequently asked questions



Will there be any change to the services I access?

Services will continue to be delivered at the same locations and by the same staff.

The biggest change you will notice is new signage and the Windana name and logo appearing where the TaskForce name and logo used to be.

What phone number should I use to contact Windana?

All contact phone numbers are unchanged, so you can continue to contact Windana using the phone number you currently have. You can find our contact numbers on our website's [Contact Us](#) page.

Important: There are services available for support 24/7.

- In an emergency, dial 000
- For drug/alcohol referrals, call [DirectLine](#) on 1800 888 236
- For family violence support, call [Safe Steps](#) on 1800 015 188
- For crisis support contact [LifeLine](#) on 13 11 14.

Is there any change to how my data and privacy is handled?

No. Since Windana and TaskForce merged in November 2023, all client information has been held by Windana. Client information will continue to be managed in line with the relevant laws, legislation and best practice.

Are locations of service delivery changing?

There are no changes to service locations at this time. Former TaskForce locations will be progressively updated with new Windana signage.

What is happening with the Windana and TaskForce websites?

Windana's website – www.windana.org.au – has been updated to include all of our services.

The former TaskForce website and web addresses will redirect to the right page on the Windana website.

What is happening with the Windana and TaskForce social media accounts?

Windana's [Facebook](#) and [LinkedIn](#) pages will remain unchanged.

Notifications have been added to former TaskForce social media accounts advising people that these accounts will soon be shut down or transferred across to Windana.



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Life. Changing.

