





## VISION

All women should experience safe and sustainable life choices.

## OUR MISSION

Provide support services to women who have experienced family and domestic violence, homelessness and other crises enabling them the opportunity to make safe and sustainable life choices.

## CORE VALUES

- We make a difference
- We act with integrity and honesty
  - We inspire
- We provide a safe place
  - We respect others

## FUTURE FOCUS

Zonta House is responsive to changing trends in family and domestic violence and homelessness. We are committed to ongoing research and providing services to meet the changing profile of crisis management, homelessness and mental health factors.





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## BOARD MEMBERS

### **Glenda Scott**, EMBA, FAHRI

(Chairperson)

Glenda is a management consultant who operates her own business and undertakes a range of projects, both individually and with fellow consultants. She also teaches at Edith Cowan University in the fields of Management, Strategic Management, Leadership and Change Management.

Her social contributions have included several years on the WA Advisory Board of the Big Issue.

### **Vicki Moir**, B Ed

(Vice Chairperson)

Vicki is currently working with the School of Education at University of Western Australia and Edith Cowan University. Vicki is a retired school principal, her professional work in public schools, district offices and central office has focused on building teacher capacity and enhancing the status of teachers to ensure optimum opportunities and outcomes for students. Vicki is a member of the Zonta Club of Perth Northern Suburbs.

### **Gail Curtis**, B Comm

(Treasurer)

Gail is a Partner at Grant Thornton, chartered accountants. She has extensive expertise and practical experience as a business advisor to private businesses and high net worth families in a range of industries including property development, aged care, retirement villages, manufacturing and professional services. She provides advice to management and private company boards on management and planning issues. Gail is a former Director and Chair of the Audit and Risk Management Committee of Landgate. She has also held positions in local community organisations.

Gail is a member of the Institute of Chartered Accountants, a Fellow of the Taxation Institute of Australia, a member of the Australian Institute of Company Directors and a member of the Chartered Accountants Advisory Group.

### **Leanne Nickels**, LLB (Hons), MLLR

(Secretary)

Leanne Nickels is an employment and labour lawyer based in Perth and a Partner at, an international law firm. She is a member of, the Australian Institute of Company Directors, Women on Boards, and the Law Society of WA.

Leanne advises in workplace relations, mergers and acquisitions, industrial relations strategy, restructuring, rationalisations and outsourcing projects as well as negotiation of labour and employment contracts including enterprise bargaining agreements.

### **Mary Gurgone**, BA, THC, Grad Dip Bus Admin, MBA

(Board Member)

Mary is the National Director at Fortis Consulting. Mary's professional and voluntary activities have centred on social policy and development in the private, public, professional and industrial arenas. She has extensive experience in education, training, evaluation, policy, language services and volunteering. Mary is a member of the Zonta Club of Perth.

### **Linley Buchanan**

(Board Member)

Linley is a Director of Impact Communications, a strategic communications, event management and public relations consultancy. Linley's professional career commenced in Western Australian state Government before she co-founded Impact Communications with her husband Les in 1987. She has extensive experience in developing and implementing integrated communications strategies and media management programs. Linley is a former member of the Zonta Club of Perth.



**Rod West**, BA of Social Work

(Board Member)

Rod is a qualified Social Worker who joined Centrecare Inc. in 2006 after previously practicing at the Department of Child Protection, Department of Health and Department of Corrective Services. He has worked extensively with men, women and children to address issues of family and domestic violence, at risk youth, family separation and homelessness. Rod currently holds the position of Executive Manager with Centrecare and manages a number of the agency's branches in the northern suburbs that include counseling, accommodation and housing support, parenting, youth outreach and family dispute resolution services.

**Anne Sibbel**, PhD

(Board Member)

Anne, a registered Community Psychologist, is Principal of Reflective Practice a community and social research company which specialises in working with Australian fly-in/fly-out (FIFO) employers, employees and their families. Anne's many years research and work in this area has given her a deep understanding of the nature of FIFO work and the associated challenges and opportunities for people and communities. She has successfully undertaken projects for major resource companies focusing in particular on the impacts of aspects of mining employment on the wellbeing of individuals and families, and developing resources to help manage these effects. She is also a Director of F&A Sibbel Mining Consultants. Anne is committed to community and has many years volunteering experience.

**Sarah Josey**

(Board Member)

Sarah is a Manager at KPMG, an international accounting and advisory firm. She has a broad range of expertise as an advisor to private businesses, family groups, not for profit organisations and foreign subsidiaries with experience in a range of industries including Australian government, logistics,

mining services, health, aged care, superannuation administration, banking and corporate finance and mining services. Sarah also provides advice and performance monitoring services to Boards with a strong focus on finance management, business improvement, risk minimisation and corporate governance.

Sarah is a member of the Institute of Chartered Accountants in Australia and New Zealand and Diversity Council Australia.

**Linda Higgie**

(Dip Nursing. MPA)

Linda has over 20 years experience working in both the public and not for profit sectors, including a number of years in senior roles with the Disability Services Commission and The Australian Red Cross. In 2015 Linda joined The Big Issue in Western Australia to establish a new program in Perth called the Women's Subscription Enterprise. Prior to working with The Big Issue she was the Director of Disability Reform with the Disability Services Commission. Linda is a member of the Zonta Club Perth and recently joined their Board as a Director. Linda is passionate about Human Rights and helping others to achieve their potential.

**Kelda Oppermann**

(Chief Executive Officer)

Kelda has over 10 years experience working in the community services sector across various roles from direct client work, program development and management and organisational strategy. Kelda's expertise is in leadership, business development and improvement. Kelda is committed to working with vulnerable groups in our community including those that are currently/or at risk of homelessness, victims of domestic and family abuse and those experiencing mental illness. In particular Kelda is passionate about working with women and their families that have been impacted by family and domestic abuse and providing them with opportunities for safer lives.





## CHAIRPERSON REPORT

2016 has been a year of continuation of a positive change process for Zonta House Refuge Association Inc. Some of those changes have been in reaction to external events, and some a strategic and deliberate process. Towards the end of 2015 our inaugural CEO, Steve Parry tendered his resignation to return to the government sector. Steve's relatively short tenure with us nevertheless was positive in enacting a positive change to the culture of the organisation.

In January 2016 we appointed Kelda Oppermann, previously our Positive Pathways Manager, as Chief Executive Officer. This promotion was a testament to Kelda's skills, enthusiasm and commitment to the organisation. Kelda had more than one challenge on her plate as she commenced maternity leave to prepare for the birth of her son. During the period of Kelda's maternity leave we were fortunate to secure the very experienced and well respected Lynne Evans to cover the role of CEO part time.

While we still face the challenge of securing ongoing funding for the Positive Pathways Program, there have been some undoubted successes in the past 12

months. Our reputation continues to grow positively, boosted by the WA Council of Social Service (WACOSS) Community Service Excellence Award for our Positive Pathways to Safety for Women and the Community program. We are indeed proud that we continue with this superb program which continues to make a significant difference to the lives of women and their children.

We have also been very fortunate to have been the recipients of a significant donation to allow the purchase a public office from which to run our programs and administrative offices. We are very grateful for the generosity of Lois Goodram who has entrusted us to put her donation to the benefit of women who benefit from our services. We are committed to do so. Considerable effort has been expended on locating a suitable property.

We have also been successful in securing many smaller and medium grants which have enabled us to continue with our Positive Pathways program for the immediate future. These grants are not possible without the tireless and persistent work of our people.



Lynne Evans, Tony Simpson MLA, Vicki Moir and Angie Perkins



The past twelve months have also been witness to a consolidation of our positive reputation in the sector. This can be attributed to our proactive approach to taking a leadership role and positive contribution wherever possible.

Most pleasing has been the continued maturing of the organisation in the direction set by the Board and senior leadership group. The excellent work of our staff is now evidenced by solid reporting of outcomes which serve to underpin further innovation and improvement. Our governance systems have shown steady progression which has given the Board reliable data on which to make decisions. There is increased competence and confidence in the leadership team which is extremely gratifying.

2016/2017 will see the development of our next five year strategic plan. Zonta House has never been in a better place to take the next strategic step.

I wish to thank each and every Board member for her/his continued dedication and professionalism in providing strategic leadership to the organisation. And special thanks to my Vice Chair, Vicki Moir, for stepping up when I was unavailable.

And to our wonderful staff and leadership team: well done for an exceptional year.

Glenda Scott



Angie Perkins, Kelda Oppermann and Faith O'Brien





## CEO REPORT

***“I am standing at the edge of a raging river, I can see the other side I just need help to get across.”***

*Woman accessing education*

***“It is not domestic violence it is domestic terror.”***

*Woman accessing accommodation*

The complexities of family and domestic violence continue to become apparent to us through the diversity of women that access our services and the people we engage with in the community. The impact of family and domestic violence is far-reaching, often immeasurable and long-term. It affects women, men and children of all ages, identity, cultural and social backgrounds.

The women we work with have survived often the unthinkable. Our role is to keep women safe and assist in the recovery of their trauma and engage effectively in planning their futures. Everybody's journey is unique with everyone's goals differing greatly and our services recognise the need for flexible and individualised approaches. We enable women with the space to rebuild and rediscover themselves and provide them with tools to effectively deal with whatever their journey brings. Evident in feedback from our services is our staff's ability to be non-judgemental and provide a safe space for women to be heard.

The past year for Zonta House has been one of change and growth. After significant preparation we have put into place processes and frameworks that best support our client group to achieve our organisation's mission. Our board, staff, volunteers and students are genuinely committed to the work we are doing, which is evident in our achievements, the feedback and outcome measurements collected.

Achievements over the year have included:

- We were successful in our preferred supplier application with the Department for Child Protection and Family Support and moving from output to outcome based funding.
- Working in collaboration with the new Lead 24/7 Specialist Emergency Response Service System Model and the Department for Child Protection and Family Support. The purpose of the model is to improve access to crisis accommodation and address immediate danger for women with or without children.

- We are collecting data and measuring the effectiveness of our services to ensure quality, provide the opportunity for improvements and identify gaps.
- Zonta House was awarded the WACOSS Community Excellence Award 2016 for a medium size organisation for the ongoing Positive Pathways program.
- Zonta House supported Starting Over Support (SOS) to become a unique and independent charity in Western Australia from July 1 2016.
- Zonta House worked with a number of individuals, community groups and corporate organisations on a selection of events, work place giving, in kind support and fundraising. This included the City to Surf, Movie Fundraiser and Tin Rattling in the Perth CBD.
- We facilitated a month-long Healing Hearts social media campaign - stories from the refuge. The aim of this campaign was to engage people with the realness of the issues faced by women we work alongside.
- Zonta House has formalised numerous Memorandums of Understanding with like-minded organisations for the benefit of our client group.

We are very fortunate at Zonta House to have a strong, dedicated board and committees with expertise from various industries providing us with excellent strategic direction and advice. I would like to thank Glenda Scott and the committees for their support and invaluable input into the organisation, Angie Perkins - Service Delivery Manager who continues to passionately provide leadership to staff in the delivery of client focused services and each individual staff member who work so hard for us to achieve our organisational goals. I would also like to thank past staff members who have contributed to our overall journey. From March to June, Lynne Evans



was recruited as acting CEO whilst I was on maternity leave. I was able to enjoy the first months of my child knowing the organisation was in safe and experienced hands.

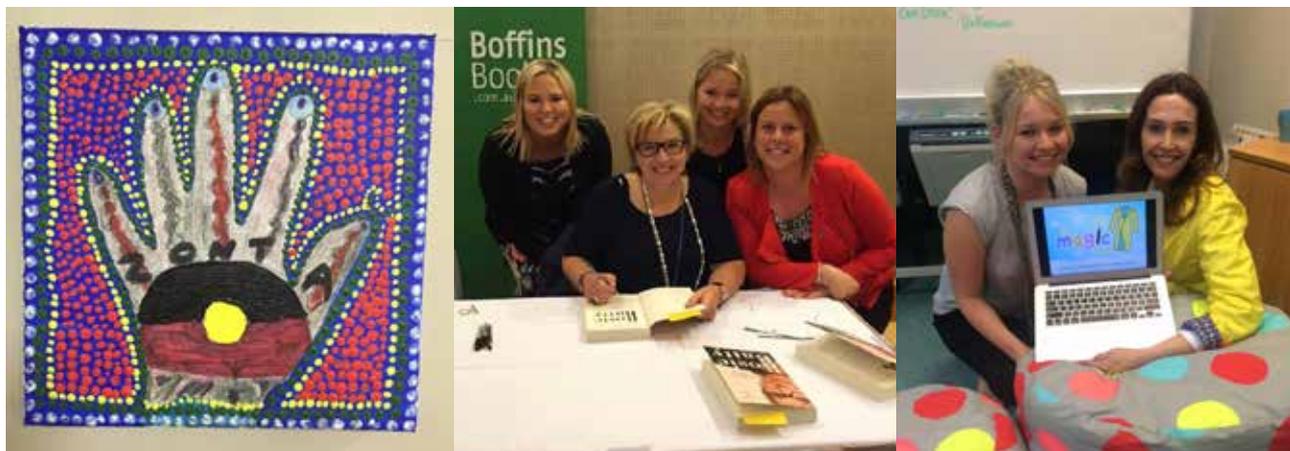
The year ahead provides further opportunity to build and progress with our collaboration with the Housing Authority to pilot Safer Pathways for Women and Children, a new initiative from July 1 2016. The service aims to reduce the impact of Family and Domestic Violence and promote safety for women and children. We continue to seek funding to secure the future of Positive Pathways and for the pilot Dual Diagnosis and Crisis Accommodation Integration Program. The program has been successful in obtaining funding from the Department of the Attorney General and requires match funding.

A member of the public, Lois, contacted ZHRA in January 2016 expressing her desire to contribute to an organisation who works to support women in the community. Given Zonta House's recent growth, the purchase of a public and administrative office was highlighted as a priority. Lois has since donated a significant amount of money to attain a property within the South-East Corridor. The property will enable Zonta House to facilitate workshops and deliver therapeutic services to members of the public.

In the bigger picture and to have an impact on the issue we need family and domestic violence to stay at the forefront of individual's minds and for the community to take responsibility to champion the issue to state and federal government. We need to provide education for prevention and intervention and to change and challenge existing attitudes of all age groups. We need change - change to policies, legal systems, funding and available resources but we need the community to help us achieve this. Zonta House is committed to having conversations with stakeholders and doing what we can in this space to have an impact.

We also need to function in the existing systems in the immediate future to support clients to the best of our abilities which we will continue to do. I am looking forward to the year ahead and what Zonta House can achieve with our motivation and desire for change in the community.

Kelda Oppermann



L to R: Client painting, Zonta staff meet Rose Batty, Di Wilcox presents her parenting workshops





## CRISIS AND TRANSITIONAL SERVICES

### CRISIS ACCOMMODATION

Zonta House offers 24/7, crisis accommodation for single women over 18 providing 16 crisis beds over two sites. In 2015/16, 246 women accessed the crisis accommodation service, presenting due to various situations; a personal or family crisis, domestic violence and/or homelessness.

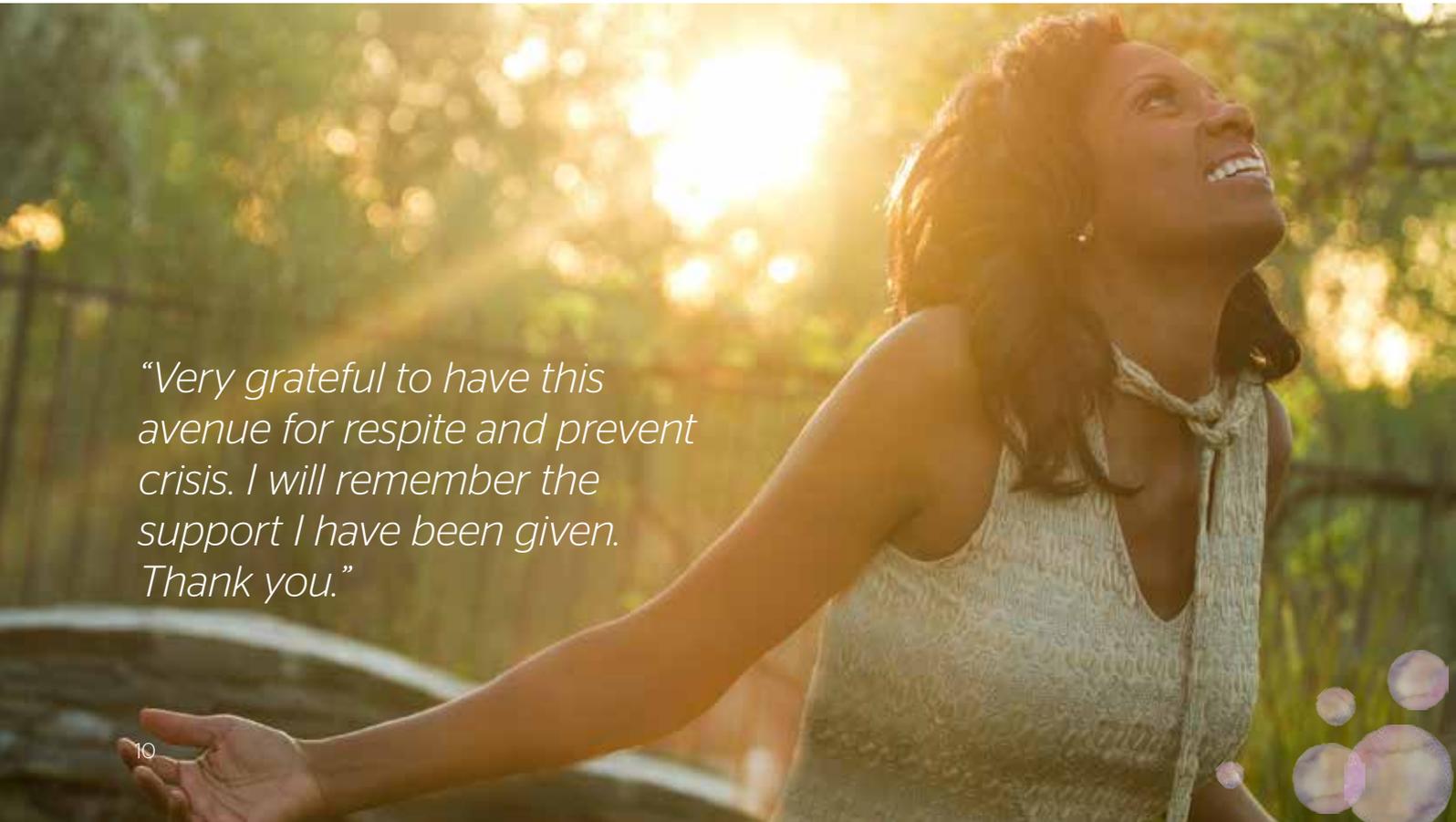
All women enter the service through the on-site crisis centre which offers clients access to shared accommodation, meals, laundry facilities, emergency clothing, toiletries and personal items with 24/7 support provided. Clients have access to three computers with internet access enabling them to research alternative and/or permanent housing and employment options, liaise with Centrelink and other community organisations and communicate via email and social networking.

Off-site crisis accommodation offers single rooms, computers and 24/7 phone access to support staff. The off-site crisis accommodation offers a supported independent living model. Staff visit three times a week working holistically with each woman on her case plan. Transport is also provided for women to access the Positive Pathways workshops.

Whilst residing at Zonta House women work with staff through a holistic Case Management framework. Staff provide information and advocacy for issues including legal, medical, immigration, Violence Restraining Orders, finances, housing, employment, mental health and drug and alcohol dependency. An individual case plan is developed and tailored to the needs of each individual through this collaborative process, women are supported, referrals are facilitated and informal counselling is provided.

Staff work holistically using a Trauma Informed Approach and utilise Solution Focused Brief Therapy, assistance and support according to individual clients needs and requirements in order to address complex situations.

A successful application to Department of Infrastructure and Regional Development, Stronger Communities Programme was a welcomed addition. This provided an upgrade of security cameras and panic button system to be installed in the crisis centre. Security cameras were installed in the off-site crisis centre with a direct link back to the crisis centre.



*“Very grateful to have this avenue for respite and prevent crisis. I will remember the support I have been given. Thank you.”*



## TRANSITIONAL HOUSING

Transitional Housing is provided to clients who seek additional supports and or have been unable to secure suitable safe housing options after residing in crisis accommodation. Zonta House has 22 short, medium transitional beds for women for up to six months, accessed by 56 women in 15/16. Zonta House provides ten long term transitional beds which were accessed by ten women, five of which are units for women over 55.

Transitional Housing gives women the opportunity to have continued support and live in safe accommodation once exiting crisis accommodation. During this time many women engage in further education, gain employment and link in with necessary services. This includes support and assistance to continue attending ongoing groups, workshops and counselling with Positive Pathways.

*“Zonta staff and the refuge were very different to what I imagined. The house itself is warm and friendly. All of the staff were wonderful, so supportive, helpful and caring. It is satisfying to know there is somewhere safe to go. Thank you all very much.”*





## CRISIS AND TRANSITIONAL SERVICES

### BUILDING RESILIENCE

Zonta House has partnered with Centrecare to provide a six week evidence based workshop, Building Resilience commencing in August 2016. This FDV education and support group has been designed to support the client group in an informative, supportive environment which can be referred to by any other service and/or a self referral. There has been a consultation and stakeholder design phase which has had input from Managers, frontline staff, feedback from Centrecare staff and evaluations for the Building Resilience workshops previously facilitated by Centrecare. The key elements of the workshop include:

- What is abuse, power and control, empowering and honouring oneself;
- Cycle of violence;
- Safety planning;
- The experience of abuse, myths, building on strengths and skills, disabling effects of abuse;
- Grief, loss and self-care; and
- Respectful Relationships and Respectful Communication.

A pre and post survey will be used to measure outcomes and clients will be provided with an evaluation tool. The workshop will be presented by a Counsellor from Centrecare and two Zonta House staff members.

### Accommodation Statistics

- 246 women accessed crisis accommodation with an average stay of 16 days.
- 56 women accessed transitional accommodation.
- 10 women accessed long term accommodation.

### Presenting Issue

- 77% of women presented at the service due to family or domestic violence.
- 15% of women presented due to homelessness.
- 3% of women presented due to mental health.
- 100% of women were at high risk or risk of serious harm from FDV when assessed on acceptance into crisis accommodation.

### Cultural Identity

25% of women identified as Aboriginal and/or Torres Strait Islander.

22% of clients identified as culturally and linguistically diverse.

*“I have learnt that I am worth so much more than what I thought.”*





**Health**

50% of women had a diagnosed mental health condition.

34% of women had accessed a hospital in the last 12 months.

11% of women had accessed a psychiatric unit in the past 12 months.

**Age**

- Under 25.....15%
- 25-34 .....31%
- 35-49.....45%
- 50-64.....8%
- 65+.....1%

**Referral Sources**

- Specialist Homelessness Agency.....36%
- Crisis Telephone.....18%
- Hospital.....15%
- Police.....7%
- Mental Health Service.....4%
- Self/friends/family .....6%
- Other.....14%

**Other**

- 33.7% of women had not had a permanent address for a week or more.
- 8.3% of women were not employed upon entry which increased to 11.1% upon exit.
- 9% of clients did not have any source of income upon entry which decreased to 4.5% not having income upon exit.
- 82.7% of women were accessing government payments upon entry which increased to 84.4% upon exit.

**Feedback**

Client feedback forms are provided to each client who exited the service. Based on 52 forms completed. 1= Strongly disagree, 5=Strongly agree. The questions for the feedback form are below with the average response recorded.

1. Have you stayed at Zonta House previously  
58% Yes, 42% No.
2. I was treated with respect: 4.69
3. I felt safe: 4.82
4. I was supported: 4.67
5. I received adequate information including referrals to other services to meet my needs: 4.59
6. I feel better able to cope or deal with my issues: 4.2
7. I learnt new skills and received knowledge to help with my situation: 4.3
8. I would recommend this service to others that needed it: 5

*“The program has changed my mindset about myself: I have come out ‘a better person’; I have found myself, I believe in myself.”*





## POSITIVE PATHWAYS

The Positive Pathways to Safety for Women and Children program provides holistic support services to women and families in collaboration with other service providers and communities.

Based on evidence based therapeutic models and adult learning principles, the programs have been developed as proactive services for women who have experienced, or are at risk of experiencing, family and domestic violence, mental health and homelessness.

Positive Pathways is based on prevention, intervention, recovery and preparation integral to successful sustainable, long-term outcomes positively impacting individuals, families, communities and the economy.

The services recognise the need for individualised and flexible approaches and the differing levels of need for support for the target group. Positive Pathways breaks down the barriers for women seeking support.

The services include;

- Education Programs
- Mentoring
- Psychological Services
- Interagency Case Management
- Coaching
- Starting Over Support
- Community Awareness

The Positive Pathways programs currently receive referrals from 20 other women's refuges, state government and community organisations.

### EDUCATION

In 2015/16, Positive Pathways facilitated two semester training calendars with a mixture of half day, one day and weekly programs. The calendar provides informative, fun and interactive workshops in a safe and welcoming environment to women in the community who have experienced or are at risk of family and domestic violence, homelessness, mental health issues or any other crisis in their lives.

The workshops incorporate the idea that by addressing certain issues and building certain skills,

participants are in a more stable position to actively participate in the community and increase the opportunity for sustainable outcomes. The services provided by Positive Pathways assist in prevention and recovery through preparation for further education, training and employment factors in obtaining financial security and independence. Particularly for the women who have experienced family and domestic violence and have been socially isolated, we provide a non-threatening environment with people who have had similar experiences. A majority of the women are inspired by each other, what they have survived, overcome and achieved.

During the twelve month period the following sessions were delivered; Self Esteem and Self Confidence, Assertive Communication, Finance Skills, Women's Wellness, What is Trauma, TAFE and Job Readiness workshops and Di Wilcox Parenting programs; Making Connections, Disciplining with Love and Creating Routines. The sessions often include guest speakers, referral opportunities and complimentary services and we partnered with other service providers to deliver the programs.

### COACHING/INTER AGENCY CASE MANAGEMENT

Individual coaching and inter-agency case management ensures the transfer of information and any potential client requirements are being met.

### STARTING OVER SUPPORT

The Starting Over Support (SOS) coordinated by volunteer Debbie Mason provides household packages to help women with the basic necessities needed to live independently. SOS has delivered and picked up donations from Joondalup to Rockingham totally over 6000 household items. This unique program has provided over 200 women and children with essential items and household goods to make a house a home. This service is run solely by volunteers with community donations of household items as well as monetary donations for the purchase of white goods and other items.

In March the program moved to its new warehouse in Bayswater. The warehouse which was leased as



Volunteers at our City of Perth Tin Rattling Fundraiser

part of the \$20,000 grant through 100 Women, is fundamental in the efficient operations of this service. Currently Starting Over Support hires a truck twice a week to accommodate the increasing demand from other services and refuges that have women and families moving into transitional and long term permanent housing. ZHRA supported Starting Over Support to become a unique and independent charity in Western Australia.

## COMMUNITY AWARENESS

Positive Pathways facilitated community awareness sessions to a vast array of organisations and community groups. The awareness sessions are an opportunity to work together and take responsibility as individuals, leaders, organisations, friends, family members and colleagues to educate each other and the community and raise awareness of family and domestic violence and the resulting impacts of mental health and homelessness. This is key to prevention and intervention of family and domestic violence. The audiences have included men and women from education providers, students, community groups, job service providers, legal and health organizations.

## PSYCHOLOGICAL SERVICES

Through the ongoing generosity of the Wheeler Charitable Foundation we continued to provide free Psychological Services with a provisional psychologist to women and children. This was available onsite at the crisis and off site crisis centres and the public Positive Pathways office in Bentley. Additionally an MOU was developed with Starick Services and enabled this free service to be based at Mary Smith one day a week to support women and children within the centre. The funding of the program will continue to August 2016.

The Psychological treatments utilise a wide variety of evidence-based techniques and therapeutic approaches that are tailored to meet the specific needs and circumstances of the client. This includes areas such as domestic violence, grief and loss, significant life transitions, developmental issues, relationship difficulties, sexual abuse/assault, trauma, maintaining healthy lifestyles, and career development.

## POSITIVE PATHWAYS APP

The Positive Pathways Safety and Well Being APP, is the first of its kind in Australia, is available on new and old iOS and Android devices, and is completely free to all users. The unique APP has a facade of being a "wellness" app, with no apparent domestic violence relevance. Its emergency functionalities are built into this facade, enabling the user to record and send emergency messages to trusted contacts without detection. Since the launch in 2014 it has been downloaded over 600 times. ZHRA staff are working with other services who use the APP with their clients to attend staff meetings/paper bags lunches to empower `Champions` to use the APP and support other staff members and clients to utilise. ZHRA greatly appreciates the generosity of Anne and Frank Sibbel of F & A Sibbel Mining Consultants Pty Ltd for fully funding the development of this App.





## POSITIVE PATHWAYS STATISTICS

### EDUCATION PROGRAMS

44 workshops 284 attendees

- 12% identified as Aboriginal and/or Torres Strait Islander.
- 27% of women referred were born outside of Australia.
- 48% of women had a diagnosed medical, physical or mental health issue.
- 16% of women attending had a current substance use issue.
- 41% of women identified as homeless.
- 64% of women were currently experiencing or had previously experienced FDV.
- 21% of women were experiencing legal issues at the time of referral.

### Referral Source

- Crisis Accommodation Services - 38%
- Community Service Organisations - 40%
- Self Referral - 23%

### Age

- Under 25 - 15%
- 25-36 - 33%
- 37-55 - 42%
- 55+ - 10%

### Outcomes

On completion of the Self Esteem and Self Confidence program clients' levels of depression, anxiety and general stress as a group had reduced from severe to moderate for depression; extremely severe to moderate for anxiety, and moderate to normal for stress as measured on the DASS 21 scale.

On completion of the Assertive Communication workshop clients' levels of distress as a group had reduced from Severe to Mild as measured on the Kessler 10 scale.

### Feedback

The feedback form determines clients' agreement with positive statements about the education program they attended.

Ratings from 1 to 5 (1 being strongly disagree, 5 being strongly agree)

1. Was the information included relevant and informative: 4.8
2. My knowledge of the topic has increased and I have a better understanding: 4.7
3. I learnt practical skills that I will use in my everyday life: 4.6
4. I had fun and enjoyed the experience: 4.7
5. The presenters were vibrant, approachable and friendly: 4.8
6. The venue was suitable and comfortable: 4.8

Clients indicated they agreed or strongly agreed that all aspects of the course they attended were positive.

### Community Awareness

28 sessions 1871 participants from community services, community groups, corporate and religious groups

### MENTORING PILOT

5 Mentees and 5 Mentors

Total number of mentoring/mentee sessions: 33

- 10 individual supervision sessions for Mentors
- 2 group supervisions for Mentors
- 1 full day training facilitated for Mentors
- 2 hour briefing for Mentees

### Evaluation:

- 4 of the 5 Mentees achieved set goals and continue to work towards goals
- 4 of the 5 Mentees expressed they would like to participate in further Mentoring Programs as they found the experience to be positive and helpful



- 5 of 5 Mentors have expressed they would like to participate in further Mentoring Programs
- 4 of the 5 Mentors have expressed that they learnt new skills and things about themselves

### COACHING

25 clients and 47 sessions

### PSYCHOLOGICAL SERVICES

113 clients and 736 sessions

- 13% of clients were children
- 28% of referrals received were from internal programs
- 59% of referrals received were from external organisations

### STARTING OVER SUPPORT

131 deliveries

227 children assisted

14625 items distributed

45 Individual volunteers

- 25% identified as Aboriginal and/or Torres Strait Islander.
- 27% of women referred were born outside of Australia.
- 48% of women referred were born in Australia.

### Age

- under 25.....16%
- 25-36.....45%
- 37-55.....35%
- Over 55.....4%

### Referral Sources:

- Crisis Accommodation Services.....36%
- Community Service Organisations.....46%
- Government department.....1%
- Other .....7%

### Moving into:

- Private Rental.....28%
- Public Housing - .....32%
- Community Housing.....33%
- Other .....7%

*“The program was well organised and the information provided was good; the information on boundaries was really good and helped you feel safe.”*





## TREASURER'S REPORT

Zonta House Refuge Association Inc. has had a solid 2014/2015 financial year as we continue to face the challenges necessary to support our reform agenda, to continue to support our clients and to provide specialist programs for women through our Positive Pathways Program.

Finances for Zonta House have been audited by Alastair Abbott of Australian Audit Group Pty Ltd. He has prepared a special purpose financial report as at 30 June 2016 which is in accordance with the appropriate accounting standards and other professional standards.

Our surplus this year was \$7,370. Zonta House is in a sound financial position to continue to deliver our services for the next financial year.

During the year we transferred surplus funds of \$350,000 to the Buff Denny Trust. The Buff Denny Trust was established in 2011 to raise, invest and manage money for the purpose of strengthening the financial bases of Zonta House and to focus on developing a funding base for future activities and projects. The Buff Denny Trust is a Public Ancillary Fund with matching objectives. It is named in recognition of one of our major supporters, Elizabeth Fitzgerald, also known as Buff Denny. It is managed by a trustee, Women's Outreach Services Pty Ltd, whose Board comprises member of the Zonta House Refuge Association Inc.

The Buff Denny Trust was recently the fortunate recipient of a significant donation from Lois Goodram which will be applied to the acquisition of a property within the South-East Corridor for a public and administrative office.

During the year we also supported Starting Over Support to become an independent charity in Western Australia.

We have been pursuing opportunities for funding with private, community and corporate interests, as well as assessing appropriate fee-for-service approaches, to ensure the long term sustainability of our Positive Pathways Program. On 1 July 2016 we commenced a pilot programme with the Housing Authority: Safer Pathways for Women and Children. We were successful in obtaining funding from the Department of the Attorney General for the pilot Dual Diagnosis

and Crisis Accommodation Program and are seeking the required match funding.

We acknowledge and are thankful to the Department for Child Protection and Family Support for its ongoing commitment to Zonta House. We also thank Lotterywest for its emergency relief funding.

In addition, we thank our private, corporate and community supporters who provided financial support to help us continue our programs: Lois Goodram, the Wheeler Foundation; the Westpac Foundation Lotterywest; Mrs Beverley Hayward; the Zonta Club of Perth, Northern Suburbs and Swan Hills; Australian Communities Foundation; KPMG; Ikea/Lex Group; Make a Difference WA; Rotary Canning; various Lions' Clubs; SBA Supplies; and our many other supporters. We also acknowledge the enthusiastic efforts of our staff in our fundraising events.

Ronald Lucas and Mechelle Sardelic continued to provide excellent support during the year in the finance function. I would also like to acknowledge the members of the Finance Committee - Mary Gurgone, Hilary Hunt and Sarah Josey - for their significant commitment and valuable contributions.

Our new CEO, Kelda Oppermann, has been invaluable in taking ownership and driving our reform agenda. She has been instrumental in our Preferred Provider application with the Department for Child Protection and Family Support and moving from output to outcomes based funding, implementing efficient business practices and investigating and pursuing diversified funding options to ensure our long term sustainability. I would also like to thank Lynne Evans for her support during Kelda's maternity leave.

As Treasurer of the Zonta House Refuge Association Inc., I recommend our audited financial statements to our members for their perusal.

Gail Curtis CA MAICD



# AUDITORS REPORTS

## AUSTRALIAN AUDIT

DIRECTORS:  
ROBERT CAMPBELL CPA, PCA, MAICD, MSW  
ANDREW SULLIVAN B.BUS, FCPA  
ALASTAIR ABBOTT CA, MAICD, M FORENSIC ACCOUNTING

### Zonta House Refuge Association Inc

ABN: 86 136 100 855

#### Abridged audit report

For the Year Ended 30 June 2016

#### Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc for the year ended 30 June 2016 as set out on the following page in accordance with Australian Auditing Standards.

#### Audit Opinion

In my opinion, the information reported in the abridged financial report of Zonta House Refuge Association Inc is consistent with the annual special purpose financial report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the members. For a better understanding of the entity's financial position and performance, as represented by the results of its operations and its cash flows for the year, and the scope of our audit, this report should be read in conjunction with the annual special purpose financial report and our audit report.

**Alastair Abbott, CA**  
Registered Company Auditor Number 486826  
Australian Audit Group Pty Ltd  
Level 2, 459 Hay Street, PERTH, WA

DATE: *28 September 2016*

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# AUDITORS REPORT

## Zonta House Refuge Association Inc

ABN: 86 136 100 855

### Abridged financial report for the year ended 30 June 2016

	2016	2015	2016	2015
	\$	\$	\$	\$
<b>STATEMENT OF FINANCIAL POSITION</b>		<b>STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME</b>		
AS AT 30 JUNE 2016		FOR THE YEAR ENDED 30 JUNE 2016		
<b>CURRENT ASSETS</b>				
Cash assets	387,573	763,079	Grants	1,029,010
Receivables	61,900	64,905	Client Contributions	206,505
<b>TOTAL CURRENT ASSETS</b>	<b>449,473</b>	<b>827,984</b>	Fundraising	139,532
<b>NON CURRENT ASSETS</b>			Investment income	10,989
Property, Plant & Equipment	131,849	141,590	Other income	24,868
<b>TOTAL NON CURRENT ASSETS</b>	<b>131,849</b>	<b>141,590</b>	Employment expenses	(998,465)
<b>TOTAL ASSETS</b>	<b>581,322</b>	<b>969,574</b>	Program expenses	(175,541)
<b>CURRENT LIABILITIES</b>			Administration expenses	(162,950)
Payables	161,535	199,208	Motor Vehicle expenses	(27,442)
Provisions	18,614	48,703	Depreciation	(21,072)
<b>TOTAL CURRENT LIABILITIES</b>	<b>180,149</b>	<b>247,911</b>	Other expenses	(18,064)
<b>NON CURRENT LIABILITIES</b>			<b>PROFIT/(LOSS)</b>	<b>7,370</b>
Non-current provisions	4,082	-	Donation from The Buff Denny Trust	18,058
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>4,082</b>	<b>-</b>	Donation to The Buff Denny Trust	(350,000)
<b>TOTAL LIABILITIES</b>	<b>184,231</b>	<b>247,911</b>	Other comprehensive income	-
<b>NET ASSETS</b>	<b>397,091</b>	<b>721,663</b>	<b>Total changes in equity</b>	<b>(324,572)</b>
<b>EQUITY</b>			<b>STATEMENT OF CASH FLOWS</b>	
Retained Earnings	343,821	668,393	FOR THE YEAR ENDED 30 JUNE 2016	
Reserves	53,270	53,270	Cash flows from Operating Activities	
<b>TOTAL EQUITY</b>	<b>397,091</b>	<b>721,663</b>	Receipts from operations	1,360,130
			Payments to suppliers and employees	(1,733,392)
			<b>Net cash generated by/ (used in) operating activities</b>	<b>(373,262)</b>
			Cash flows from Investing Activities	
			Purchase property, plant & equipment	(13,233)
			Interest received	10,989
			<b>Net cash generated by/ (used in) investing</b>	<b>(2,244)</b>
			Cash flows from Financing Activities	
			<b>Net cash generated by financing activities</b>	<b>-</b>
			<b>Net increase/(decrease) in cash held</b>	<b>(375,506)</b>
			Cash at beginning of financial year	763,079
			<b>Cash at end of financial year</b>	<b>387,573</b>
				602,275
				763,079

#### NOTES

The Abridged Financial Report has been derived from the audited special purpose financial report that is prepared in accordance with note 1 to that report.



## OUR SUPPORTERS

Through the wonderful support of both corporate, government and community organisations, Zonta House Refuge Association Inc. is able to provide its current services.

We acknowledge and sincerely thank our supporters from July 2015 to June 2016;

### Government

Department for Child Protection and Family Services	Housing Authority
LotteryWest	Department of Commerce
Challenger Tafe	

### Corporate

Impact Communications	F & A Sibbel Mining Consultants Pty Ltd
Grant Thornton Australia	Wesfarmers
SBA Supplies	Bunnings
KPMG	DM Civil
Grill'd	Riley's Café
Kmart	Phoenix Metal

### Community

The Wheeler Charitable Foundation	100 Women
Estate of the Late Harry Leslie Howden Bequest Trust	Make a Difference WA
Centrecare	Zonta Club of Perth
Zonta Club of Perth Northern Suburbs	Zonta Club of Swan Hills
Zonta Club of Dunsborough	City of Melville
Rotary International	Lions Clubs of WA
South City Church	Foundation Housing
Jaccaranda	Nations Church
ECU Micro Volunteering	Santa Maria College
The SHE Project	Organik Dance

### Partnerships

Zonta House Women's Refuge and Positive Pathways work collaboratively with government and non-government agencies to provide holistic services to women and the community.



## OUR SUPPORTERS

### Individuals

A very special mention to our ongoing volunteers:

Gemma Ansmith  
Linda Lyon  
Helen Dowling  
Annette Crick  
Ella Kent  
Ola Umeh - Ujubuonu  
Paula Annesley  
Colin Armstrong  
Wendy Atherden  
Paul Bartel  
Lou Bootsma  
Jess Bosio  
Nick Bretland  
Sandra Burns  
Donella Casperz  
Jim Chantry  
Phil Cockman  
Dom Cockman  
Janette Davies  
Jenny Donegan  
Rowena Fairweather  
Lyll Fowle  
Val Gandossini  
Chris Hall  
Stuart Hemming  
Maree Hemming  
Isobel Hemming  
Rachel Hemming  
Edward Hope  
Sarah House  
Kerryn Lewis  
Richard Lipscombe  
Nigel Lucas  
Debbie Mason  
Marianne McCabe  
Jeff McDonald  
Angus McDonald

Pam O'Garr  
Jo Penkin  
Daniel Real  
Caterina Rechichi  
Carina Rechichi  
Lauren Reeves  
Pamela Riley  
Ian Roberts  
Margarite Rodriguez Blanco  
Norma Salame  
Lou Sammut  
Kylie Traill  
Pamela Welsh  
Kaye Winfield  
Bryan Winfield  
Margaret Joy Wojcikowsky  
Sharon Edwards  
Aisha Novakovich  
Felicity Murphy  
Alison Wells  
Suraya Yuruten  
Meghan Fairs  
Kylie Jeans  
Alison Martin  
Frances Mercer  
Honor Stewart  
Josie Hacking  
Shirfar Parivash  
Rosalie Brittain

We would also like to acknowledge the individuals who supported us in our August 2015 City to Surf, February 2016 SOS moving day and the May 2016 tin rattling and movie fundraising events.

### Students

We had 8 student placements from various professions and educational institutes assist in delivery of services to women.



*“It is incredibly enriching to encounter the resilience, courage and creativity of groups of women prepared to look outward and expand their talents as they experience the love and healing involved in making something beautiful (and warm) to help someone else who needs it. Alongside this love we have shared a few tears and lots of laughter as we formed much valued new friendships and understandings, and Zonta House women constantly surprise and delight themselves with their emerging talents as they learn how to shape and decorate items. Several have taken off into their own designing and will probably carry the joy of knitting into the rest of their lives. And lots of people around the world are happier because of their generosity of spirit. My time with them is treasured.”*



