

**Zonta House
Refuge Association**

Social Return on Investment Report 2022

About Social Ventures Australia

Social Ventures Australia (**SVA**) is a social purpose organisation that works with partners to improve the lives of people in need. SVA's services are designed to scale social impact, helping business, government, and philanthropists to be more effective funders and social purpose organisations to be more effective at delivering services. For more information about SVA, please see: www.socialventures.com.au.

SVA and Zonta House acknowledge the Traditional Owners of country throughout Australia and recognises their continuing connection to their lands, waters, and community. We pay our respects to them and their cultures; and to Elders past, present, and emerging.

Professional disclosure statement

SVA has prepared this report in good faith based on our research and information available to us at the date of publication. Research and information have been obtained from and are based on sources believed by us to be reliable and up to date. No responsibility will be accepted for any error of fact or opinion based on such reliance. This report was prepared by SVA for the use and benefit of our client for the purpose for which it was provided. SVA does not accept any liability if this report is used for an alternate purpose from which it was intended, nor to any third party in respect of this report.

This report

Zonta House Refugee Association (**Zonta House**) commissioned SVA to undertake an evaluation of its activities to determine the social and economic value returned for all stakeholders. The analysis looked back at the 12 months of Zonta House's activities from January to December 2021.

The Social Return on Investment (**SROI**) methodology was used to identify, measure, and value the impact of Zonta House's activities for different stakeholder groups. SROI is an internationally recognised, principles-based approach for understanding and measuring the impacts of a program or organisation. It provides a framework for accounting for a broader concept of value than is traditionally measured in an evaluation. The value for the women that Zonta House supports, their children, the government, other not-for-profits (**NFPs**) and service providers, community and workplaces, and the future workforce was considered.

This report presents the key findings from the SROI analysis of Zonta House.

Thankyou

SVA had the privilege to interview 23 incredible current and former clients of Zonta House as part of the SROI analysis. We were humbled by the strength and courage that these women showed in sharing their stories with us. We have incorporated parts of their stories throughout this report. Quotes are attributed to aliases to protect the safety of the women who bravely shared their stories and to humanise their voices.

We would also like to acknowledge the role of the Zonta House staff in supporting this SROI analysis and for their incredible dedication to the women that Zonta House supports.

“The employees are Zonta, not the houses and things.” – Siewy

List of acronyms and abbreviations

Term	Description
CALD	Culturally and Linguistically Diverse
Crisis Accommodation	Supported Refuge Accommodation
DASS-21	Depression Anxiety Stress Scale 21
FDV	Family and domestic violence
NFP	Not-for-profit
Positive Pathways	Positive Pathways to Safety for Women and their Children
Safer Pathways	Safer Pathways for Women and their Children
SHIP	Specialist Homelessness Information Platform
SROI	Social Return on Investment
SVA	Social Ventures Australia
Zonta House	Zonta House Refuge Association

Contents

Foreword	4
Executive Summary	6
Zonta House	12
Methodology	19
Project Approach	21
Outcomes for women	24
Outcomes for children	31
Outcomes for government and the community	32
Calculating the SROI ratio	34
Key insights and learnings	36
References	40

Foreword

For the purposes of the services and support that we provide, victim/survivors are women and children.

Family and domestic violence (FDV) continues to be perpetrated against innocent victim/survivors in our community at an insidious rate. Perpetrators work strategically to suppress and overcome victim/survivors' acts of resistance to cause terror and harm and methodically gain control and power. The direct harm and long-term impacts burdened on victim/survivors, surviving families, and loved ones is devastating.

Direct interventions and social change are required to hold perpetrators accountable for their behaviours and actions. We must address the drivers of violence and abuse and the settings in which the perpetration of violence and abuse is enabled in our community. Shifting the shame and responsibility to perpetrators is crucial. To make a true difference, improve responses, reduce prevalence, and save lives, this needs to be prioritised in a whole of government, workplace, and community approach that is backed by significant investment.

Responses to FDV and the systems that victim/survivors must navigate in the aftermath of their FDV experiences continue to cause harm, trauma, and barriers to safety and dignity for victim/survivors. Victim/survivors are often forced to flee their homes and communities, leaving their lives behind, due to risks to their own or family's safety from the perpetrator or perpetrator's associates. Victim-survivors do not always engage with the legal or justice system, for fear of harm or death to themselves or loved ones, a lack of trust in the effectiveness of interventions and/or the consistency of its outcomes. Responses to FDV and the support provided for those impacted must be improved. Services must be easily accessible and provide holistic support that recognises the impact that abuse and violence have on people's lives.

As an organisation, we have a responsibility to victim/survivors and the greater public to ensure that:

- Our services are meeting the needs of the women and families that we exist for
- Our programs have an impact
- The funding provided to deliver impact is utilised efficiently

Over the past ten years we have sought to continuously adapt, improve, partner, and grow our services to meet the needs of women identified. We have listened to the individuals accessing our programs, researched good practice, and analysed the data that we collect to inform new services and programs that provide support, opportunities, and advocacy for women and their families.

Need far outweighs demand. We have had to build evidence, advocate strongly, and work exceptionally hard to maintain our existing programs through short term funding from a variety of sources. It is rare that funding for services and programs covers the optimal delivery and models of practice. On an ongoing basis, we are forced to stretch resources and minimise costs. We do this because we see the critical need for safety and the difference that the right support can make to someone's life.

The outcomes achieved with minimal resources are significant. I would like to thank each of our past and present staff members, committee members, volunteers, and supporters for their contribution to Zonta House and the women and families that we have supported. I would like to acknowledge their dedication, integrity, and care, that enables a supportive culture and purpose driven actions. We want all our services to be places where women feel safe and can be themselves, feel free of judgement, feel able to trust, and can start to heal. The women are always the experts in their journeys – we are only there to help their voices be heard.

We facilitated this report and partnership with Social Ventures Australia to:

- Enable external analysis on the impact of our programs
- Identify opportunities for improvement
- Inform support models and future funding for victim/survivors

Behind every statistic and quote is a woman whose journey is unique and her own. Whilst Zonta House plays a significant role in supporting women and children at risk of harm, we would like to acknowledge that we work within a specialist sector, the broader community service sector, and importantly with the women themselves. Positive results and successes are therefore shared, and we particularly honour the resistance, courage, and work of the women that we support.

This report focuses on the social and economic value created by Zonta House's activities. Although, the calculations do not include the economic benefit of employing Zonta House's staff, adequate and long-term funding and investment into social and community services is required to continue to enable the employment and ongoing development of qualified, experienced, and passionate professionals to facilitate high quality services. Our staff are key to the significant outcomes we are able to achieve.

The logic model and outcomes discussed in this report highlight the barriers that victim/survivors face, navigate, and overcome to live a life of safety and dignity. It is important to note that the impacts experienced, and behaviours

demonstrated by victim/survivors are normal responses to pro-longed experiences of abuse and violence. These include but are not limited to mental and physical health impacts. This report presents evidence on the immediate and significant improvement in victim/survivors' mental and physical health when they are away from the immediate risk and fear for their own safety is reduced from perpetrators.

The support and services that Zonta House provides encompass many elements of the ideal response to victim/survivors. We hope that our work provides evidence for the benefit of holistic and wrap around support that is tailored to unique individuals and cohorts, the enabling effect of professional relationships built on trust, and the need for investment.

Our ambition is that services like ours become unnecessary. However, until perpetrators are held to account and there is societal change that remedies the drivers of FDV, there will be a need for services and support for victim/survivors. These services must be responsive, of the highest quality and be backed by adequate and significant investment across Australia. For as long as these services are needed, we must strive to improve our responses to FDV and fix systems that continue to cause harm.

Being a victim/survivor does not define someone's life. It is our privilege to walk alongside and support women to live the life that they have always been entitled to – a life of safety and dignity.

Kelda Oppermann

Chief Executive Officer
Zonta House Refuge Association



Being a victim/survivor does not define someone's life. It is our privilege to walk alongside and support women to live the life that they have always been entitled to – a life of safety and dignity.

Executive Summary

Zonta House delivers a strong SROI that is largely based on the significant value that it creates for women experiencing FDV. At both the individual and systematic level, achieving impact in the FDV space requires a holistic, person-centred, and staged approach. Compounded by stressors like COVID-19 and the current housing crisis, a whole-of-community approach is needed to create long-term sustainable change for both individual women and the sector.

Zonta House provides many programs and services for women experiencing FDV. Multiple entry points and engagement opportunities ensure that there is ‘no wrong door’ to safety and support. Zonta House recognises that FDV is a complex issue with both immediate and life-long consequences for both the women that experience it and their loved ones. By journeying alongside each woman and considering her specific situation, Zonta House tailors their therapeutic and holistic approach to address and reduce the impacts of FDV for each woman individually, supporting her to rebuild. Zonta House’s framework for service delivery is grounded in:

- Safety
- Voice
- Trauma-informed practice
- Person-centred and client-led journeys
- Collaboration

This SROI values the support provided to 411 women in 2021. Approximately 40% of these women engaged in two or more of Zonta House’s programs.¹

Zonta House also shares their expertise in FDV primary prevention, crisis intervention, and recovery with community members, workplaces, front line services, and sector partners through education sessions. These sessions are designed to inform and strengthen responses to FDV at the community, service, and system level.

This SROI analysis found that Zonta House generates significant social and economic value for women experiencing FDV, their children, and the government and broader community.

<p>Women experiencing FDV</p>	<ul style="list-style-type: none"> • Zonta House supports all women to experience increased safety, have their basic needs met, and increase their engagement with support services • Each woman’s experience of FDV and rebuilding journey is unique. Further outcomes that women experience are shaped by their personal needs and goals and the support that they receive from Zonta House • Many women experience outcomes like improved mental health, a stronger sense of self, and increased connection with community
<p>Children experiencing FDV</p>	<ul style="list-style-type: none"> • By supporting women on their own personal journeys, Zonta House also supports their children • Mothers are supported to map the perpetrator’s use of violence and control of their children and family, and with practical ways to redress this impact • As a result, children experience stronger family relationships and significant long-term benefits
<p>Government</p>	<ul style="list-style-type: none"> • By increasing safety for women and supporting them on their ongoing journeys, Zonta House substantially decreases pressure on government services (including health, legal, temporary accommodation and administrative) which creates significant value for the government
<p>Community</p>	<ul style="list-style-type: none"> • Zonta House creates value for the broader community through increased awareness of how to prevent, identify, and respond to FDV enabled by Zonta House’s education sessions • Other NFPs and service providers also benefit from increased engagement with their services, enabled by the warm referrals and support that Zonta House provides

¹ Note that this SROI values eight out of Zonta House’s nine programs (see *Zonta House*). The total number of women supported by Zonta House in 2021 was greater than 411.

SROI ratio

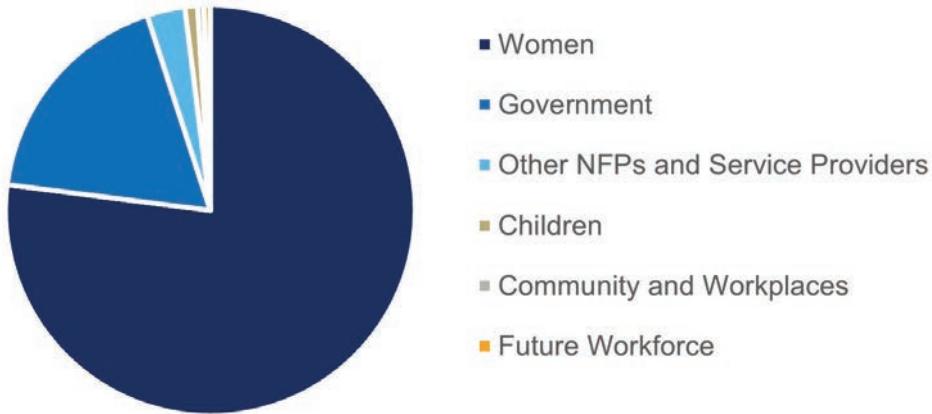
Based on the investment and outcomes achieved in 2021,
Zonta House generated an SROI ratio of:



That is, **for every \$1 invested** in Zonta House, **\$4.47 of social and economic value** is created.

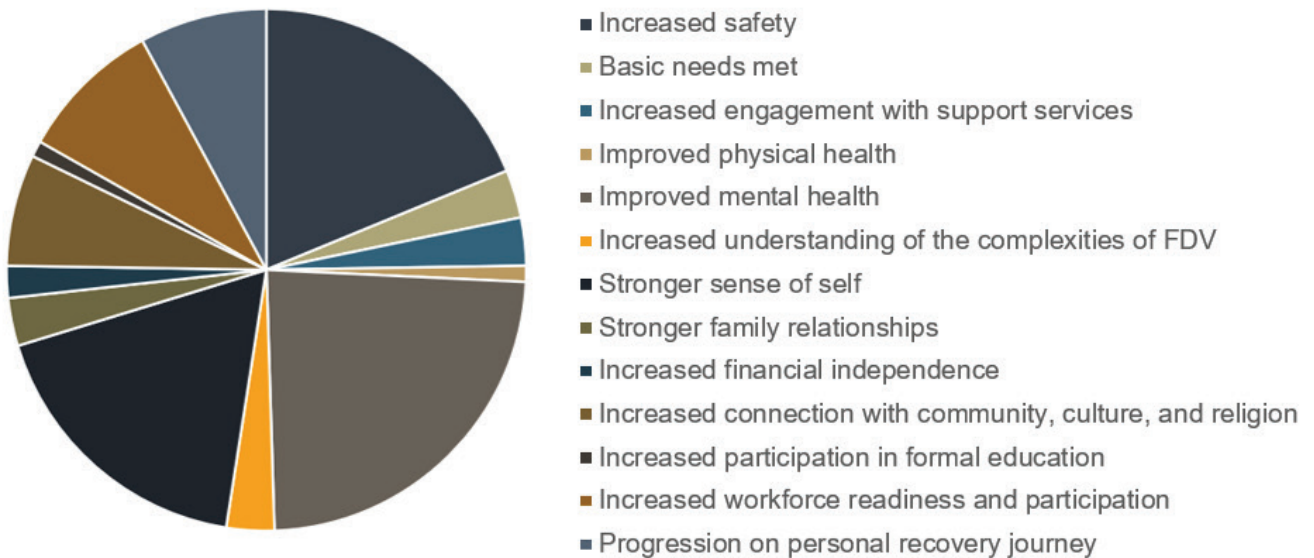
The most significant amount of value was created for women experiencing FDV (77%). The second most significant was for the government (18%).

Value created for stakeholder groups



\$13,937,356 of social and economic value was created for **411 women** – an average of \$33,911 for every woman supported. The outcomes which had the most significant contribution to this value were increased safety, improved mental health, and a stronger sense of self. Increased connection to community, greater likelihood of employment, and progression on one’s personal recovery journey were the next biggest contributors.

Value created for women



Key insights

This SROI analysis tells a powerful story of the significant impact that Zonta House creates for the women it works with, their children, and the government and broader community. The following key insights were identified.

1. **Zonta House delivers a strong SROI, reflecting the significant value it creates.** For every \$1 invested, \$4.47 of social and economic value is created by Zonta House.
2. **Zonta House's strong SROI is largely due to the significant value that it creates for women experiencing FDV.** Most of the value that Zonta House creates (77%) benefits the women that it supports. In 2021, Zonta House created \$13,937,356 of social and economic value for 411 women – an average of \$33,911 for every woman supported.
3. **Achieving impact for individual women who have experienced FDV requires a holistic, person-centred, and staged approach.** Zonta House's ability to support women to achieve the outcomes that they do, stems from its wrap-around, flexible, and individualised support. This enables Zonta House to develop long-term, trusted relationships with women, in turn enabling their recovery to be stable and sustainable.
4. **Achieving impact at the systematic level also requires a holistic, person-centred, and staged approach.** Zonta House's innovative ways of working fit this mould, which gives it the potential to contribute to this change both as a 'thought leader' in discussions on system reform and by conducting pilots for proposed initiatives.
5. **Stressors like COVID-19 and the housing crisis compound the need for FDV services and necessitate a whole-of-community approach to create long-term sustainable change.** Zonta House is operating in an environment where demand for their services continue to exceed supply.

Key opportunities

This SROI raised a number of opportunities which would allow Zonta House to strengthen its operations and to continue to deliver strong impact to its stakeholders. With additional investment, Zonta House could consider the following opportunities as part of their continued commitment to making sure that what they do is guided by the women that they support, values driven, outcomes focused, and innovative.

Additional investment would allow:

1. **Zonta House to grow its role.** Zonta House works in a unique way that allows it to deliver significant impact for the women that it supports. Given its high impact work, Zonta House could consider whether it wants to expand its services to support more women.
2. **Zonta House to continue to tailor its support to meet the needs of women from different cohorts.** Although each woman's personal recovery journey from FDV is different, different cohorts of women tend to have different support needs to enable long-term and sustainable recovery. Zonta House supports a significant number of Aboriginal and Torres Strait Islander and CALD women. Zonta House has developed a deep understanding of the needs of CALD women and is well positioned to meet them. However, further engagement could be considered with former and current Aboriginal and Torres Strait Islander clients and the Aboriginal and Torres Strait Islander community, to understand their needs and whether Zonta House can further tailor its support to meet them. This would build on existing consultation with Aboriginal service providers and community elders in this space.
3. **Zonta House to shift to an outcomes focused approach to strengthen its measurement and evaluation.** Zonta House currently collects a large amount of data on the programs that it runs and has developed a bespoke questionnaire (the Life Matrix) to understand the support needs and progress of its clients. However, data is stored across several platforms and is difficult to extract and analyse in its current format. Moving to an outcomes focused approach to measurement and evaluation would support Zonta House to continue to measure what matters and assist in continuous improvement of its services.

To execute the opportunities above and to continue to deliver and maximise its impact, Zonta House requires sustainable funding. Zonta House delivers substantial impact for its stakeholders, especially the women that it supports. Sustainable, organisation wide, long term funding which reflects Zonta House's delivery model and acknowledges the deep impact that Zonta House creates would strengthen its ability to continue to deliver and maximise its impact.

Impact snapshot

This SROI uncovered a range of benefits for Zonta House's different stakeholders.



Women

Improved mental health | \$3.3 million



90%

of women have decreased scores on exit for depression, anxiety and/or stress than they did on entry

Increased engagement with support services | \$0.4 million



96%

of women surveyed responded with agree or strongly agree to the statement 'I received adequate information including referrals to other services to meet my needs'

Expanded opportunities and stronger relationships | \$3.2 million



232

women were supported to take up opportunities to complete studies or pursue new skills/qualifications



203

women were supported to feel connected to their community and/or culture



177

women were supported to become work ready



174

women were supported to increase their financial independence



82

women were supported to develop stronger family relationships with their children



Children

Stronger family relationships | \$0.2 million



35

families with children under 18 where the mother was supported by Zonta House experienced stronger family relationships due to their mothers being more confident parents



Government

Avoided health and administration costs | \$3.3 million



Decreased pressure on government services allowed health and administrative costs to be avoided



Broader community

Increased awareness of how to respond to FDV | \$0.2 million



95%

of attendees at Zonta House's education sessions know how they can take a more active role in their personal and/or professional life in combatting FDV in their community, family, and workplace

Zonta House

Zonta House Refuge Association

Zonta House Refuge Association (**Zonta House**) is a specialist service that provides safety, essential relief, and support to women who have experienced family and domestic violence (**FDV**). Zonta House is committed to ensuring that there is ‘no wrong door’ to safety for the women that engage with them. Once engaged, Zonta House strives to provide women with holistic, person-centred, and culturally safe assistance on a case-by-case basis.

Zonta House are located in Perth, Western Australia and operate as an NFP. They have been providing services since 1984, and currently operate a suite of nine programs. Over time, Zonta House has developed their understanding of the varied needs and preferences of women experiencing FDV and adapted their services to provide support both to women staying in their accommodation and living in the community. Their programs for women are:

<p>Programs for women staying in Zonta House accommodation</p>	<ul style="list-style-type: none"> • Supported Refuge Accommodation (Crisis Accommodation) • Supported Transitional Accommodation • Recovery Support
<p>Programs for women staying in Zonta House accommodation or in the community</p>	<ul style="list-style-type: none"> • Positive Pathways to Safety for Women and their Children (Positive Pathways) • Future Employment Connections
<p>Programs for women living in the community only</p>	<ul style="list-style-type: none"> • Safer Pathways for Women and their Children (Safer Pathways) • Mobile Outreach
<p>Programs for women in or exiting prison</p>	<ul style="list-style-type: none"> • Adult Justice: Parenting, Reintegration, and ReSet Accommodation

A brief description of each of these programs is provided later in this section.

Zonta House recognises that FDV is a complex issue that needs to be addressed at both the individual and system level. To contribute to primary prevention, crisis intervention and recovery at the system level, Zonta House also runs education sessions for community members, workplaces, front line services, and sector partners through their Empowerment through Education program. Staff members also regularly attend FDV and community sector meetings to advocate for women experiencing FDV.

Zonta House’s vision is for a safe and equitable community. Care, integrity, and dedication underpins their commitment to each individual woman that they support. As an organisation, Zonta House is committed to making sure that what they do is guided by the women that they support, values driven, outcomes focused, and innovative. Zonta House listens to the voices of women so that their responses can uphold dignity, build on safety, and challenge the drivers of abuse. Zonta House provides access to responsive and strengths-based support based on individual needs because they believe that it is key to empowering victim/survivors to build a future free from abuse.

The issue of FDV

FDV refers to behaviour that occurs in a current or former intimate partner relationship, a domestic or family relationship, or in an extended family or kinship group. It can be perpetrated by a partner, spouse, family member, carer, housemate, boyfriend, or girlfriend. FDV is behaviour in one of these relationships which is threatening, abusive, violent, coercive, or controlling – causing a person to live in fear and/or to be made to do things against their will.²

FDV in Australia is largely a gendered issue and overwhelmingly perpetrated by men against women and children. The behaviour of perpetrators is deliberately conducted to establish power and control in relationships. FDV can happen to anyone and takes on many forms, including emotional or psychological abuse, physical violence, sexualised violence, reproductive coercion, economic abuse, stalking and intimidation, technology facilitated abuse, and spiritual or religious abuse.³

Women and children that are subjected to FDV do not ‘let it happen’ or fail to stop the violence. They resist it overtly and covertly in creative, resourceful, and clever ways. Sometimes their methods may seem illogical or harmful, other times careful and cautious. Regardless, their responses serve to uphold or reclaim their dignity and often to stay safe and protect the people that they love. Acts of FDV and the responsibility to stop the behaviour lies solely with the perpetrator.

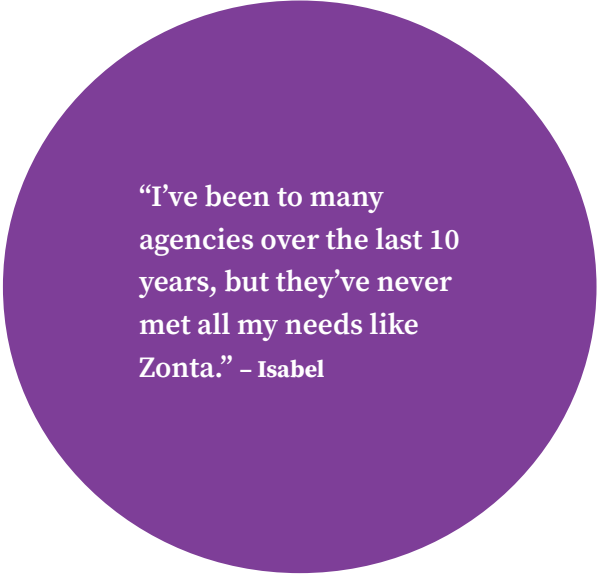
FDV creates a complex set of social, economic, and health challenges for the women and children that experience it. In Australia, violence by an intimate partner contributes to more death, disability and illness in women aged 15 to 44 than any other preventable risk factor.⁴ FDV is a key cause of homelessness for women and children (which creates further safety and health challenges). It often creates financial hardship (due to loss of employment, income, or assets) and can cause women and children to lose their social support networks. Women from all backgrounds experience FDV. However, women who are homeless, experiencing poverty, living remotely, Aboriginal and Torres Strait Islander, and/or from Culturally and Linguistically Diverse (**CALD**) backgrounds encounter greater barriers to safety. Although victim/survivors bear the biggest brunt of FDV’s costs, the wider community and government are also significantly impacted. In Australia in 2021, it was estimated that the community would experience a cost burden of \$2.6 billion and the government a cost burden of \$4.0 billion due to violence against women and children generally (of which FDV makes up a significant proportion).⁵ Costs for the community and government are largely economic, health, and administration related. They include lost production costs due to FDV’s impact on labour capacity, hospital expenditure to treat the effects of violence on victim/survivors, and government spending on refuges, legal services, and perpetrator programs.

With these challenges in mind, *Path to Safety: Western Australia’s strategy to reduce FDV 2020 – 2030* recognises the need to act now to address the ongoing FDV crisis. There is consensus across the FDV and community sector that there is unmet need to support women to feel and be safe, and to have their diverse and intersecting needs responded to. To create a Western Australia where all people live free from FDV, a whole-of-community response is required.

How does Zonta House help?

Zonta House runs an umbrella network of programs that uphold dignity, create safety, and explore victim/survivors’ courage and acts of resistance. Zonta House recognises that women who have experienced FDV are the experts in their journeys, and each woman’s journey occurs at her lead. While each program has a specific offering, some supports provided are common across programs. Zonta House:

- *Builds trust* via case worker support, informal individual counselling, flexible and client-led service delivery, and unconditional support
- *Provides accommodation* and emergency relief
- *Connects women* to medical advice and professionals, legal support, government services, and social and cultural networks
- *Increases existing capacity* of coping strategies, life skills, parenting techniques, and community participation, including employment, to help women meet their individual needs and goals
- *Educates* community members, workplaces, front line services, and sector partners on FDV prevention, intervention, and recovery
- *Changes* the FDV narrative by using language as a tool to uphold dignity and justice, in order to ally with victim/survivors and advocate for change in responses to women experiencing FDV



“I’ve been to many agencies over the last 10 years, but they’ve never met all my needs like Zonta.” – Isabel

² No Insight Exchange Upholding Dignity – What is domestic and family violence, 2022.

³ Insight Exchange Upholding Dignity – What is domestic and family violence, 2022.

⁴ Australian Institute of Health and Welfare – Family domestic and sexual violence in Australia, 2018.

⁵ The National Council to Reduce Violence against Women and their Children – The cost of violence against women and their children, 2009. Amounts have been adjusted for inflation and are presented in 2021 dollars.

These supports reinforce one another and represent the core of Zonta House’s work. A summary of each program run by Zonta House is provided below. Many women engage in more than one program, either simultaneously or in sequence depending on their goals. Most programs are provided at no cost to the women.

Program	Description	Program commenced
Crisis Accommodation	Zonta House offers 24/7 staffed crisis accommodation for women over 18, who currently do not have children in their care. 22 beds are accessed across six sites which are all single rooms. Meals, personal items, case management, advocacy, and warm referrals to specialist services are provided.	1982
Supported Transitional Accommodation	Zonta House offers transitional accommodation for women seeking additional supports and/or who have been unable to secure suitable and affordable housing post crisis accommodation stay. 16 beds are accessed across nine sites. Case management continues to be provided and women are encouraged to engage in further education, look for employment, and participate in community events.	~ 1990
Recovery Support	Zonta House recognises that the complex trauma caused by FDV can result in alcohol and other drug and mental health concerns. Staff work alongside each woman to identify and articulate trauma triggers and develop coping strategies to mitigate and manage them, including connecting to relevant support services. The Recovery Support program has an ‘opt-out’ rather than ‘opt-in’ approach which serves to de-stigmatise the provision and receipt of trauma, mental health and/or alcohol and other drug use support. It embodies a trans-disciplinary approach that has been shown to increase positive outcomes for women.	2017
Positive Pathways	The Positive Pathways program provides free workshops focused on recovery, safety, and wellbeing for women who have experienced FDV. Various topics are explored including Building Resilience, Understanding Trauma, Women’s Wellness, and Parenting. The program helps build self-esteem and foster feelings of social inclusion and connection in a group environment.	2014
Future Employment Connections	The Future Employment Connections program provides tailored employment and training support for women who have experienced FDV. Women are supported to set individual employment and training goals through one-on-one appointments and group workshops. Zonta House works with its network of employment partners to provide work experience and volunteering pathways for women, which allows them to integrate into the workforce safely and in a capacity that they choose, setting them up to achieve financial independence.	2018
Safer Pathways	Safer Pathways is a collaborative program between Zonta House and the Department of Communities – Housing Authority. It supports women experiencing FDV who are social housing tenants or seeking priority waitlisting. The program provides supports and interventions to keep women and children safe in their homes or supports them with advocacy for urgent priority transfers if it is unsafe for them to remain in their homes. This is achieved through risk assessments, security audits, safety planning, case management, and advocacy. Education and capacity building for tenants, Housing Support Officers, and other Department of Communities staff is also provided. ⁶	2016
Mobile Outreach	The Mobile Outreach program is a collaboration with Ovis and Lucy Saw Refuges to provide FDV specialist support to women in the southern corridor of Perth who do not access refuge accommodation. The program works with women at any stage of their journey, including women who are residing with their perpetrators. Women are supported to achieve their immediate and/or longer-term goals through ongoing risk management, safety planning, case management, advocacy, and referrals to other agencies. The program is underpinned by the principle that it is a woman’s right to stay in her home and feel safe.	2020

⁶ In 2021, the Safer Pathways Program was open to women experiencing FDV who are social housing tenants or seeking priority waitlisting in the Victoria Park or Cannington region. In 2022, it was expanded to Midland and Mirrabooka.

Program	Description	Program commenced
Adult Justice: Parenting, Reintegration, and ReSet Accommodation ⁷	Zonta House is a sub-contractor to Centrecare as part of a consortium led by Wungening Aboriginal Corporation, that provides support to women as they exit prison and reintegrate back into the community. The Zonta House Parenting Officer facilitates parenting workshops and one-on-one sessions at women’s prisons in the Perth metropolitan area. The Zonta House Reintegration Support Coordinator provides intensive case management support to women in prison and who have exited prison for up to one year. Zonta House also provides accommodation for up to four women exiting prison who have experienced FDV. This program allows women to exit prison to a safe environment, setting them up for success when it comes to reconnecting with family, gaining employment, and finding suitable long-term housing.	2018
Empowerment through Education	The Empowerment through Education program provides FDV education sessions to service providers, workplaces, and community members to increase awareness and improve responses to FDV. Three sessions are run: Everyday Conversations, which focuses on primary prevention, Everyday Responses, which focuses on early intervention, and Response in Practice, which focuses on crisis intervention. All sessions are tailored to ensure that learning is contextualised to participants. The program is underpinned by the belief that everyone has a role to play in creating a culture of respect and preventing violence.	2021



⁷ Note that the Adult Justice program has not been valued in the SROI. This is due to the difficulty of quantifying Zonta House’s impact (as a member of a consortium).

How does Zonta House create change?

Zonta House creates change for women experiencing FDV through the unique way that it works with women. This starts with recognising the complex trauma and impact caused by a perpetrator's choice to use violence and control. This recognition is applied with an intersectional lens, so that a woman's experience of FDV is understood as being shaped by her age, ability, ethnicity, and other circumstances. Zonta House believes that all women have a right to live and build futures free from abuse, so they strive to determine, measure, and meet the support needs for each woman that engages with them, regardless of her lived experience, demographic, or socio-economic status. By journeying alongside each woman and considering her specific situation, Zonta House supports women to rebuild. Because the impacts of FDV can be life-long and complex, Zonta House's service provision is open-ended. Women that seek support from Zonta House after a period away are welcomed back.

The key elements of Zonta House's approach to creating change are:

1. *'No wrong-door approach' to service delivery.* Women receive the help that they need regardless of the way that they come into contact with Zonta House, or where they are at in their recovery journey. Who women are referred by or which program they are initially referred to doesn't restrict the type of help that they receive from Zonta House.
2. *Wrap-around, flexible, and individualised support.* Women are presented with options and choose the direction and pace of their own recovery journeys. Zonta House staff collaborate with each other and the women to respond to the complexity of each woman's needs. Participation in a program doesn't need to fit a mould – programs are adapted to give women the best chance of achieving their desired outcomes.

“I went back to Zonta because of the wrap-around support they gave me the first time. They never gave up on me.” – Isabel

3. *Strengths-based and trauma informed approach.* By focusing on 'what happened' rather than 'what's wrong', and emphasising women's responses, resourcefulness, and resilience in the face of their FDV experiences, women are supported to rebuild their sense of self and empowerment.

4. *Connecting with other support services.* Zonta House works collaboratively with other support services to help women have their needs and goals met. Warm referrals and partnerships remove barriers to engagement for many women. Zonta House is a 'one stop shop' that connects women to specialist help as required.
5. *Ability to develop 'forever relationships' with the women that they support.* The intensive support that Zonta House provides women creates trust. As women become more independent, Zonta House's commitment to checking in (even after their formal support periods end) reminds women that they always have someone to turn to. Zonta House creates long term, trusted relationships with the women it supports.

“Zonta still check in every so often. I think 'wow', after 4 years they're still thinking about me and asking how I am. I don't expect to be remembered, but it is very special that I am.” – Meera

6. *Staff culture.* Zonta House's staff possesses different and complementary strengths, are compassionate, and work together as a team. This enables women to experience 'staged recovery journeys', where care is given to the order in which needs, and goals are met.

“Zonta is unique because of the women there. The teamwork is amazing. The team support each other as much as they can. There is absolutely nothing that we go without.” – Mohar

During the period of the analysis

This report considers the social value created by Zonta House from January to December 2021. The activities that contribute to this social value are summarised below.





Methodology

SROI

SROI analysis is an internationally recognised approach that provides a framework to understand, measure, and value the impact of a program or organisation. It is a form of cost-benefit analysis that examines the social, economic, and environmental outcomes created by the activities of the program and the costs of creating them.

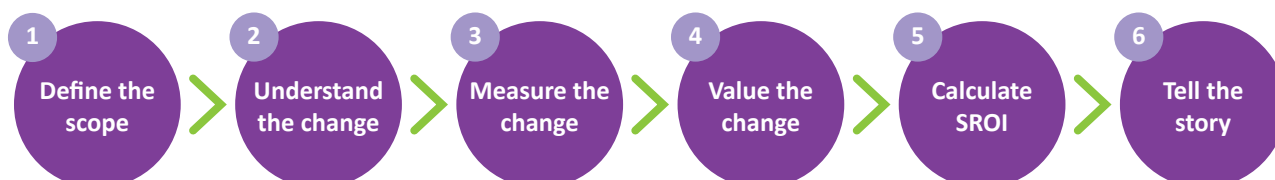
Principles of Social Value

Social value is the value that people place on the changes they experience in their lives. Social Value International's Principles of Social Value provide the basic building blocks for anyone who wants to make decisions that take this wider definition of value into account.

Principles	Definition
1. Involve stakeholders	Stakeholders should inform what gets measured and how it is measured and valued.
2. Understand what changes	Articulate how change is created and evaluate this through evidence. Recognise positive and negative changes as well as those that are intended and unintended.
3. Value the things that matter	Use financial proxies so that the value of the outcomes can be recognised.
4. Only include what is material	Determine what information and evidence must be included in the accounts to give a true and fair picture, so that audiences can draw reasonable conclusions about impact.
5. Do not overclaim	Organisations should only claim the value that they are responsible for creating.
6. Be transparent	Demonstrate the basis on which the analysis may be considered accurate and honest. Show that it will be reported back to and discussed with stakeholders.
7. Verify the results	Ensure appropriate independent verification of the analysis.

Approach

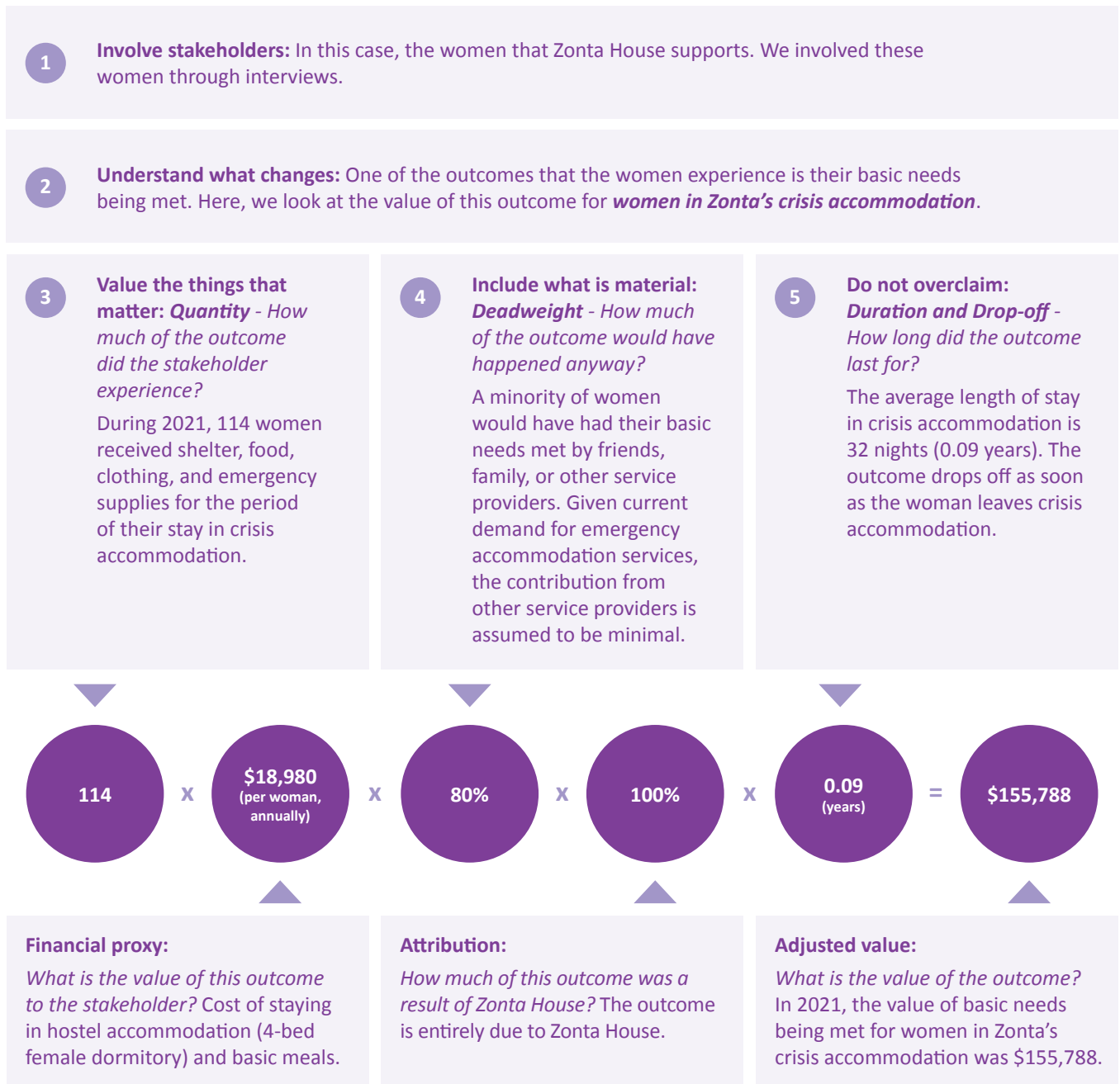
To carry out this SROI analysis we undertook six phases of work that are based on those developed by Social Value International. Experienced and accredited SROI practitioners oversaw the analysis.



Interpretation

The outcome of the SROI analysis is a story about the value of change created, relative to the investment. The SROI ratio is shorthand for the total value created for all stakeholders. For example, a ratio of 3:1 indicates that an investment of \$1 delivers \$3 of social value.

Below is a worked example of how one outcome was valued in the SROI analysis. A similar process was carried out for the material outcomes experienced by Zonta House's stakeholders.



Project Approach

Project scope

Zonta House runs an umbrella network of programs that provide complementary and mutually reinforcing support to women who have experienced FDV. Due to their integrated service model and the flexible and individualised way that women are supported by it, it was decided to undertake a whole of organisation SROI analysis (not a program-by-program SROI analysis). All of Zonta House's programs have been included, except for Adult Justice: Parenting, Reintegration, and ReSet Accommodation. The Adult Justice program was excluded because it is delivered as part of a consortium, which made quantifying Zonta House's impact and accessing the program's records prohibitively difficult.

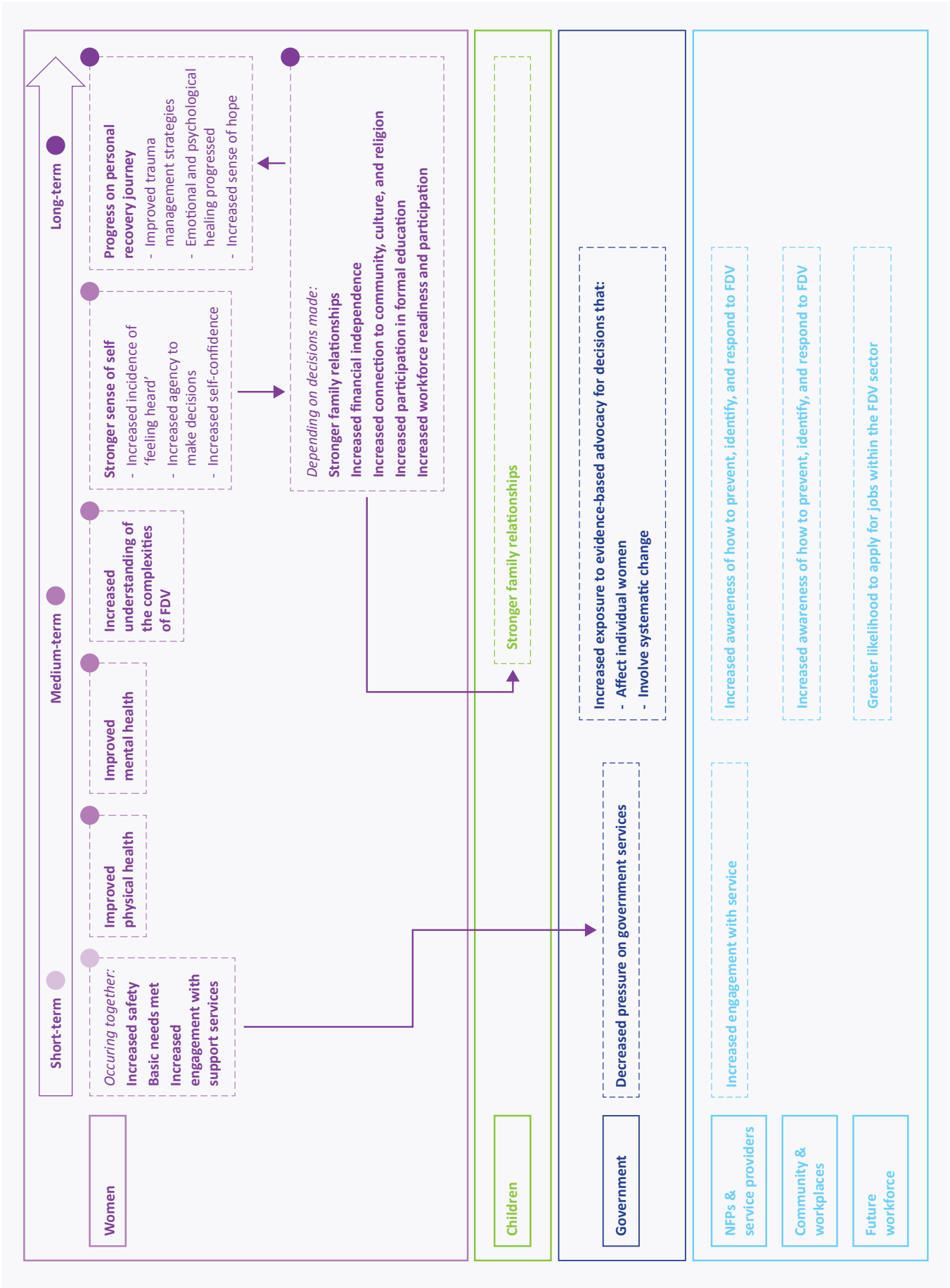
This SROI analysis considers the social value created by Zonta House from January to December 2021. This includes the social value created by the services and support provided to the 411 women engaged in one or more of its programs during this period. However, it doesn't include the social value that Zonta House created from the one-off advice, information, and referrals provided to women outside of its programs. Although important, these outside of program activities represent a relatively small proportion of Zonta House's work and are not tracked, which made quantifying their impact difficult.

The value that Zonta House creates for the following stakeholder groups was included in the SROI calculation:

- Women experiencing FDV
- Children experiencing FDV
- Government
- Other NFPs and service providers
- Community and workplaces
- Future workforce

To identify the value that Zonta House creates, a whole of organisation logic model was developed with input from Zonta House's staff. Stakeholder engagement validated the outcomes identified in the logic model and informed attribution, deadweight, duration, and drop-off assumptions in the SROI analysis. The simplified version of the logic model overleaf shows the material outcomes valued for the SROI analysis.





During stakeholder engagement, it was noted that Zonta House’s culture and flexible working environment creates value for staff that is additional to their income. Staff shared that they were empowered by Zonta House’s emphasis on teamwork and understanding of their individual strengths and needs as employees, mothers, friends, and carers. This value was not included in the SROI calculation because although it can reliably be attributed to Zonta House, only anecdotal evidence of these outcomes was available. Estimating the frequency and extent to which staff experienced these outcomes was deemed out of scope.

During stakeholder engagement, it was also noted that Zonta House’s work creates some value for perpetrators of FDV. However, it was not included in the SROI calculation because the amount of change for perpetrators that could be reliably attributed to Zonta House was not material. Looking forward, Zonta House staff and other stakeholders emphasised that perpetrators must play an essential role in any long-term, sustainable solution to FDV.

Data Collection

Interviews and focus groups

Substantial stakeholder engagement was undertaken to understand what had changed for Zonta House’s stakeholder groups. 35 interviews and focus groups were held in April 2022, split across the stakeholder groups as below. All questions asked were open-ended, to invite individual perspectives and allow participants to share what they wished.

Stakeholder group	Engagement
Current and previous Zonta House clients	23 interviews
Staff	3 focus groups
Board members	2 focus groups
Government stakeholders, other service providers, and funders	7 interviews

Organisational data

Zonta House is committed to measuring its outputs and the outcomes experienced by the women that it supports. Over 300 files provided by Zonta House were analysed as part of this SROI. The information extracted provided an important resource for evaluating and validating the degree to which different outcomes were experienced by stakeholder groups. Zonta House’s Life Matrix,⁸ an internal tool developed to assess the needs and progress of women on 14 dimensions on entry and exit, was especially valuable. Other information sources included the Depression Anxiety Stress Scale 21 (**DASS-21**) that women filled out on entry and exit, feedback surveys completed for different programs, and program data collected via the Department of Communities’ Specialist Homelessness Information Platform (**SHIP**) and Zonta House’s case management system Penelope.

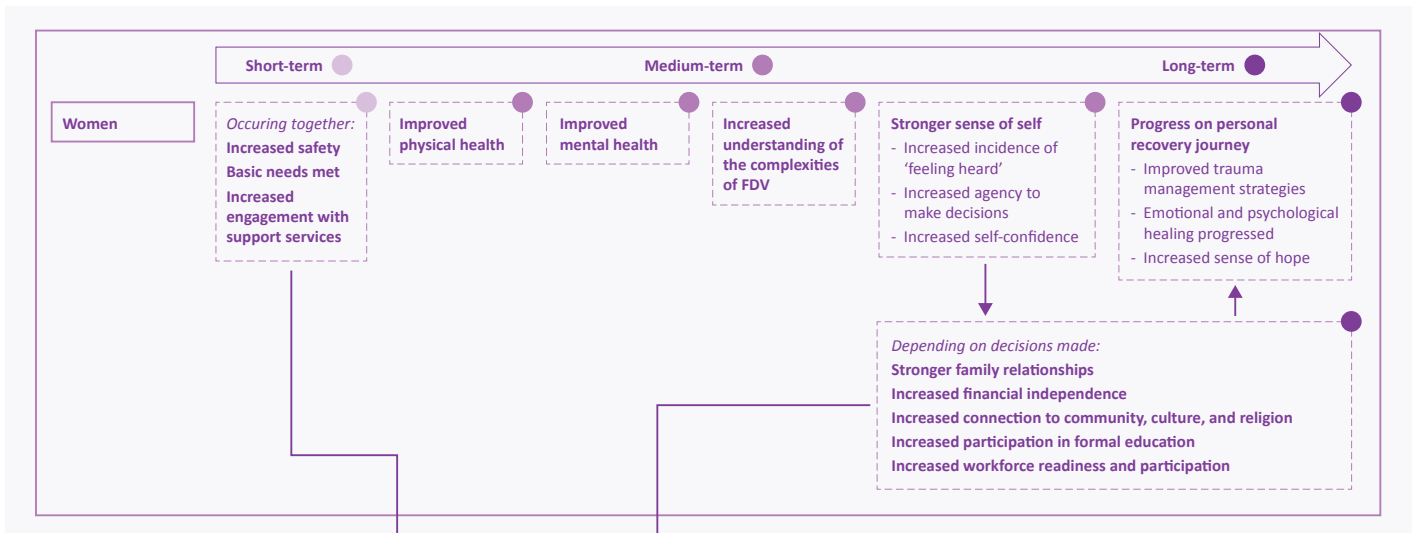
External research

External research was undertaken to better understand the costs and impact of FDV to Zonta House’s various stakeholders and the best way to value each of the outcomes included in the SROI. There is an increasing body of research in Australia which speaks to the social and economic costs of FDV which was an important input into this SROI analysis.

⁸ Zonta House’s Life Matrix was validated by the UWA Centre for Social Impact in 2021.

Outcomes for women

Each woman’s journey at Zonta House is tailored. Because each woman’s experience of FDV is unique, so is Zonta House’s response. Nevertheless, common patterns can be identified in the way that Zonta House journeys with each woman to overcome the individual, societal, and systemic challenges that she faces to achieve her self-identified needs and goals. The diagram below shows the sequence that women tend to experience outcomes in.



The most overlap in women’s journeys with Zonta House occurs at the beginning, where Zonta House’s support focuses on creating space for women to rest and recover. In this SROI, we have assumed that all women receive the level of support from Zonta House that creates the potential for them to experience the ‘short-term outcomes’ of increased safety, basic needs met, and increased engagement with support services.

The more support that a woman receives from Zonta House, the more likely she is to have the potential to experience the ‘medium-term’ and ‘long-term outcomes’ articulated in the diagram above. With time and as women begin to develop trusted relationships with the Zonta House staff, women begin to experience the medium-term outcomes of improved physical and mental health, an increased understanding of the complexities of FDV, and a stronger sense of self. We have assumed that all women who stay in Zonta House accommodation for greater than two weeks, and all women who engage via Zonta House’s outreach programs, receive a level of support that creates the potential for them to experience medium-term outcomes. This amounts to 93% of the women that Zonta House supports.

An important aspect of the way that Zonta House works is that a woman’s journey with them is led by her and occurs at a pace that she is comfortable with. As women begin to redress the impact of their FDV experience and rebuild their lives, they are supported to make decisions about which long-term outcomes they would like Zonta House to support them to strive for. The decisions that they make, and the outcomes such as stronger family relationships and increased financial independence that they are supported to experience as a result, contribute to the ultimate long-term outcome of progress on their personal recovery journey. We have assumed that all women who develop a long-term trusted relationship with the Zonta House staff receive a level of support that creates the potential to experience long-term outcomes. Based on Zonta House staff’s program-by-program estimates for the proportion of women who develop this long-term trusted relationship, 78% of the women that Zonta House support are assumed to have the potential to experience long-term outcomes.

The evidence for each of the outcomes valued for women in the SROI is set out below. Quotes are attributed to aliases to protect the safety of the women who bravely shared their stories and to humanise their voices.

Short-term outcomes

Increased safety

Women experience increased safety while being supported by Zonta House. For women staying in Zonta House accommodation, living at a premises unknown to perpetrators significantly reduces their threat of FDV and other harm. For women who engage through Zonta House's outreach programs, Zonta House supports them to take all steps available to stay safe (e.g., by conducting risk assessments, developing safety plans, etc.). This is regardless of whether the women are planning to stay in their relationship, thinking about leaving or have already left. When asked *'how safe do you feel in your daily life'*, 61% of women supported had increased scores on exit compared to entry.⁹ The safety plans that Zonta House support all women (both those in Zonta House accommodation and outreach clients) to create contribute to this outcome continuing to be experienced after their formal support periods end. In the SROI, increased safety contributed to a significant amount (19%) of the value experienced by women. This was validated through the interviews with current and previous clients, in which over a quarter of women volunteered that Zonta House was the reason that they are alive today.

“Without Zonta, I probably wouldn't be alive.” – Justine

Basic needs being met

Women are supported by Zonta House to have their basic needs met. Food, clothes, and emergency supplies are provided or funded on an as-needed basis. For women in Zonta House's crisis accommodation, everything is provided. In 2021, 114 women in Zonta House's crisis accommodation received food, clothing, and emergency supplies for the entire period of their stay (32 days on average). For women in transitional accommodation and Zonta House's outreach programs, the support is less intense. An estimated 31 women in transitional accommodation (67%) received support with food, clothing, and/or emergency supplies on an average of once per month during the period of their stay (171 days on average). Likewise, an estimated 73 women engaged in Zonta House's outreach programs (39%) received support with food, clothing, and/or emergency supplies on an average of once per month during their support period. Interviews with current and previous clients echoed the appreciation that women had for Zonta House's 'everything included' crisis accommodation and knowing that they could turn to Zonta House for emergency relief whenever they found themselves experiencing hardship.

“You come in with nothing, they provide you with literally everything. I don't know how they do it, but they do.” – Samira

Increased engagement with support services

On average, Zonta House refers women to six different support services (78% of which are external) and they are assisted to interact with these services on 23 separate occasions. This may involve setting up appointments, transport to appointments, preparing case notes for services, and/or attending appointments as a support person. Many support services also make visits to Zonta House venues, which removes barriers to engagement for some women. When asked the extent to which they agree with the statement *'I received adequate information including referrals to other services to meet my needs'*, 96% of women responded with 'agree' or 'strongly agree'¹⁰. The value of the case worker support that leads to increased engagement with support services was called out in the interviews with current and previous clients - 43% of women reported being able to achieve desired outcomes when engaging with other services with Zonta House's support, which they had previously been unsuccessful in. Several women shared their journey from a place of relying on their case worker to speak to external organisations and organise their appointments, to a place where they had taken charge of organising their appointments themselves and engaged with support services proactively.

“Zonta helped connect me to other services as needed.” – Isabel

⁹ Combined Life Matrix scores across Zonta House's accommodation and outreach programs.

¹⁰ Combined data from Zonta House's accommodation and outreach feedback forms (stored in Zonta House's case management system Penelope).

Medium-term outcomes

Improved physical health

Women experience improved physical health while being supported by Zonta House. This is because the support gives them the time, space, and resources to get adequate sleep, nutrition, and exercise. Women staying in Zonta House accommodation generally experience this outcome more intensely than women engaged through Zonta House's outreach programs. This is because they generally start their engagement with Zonta House with more serious health challenges and the required 'time, space, and resources to get adequate sleep, nutrition, and exercise' is part and parcel of the support provided in Zonta House's accommodation. Referrals to medical services and assistance navigating the public health system are available for all women supported by Zonta House and enable many to visit a doctor for the first time in years. When asked *'how would you rate your physical health'*, 49% of women supported had increased scores on exit compared to entry.¹¹ Interviews with current and previous clients emphasised the importance of safety as a precursor to getting back to good physical health.

“One of the best things Zonta do is give you space to recover.” – Millie

Improved mental health

Women experience significant, improved mental health while being supported by Zonta House. Women are provided with informal counselling in-house, listened to in a supportive environment in which their mental health can improve, and supported to engage with counselling services. There is an emphasis on developing healthy trauma management strategies and de-stigmatising mental health challenges. Many women develop friendships with each other and/or experience increased connection with community. On the DASS-21, 90% of women supported had decreased scores for depression, anxiety and/or stress on exit than entry.¹² Experiencing improved mental health continues after women's formal support periods end. In addition to the healthy trauma management strategies developed, this is due to the peace of mind that women gain from knowing that Zonta House is only a phone call away even after they've exited. In the interviews with current and previous clients, 52% of women highlighted their appreciation for Zonta House reaching out after their exit and encouraging them to get in contact if they ever needed support again. In the SROI, improved mental health contributes to a significant amount (24%) of the value experienced by women. This reflects the high proportion of women that experience it, their generally high level of improvement, and the duration that it is experienced for.

“Before Zonta, I felt like I was going to lose myself. Like I was in a pitch-dark place by myself. Now I feel like I'm out of the dark, I'm happy.” – Farida



¹¹ Combined Life Matrix scores across Zonta House's accommodation and outreach programs.

¹² Combined DASS-21 scores across Zonta House's accommodation and outreach programs.

Medium-term outcomes

Increased understanding of the complexities of FDV

Women at Zonta House are supported to increase their understanding of the complexities of FDV. First and foremost, women are listened to and believed. They are helped to understand the many factors that affect FDV, and why they are not to blame for their treatment. With this understanding in place, Zonta House supports women to view their FDV experience through a strength-based lens in which their acts of resistance, resourcefulness, and resilience is recognised. In the interviews with current and previous clients, several women recalled being taught new ways to understand and tell their story. For example, some women from CALD backgrounds were unaware of what counted as ‘unacceptable in Australia’, whereas women who had experienced ‘coercive control’ learnt to use this term at Zonta House. Across interviews, 65% of women described their FDV experience using strengths-based and domain specific language.

“They taught me about what had happened to me, what type of FDV. They explained that my treatment wasn’t normal and what I should expect. I could use the language that Zonta taught me to tell my story in Court.” – Kathryn

Stronger sense of self

Women experience a stronger sense of self due to their support from Zonta House. This is a profound change for women that continues to be experienced after their formal support periods end. Three key sub-outcomes contribute. For women that have been disbelieved or never felt safe to tell their stories, an increased incidence of feeling heard by Zonta House’s staff in the first instance and others thereafter lends respect to their experiences. An increased agency to make decisions that comes from Zonta House providing support at the woman’s lead allows women to shape their days the way that they’d like to. Lastly, increased self-confidence goes hand in hand with a woman recognising her individual strengths and options. In the SROI, stronger sense of self contributes to a significant amount (18%) of the value experienced by women. This reflects the high proportion of women that experience this outcome and the timeframe that it’s experienced for, which was validated in the interviews with current and previous clients.

83% of women interviewed reported ‘feeling heard’ or ‘listened to’.

“Zonta never judged me and believed me from the start.” – Gemma

91% of women interviewed reported an increased agency to make decisions.

“Zonta don’t tell you what you have to do - they give you choices.” – Grace

83% of women interviewed reported increased self-confidence.

“Zonta showed me that I’m so much more than a DV relationship person. I’m now the first person to advocate for myself.” – Rose



Long-term outcomes

The following outcomes are experienced by women depending on the outcomes that they identify and prioritise to achieve in their journey with Zonta House. Depending on what's important to the individual woman and needed to progress her recovery, women are supported to experience the following long-term outcomes.

Stronger family relationships

Women experience stronger family relationships due to the support from Zonta House. In most cases, this takes the form of women experiencing stronger family relationships with their children. An estimated 61% of women at Zonta House are mothers, and 26% are mothers of children under 18. Direct activities which contribute to mothers at Zonta House experiencing stronger family relationships with their children include support to contact children and arrange visitations and support to develop parenting techniques (which varies depending on the stage of parenthood that a mother is in). When asked whether they would like parenting support, 42% of women wanted less support on exit than entry.¹³ Indirectly, medium-term outcomes like improved mental health and a stronger sense of self, position women with the headspace and energy to focus on strengthening their family relationships. The interviews with past and current clients validated the ways in which Zonta House directly supports women to strengthen their family relationships as well as the ripple effect that a woman's improved general wellbeing and self-confidence has in empowering them to strengthen their family relationships themselves. Another insight that came through in the interviews related to the experience of CALD women. Culturally specific norms about gender and relationships meant that several CALD women who had left FDV relationships were shunned by their family. To the torment of many of these women, experiencing stronger family relationships involves an insurmountable compromise of their safety.

“They helped me to become a better mum. Now, DCP describe me as their ‘golden mum’. I have one son with me and am working to get the other one back.” – Katie

“I’m stronger now, so I can raise my kids better.” – Kathryn

Increased financial independence

Women experience increased financial independence due to their support from Zonta House. They are supported to increase their knowledge of financial management and budgeting techniques, as well as to diversify their income streams to include income from employment and/or all government benefits that they are eligible for. When asked ‘do you have enough money to meet your daily needs’, 54% of women had increased scores on exit than entry.¹⁴ In the interviews with current and previous clients, women emphasised the freedom that increased financial independence gave them. It affected their day-to-day autonomy, but also enabled them to plan and set goals for the future. Increased financial independence continues to be experienced after women's formal support periods end.

“If I want to have a coffee in a shopping centre, I can.” – Meera

“Zonta are unique because they help build you up and train you so that you can be independent.” – Jacinta

Increased connection with community, culture, and religion

Women experience increased connection with community, culture, and religion due to their support from Zonta House. At the beginning of their Zonta House journey, women are supported to participate in social and recreational activities led by Zonta House. This allows many women to develop friendships with each other, developing a support network that ‘understands’. When they are ready, case workers support women to identify and attend external community, cultural and religious events that are close to where they currently live or plan to live. This allows women to continue to experience increased connection with community, culture, and religion after their formal support periods end. When asked ‘do you feel connected to your community and/or culture’, 63% of women had increased scores on exit than entry.¹⁵ A key theme that came through in the interviews with current and previous clients was the feeling of belonging and ‘family’ that Zonta House gave them. This was especially prevalent amongst women who had been isolated from their family and friends due to their FDV experience.

“I missed my culture and felt alone. I’d swapped one problem for another. Then I moved to a house with an older Thai woman. She mentored me and gave me the courage to move on.” – Cindy

¹³ Combined Life Matrix scores across Zonta House's accommodation and outreach programs. Note that 38% of women wanted the same amount of support on exit than entry (including some mothers who didn't require support at all) and 20% wanted more support on exit than entry.

¹⁴ Combined Life Matrix scores across Zonta House's accommodation and outreach programs.

¹⁵ Combined Life Matrix scores across Zonta House's accommodation and outreach programs.

Long-term outcomes

Increased participation in formal education

Zonta House supports women to explore the formal education options available to them. They are provided with assistance to enrol in both TAFE and university courses across a wide range of subjects. The awareness and knowledge of how to pursue desired learning opportunities that Zonta House supports women to gain and their resulting increased participation in formal education continues to be experienced after their formal support periods end. When asked, *‘how satisfied are you with your opportunities to complete your studies or pursue new skills/qualifications’*, 72% of women had increased scores on exit than entry.¹⁶ In the interviews with current and previous clients, several women shared goals to train in social work or psychology, so that one day they may be able to support others in a similar way to how Zonta House had supported them.

“Within two months I was studying a Certificate of Accounting at TAFE. Now, I’m enrolled in an Advanced Diploma. Zonta made me feel understood. I developed self-belief.” – Meera

Increased workforce readiness and participation

Women experience increased workforce readiness and participation due to their support from Zonta House. They are supported to become ‘job ready’ – with resume assistance, working rights, and interview practice facilitated as needed. Work placements that are tailored as much as possible to women’s interests help women to get a ‘foot in the door’. Additionally, women are supported to apply for vacancies that interest them on the job market. When asked *‘are you work ready’*, 55% of women had increased scores on exit than entry.¹⁷ Increased workforce readiness and participation continues to be experienced after women’s formal support periods end, either because they have the confidence and skills required to apply for jobs or because they leverage their work experience partly or fully facilitated by Zonta House. A key theme that came across in the interviews with current and previous clients was the sense of purpose that increased workforce participation gave women.

“My dreams have come true. I was offered a job after my internship and have worked there for over a year now.” – Jacinta

The final long-term outcome is the culmination of all the outcomes before it – the short- and medium-term outcomes as well as the ‘choose your story’ long-term outcomes just presented. Although the journey to experience it and the ways that women experience it vary, it is characterised by three key sub-outcomes.

Progression on personal recovery journey

The progression of women’s personal recovery journeys is catalysed by Zonta House and continues to be experienced by women after their formal support periods end. Women that experience this outcome experience the three key sub-outcomes of improved trauma management strategies, emotional and psychological healing, and an increased sense of hope. When asked the extent to which they agree with the statement *‘I feel better able to cope or deal with my issues’*, 90% of women responded with ‘agree’ or ‘strongly agree’.¹⁸ This was validated in the interviews with current and previous clients, in which women pointed to practical advice that they’d been given to manage their trauma.

“They helped me with breathing techniques to use when I’m anxious.” – Justine

Emotional healing is reflected in 64% of women having increased scores on exit than entry when asked *‘how do you feel day to day’*.¹⁹ The interviews with current and previous clients revealed the psychological healing that Zonta House enables for many women. A major component of this involves developing the ability to trust.

“Zonta showed me that I can trust.” – Siewy

Lastly, the changes that Zonta House supports for women enable many to experience an increased sense of hope. In the interviews with current and previous clients, 65% of women reported experiencing this outcome. Overwhelmingly, women who had exited Zonta House and were living in stable accommodation were more likely to be hopeful for the future. This suggests that access to safe and affordable housing post formal support period with Zonta House plays an important role in women’s recovery journeys.

“Now, I look forward to everything. Like my son growing up, like finding out what I want to do, my life beyond what I know now.” – Rose

¹⁶ Combined Life Matrix scores across Zonta House’s accommodation and outreach programs.

¹⁷ Combined Life Matrix scores across Zonta House’s accommodation and outreach programs.

¹⁸ Combined data from Zonta House’s accommodation and outreach feedback forms (stored in Zonta House’s case management system Penelope).

¹⁹ Combined Life Matrix scores across Zonta House’s accommodation and outreach programs.



Outcomes for children

In Australia, one in four children are exposed to FDV.²⁰ In some cases, children are physically hurt or witness violence. However, this isn't necessary for them to be affected by it – direct and indirect involvement in FDV can have serious short-term and long-term impacts.²¹ Research shows that exposure to FDV in childhood can lead to ongoing anxiety and depression, emotional distress, eating and sleeping disturbances, low self-esteem, self-harm, difficulty forming positive relationships, and difficulties at school.²² Without intervention or treatment, FDV can significantly impact a child's life.

Stronger family relationships

By supporting women on their own personal recovery journeys, Zonta House also supports their children. An estimated 61% of women across Zonta House's accommodation and outreach programs are mothers. 26% have children under 18, with an average of two children in this age bracket. Zonta House supports the adult and young children of women at Zonta House to experience stronger family relationships by supporting their mothers to:

- Contact their children and arrange visitations
- Further develop parenting techniques (which vary depending on the stage of parenthood that they're in)

For children under 18, Zonta House further contributes to them experiencing stronger family relationships by supporting their mothers to:

- Work with the Department of Communities – Child Protection regarding custody matters
- Arrange childcare and schooling matters
- Access emergency relief to spend on items such as food, clothes, and school supplies so that their children don't go without

Support is primarily provided through a woman's Support Coordinator. When asked whether they'd like parenting support, 42% of women wanted less support on exit than entry.²³ By supporting women to become more confident parents, children experience stronger relationships with their mothers. This was echoed in the interviews with current and previous clients, who talked fondly of the connection with their children that Zonta House had helped them to foster.²⁴

“I have a better relationship with my kids at home and my daughter living in the country.” – Medina

²⁰ The Australian Domestic and Family Violence Clearinghouse - The impact of domestic violence on children: A literature review, 2011.

²¹ NSW Government Department of Family and Community Services - The effects of domestic and family violence on children and young people, 2019.

²² NSW Government Department of Family and Community Services - The effects of domestic and family violence on children and young people, 2019.

²³ Combined Life Matrix scores across Zonta House's accommodation and outreach programs. Note that 38% of women wanted the same amount of support on exit than entry (including some mothers who didn't require support at all) and 20% wanted more support on exit than entry.

²⁴ A possible limitation of the data collection for this SROI was that Zonta House do not currently track the outcomes experienced by the children that they (indirectly) support. It also wasn't feasible to interview them for this SROI. Evidence from the children's mothers is used instead.

Outcomes for government and the community

FDV has significant impacts not only on the women and children that experience it, but on the government and broader community. Without intervention, it was estimated that violence against women and children generally (of which FDV makes up a significant proportion) would cost the Australian economy \$21.2 billion in 2021-22.²⁵ In recognition of the need to act now to address the ongoing FDV crisis, the Western Australian Government launched the *Path to Safety: Western Australia's strategy to reduce FDV 2020 – 2030*. An additional \$60 million commitment was made by the Western Australian Government in 2021 to combat FDV in the community, including funding for the development of two one-stop FDV hubs.²⁶ There is consensus across the FDV and community sector that there is unmet need to support women to feel and be safe, and to have their diverse and intersecting needs responded to. A whole-of-community response is required to create a Western Australia where all people live free from FDV.

Decreased pressure on government services

Zonta House's programs decrease pressure on government services. Of the \$4.0 billion that was estimated to be borne by federal, state and territory governments in 2021-22 due to violence against women and children generally, a significant proportion was expected to be spent providing health, legal system, temporary accommodation, and other administrative services to victim/survivors of FDV. Federal, state and territory governments were predicted to spend \$2,837 per victim/survivor on these services in 2021-2022.²⁷ The support that Zonta House provides women substantially decreases pressure on government services. By increasing safety for women and supporting their long-term personal recovery, Zonta House reduces the degree to which those women will rely on government services in the future. This SROI estimates that the value Zonta House creates for the government by decreasing pressure on their services is \$3.3 million over three years. This accounts for a significant proportion of the value created by Zonta House's programs for government (98%). The value created for the government accounts for the second largest proportion amongst stakeholder groups (18%).

“Zonta House have a niche role providing accommodation to single women with complex needs.” – Department of Communities employee

Increased exposure to evidence-based advocacy for decisions that affect individual women and decisions that involve systematic change

Zonta House increases the government's exposure to evidence-based advocacy. In the first instance, Zonta House increases the government's exposure to evidence-based advocacy for decisions that affect individual women. Zonta House provides this advocacy by supporting women to make police statements, submit VRO applications, organise police standbys, and contact the police as needed. In 2021, an estimated 94 women were supported by Zonta House to make a police statement, organise a police standby and/or contact the police about a VRO breach. An estimated 101 women were supported to consider and/or apply for a VRO, and 44 were successful.²⁸ The notes that Zonta House's Support Coordinators record constitute valuable evidence when the police are determining which course of action to take and reduce the need for a woman to tell her story more than once. Interviews with current and previous clients revealed that women who were supported to interact with the police felt more confident and reassured than they would have without their Zonta House Support Coordinator's assistance. The value the police received from this was reflected on in our interview with a police representative, who recognised the need for expertise when dealing with victim/survivors of FDV and welcomed the advocacy role that Zonta House played.

“Zonta House help women to make their (police) statements articulate accounts of their FDV experience. This provides great credibility and assists the prosecution process.” – WA Police Sergeant

²⁵ The National Council to Reduce Violence against Women and their Children - The cost of violence against women and their children, 2009. Amounts have been adjusted for inflation and are presented in 2021 dollars.

²⁶ Similar to the Orange Door initiative in Victoria.

²⁷ The National Council to Reduce Violence against Women and their Children - The cost of violence against women and their children, 2009. Amounts have been adjusted for inflation and are presented in 2021 dollars.

²⁸ Many women decide against applying for a VRO, as they believe that it will increase their risk of harm, or they have found them ineffective in the past. Nevertheless, many women are supported to explore this option.

Zonta House also increases the government’s exposure to evidence-based advocacy for decisions that involve systemic change in the FDV and community sector. As a small community NFP who works intensively with women recovering from FDV, Zonta House can provide unique insights into:

- what does and doesn’t work when supporting a women’s personal recovery from FDV
- the depth of support required to affect real change and healing
- the drivers of FDV and how they have been exacerbated by external pressures like COVID-19
- system-wide measures that would help them (and others) to magnify their impact

In 2021, Zonta House’s staff members attended 128 meetings where they provided decision making inputs for systematic change in the FDV and community sector. Many of these meetings were attended by Zonta House’s CEO. In interviews with FDV and community sector stakeholders, Zonta House’s commitment to participating in conversations about systematic change was called out. The importance of them maintaining their seat at the table, as a small community NFP with an innovative approach, was emphasised.

“Zonta are seen as an organisation of integrity. Their commitment to long term and sustainable change sets them apart.” – FDV service provider

Increased awareness of how to prevent, identify and respond to FDV

Zonta House supports other NFPs, service providers, and the broader community to increase their awareness of how to prevent, identify, and respond to FDV. Some of this support is ad hoc and provided by Zonta House staff as they work with other NFPs and service providers to meet women’s needs and goals. However, most of this support is delivered through Zonta House’s Empowerment through Education program. Beginning in the second half of 2021, 300 participants from other NFPs and service providers, and 367 participants from the community and workplaces attended Empowerment through Education sessions. 95% of session participants indicated that following the session, they *will be able to apply the skills, knowledge and tools learnt, in their working roles, and 95% that they know how they can take a more active role in their personal and/or professional life in combatting domestic violence in their community, family, and workplace.*²⁹ Education is an important piece of the puzzle in a whole-of-community response to FDV, and Zonta House’s activities in this space enable them to support women and children experiencing FDV by supporting the varied other NFPs, service providers, and community members that women and children interact with in their daily lives.

²⁹ Based on Empowerment through Education participant surveys from July 2021- April 2022.

Increased engagement with services

Zonta House increases women’s engagement with support services by making women more likely to engage in the first instance, and more likely to maintain an ongoing relationship with those support services in the second instance. Zonta House achieves this by providing warm referrals to support services, where women are not only given information about relevant support services but provided with ongoing support to arrange appointments, attend appointments, and provide histories. On average, women receive warm referrals to four to five external support services and are supported to interact with each service on four separate occasions. In 2021, an estimated total of 1923 referrals were made to external support services, and a further 5769 appointments attended with the support of Zonta House’s staff. The value created for the support services is more clients and better engaged clients, which affords the support services a better chance of achieving their desired impact.

“Zonta put me in touch with services. I was so surprised that there’s so much support in Australia.” – Laura



Calculating the SROI ratio

Inputs

In the period between January and December 2021, Zonta House received cash and pro bono support to the value of:

Inputs	\$4,049,106
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Inputs consist of:

- \$3,933,825 in cash investments from the government, donors, and women in transitional accommodation paying rent
- \$115,281 in-kind contributions from donations and volunteer time

This generated a range of outcomes for stakeholders including:

Outcomes

Outcomes	\$18,084,987
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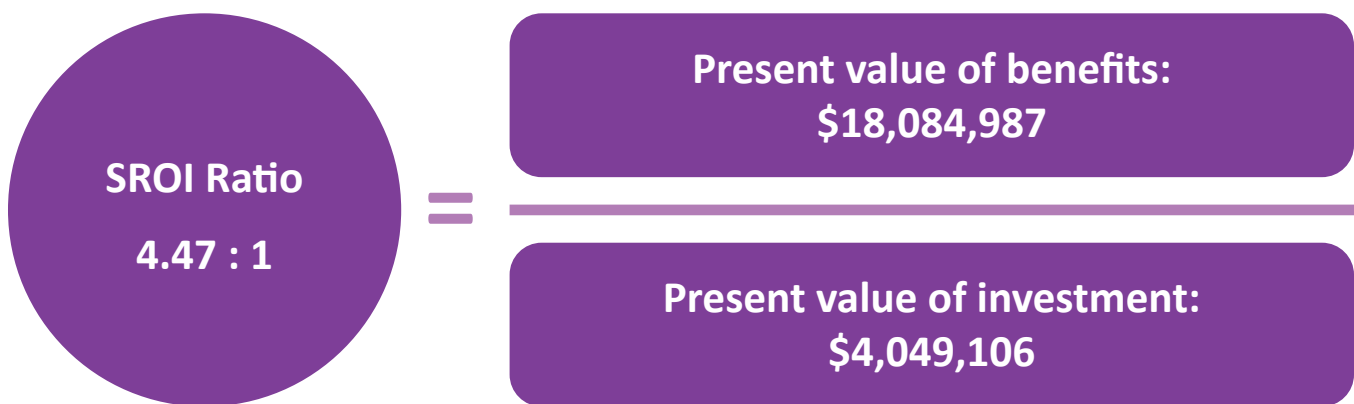
The \$18,084,987 generated in outcomes was experienced by the stakeholder groups as follows:

Stakeholder	Outcomes	Value per outcome (\$)	% Of total value
Women experiencing FDV	Increased safety	\$2,593,878	77%
	Basic needs met	\$312,100	
	Increased engagement with support services	\$367,637	
	Improved physical health	\$135,886	
	Improved mental health	\$3,343,767	
	Increased understanding of the complexities of FDV	\$429,389	
	Stronger sense of self	\$2,498,299	
	Stronger family relationships	\$427,043	
	Increased financial independence	\$292,326	
	Increased connection with community, culture, and religion	\$1,028,833	
	Increased participation in formal education	\$192,482	
	Increased workforce readiness and participation	\$1,215,715	
Progression on personal recovery journey	\$1,100,181		

Stakeholder	Outcomes	Value per outcome (\$)	% Of total value
Children	Stronger family relationships	\$238,457	1%
Government	Decreased pressure on government services	\$3,290,938	18%
	Increased exposure to evidence-based advocacy	\$4,988 (individual women) \$71,680 (system)	
Other NFPs and Service Providers	Increased engagement with services	\$331,482	3%
	Increased awareness of how to prevent, identify and respond to FDV	\$184,990	
Community and workplaces	Increased awareness of how to prevent, identify and respond to FDV	\$38,430	0.5%
Future workforce	Greater likelihood to apply for jobs within the FDV sector	\$14,804	0.5%
Total		\$18,084,987	100%

Resulting in the following SROI ratio

Based on the investment and outcomes achieved in 2021, Zonta House generated an SROI ratio of:



That is, **for every \$1 invested** in Zonta House, **\$4.47 of social and economic value** is created.

Key insights and learnings

This SROI analysis tells a powerful story of the significant impact that Zonta House has on the women it works with, their children, and the government and broader community.

Zonta House delivers a strong SROI that is largely based on the significant value that it creates for women experiencing FDV. At both the individual and systematic level, achieving impact in the FDV space requires a holistic, person-centred, and staged approach. Compounded by stressors like COVID-19 and the current housing crisis, a whole-of-community approach is needed to create long-term sustainable change for both individual women and the sector.

The key insights are explained on the following pages.



Key insights:

1. Zonta House delivers a strong SROI, reflecting the significant value it creates.

Zonta House delivers significant value for its stakeholders. When Zonta House's total investment from the government, donors, and volunteers is compared to the social value created for women, children, and the government and community, the result is an SROI ratio of 4.47:1. That is, **for every \$1 invested, \$4.47 of social and economic value is created** by Zonta House. However, the SROI ratio only tells part of the story. The interviews with stakeholders, especially Zonta House's current and previous clients, paint a picture of Zonta House creating transformational change for women experiencing FDV. Over a quarter of women interviewed volunteered that Zonta House was the reason that they are alive today. This outcome is considered in the ratio, but not communicated by it. Zonta House's SROI ratio should always be viewed hand in hand with the stories of the women that Zonta House has supported.

2. Zonta House's strong SROI is largely due to the significant value that it creates for women experiencing FDV.

Most of the value that Zonta House creates (77%) benefits the women that it supports. In 2021, Zonta House created \$13,937,356 of social and economic value for 411 women – an average of \$33,911 for every woman supported. The outcomes which had the most significant contribution to this value were increased safety, improved mental health, and a stronger sense of self. Increased connection to community, greater likelihood of employment, and progression on one's personal recovery journey were the next biggest contributors.

3. Achieving impact for individual women who have experienced FDV requires a holistic, person-centred, and staged approach.

Zonta House is much more than an accommodation service and is even perceived as 'family' by many clients. Zonta House's ability to support women to achieve the outcomes that they do, stems from its wrap-around, flexible, and individualised support that enables it to develop long-term, trusted relationships with the women its supports. Crucially, the evidence suggests that in Zonta House's case, whether a woman develops a long-term, trusted relationship with Zonta House has a bigger role to play in unlocking her potential to experience long-term outcomes than her length of support period or the number of programs that she engages with while supported by Zonta House. So, long-term outcomes like stronger family relationships, increased financial independence, increased connection

to community, increased participation in formal education, and increased workforce readiness and participation depend on the way that women are supported and the relationship that they develop with Zonta House as a result, rather than what they are supported to do by Zonta House.

4. Achieving impact at the systematic level also requires a holistic, person-centred, and staged approach.

Within the FDV and community sector, there is growing recognition of the need to collaborate across the system to deliver connected, coordinated, and person-centred responses to FDV that consider people's diversity and intersecting needs.³⁰ Due to Zonta House's innovative ways of working that fit this mould, it has the potential to contribute to this change both as a 'thought leader' in discussions on system reform and by conducting pilots for proposed initiatives. As a small community NFP, Zonta House can provide unique insights to the ongoing discussions on how to address FDV in our community.

5. Stressors like COVID-19 and the housing crisis compound the need for FDV services and necessitate a whole-of-community approach to create long-term sustainable change.

FDV reports in Western Australia have been steadily increasing since 2008, were accelerated during COVID-19, and incur serious social and economic costs across stakeholder groups.³¹ The housing crisis compounds the need for Zonta House's services from two directions. First, more women seek Zonta House's crisis accommodation due to a lack of affordable housing options where they are safe from perpetrators. Second, women stay longer in Zonta House's crisis and transitional accommodation because even when they are ready to live independently, they are often unable to find affordable housing. Access to safe and affordable housing post formal support period with Zonta House plays an important role in women's recovery journeys. To enable Zonta House and other FDV services to provide specialised support to more women, the housing bottleneck needs to be solved.

This SROI raised a number of opportunities which would allow Zonta House to strengthen its operations and continue to deliver strong impact to its stakeholders. Additional investment would allow Zonta House to consider the follow key opportunities as part of their continued commitment to making sure that what they do is guided by the women that they support, values driven, outcomes focused, and innovative.

³⁰ WA Department of Communities - Path to safety: Western Australia's strategy to reduce family and domestic violence, 2020.

³¹ Cassels R, Kiely D, Salazar S, Seymour R - An indicator report of Western Australian women's progress, 2019.

Additional investment would allow:

1. Zonta House to grow its role.

Zonta House works in a unique way that allows it to deliver significant impact for the women that it supports. Given its high impact work, Zonta House could consider whether it can expand its services to support more women. Any expansion should be done in a way that allows Zonta House to maintain the integrity of its current model which is built on intense and individualised support. Zonta House could also consider what role it wants to play in the growing FDV education space, and how it can use its education program to continue to increase awareness about FDV in the community and shift the lens that FDV is viewed through.

2. Zonta House to continue to tailor its support to meet the needs of women from different cohorts.

Although each woman's personal recovery journey from FDV is different, different cohorts of women tend to have different support needs to enable long-term and sustainable recovery. Women who are homeless, experiencing poverty, living remotely, Aboriginal and Torres Strait Islander, and/or from CALD backgrounds are disproportionately represented amongst victim/survivors of FDV and encounter more barriers to safety. At Zonta House, Aboriginal and Torres Strait Islander and CALD women make up a significant proportion of the women supported. In general, Aboriginal and Torres Strait Islander women have shorter support periods and engage through both Zonta House's accommodation and outreach programs. CALD women usually have longer support periods and engage through Zonta House's accommodation programs. Interviews with current and previous clients revealed that Zonta House has developed a deep understanding of the needs of CALD women and is well positioned to meet them. However, although Zonta House has several initiatives that support Aboriginal and Torres Strait Islander women, an insufficient number of interviews with Aboriginal and Torres Strait Islander women took place as part of this SROI to draw conclusions about the support received. Building on existing consultation with Aboriginal service providers and community elders, Zonta House should engage with current and former Aboriginal and Torres Strait Islander clients and the Aboriginal and Torres Strait Islander community more broadly, to understand whether Zonta House's current ways of working need to be adjusted to provide more tailored support for Aboriginal and Torres Strait Islander women. Whether the services currently provided are culturally appropriate, and whether Aboriginal and Torres Strait Islander women require any supports that are not currently offered by Zonta House, could be explored.

3. Zonta House to shift to an outcomes focused approach to strengthen its measurement and evaluation.

Zonta House currently collects a large amount of data on the programs it runs and has developed a bespoke questionnaire (the Life Matrix) to understand the support needs and progress of its clients. However, data is stored across several platforms and is difficult to extract and analyse in its current format. Moving to an outcomes focused approach to measurement and evaluation would support Zonta House to continue to measure what matters and assist in continuous improvement of its services. An outcomes focused and client-centric (not contract-centric) reporting system would enable Zonta House to draw rich insights about the progress of individual women over time as well as patterns that exist for different cohorts, and support Zonta House to undertake regular evaluations. We understand that significant work has already been completed internally to understand what would be required to shift to an outcomes focussed measurement and evaluation system, but that funding is a significant barrier. Zonta House should seek funding to move to an outcomes focussed measurement and evaluation system. Any new system should be outcomes focused, continue to meet the reporting requirements of government and funders (including potential future funders), and allow Zonta House to undertake regular outcome evaluations.

Further, when reviewing its measurement and evaluation processes, Zonta House should ensure that its processes are tailored to meet the needs of different cohorts, in particular CALD and Aboriginal and Torres Strait Islander women. For example, Zonta House should review its Life Matrix to ensure that it is culturally appropriate for Aboriginal and Torres Strait Islander women.

In order to execute the opportunities above and to continue to deliver and maximise its impact, Zonta House requires sustainable funding. Zonta House delivers substantial impact for its stakeholders, especially the women that it supports. More sustainable, organisation wide, long term funding would allow Zonta House to move away from their program-by-program funding approach, which creates significant reporting and top-up funding application requirements, and stressors for the management and delivery of the programs. This SROI has shown that a key driver of the impact that Zonta House creates for women is the way that it provides holistic and client centric care. Sustainable, organisation wide, long term funding which reflects Zonta House's delivery model and acknowledges the deep impact that Zonta House creates, would strengthen its ability to continue to deliver impact for the women that it supports.



Gathering on Bahuro Street for celebration under smoky spiritual journey.
Staff taking part in the group, with guidance of Younger Artist Netta King.
The artworks are displayed at Head Office Crisis Centres.
30th December 2019

Sustainable, organisation wide, long term funding which reflects Zonta House's delivery model and acknowledges the deep impact that Zonta House creates, would strengthen its ability to continue to deliver impact for the women that it supports.

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