

ANNUAL REPORT 2013-2014

Building positive pathways into the future
on a solid foundation of 30 years' service

2013-2014 ANNUAL REPORT



Vision

All women should experience safe and sustainable life choices.

Our Mission

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

Core Values

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

Future Focus

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

CONTENTS

Board member biographies	4
Chairperson's Report.....	9
Crisis and Transitional Services Coordinator's Report.....	9
Social Worker's Report.....	11
Crisis & Transitional Client Stats and Brief (Crisis, Transitional, Bateman Group, DV Group).....	12
Positive Pathways Report.....	14
Evaluation/Feedback/Testimonials from all Clients	17
Treasurers Report.....	19
Auditor Reports.....	20
Our Supporters.....	22

BOARD MEMBERS

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

Chairperson

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

Ray Bennett MBA CAHRI

Treasurer

Ray commenced his own consulting business in 1997. He specialises in consulting in the not-for-profit sector in the areas of strategic planning, restructuring and general consulting. He has worked with 50 not-for-profit agencies ranging from disability, aged care and multicultural women's health to Domestic Violence.

Leanne Nickels LLB (Hons), MLLR

Leanne Nickels is an employment lawyer based in Perth and a Partner at Norton Rose legal firm. She is a member of Australian Resources Institute, Australian Institute of Company Directors, Women on Board, Law Society of WA and the Industrial Society of WA.

Leanne advises in workplace relations, mergers and acquisitions, industrial relations strategy, restructuring, rationalisations and outsourcing projects as well as negotiation of contracts

Glenda Scott EMBA FAHRI

Vice Chairperson

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

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

Linley Buchanan

Board Member

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

Rod West BA of Social Work

Board Member

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

Ronette Druskovich

Board Member

Ronette is a commercial and property lawyer practising at a West Perth law firm. She has worked in multiple locations in New Zealand, the Pacific and Australia. Ronette has several years of volunteering and not-for-profit experience principally based in the property sector. Ronette is a member of the Zonta Club of Perth.

BOARD MEMBERS

Melissa Perry BA of Social Work

Board Member

As State Director for Mission Australia WA, Melissa Perry is responsible for federal, state, local and corporate service provision throughout the State including regional, rural and remote locations, involved in homelessness, youth at risk, drug and alcohol services, family and domestic violence, children and family services, education and employment services, adult and youth justice and mental health services and four Early Learning Services. Melissa is currently a member of the WA Community Sector Round Table, the Swan Alliance CEO Committee, Chair of the Indigenous Youth Development Steering Committee, and most recently appointed to the Board of Zonta Women's Refugee and the WANADA Board. Melissa has extensive experience in Community Services having spent the last 20 years working in the sector.

Denise Hamilton B.Bus(Accounting); BSc(Viticulture & Oenology); Grad Dip(Project Management)

Board Member

Denise is a Project Manager with the Department of Lands and has had extensive Project Management experience both in Government and the private sector. Government work has included assessment of grant applications, negotiation on terms of the funding and monitoring the implementation of project funding. Denise has also worked as a Tax Accountant and been involved in the operation of small to medium sized businesses.

Rosemary Donovan

(Committee Member)

Rosemary is a member of Zonta International, CARAD (Coalition of asylum seekers, refugees and detainees) and Amnesty International.

Rosemary currently works for Careers Australia group as Program Leader for Human Services specialising in education and training in Counselling & Community Services. Prior to this, her consultancy work included mediation and program development. She has extensive knowledge and experience coordinating and developing Health education programs especially in mental health.

Mavis Steenson JP, BA Social Work

Refuge Coordinator

Mavis has worked for Zonta House Women's Refuge for 28 years and in February 2013 was appointed at the Refuge Coordinator. Since Mavis commenced work at Zonta House she has been part of the organisation's growth, expanding from a one house refuge for 10 women to the largest refuge in Perth, accommodating lone women, with 19 houses with the capacity to house 48 women. During her time at Zonta Mavis has gained a wealth of knowledge and experience working with women from diverse backgrounds. Above all, she acknowledges, respects and values people from all walks of life and feels honoured and privileged to work alongside women who have the courage to improve their quality of life.

Kelda Oppermann (Dip Events, Post Grad Cert. Management in progress)

Manager, Positive Pathways to Safety for Women and the Community

Kelda has 9 years business management experience working in a corporate and not-for-profit setting. Kelda has worked in mental health and has provided consultancy services to managers and key stakeholders in public, private and not-for-profit sectors on training and development, staff management, organisational development and conflict resolution. Kelda's expertise is in program and staff management, business development and improvement, event management, training development and human resources consulting in the community services sector.

As Zonta House Refuge Association celebrates 30 years of operation this year, we acknowledge over 8,000 women we have supported to date, and we remain focused on the purpose of our work, namely:

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

This has been a milestone year. We launched our new Positive Pathways into Safety for Women program on 14 March 2014, 30 years after the establishment of Zonta House Women's Refuge.

Positive Pathways into Safety for Women

It is sobering that the demand for our services have grown relentlessly in 30 years and we are now meeting many of the daughters and grand-daughters of clients entering our doors in the eighties. This has been a catalyst to our move into a more holistic support model for our clients after they leave the refuge. Over the years, we have observed that our clients need more long term preventative support on leaving the refuge to keep them safe in their own homes as they meet the challenges of their new lives. These observations led us to establish the Positive Pathways into Safety for women program this year. The program has taken advantage of both local experience and evidence-based research to make a positive difference.

Our 30 year milestone has provided the impetus for a larger awareness-raising campaign about the devastating level and impact of domestic violence. In the last financial year alone there were 15,000 assaults in Western Australia with our 15 to 24 year olds being the most prone to abuse. Added to the deep social and personal impacts, domestic violence consumes a lion share of police time costing an astonishing \$13.6 billion across Australia. We have sourced a wide array of technologies (video, you Tube, crowd sourcing) to highlight Zonta House Women's Refuge's role in awareness, support and recovery for victims of domestic violence with our new Positive Pathways program.

Enabling Preventative Programs

This new approach has led to significant challenges to obtain the necessary resources to reach out beyond the walls of the Refuge. While funding from the Victims of Crime (Department of the Attorney General WA) has enabled us to establish the program for 2013-2015, by May next year, we need to find sources of funds to enable continuation of the good work that has already proven its worth with the women who have accessed our services.

In that vein, we have been working tirelessly to access a variety of sources including:

- partnerships have been formed with private foundations
- corporate support packages have been devised
- many funding applications have been submitted
- Board members, staff, family and friends gathered together to raise funds with the City to Surf.

We have continued to find strength in our relationship with Zonta Clubs through the sourcing of outstanding Board members who contribute high level professional skills and through the contributions both financial and leadership. This year, the Starting Over Support Program that is coordinated as part of the Positive Pathways Program was devised with high levels of creativity and energy by Debbie Mason from the Zonta Club of Perth. This program has provided essential furniture and white goods for women and their families as they leave the refuge to begin their lives over again.

The Zonta Club of Perth has also conducted a quiz night that raised much needed revenue for our preventative programs. With our preventative programs being provided collaboratively with other services for both our clients and those of other refuges, especially for regional areas, we hope to grow our partnerships with other clubs and organisations that focus on stopping violence against women and children.

Further the Refuge has prospered through in-kind support provided by Norton Rose, Impact Communications and Grant Thornton through our Board members Leanne Nickels, Linley Buchanan and Finance Committee member Gail Curtis. We are actively seeking to grow such support as a powerful aspect of our ongoing success in supporting our clients.

Improving our services

We are pleased that the new approach being publicised by the Department of Child Protection and Family Support is focused on outcomes for clients. This aligns well with our work in constantly evaluating and improving our services to our clients to enable them the opportunity to make safe and sustainable life choices.

As part of our constant improvement of services we have undertaken a review of our case management process to build improvements in policies, procedures and practices. With that review, we have the opportunity to also ensure that the Positive Pathways program works seamlessly with the crisis and transition housing services that we provide.

Support Programs

The management of the transition housing program with the houses provided through the Department of Housing has been under scrutiny using a planned property management strategy. We have weathered the demanding cost of necessary property maintenance this year and still maintained a balanced budget through careful monitoring and management processes.

The collaborative efforts of the Finance Committee, the Refuge Coordinator and staff have been instrumental in achieving this outcome in a demanding period for property upgrades as well as negotiation with the new approaches by the Department of Housing.

Further, with the close management and scrutiny on our finances, we have made the necessary structural changes to include the new Positive Pathways Program, which has led to a sound foundation for ongoing development of the new programs. Our policies and procedures are being continually monitored and improved through the Finance Committee supported by contractors and staff.

Our technology continues to be upgraded to meet ongoing requirements in reporting, monitoring and storing of information. The introduction of new reporting systems has been supported with training and ongoing collegial support. Further, the needs of the Board for access to information have been met through cloud technology.

Leadership

In January, the Board reviewed our performance against our Business Goals of 2013 and established Business Goals for 2014 within the parameters of our 2012-2016 Strategic Plan. These provided the framework for Board and Committee discussions and decisions throughout the year. We continued to focus our efforts on deliverable outcomes to achieve sustainability and strengthen our community, our people and our women.

The Board welcomed four new members to the Board to reinforce our links with the community sector and property management expertise. This has proven invaluable as Rod West from Centrecare became Chair of the Admin Committee shortly after joining the Board.

The Chair of the External Relations Committee, Glenda Scott has led a dynamic group of Board members and external members. The outputs of the Committee have included the development of suitable promotional information for the Positive Pathways into Safety for Women program as well as leading both the launch of the program and the 30th anniversary celebrations.

Our Finance Committee has been ably chaired by our Treasurer Ray Bennett, who has led the transition to banking with Bendigo Bank, the improved financial monitoring of our properties and the integration of the Positive Pathways program into our budget and the financial systems. As Ray has advised he plans to leave his role as treasurer, we can only give our heartfelt thanks to him for his hard work in achieving sound financial management for the Refuge.

In leading and supporting the Refuge, I have had sound advice and support from the Vice Chair of the Board, Glenda Scott. Our regular meetings with Mavis Steenson, the Refuge Coordinator and Kelda Oppermann, the Manager of the Positive Pathways Program have always fostered action after thoughtful discussion.

The Future

As I vacate the chair in November this year, I can see that the significant changes that I have had the privilege to lead during the last three years have been demanding but well planned and executed within a

CHAIRPERSON REPORT

dynamic environment. This will form a strong basis for continuing our trajectory into preventative programs, reducing the number of times our clients and their daughters return into crisis accommodation.

As we welcome Gail Curtis onto the Board, we know that her financial skills and her fantastic networks will provide invaluable strength and resilience to the refuge. We also look forward to welcoming the Zonta Club of Perth Northern Suburbs representative to the Board

Thanks

Thanks are due the Board and staff for working hard to achieve our purpose at the refuge. Particular thanks go to Glenda Scott who has been a tower of strength as my Vice Chair and the Chair of the External Relations

Committee. Heartfelt thanks also to Ray Bennett who was the first man to sit on the Refuge Board and has proven his worth in that role over the last 3 years.

Each Board member has applied particular skills that have benefited the Refuge to better support our clients. Not to mention the staff who are facing the daily challenges of crisis care and providing support in a constantly changing context. Thank you to you all.

I vacate the chair knowing that the Refuge is well poised to take the next important steps of its development as we fully integrate the Positive Pathways program into the Zonta House Refuge Association with a new structure.

Mary Gurgone

Chair, Zonta House Women's Refuge Board



"I have learnt to be confident and proud of myself. From little things big things grow."

Di Annear, a member of the Zonta Club of South Perth, recognised the need for crisis accommodation for lone women who were rendered homeless due to domestic violence. With the assistance of a group of dedicated women, she established Zonta House Women's Refuge which was incorporated in 1984. I met this amazing woman in 1985 while I was working with her at another women's refuge and felt honoured when she invited me to work at Zonta House. Di ran Zonta for 20 years. I commenced work at the Mt. Pleasant property on 10th March 1986 and have been at Zonta House ever since.

In the beginning we accommodated ten women aged 25 years and older at Zonta House. These women were referred from government and non-government agencies and more often than not, presented in various states of shock and abuse with only the clothes they stood in. Back then, refuges were regarded with suspicion, apprehension and dread: the thinking then was that anything could happen to you in a refuge, from being locked up never to be seen again and/or brainwashed and turned into a man hater or even worse. Prospective clients envisaged cold dark rooms with 'gate beds', a tin cup hanging on a hook at the end of the bed, no running water and very little food if any at all. They also believed the staff would be hard, cold, strong, masculine women who ruled with an iron rod, had no understanding or compassion for 'weak' women and punished anyone who wanted to go back to the abuser.

To put things into perspective, back then 'Domestic Violence' was a private and not a public matter. It was all about what happened behind closed doors and was wholly and solely family business between husband and wife. It was how the head of the house disciplined his wife and family, and sadly this is still the case in many communities. For these reasons, Family and Domestic Violence, was and is shrouded in shame and secrecy.

I remember my first day at Zonta House as if it were yesterday. I opened the door to a beautiful, larger than life, middle aged 'Geordie' woman who introduced herself as Poppy. She was escaping family violence and sobbed as she related her story, in-between apologising for crying and needing to come to a refuge. Poppy stayed with us for many years moving from Zonta House to the Cottage then the Village and

finally into an aged hostel where she passed away three years ago.

Over the years I have met some pretty amazing women from lovable rogue's to colourful characters and a variety of personalities, quiet, loud, polite, obnoxious, humourless or witty. Each person had a story to tell, each was on a journey and each left an imprint of themselves as they were and where they hoped to be.

Each time I meet a new client I close my eyes for a split second and remember how I felt at the lowest point of my life before talking with them about their situation. I believe the way people treat others can result in pain and despair causing lifelong damage. And, that only people with integrity, respect, understanding and a genuine concern can facilitate the healing process.

Zonta House Refuge has seen huge changes throughout my twenty seven and a half years as a support worker, senior social worker and more recently as Refuge Coordinator. We have expanded from one house with ten beds to nineteen properties with forty eight beds in total. What started out as a pilot program to accommodate lone women has now grown into a professional corporation, including outreach programmes through Positive Pathways providing education, support and access to ongoing workshops for clients to improve their skills and make positive changes in their own and their children's lives.

Due to the increase in the number of younger women rendered homeless and/or at risk over the years, the Department of Child Protection and Family Support recommended that Zonta House Refuge lower the intake age to take in younger women from 25 to 21 to 18 years of age.

In 2013 - 2014 the majority of women in these younger age groups, along with the large percentage of older women seeking accommodation identified themselves as being chronically homeless, as opposed to those escaping family and domestic violence in previous years. Currently they cite the non-existence of appropriate, affordable housing along with extreme financial hardship as the main reason for their situation.

Also noted, was the overwhelming number of women who reported mental health issues, previous family

CRISIS AND TRANSITIONAL SERVICES: COORDINATOR'S REPORT

and domestic violence and substance abuse as underlying factors in rendering them homeless. These women are further disadvantaged by their inability to make appropriate decisions in relation to their health and well being or to appropriately represent themselves within the wider community. For them, the world is a terrifying place and the very thought of leaving their environment regardless of the nature of abuse they have been subjected to felt like an impossible task. They thought the decision to leave could place them in a dire situation whereby they may be without income, forced to leave their children and family in order to regain any sense of safety, well being and identity. The cost could be to never see their children again.

Securing safe, appropriate and affordable housing is still a client's number one concern. In the interim, clients can be offered extended accommodation in one of Zonta's properties, where they are allocated their own bedroom, or if available, a bedsitter where they can live alone.

This year has continued to be one of ongoing change, growth, challenges, dedication, work and commitment by the staff providing appropriate service delivery to the women accessing Zonta House Women's Refuge. Due to funding changes and staffing requirements the Positive Pathways outreach programme has also provided valuable staff training and educational workshops to upgrade staff skills in line with funding contracts.

I believe there is no substitute for education, formal or informal and acknowledge the valuable new role that Positive Pathways has fulfilled in delivering programs to women both within Zonta House Refuge and to women from the wider community who are working towards improving their quality of life.

However, Zonta House Women's Refuge would not have existed without the foresight, energy, courage and strength of an amazing and brilliant woman, Di Annear and later, Annette Chivers, the Management Committee Members. Last but not least the tireless and hard working staff who have put their hearts and souls into making Zonta House Women's Refuge Association the place it is today.

As stated so many times before, working for Zonta House Refuge Association is the most humbling and rewarding experience one could wish to have. I would not have wanted to work anywhere else in the world, I feel privileged to have shared the lives and stories of so many wonderful women.

Congratulations to Zonta House Refuge Association on reaching 30 years of providing support to women in need and an invaluable service to the community.

Mavis Steenson JP
Refuge Coordinator



*"I have learnt that I deserve
to feel and be happy."*

Over the past 12 months Zonta House Women's Refuge has had hundreds of women through its doors, initially seeking crisis accommodation. The reasons for their seeking accommodation range from escaping domestic violence through to homelessness. Some were in need of a bed for a few nights whilst others have required accommodation for a much longer period. Even though Zonta provides crisis accommodation of up to four weeks this has had to be stretched out due to a variety of issues including not having any sort of income as well as the difficulty of finding further accommodation. Added to the above women, Zonta continues to support other women through its transitional and longer term accommodation and women accessing groups provided by Zonta.

Working with women whilst they are at Zonta often includes working collaboratively with other agencies. In the past year staff at Zonta has continued to work closely with the Department of Child Protection and Family Support, the Department of Housing, Foundation Housing, other accommodation providers, drug and alcohol services, mental health services, Domestic Violence Advocacy Services, Womens Health and Family Services, Centrelink, court services, Family Court, Legal Aid, other legal services, multicultural and immigration services, medical services and education facilities including the Challenger Institute of Technology.

As a result of working collaboratively has meant that the majority of women are able to move forward having been able to work through issues including applying for Violence Restraining Orders, seeking appropriate counselling and mental health support, knowing that their pets are safe whilst they are unable to care for them, working on various issues in order to have to be able to resume the care of their children, sorting out their financial circumstances including debt management, acknowledging and seeking assistance for their drug and/or alcohol dependence, dealing with immigration issues, seeking employment and exploring or taking up studies.

Domestic violence continues to be a significant reason for women seeking crisis accommodation. Women often present at the refuge requiring intensive support. Zonta House continues to run its very successful Family and Domestic Violence Group. This is a psycho

educational program that usually takes place during each school term and runs for nine weeks. This past year 38 women attended the groups and the majority have found it relevant and helpful. This is demonstrated in the feedback provided by a recent attendee who wrote, "I really enjoyed the group, of all the groups I've participated in this has taught me more about myself, what I want/need and how to be a better version of me than any other. I feel I have grown a considerable amount and look forward to the future with a new sense of hope and happiness".

This past year has also seen the Zonta House umbrella broaden with the establishment of Positive Pathways. The women accommodated at Zonta House and in the transitional houses have also been able to access groups that many have found useful and relevant. The groups provided by Positive Pathways, that the women have attended, include Self Esteem and Self Confidence, Assertive Communication, Finance Skills and Job Readiness.

Zonta House continues to provide opportunities for students studying Community Studies to complete their field placement. Their enthusiasm and motivation to 'get as much out of their placement' has been encouraging. Zonta House was able to provide four placements in the past year and eventually employed one of them as a Casual Support Worker.

Without the commitment and dedication of the staff it would be very difficult to provide the wonderful service that Zonta House does. I am very thankful that Zonta House continues to have staff, who between them, have many years of experience providing support to some of the most vulnerable women in our community.

As Zonta celebrates 30 years of service I think it is fitting for one of the women assisted to have the last word:

"I came to you a broken soul/person/heart, you opened your door and welcomed me with open hearts and arms in saying that it was comfort to me. You helped me find my bandaid within and helped stick it on my heart. All of you ladies are forever in my heart and thoughts. I am very appreciative for what you have done for me".

Amanda Sinclair
Senior Social Worker

ZONTA HOUSE WOMEN'S REFUGE HOUSING

Client Statistics

- 179 clients accessing crisis accommodation
- 32 clients accessing transitional housing
- 4437 clients contacts
- 95% of client had not accessed the service previously
- 17% of clients were on a disability pension
- 12% of clients identified as having employment
- Domestic Violence and Housing Issues accounted for 73.5% of presenting issues

Crisis Accommodation

Age

Under 25 years	9%
26-35 years old	35%
36-50 years old	42%
51-65 years old	12%
65+ years old	2%

Identified Nationality

Australian	46%
Culturally and Linguistically Diverse	21%
UK	6%
New Zealand	3%
Aboriginal & Torres Strait Islander	24%

Referral Source (July 2013 to June 2014)

Crisis Care	28%
Centrelink	1%
DCP	6%
Police	6%
Hospital	12%
Other refuges	7%
Self	8%
Other agencies	32%

Transitional Housing

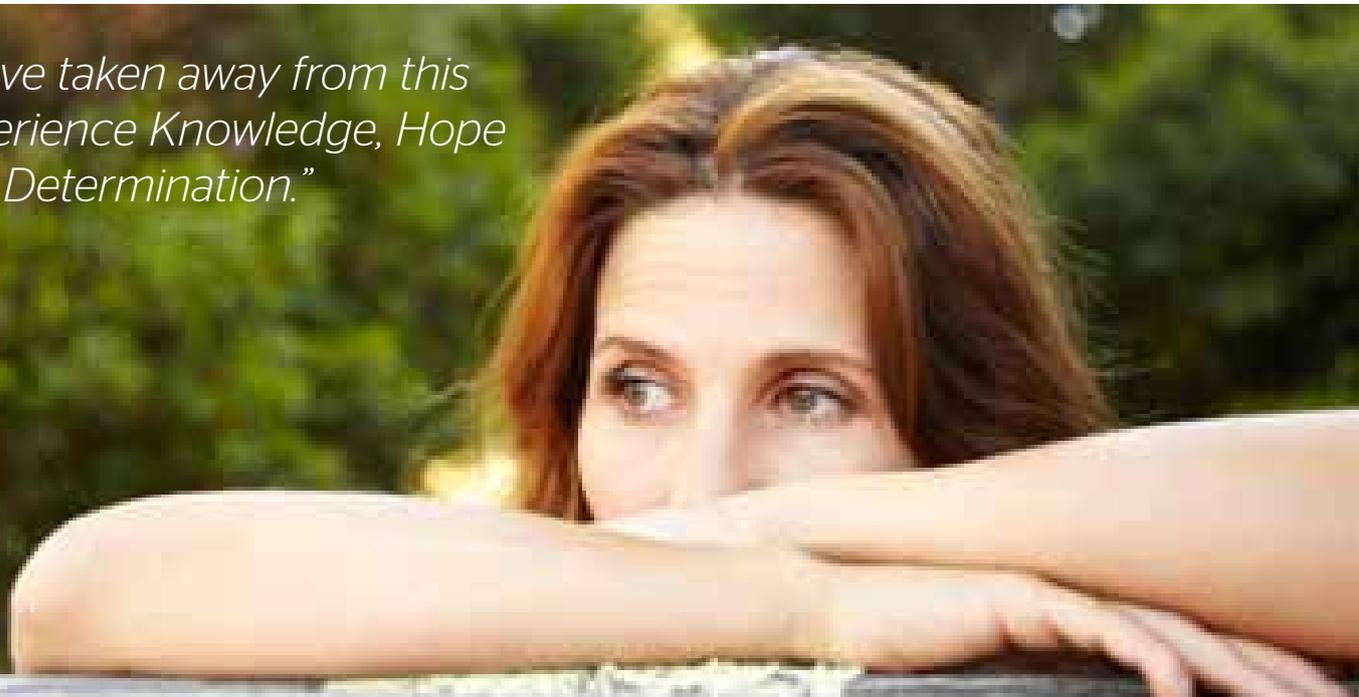
Age

Under 25 years	6%
26-35 years old	21%
36-50 years old	55%
51-65 years old	18%

Identified Nationality

Australian	43%
Culturally and Linguistically Diverse	27%
UK	18%
New Zealand	9%
Aboriginal & Torres Strait Islander	3%

"I have taken away from this experience Knowledge, Hope and Determination."



Crisis Accommodation

Zonta House Refuge Association offers 24/7, crisis accommodation for single women 18 years and older. At the refuge we have ten crisis beds available with women staying on average, four weeks. Women present to Zonta House due to various situations; a personal or family crisis, domestic violence and/or homelessness.

Crisis Accommodation offers clients access to shared accommodation, meals, laundry facilities, emergency clothing, toiletries and personal items. Also available for client use are three computers with internet access enabling them to research alternative and/or permanent housing and employment options, liaise with Centrelink and other community organisations and communicate via email and social networking.

From 2013 to 2014 Zonta House had 179 women access the crisis accommodation service. Whilst residing at Zonta House clients are allocated a case manager, an experienced Support Worker, who provides ongoing support, assistance and information to guide them through the maze of government and non-government services and agencies in order to meet their identified goals and to achieve quality of life. Case management continues throughout the clients time at Zonta House and longer when needed and includes: referrals, information and advocacy for legal, medical, immigration, Violence Restraining Orders, financial issues and counselling.

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

Transitional Housing

Transitional Housing is provided to clients who seek additional support and have been unable to secure other housing options after leaving Crisis Accommodation. Zonta House have 27 short, medium and long term transitional beds for clients available for up to 6 months which is reviewed on an individual needs basis. Zonta House provide ten beds for mature clients who have the opportunity to be accommodated on a medium to long term basis. The Bateman Program supports clients with a mental

health diagnosis. This property can accommodate up to five clients who are case managed by their independent Mental Health Support Worker. In 2013 to 2014, 32 clients accessed Transitional Housing.

Transitional Housing gives each client the opportunity to have continued support once exiting the crisis situation which led them to access the refuge services. Whilst in transitional housing clients have the healing time to proactively evaluate their life choices and therefore have a higher opportunity of breaking the cycle. Case managers continue to work with clients ensuring they have access to ongoing support, assistance, education and the opportunity to attend government and non-government support services. This includes support and assistance to continue attending ongoing groups, workshops and activities with Positive Pathways.

Domestic Violence Group

The Domestic Violence Group has been operating for nearly ten years. It is a joint project between Zonta House Women's Refuge and the Community Liaison Officer for Women at Risk at Fremantle Hospital. A group is held during each term of the school year usually with an average of eight women attending. Referrals are accepted from various services in the community including other refuges, Kaleeya Hospital and Alma St. Over nine sessions participants are provided with general domestic violence knowledge, strategies and boundaries for future healthy relationships. From July 2013 to June 2014, 37 women have participated in the group.

Bateman Group

Bateman Group has become an invaluable group for women who have been involved in the Bateman Program. It is held weekly and is socio-educational in nature and is attended by a Zonta staff member and the Community Liaison Officer for Women at Risk at Fremantle Hospital. It is a condition that all current members of Bateman House attend this group. The group is open to previous clients who attend as they are able. Previous clients have stated that Bateman Group is an important part of their lives as it is where they are able to find support as well as discuss issues of any nature with staff. An average of 5-6 clients each week.

Positive Pathways is based on the principles of prevention, intervention, recovery and preparation for women who experience family and domestic violence and homelessness. The program involves education, mentoring, coaching, community awareness and starting over support. We work with existing services, capitalising on available supports for women and their families. Bringing this service to the client, breaks down the barriers of accessing required support and promotes positive working relationships between agencies and clients in addition to improved inter-agency collaboration.

Starting Up

The Positive Pathways concept was formed from a need seen by Zonta House Refuge Association Board, management and staff over 28 years of service. After two years of research, strategic planning and grant applications, the contract with the Department of Attorney General through the Criminal Confiscation Grant was signed in July 2013, providing seed and part funding for the Positive Pathways program.

This past year, Positive Pathways set up strong foundations in order to be best placed for a successful and sustainable future. The organisation is committed to providing services to women which are client focused, evidenced based and constantly developing based on industry, community and individual needs. The development of an agency Service Delivery Model enables consistency and progressive innovation for both immediate and long-term growth and focuses on positive client outcomes.

From July to December 2013, Positive Pathways were establishing the groundwork for the program. We obtained a public premise in Bentley Technology park, employed a Project Officer with high clinical skills and industry experience, developed new branding and promotional materials, created program frameworks, conducted a baseline study with current and past clients, established relationships with fellow providers, developed a communication plan and piloted a client workshop. We also introduced a two year Longitudinal Study to review the long-term success of our and industry programs and follow the clients journey from crisis to improved/better outcomes.

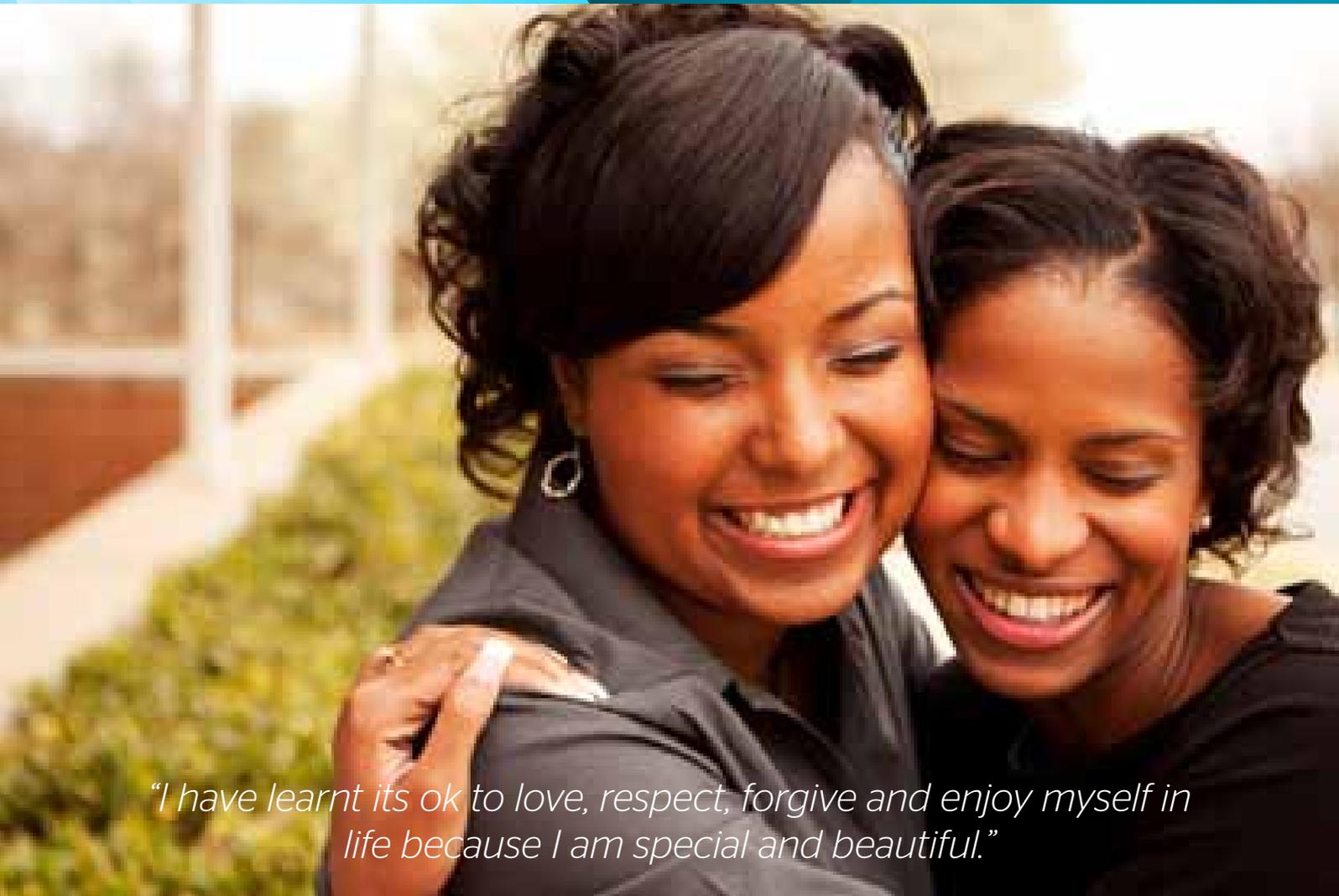
From January to June 2014 Positive Pathways began operating and was officially launched by Professor Colleen Hayward on March 14 at the scenic Norton Rose Fulbright premises in Perth in front of 60 guests from the corporate, government and non-government sector. We received positive feedback from the launch with representatives particularly touched by the stories of two of our clients who courageously gave shared insights from their journeys in life and their experiences with us. The stories although different, were both inspirational and heartwarming.

The Program

Education: The inaugural Positive Pathways training calendar ran from January to June 2014 with a mixture of half day, one day and weekly programs. The calendar provides informative, fun and interactive workshops in a safe and welcoming environment to women in the community who have experienced or are at risk of family and domestic violence, homelessness, mental health issues or any other crisis in their lives.

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

During the six month period the following was facilitated; Self Esteem and Self Confidence, Life Design, Assertive Communication, Finance Skills, Women's Wellness, FoodCents, Happiness and Gratitude and Job Readiness workshops. The sessions often include guest speakers, referral opportunities and complimentary services and we partnered with other service providers to deliver the programs.



"I have learnt its ok to love, respect, forgive and enjoy myself in life because I am special and beautiful."

It is incredibly rewarding seeing the internal and external transformations of the women, the ongoing participation and pathway to higher education and employment.

Coaching/Inter Agency Case Management:

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

Starting Over Support: The Starting Over Support program initiative was developed and is coordinated by Zonta International member Debbie Mason. Since accepting the first referral for furniture and white goods in February 2014, we have since had referrals from agencies metropolitan wide. We have delivered and picked up donations from Joondalup to Rockingham. This new program provides women and children with essential items and household goods to make a house a home. This service is run solely by volunteers with community donations of household

items as well as monetary donations for the purchase of white goods and other items. We are looking into new premises for storing and sorting donations as our current location is now too small for the needs of this essential program. We are also looking for more volunteers to support this program such as admin duties, sorting of donations, deliveries and general duties.

Community Awareness: Positive Pathways facilitated community awareness sessions to a vast array of organisations and community groups. The awareness sessions are an opportunity to work together and take responsibility as individuals, leaders, organisations, friends, family members and colleagues to educate each other and the community and raise awareness of family and domestic violence and the resulting impacts of mental health and homelessness. This is key to prevention and intervention of family and domestic violence. The audiences have included

men and women from education providers, students, community groups, job service providers, legal and health organisations.

Volunteering Support

As we are a small organization with limited resources it is integral to the success of the program that we initiate a student and volunteer program. This year alone we have had four students from Diploma of Counselling and Certificate Four in Community Service and another four Social Work students coming on board in the second half of the year. We have received significant support through our volunteering program with individuals and groups assisting us on an ongoing and once of basis for a range of services including furniture sorting, pick-up and deliveries, administration, car park markets, cooking, cleaning, gardening, mentoring, fundraising and group facilitation.

Sustainability

The overwhelmingly positive feedback we have received from our clients, networks and industry peers indicate the ongoing need for our services. The funding from the Department will provide 50% of the funding for the whole program over 2 years. The program is reliant on sponsorship, partnerships, fundraising, in-kind resources, grants and investments. We are committed to forging partnerships with foundations and organisations who share like-minded values and are focused on the best possible outcomes for our client groups.

Positive Pathways submitted a comprehensive proposal to deliver a Private Rental Assistance Program to women who have experienced family and domestic violence in the Perth metropolitan area. We are awaiting the outcome from the Department of Local Government and Communities Social Innovation Grant.

We have released both a client and stakeholder newsletter to engage both audiences through personal development opportunities and sharing industry information and we are currently in discussion with a university for a research partnership to ensure best practice and innovation in the sector.

Looking to the future we have the launch of our website with the ability to provide online services and comprehensive resources, a wellbeing and safety APP for women, a mentoring program providing professional and personal support, a partnership to provide counselling, one on one and group psychological services to women, the introduction of ambassadors, development of further groups particularly looking at parenting and trauma and a video campaign. We are also exploring partnerships to facilitate further support programs and increasing the reach of our services across Western Australia.

I am grateful for the individuals, volunteers, community groups, private foundations and organisations who provide support to Zonta House Refuge Association and our clients and would like to say thank you to our supportive board and committees who provide ongoing advice and resources. I am inspired by my team's passion and desire to make a difference and thankful for the support of Mavis, Amanda and team and the important work and contacts made with women and the community in our crisis services.

It is an exciting time of growth and opportunity for Zonta House Refuge Association and one I am fortunate to be a part of.

Kelda Oppermann
Manager

CLIENT STATISTICS

Education January to June 2014

- 13 workshops with 108 attendances by women
- 126 referrals, and 108 attendances (86% attendance rate)
- 81% of clients attended last session.

Age

18-21	1%
22 - 30	27%
31-40	22%
41-50	28%
51-65	20%
66+	2%

Cultural Identity

Aboriginal or Torres Strait Islander	19%
Culturally and Linguistically Diverse	29%
Neither	52%

Mental Health

Diagnosed mental health issue	55%
Mental health issue without a formal diagnosis	14%
No mental health issue	31%

Referrals received from

Zonta House Women's Refuge	25%
Self referral	1%
Other refuge	41%
Other agency	15.5%
Return client	17.5%

Client evaluations from the workshops included the following feedback (based on 88 received [1=Strongly disagree, 5 = Strongly agree]):

1. Was the information included relevant and informative - 4.8
2. My knowledge on the topic increased and I have a better understanding - 4.7
3. I learnt practical skills that I will use in my everyday life - 4.73
4. I had fun and enjoyed the experience - 4.72
5. The presenters were vibrant, approachable and friendly - 4.9
6. The venue was suitable and comfortable - 4.89

Community Awareness January to June

- 19 Community Awareness Sessions
- 250 Individuals

Starting Over Support February to June

- Supported 25 women and 69 children

Referral Source

Crisis Accommodation	52%
Community Services	48%

Age

Under 25	23%
26-35	55%
36-50	22%

Type of Housing

Private Rental	17%
Public Housing	37%
Community Housing	25%
Other	21%

ZONTA HOUSE REFUGE ASSOCIATION INC. TESTIMONIALS

"One day he grabbed my neck, cornered me and pushed me outside the house. I had nowhere to go, I stood outside the house at 5 am in my shorts, tee-shirt and a blanket. After continuously knocking on the door, his father let me in. I still stayed there in fear, thinking no one would believe me that it was my fault. I had little money, no possession of my passport, nor my wedding jewellery. I had nowhere to go, no family nor friends in Perth who I could trust to fall back on. The social workers at the Multicultural Women's Advocacy referred me to the refuge. It was scared to make that decision; as much as I was fearful of staying at our marital home, I was afraid to move to a refuge. I didn't know how I did manage with 'everything' - mixing with other people, continuing my job, starting all over again without any family & 'real' friends. I owe my life to the dedicated Zonta House Women's Refuge. They have kept me strong and guided through to the next journey of my life. Who knows where I would be otherwise."

"Positive Pathways has enabled me to come to a friendly, accepting, positive place where I am learning life skills and tools to move on with my life without fear and confusion. I have received compassion and am able to redo the sessions and have gotten something new out of it every time. Thankyou for giving me a place to do something I didn't realise I needed at a time I needed it most."

"I had just spent six months in Graylands I was in a poor place, I wasn't speaking just communicating by writing things down, I was living on the street, I felt like I was a burden on society. I was really lost. I overheard my local librarian giving details of Zonta House to another lady this info sat in my head for three days and I went back to the library to get that information for myself. I broke my code of silence to contact Zonta, staff were dubious whether I would fit in. Zonta helped me through the red tape at Centrelink and at Homeswest, it turned out I was due for housing. I was in transitional housing at one of Zonta's units for six months then given my own Homeswest unit. With Zonta's guidance I returned to study at TAFE and was soon speaking again. I took out student of the year for my class. Zonta continues to guide me through the Bateman group and Positive Pathways. I now participate in society. Eternally grateful to staff for their influence in my life."

"I came to Zonta though Womens health after a domestic violence situation in early 2012 which traumatised me greatly. I was welcomed by friendly staff that made me feel comfortable with a safe place to stay, warm meal and lots of support. After a few months I was placed in a shared transitional house where I still reside. This house has enabled me to build my strength and find my feet again. I dream that one day that I will have my own home again. I was then able to be part of the domestic violence course at Zonta which enabled me to understand and start to rebuild after 20 years of carrying the burden and shame of my situation. I was given the opportunity to attend some of the new Positive Pathways workshops. Over the last year I have attended all of the available workshops and was able to do some the courses twice as the first time it was a haze and the second time I was able to grasp it. My favourites being Self Esteem and Self Confidence and Assertive Communication. I am now able to feel more positive about myself and my situation. I have always felt warm, welcomed and was nice to be around other women who have been in my situation and the staff were supportive, I have continue to use the tools they have provided me and services they have linked me in with to move on with my life. I am now on a positive Path and getting support from Zonta, Womens health services, counselling and TAFE. I am studying Cert 1 in Leadership and have enrolled to study Cert 4 in Community Service with my end goal studying towards becoming a financial counsellor and helping other women to overcome their financial issues and living a more independent life. I feel lucky and privileged to have had the opportunity and support from Zonta and the Positive Pathways program."

Treasurer's Report

I have great pleasure in presenting the Treasurer's Report for the financial year ended 30 June 2014. The financial reports, as presented, have been audited by Robert Campbell CPA.

This year has been another year of consolidation and the continuation of the refinement of the accounting, budgeting and monitoring system. Maintenance of the houses has been an ongoing expense for the organisation but essential due to our duty of care to our residents. The year has returned a surplus of \$29,475. There were a number of repair bills that after discussion with the auditor were re-classified as property improvements. This adjustment of slightly over \$30,000 has contributed to the surplus. Without this adjustment the centre would have reported a loss of about \$2,000. The cost of the improvements will be amortised over the life of the asset. However, if the lease on a property is lost then the cost of these capital works will be written off. If there is a write off then a significant expense is recorded at that point. This is a contingency that the Finance Committee and the Board needs to keep in mind.

The balance sheet is still strong. Even with all of the work that has been done on the properties the net cash position has not changed significantly. Overall equity is improved, all of the PAYG, super and GST liabilities have all been met.

During the year several properties were vacant for considerable periods due to major renovations caused by a variety of issues identified in the Archicentre review undertaken in the previous financial year. This resulted in a considerable loss of rent and restricted our ability to provide beds to our residents. Repairs which appeared to be straight forward were in fact complicated due to unexpected events. For example, one house required repairs to the shower, but when it was stripped the cause was found to be an incorrectly placed soak well that had collapsed causing the shower to sink. This has now been rectified and the house occupied. Most of the major repairs have now been completed and the beds occupied which should provide a healthier bottom line in the coming financial year.

The budgeting approach has once again evolved because of more accurate figures from the previous year. Cost controls have been implemented and the team in the office is firmly behind the push for continuous improvement and are always looking

for ways to save costs. Costs of utilities and other consumables, such as food and household products, has been managed within budget, without compromising the comfort and welfare of our clients.

I would like to thank the members of the Finance Committee for their contribution during the year which has assisted in the streamlining of the decision making at Board level. The Finance and other Committees which meet on a monthly basis prior to each Board meeting, illustrate the level of commitment that Board members have in ensuring that we provide the best possible service to our clients while providing value for money to our funding providers. I would also like to thank Ronald Lucas for the provision and analysis of monthly/annual accounts which have been extremely useful in making informed decisions. I also would like to thank Doreen Wilkinson for her work in keeping the books. I especially would like to thank Mavis Steenson, Sandra Currie and Margaret Steadman for their work on the finances and maintenance of the houses, as well as the staff of the Refuge for their ongoing efforts in providing value for money operations. In addition I would like to thank Kelda Oppermann for her support in developing and managing the budget for the new Positive Pathways Program and her enthusiasm and willingness to help wherever she could.

Unfortunately this is my last year as Treasurer and Board member due to increasing commitments in India which will require more visits and I feel that I cannot do the position justice. I have thoroughly enjoyed my time on the Board and Finance Committee working with a lot of dedicated and enthusiastic people and I leave knowing that Gail Curtis is taking over as Treasurer and with her skills and experience that the future is in safe hands. I would especially like to thank Mary and the members of the Board (past and present) for their support during my time on the Board.

The success in the new financial year of our existing and new programs will provide another exciting year ahead. I will watch with pride the ongoing development of the organisation with our programs providing a holistic approach to helping our residents and clients rebuild their lives and I wish all concerned the very best for the future.

Ray Bennett MBA CAHRI
Treasurer
9 September 2014

Zonta House Refuge Association Inc

ABN: 60 136 100 855

Abridged financial report for the year ended 30 June 2014

	2014	2013		2014	2013
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			INCOME STATEMENT		
AS AT 30 JUNE 2014			FOR THE YEAR ENDED 30 JUNE 2014		
CURRENT ASSETS			Grants	628,509	776,776
Cash assets	602,275	552,792	Client Contributions	165,174	193,209
Receivables	10,996	3,207	Fundraising	31,479	9,948
TOTAL CURRENT ASSETS	613,271	555,999	Investment income	11,995	15,853
NON CURRENT ASSETS			Other income	11,697	1,216
Property, Plant & Equipment	162,088	147,231	Employment expenses	(740,572)	(569,381)
TOTAL NON CURRENT ASSETS	162,088	147,231	Program expenses	(185,940)	(175,269)
TOTAL ASSETS	775,359	703,230	Administration expenses	(172,707)	(108,614)
CURRENT LIABILITIES			Motor Vehicle expenses	(70,000)	(17,389)
Payables	84,870	66,907	Depreciation	(25,954)	(19,552)
Provisions	53,780	29,602	Other expenses	(70,181)	(21,495)
TOTAL CURRENT LIABILITIES	138,650	96,509	PROFIT/(LOSS)	2,732	63,506
NON CURRENT LIABILITIES			Capital grants	25,740	21,294
TOTAL LIABILITIES	138,650	96,509	Total changes in equity	26,472	118,800
NET ASSETS	636,704	607,281			
EQUITY			STATEMENT OF CASH FLOWS		
Retained Earnings	583,484	554,911	FOR THE YEAR ENDED 30 JUNE 2014		
Reserves	53,270	53,270	Cash flow from Operating Activities		
TOTAL EQUITY	636,754	607,281	Receipts from operations	1,127,824	907,748
			Payments to suppliers and employees	(1,063,908)	(909,581)
			Net cash generated by operating activities	63,916	28,167
			Cash flow from Investing Activities		
			Purchase property, plant & equipment	(44,807)	(43,872)
			Receipts from capital grants	78,737	28,267
			Interest received	71,853	15,853
			Net cash generated by (used in) investing activities	(14,175)	10,247
			Cash flow from Financing Activities		
			Net cash generated by financing activities	-	-
			Net increase in cash held	49,741	68,732
			Cash at beginning of financial year	552,792	484,060
			Cash at end of financial year	602,275	552,792

NOTES

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

OUR SUPPORTERS

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

We acknowledge and sincerely thank our current supporters;

Government

Department for Child Protection and Family Services

Department for the Attorney General

Department for Communities and Local Government

Department of Housing

Fremantle Hospital

LotteryWest

Corporate

Impact Communications

DM Civil

F & A Sibbel Mining Consultants Pty Ltd

Norton Rose

SBA Supplies

PurPURE

The Body Shop

Community

Zonta Club of Perth

Zonta Club of Perth Northern Suburbs

City of Melville

Rotary International

South City Church

Partnerships

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



ANNUAL REPORT 2013-2014



ANNUAL REPORT 2013-2014