



Zonta House Refuge Association Inc.

ANNUAL REPORT



2 0 1 2 - 2 0 1 3

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

The Refuge 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

Management Committee	4
Members.....	5
Chairpersons Report	7
Crisis and Transitional Housing	10
• Coordinator’s Report	10
• Social Worker Report	11
• Zonta House Women’s Refuge Housing Services.....	12
• Additional Support Services	14
Positive Pathway to Safety for Women and the Community	
• Manager’s Report	14
Finance	
• Treasurer’s Report	16
• Auditor’s Report	17

MANAGEMENT COMMITTEE

Mavis Steenson (JP, BA Social Work)

Refuge Coordinator

Mavis has worked for Zonta House Women's Refuge for 26 years and in February 2013 appointed as the Refuge Coordinator. Mavis commenced work at Zonta House in 1986 and 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. Mgmt in progress)

Manager, Positive Pathways to Safety for Women and the Community

Kelda has 8 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 are in program and staff management, business development, event management, training development and human resources consulting in the community services sector.

MEMBERS

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

(Chairperson)

Mary is the Director of Education and Training in 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.

Vicki Moir B Ed

(Vice Chairperson)

Vicki is a retired school principal. Her professional work in public schools, district offices and central office has focused on building teacher capacity and enhancing the status of teachers to ensure optimum opportunities and outcomes for students. Vicki is a member of the Zonta Club of Perth Northern Suburbs.

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.

Anna Ledley LLB, Grad Cert Business Administration, Master of Business Administration

(Secretary)

Anna specialised as a construction and engineering lawyer for several years at a top tier law firm, before moving into an in-house legal role with an ASX-listed diversified property development company. She specialises in negotiating and advising on a variety of commercial, governance, construction, engineering, property, rail, regulatory, environmental, safety and compliance, and human resourcing issues.

Lori Grech BA Commerce

(Board Member)

Lori is a Level 2 Executive Coach with qualifications in psychoanalytic counselling and is accredited in world class cultural mapping and leadership profiling tools that benchmark, track and measure organisational changes.

Lori specialises in enhancing organisational performance through the development of leaders and high performing teams. Lori was winner of the 2003 Westpac Banking Corporation Women's Business Women's Wealth Award in WA.

Leanne Nickels LLB (Hons), MLLR

(Board Member)

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

Vicki Kelly B Bus, Grad Dip PSM

(Board Member)

Vicki is a Registered Nurse and Midwife who has experience overseas and in North West of Western Australia.

Vicki currently works as Director of Executive Services at the Department of Local Government. She has worked in the public service for the past 17 years focusing on children's services, youth, family and domestic violence, seniors, carers and women's interests.

Veena Mendez B Bus (International Business),
MBA

(Board Member)

Veena is a member of the Women on Boards network, as well as the Australian Institute of Company Directors. Veena currently works in the compliance area as a Category Leader in Supply Chain Management with Chevron.

Glenda Scott EMBA FAHRI

(Board Member)

Glenda is the Associate Head of School, Teaching and Learning for the School of Management at Edith Cowan University. Glenda teaches in the fields of Human Resource Management, Management, Strategic Management, Leadership and Change Management and is responsible for managing several courses at undergraduate and post graduate levels in the Faculty of Business and Law.

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

Kate Ellson B Comm, MLLR, LLB (Hons)

(Board Member)

Kate is Senior Counsel Assisting the State Coroner. Since 2000, Kate's career has been in prosecuting serious criminal matters. Working for the Directors of Public Prosecutions in New South Wales, the Northern Territory and Western Australia, Kate has worked with a large number of women and children, from a variety of backgrounds, who have been exposed to violence.

Kate is a member of the Zonta Club of Perth.

CHAIRPERSON'S REPORT

During 2013, while continuing to provide accommodation for women in crisis, the Zonta House Women's Refuge (ZHWR) has established a program for building positive pathways for women on leaving the refuge, for their families and for the wider community.

Resourcing the Vision

We began the year by reviewing the significant progress we had made in the previous year and adjusting our business plan to progress our ambitious vision:

All women should experience safe and sustainable life choices.

To our delight, we were able to pursue our vision strongly as we were successful in our application to the Western Australian Department of the Attorney General for funding to establish the Positive Pathways Program. This grant of \$200,000, boosted by \$100,000 of our own resources, over the next two years, has enabled us to start building a model of support to allow women in crisis the time and space they require to heal and plan a safe, sustainable future for themselves and their families. The program includes a community education focus that will reach a wide population based on building strong and healthy relationships, to minimise the occurrence of violence within family structures.

We are proud to introduce our newly appointed manager of the Positive Pathways Program, Kelda Oppermann, who has already employed a Project Officer to tackle the challenging but rewarding job ahead. Soon we will be in a position to launch the program as we move into new premises for the program. Lotterywest funding of approximately \$18,000 has enabled us to get the necessary furniture and equipment for the Positive Pathways program staff.

Another important milestone has been our successful application for a Social Innovation Grant. We received \$25,000 to develop a detailed business plan to support women in obtaining affordable housing on leaving the refuge. Our application to establish the Private Rental Assistance Program (PRAP) proposes to support women escaping family and domestic violence who are precluded from the community and public housing programs due to home ownership with their violent partner, income levels and residency/visa

restrictions. On completion of the business plan, we should be in a sound position to obtain funding for the implementation.

Property

Our other important resources are the properties we manage. ZHWR has improved its property management this year, enabled by effective monitoring strategies and managerial vigilance. The Board has utilised quality data from a strategic review of the properties to develop a maintenance schedule that can be built into our budget each year. New technology has now been introduced, Property Administration Management System (PAMS), to facilitate ongoing effective property utilisation and scrutiny.

Technology

Lotterywest has enabled ZHWR to enhance its technology for improved efficiency and capability to operate in the refuge as well as in the new offices for the Positive Pathways Program. A significant upgrade of the server will support ZHWR into the future. The coming year should allow ZHWR to take advantage of the technology improvements to benefit our clients.

Forging External Relationships

ZHWR is developing a foundation of supporters to assist in raising its profile and reach the broader community. The strategy is led by Board member, Glenda Scott, who chairs the newly established External Relations Committee with the support of the new Manager of the Positive Pathways Program. The Committee has members from the Board and the Zonta Club of Perth Service and Advocacy Team. Additional external members are being sourced to provide strong links to supportive organisations who may provide volunteering or sponsorship for the Positive Pathways Program.

Leadership

This year we have changed the structure of the organisation to permit the Positive Pathways Program to deliver externally focussed preventive programs while the crisis care services continue unabated. Further, the

Manager of the Refuge has moved to a new organisation after eight years in the position. This role was replaced by a Refuge Coordinator, supported by increased clerical assistance, to continue the level of governance in financial and policy matters while steering the changes to move towards enabling all women to be safe and have real choice in their lives.

The role of the Board and its Sub Committees (Finance Sub Committee led by our Treasurer, Ray Bennett, Administration Sub Committee led by Vice Chair, Vicki Moir, considers all matters relating to policy and procedures; and the External Relations Sub Committee), has been crucial. The ZHWR has been fortunate to have the strong commitment and contributions by the Chairs of the Committees, placing the refuge programs, old and new, in a strong position.

There have been ongoing strong contributions from a variety of Board members to enable the necessary changes as we build the Positive Pathways Program. Besides the Chair of the Committees, the pro-bono contributions of Norton Rose and Leanne Nickels have been invaluable.

We have had changes to our Board composition. The resignations of Vicki Kelly and Veena Mendez from our Board led to the installation of new members Andrew Chapman with strong finance skills and Linley Buchanan with extensive marketing and communications skills. While welcoming our new talented Board members, we thank the Vicki and Veena for their contributions.

The AGM will mark the resignation of our immediate past Chair, Lori Grech, who has given tireless and forthright support and advice to the Board since I joined the Board in 2007 and even before that. While the Board will miss Lori, we are indebted to Lori for her leadership and support on the Board over many years.

In thanking long term members, we all salute the contribution of Margaret Giles, Zonta Club of Perth representative on the Board for many years till 2007. She passed away unexpectedly early in the year and our Board has reason to salute her for her vigorous support for the Refuge over many years.

We also thank Anna Ledley, our current Secretary who also will be resigning at the AGM. We have enjoyed Anne's perceptive comments and willingness to contribute to the role of Secretary in the last two years.

Another Board member, Kate Ellson, has found her current employment demands prevent her from continuing on the Board. We thank Kate and wish her well.

We have undertaken a skills audit of continuing Board members so we can target our recruitment in the areas that the Board would like to strengthen including:

- property development and management
- marketing, fundraising and sponsorship development
- public housing policy
- women's homelessness/domestic violence.

Our Board is in a strong position with ongoing members who have a depth of knowledge and sound financial, legal, marketing, education, training and social development skills. The continuing Board members are looking forward to the renewal of fresh perspectives from incoming Board members.

Staff

The Board thanked the outgoing Refuge Manager, Annette Chivers, for her eight years with ZHWR at a combined Board and staff luncheon on 17 December 2012. The new structure was implemented and Mavis Steenson took the newly created role of Refuge Coordinator. Mavis has supported the Board and Finance Committee to shepherd enhanced financial controls resulting in a healthy financial status for ZHWR. This has placed us in a sound position to introduce the changes required for the Positive Pathways Program.

The Board is grateful to the staff for their commitment to constantly improve their services, attending professional development programs and being open to the organisational changes including welcoming eighteen to twenty-one-year-old clients for the first time into the Refuge. The staff willingness to review their practices to respond to changing client needs, is commended.

CHAIRPERSON'S REPORT (CONT.)

Future

In reflecting on this year, I am proud of a team of Board members, managers and staff who have made strides towards new models of care that reduce the repeat clients and generational cycles of violence.

I extend my sincere thanks to the Board, the staff, the clients and the many supporters in the community who have all contributed to creating a better future environment where all women have the right to safe and sustainable life choices.

Mary Gurgone

Board Chair

Zonta House Women's Refuge



CRISIS AND TRANSITIONAL HOUSING - COORDINATOR'S REPORT

This year has been one of change, growth, challenges and exciting outcomes for Zonta House Women's Refuge.

During the past year, Zonta House Women's Refuge Board of Management and staff faced significant changes. We farewelled our Manager of eight years, Annette Chivers. I moved into the role of Refuge Coordinator and Amanda Sinclair into the role of Senior Social Worker. In June 2013, we welcomed our new Manager for Strategic Development and External Relations Kelda Oppermann.

The change of management provided the opportunity for management and staff to work together to identify unmet needs and create roles to address the gaps. To date, new roles include: Property/Maintenance Manager, House Keeping Supervisor, Transitional worker and Data Collection Supervisor. These roles work in conjunction with support workers who are the backbone of our service. However, regardless of their role, staff were required to learn a new program called PAMS. The PAMS program records and calculates rent and property maintenance costs.

A funding grant from Lotterywest in March this year provided funding to cover maintenance costs for properties managed by Zonta House Women's Refuge. Our Property/Maintenance Manager, Marg Steadman has overseen the planning, quoting, assessing and assigning of trades people to carry out work at each of our properties, and will continue to monitor and report on the progress of each house.

This grant also provided funds to update our computer base with a new server, computers and monitors along with office furniture to accommodate our increasing number of staff and students on placement.

The new 'Delivering Community Services in Partnership Policy' for community service providers, is undergoing a huge change; shifting from being price takers to price makers. This policy requires community service organisations to calculate the total cost of their service delivery. The policy requires all community services to complete a tender process based on the outcomes of the costings of their services, to request funding.

Zonta House Women's Refuge is currently registered as a funded agency/service and will therefore qualify

to tender for future funding. In order to understand and comprehend the changes and what it means to our service provision, I have attended sessions and workshops with the Department of Finance and will continue to do so in preparation for our first tender due in June 2014.

I would like to take this opportunity to thank the Board of Management for their support and encouragement to fulfil the role of Refuge Coordinator, my colleagues who are brilliant and my Administration Assistant and Senior Social Worker who are irreplaceable.

As with every year I have been at Zonta House Women's Refuge, I can only reiterate my feelings of appreciation and gratitude for the opportunity of working with incredibly amazing women.

Mavis Steenson JP
Refuge Coordinator

Over the past year, Zonta House Women's Refuge has had the privilege of walking with many women as they journey through life. For some women, they have stumbled and are just in need of a steadying hand to help them move on, while for others, the journey has been thwarted by many obstacles and potholes where more than just a steadying hand is required.

Working with the women around their needs

For the majority of women coming to the Refuge their need is more than just accommodation. They come with an array of complex needs that require time, patience and energy to go through and prioritise. These needs often include long term unemployment, mental health issues, grief and loss, physical and emotional trauma, being unable to provide the day-to-day care for their children, debt, alcohol and/or substance use/abuse issues as well as family and domestic violence.

Meeting the needs for people from Culturally and Linguistic Diverse Backgrounds

More people from various locations around the world are choosing to move to Australia for a "better life". This is also reflected in the increase in the number of women from Cultural and Linguistically Diverse backgrounds seeking a Zonta service. This has added further to the complexity of the work with additional focus on dealing with immigration issues, having no income, refugee status concerns, overcoming language barriers, respecting religious beliefs and meeting dietary requirements.

Working with other agencies to provide a support system

Working with these women has also meant liaising closely with other agencies including Department of Housing, Foundation Housing, Access Housing, Department for Child Protection and Family Support, Department of Immigration and Citizenship, Multicultural Women's Advocacy Service, Domestic Violence Advocacy Service, Women's Health Services, hospitals and Centrelink.

Building Capacity and Community Connection

Equipping the women who find refuge at Zonta House Women's Refuge is a major focus. Women are in need of being equipped to face the many challenges of living in the 21st Century including making ends meet on Centrelink benefits, being able to maintain suitable accommodation, having access to electronic media, finding employment or accessing training to enter/re-enter the workforce as well as encouraging and support women trying to rebuild connections with family, other services and friends.

Rewards and Challenges

Working at Zonta House Women's Refuge is both rewarding and challenging. It is rewarding to see the significant number of women who, with some assistance, are able to move on in their journey strengthened from their time at the refuge. It is also frustrating as there are women who, for a myriad of reasons, leave not able to move forward. It is always hoped that their time at Zonta would have planted the seed for them to realise that they do have the capacity to start making the changes to move forward with their lives.

The Continuing Challenge

Women are continuing to access Zonta House Women's Refuge seeking this important support located in the local community. These women, whether through poor choices or through no fault of their own, do not have informal and/or social support networks when crises arise. They look to the support of Zonta's support groups and other clients to provide the support that they require.

Amanda Sinclair
Senior Social Worker

ZONTA HOUSE WOMEN'S REFUGE HOUSING

- 135 clients accessing Crisis & Transitional Housing
- 2183 client contacts
- Domestic Violence & Homelessness accounted for 94% of presenting issues
- 76% of clients had not accessed the service previously
- 61% of clients identified as having a health issue
- Only 9% of clients identified as having employment

Age:

14%	of clients were under the age of 25
29%	26-35 years old
40%	36-50 years old
17%	51+ years old

Identified Nationality:

39%	Australian
21%	CALD
19%	United Kingdom
13%	Aboriginal & Torres Strait Islander
8%	New Zealand

Referral Source:

22%	Crisis Care
4%	Centrelink
5%	Department for Child Protection
15%	Self
4%	Police
10%	Hospitals
40%	Other refuges and community organisations

Crisis Accommodation

Zonta House Women's Refuge (Zonta House Women's Refuge) offers 24/7, crisis accommodation for single women 18 years and older. Through the refuge we have 10 crisis beds available with women staying on average, 4 weeks. Women present to ZHWR from various situations; a personal or family crisis, domestic violence and/or homelessness. In 2012 to 2013 ZHWR had 97 women access the crisis accommodation service.

Whilst residing at ZHWR clients are supported by experienced staff including a Social and Support Workers. Clients have access to shared accommodation, meals, laundry facilities, emergency clothing, toiletries and personal items. 3 recently acquired computers with internet access enables clients to research permanent housing and employment options, liaise with Centrelink and other community organisations and communicate via email and social networking.

Staff support clients by providing referrals, information and advocacy for legal, medical, immigration, Violence Restraining Orders, financial issues and counselling. Staff work holistically utilising a Solution Focused, Narrative, Interpersonal and Systems Based Therapy approach dependant on each individual clients unique and complex situation.

Transitional Housing

Transitional Housing is provided to clients who seek additional support and have been unable to secure other housing options once exiting ZHWR. ZHWR have 27 short term transitional beds for clients available for up to 6 months which is reviewed on an individual needs basis. ZHWR provide 10 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. The property can accommodate up to 5 clients. These clients are case managed by a Mental Health Support Worker. In 2012 to 2013, 38 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 probability of breaking the cycle. Clients have access to ongoing support and the opportunity to attend groups and other ZHWR initiatives.

Testimonials

“At Zonta I talked to staff about my situation. I was listened to, acknowledged and validated. They helped me to regain my confidence and sense of self esteem and supported me through my grief and confusion. I learned about the dynamics of family and domestic violence and that it was not my fault. With time, I felt strong, healthy and able to get on with my life. I was able to return to university to finish my degree and eventually secured employment.”

“I didn't have a life. I lived in a grey, foggy painful place. I was chronically exhausted - mentally, emotionally, spiritually and physically broken. I knew I was alive because I felt. I believed there had to be an end. I just didn't know when and what it would be. My stay at Zonta House made me feel relaxed. I was given time, respect and support to find myself again. I gradually found the energy, strength and courage to look at what I had been through, what I had achieved and where I was going. I live in a place of many colours. I am alive.”

“I was abused in every way possible; mental, physical, verbal, emotional, sexual and economically. I was in horrendous pain from a back injury and was forced to give up work. This meant I was further abused because I didn't have any money to give him. I was isolated and ordered to stay in the house and not go out. I was alone and frightened and didn't know what to do. One day he abused me in front of my grandson. I felt shamed and angry. I could never allow this to happen again and I left the house and the relationship.

At Zonta I was accepted, respected and supported to keep walking. I wanted my life back. I wanted to be the person I was meant to be. I now have an inner peace and am able to work towards a better and happier life. I am in charge of my life and I feel good.”

FURTHER SUPPORT SERVICES

Bateman Group

Bateman Group is held each week for current and past clients of the Bateman Program. It is a socio-education group run in conjunction with the Community Liaison Officer for Women at Risk at Fremantle Hospital. Attending this group is a condition of occupancy for clients at Bateman House, whilst previous clients are welcome to continue as group members on an, as need or able basis. The group is invaluable for ladies who feel they are able to attend for support, and to speak to staff regarding issues that have arisen in their lives. An average of 7 clients have attended the group every week throughout the year.

Domestic Violence Group

Zonta hosts the Domestic Violence Group in conjunction with the Community Liaison Officer for Women at Risk at Fremantle Hospital, with 4 individual groups over the year. There are 9 sessions with 8-10 participants per term. Referrals are accepted from Zonta, other refuges, Alma St, Kaleeya Hospital and other services within the community. The group is education based and highly interactive with the opportunity of sharing experiences. The content provides participants with general domestic violence knowledge as well as strategies and boundaries for future healthy relationships.

Feedback from group members is unanimous: 'sharing our story and listening to other people's stories provides a wonderful relief and sense of 'not being alone'. 32 women in the community have participated in the program over the past year.

Positive Pathway to Safety for Women and the Community

I was welcomed on board Zonta House Women's Refuge in May 2013 in the new position of Manager of External Relations and Business Development. The new position was developed following the Advancement and Strategic Plans in 2011 and subsequent organisational restructure for Zonta House Women's Refuge. The initiative which has taken much hard work and time from staff and Board members has received support from the Department of Attorney General and Lotterywest

to run until June 2015. The Lotterywest grant will be used to purchase furniture for our new leased property enabling public access and catering not just for women in Zonta crisis and transitional housing but the greater community. The program has been named 'Positive Pathways to Safety for Women in the Community'.

Positive Pathways to Safety for Women and the Community is a preventative program aimed at breaking the cycle of family and domestic violence. Positive Pathways will give women the tools to improve the quality of their lives and empower them to make informed choices. The program has been established to service women who have experienced family and/or domestic violence, mental health issues and homelessness for which there is an ongoing link.

Positive Pathways will provide direct services to clients including a comprehensive outreach program, counselling for both emotional and financial needs, education programs to up-skill and create better opportunities for future financial stability and mentoring programs to provide support. We will also provide comprehensive information and programs that can be accessed via our website for concerned family, friends and colleagues and also for those in rural areas. The program will create the opportunity to educate the community on domestic violence, its impacts, where people can access supports and how we as a society can 'say no to violence'. Our desire is to partner with leaders, individuals and organisations to deliver the services and reach out to as many women as we possibly can. The innovative Positive Pathways to Safety for Women and the Community will enable Zonta House Women's Refuge to provide a holistic service to women who are experiencing a crisis and create the opportunity for a better life.

Further projects we will be pursuing over the next year will also include a Business Plan to provide a Family and Domestic Violence Private and Rental Assistance Program, funded by the Department for Communities through the Social Innovation Grant. There is also a proposal to manage a program Start over Support, providing household items for those moving out of refuge and transitional housing, to be generously run by volunteers.

Positive Pathways will operate out of the new property at Bentley Technology Park with the capacity to hold

FURTHER SUPPORT SERVICES

workshops and functions for up to 30 people as well as office and meeting space. There will be a client allocated working area which will enable women to contact other community service organisations, complete necessary applications, compile documents and make relevant contacts. There will also be a counselling and consulting room.

The facilitation and construction of a program of this capacity will require ongoing evaluation, change and development. The scope of Positive Pathways is vast and we look forward to the ability to tailor the program based on the community and women's needs. The goal of Positive Pathways is to be sustainable past the two year funded contract and 100% reliant on self-funding through sponsorship, partnership and donations.

At Zonta House Women's Refuge we are fortunate to have a Board who are willing to volunteer their time, provide consultation, offer resources and give ongoing support to management and staff. It is an exciting time at Zonta House Refuge Association and I am privileged to work with such passionate and experienced people. I look forward to the year ahead where there will be new and ongoing achievements to reach our organisational goals.

Kelda Oppermann
Manager



Treasurers Report

I have great pleasure in presenting the Treasurer's Report for the financial year ended 30 June 2013. The financial reports, as presented, have been audited by Robert Campbell CPA.

This year has been a year of consolidation and the continuation of the refinement of the accounting, budgeting and monitoring system. The computerised building maintenance system has been updated in order to implement a proactive maintenance plan to reduce the costs involved in reactive repairs. During the year an architectural review of all houses was undertaken to identify urgent and upcoming maintenance issues. This has placed us on a firm footing for controlling maintenance costs as preventative maintenance schedules have been developed for each house. Urgent repairs and maintenance were undertaken as a result of these surveys and we are confident that all houses meet our duty of care to our residents.

The budgeting approach has once again evolved because of more accurate figures from the previous year. Costs 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.

During the year we were successful in obtaining funding from the Department of the Attorney General to promote our Positive Pathways Program to enable an outreach program to be developed. Thanks to the Department for supporting this innovative project. In addition we secured funding of \$25,000 to prepare a Business Plan to support our application for a Social Innovation Grant which is also an exciting project.

I am pleased to say that we have finished the year with an operating profit of \$85,505. This figure however, is inflated somewhat by our restructure due to the resignation of our Manager in January of this year. As an interim measure we appointed on an acting basis Mavis Steenson thus saving nearly six months of salary of a senior officer. The structure is evolving and will be resolved in the near future. The balance sheet

also reinforces that the Refuge is in a sound financial position to continue to deliver the services for the next financial year.

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, illustrates 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 work in developing the budget for the new Positive Pathways Program.

I look forward to the new financial year with confidence that the Refuge will enjoy another prosperous year because of the clear direction given by the Strategic Plan. The success in the new financial year of our existing and new programs will provide another exciting year ahead.

Ray Bennett MBA CAHRI
Treasurer

Directors
R J Campbell, CPA, RCA
A Sullivan, B.Com, FCPA

Zonta House Refuge Association Inc

ABN: 86 136 100 855

Abridged audit report

For the Year Ended 30 June 2013

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc for the year ended 30 June 2013 as set out on the following page in accordance with Australian Auditing Standards.

Audit Opinion

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



Robert John Campbell CPA
Registered Company Auditor No. 334773
Australian Audit and Assurance Pty Ltd
Level 2, 459 Hay Street, PERTH, WA

DATE: *9 October 2013*

Zonta House Refuge Association Inc

ABN: 86 136 100 855

Abridged financial report for the year ended 30 June 2013

	2013	2012		2013	2012
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			INCOME STATEMENT		
AS AT 30 JUNE 2013			FOR THE YEAR ENDED 30 JUNE 2013		
CURRENT ASSETS			Grants		
Cash assets	552,752	483,999		775,778	756,826
Receivables	3,207	214	Client Contributions	193,209	181,636
TOTAL CURRENT ASSETS	<u>555,959</u>	<u>484,213</u>	Fundraising	9,948	6,003
NON CURRENT ASSETS			Investment income	15,853	19,901
Property, Plant & Equipment	147,231	123,210	Other income	1,516	4,768
TOTAL NON CURRENT ASSETS	<u>147,231</u>	<u>123,210</u>	Employment expenses	(569,381)	(582,864)
TOTAL ASSETS	<u>703,190</u>	<u>607,423</u>	Program expenses	(176,368)	(161,541)
CURRENT LIABILITIES			Administration expenses	(106,616)	(79,813)
Payables	66,508	72,173	Motor Vehicle expenses	(17,386)	(17,081)
Provisions	29,402	44,769	Depreciation	(19,553)	(24,661)
TOTAL CURRENT LIABILITIES	<u>95,910</u>	<u>116,942</u>	Other expenses	(21,495)	(11,265)
NON CURRENT LIABILITIES			PROFIT/(LOSS)	<u>85,505</u>	<u>91,909</u>
TOTAL LIABILITIES	<u>95,910</u>	<u>116,942</u>	Capital grants	31,294	-
NET ASSETS	<u>607,280</u>	<u>490,481</u>	Total changes in equity	<u>116,799</u>	<u>91,909</u>
EQUITY			STATEMENT OF CASH FLOWS		
Retained Earnings	554,010	437,211	FOR THE YEAR ENDED 30 JUNE 2013		
Reserves	53,270	53,270	Cash flows from Operating Activities		
TOTAL EQUITY	<u>607,280</u>	<u>490,481</u>	Receipts from operations	997,745	947,514
STATEMENT OF CHANGES IN EQUITY			Payments to suppliers and employees	(939,579)	(839,085)
Beginning Retained Earnings	437,211	345,302	Net cash generated by operating activities	<u>58,166</u>	<u>108,429</u>
Profit/(Loss) for the year	116,799	91,909	Cash flows from Investing Activities		
Closing Retained Earnings	<u>554,010</u>	<u>437,211</u>	Purchase property, plant & equipment	(43,573)	(2,420)
			Receipts from capital grants	38,307	-
			Interest received	15,853	19,901
			Net cash generated by investing activities	<u>10,587</u>	<u>17,481</u>
			Cash flows from Financing Activities		
			Net cash generated by financing activities	-	-
			Net increase in cash held	<u>68,753</u>	<u>125,910</u>
			Cash at beginning of financial year	483,999	358,089
			Cash at end of financial year	<u>552,752</u>	<u>483,999</u>

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.

Zonta House Refuge Association
Trading as Zonta House Women's Refuge

PO Box 1276
Canning Bridge WA 6153
P: (08) 9364 8028
F: (08) 9364 8295
E: info@zontahouse.org.au

