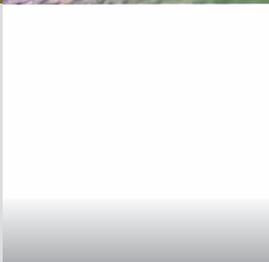




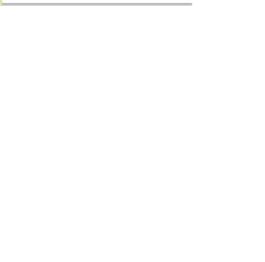
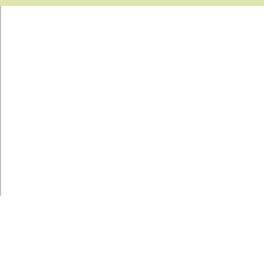
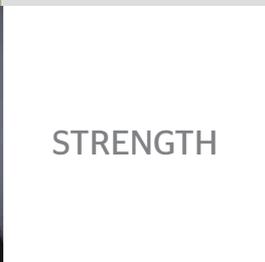
COMPASSION



INDEPENDENCE



RESPECT



STRENGTH



Zonta House  
Refuge Association  
Safe Supportive Respectful

# ANNUAL REPORT 2014-2015



INTEGRITY



## Vision

### 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.



<b>3566</b> crisis and accommodation client contacts	<b>179</b> clients accommodated in crisis accommodation
<b>58</b> clients accommodated in transitional accommodation	<b>85</b> furniture deliveries
<b>23</b> workshops facilitated	<b>192</b> workshop attendees
<b>241</b> counselling sessions	<b>27</b> community awareness presentations
<b>48</b> coaching sessions	<b>67</b> volunteers
	<b>8</b> student placements





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## BOARD AND MANAGEMENT PROFILES

**Glenda Scott** EMBA

### 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. She is a fellow of the Australian Human Resources Institute.

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

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

### Vice Chairperson

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.

**Gail Curtis** B Comm

### Treasurer

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

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

### Secretary

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

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

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

### Board Member

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

**Linley Buchanan**

### Board Member

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





## BOARD AND MANAGEMENT PROFILES

INDEPENDENCE

**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 practicing 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.

**Vicki Moir** B Ed

### **Board Member**

Vicki is a retired school principal. Her professional work in public schools, district offices and central office focused on building teacher capacity and enhancing the status of teachers in order to maximize outcomes for students. Vicki is currently working with the School of Education at Edith Cowan University and University of WA supporting pre-service teachers.

Vicki is a member of the Zonta Club of Perth Northern Suburbs.

**Anne Sibbel** PhD MAPS

### **Board Member**

Anne is a registered Community Psychologist and a Director of F&A Sibbel Mining Consultants. She has particular experience researching and working with Australian fly-in/fly-out employers, employees and their families, and developing policies and strategies to support their health and wellbeing in the workplace and the community. Anne holds positions in a number of local community organisations and is Co-Editor of the Australian Community Psychologist journal.

**Steve Parry**

### **Chief Executive Officer**

After a long and successful career in the public sector Steve has moved to the not for profit sector as Chief Executive Officer at Zonta House. Steve's career at the Department of Housing took him from regional work to senior leadership roles in key areas of service delivery, housing management, Aboriginal housing and infrastructure delivery. For much of his career Steve has worked with the most marginalized and vulnerable people in our community. Steve was the General Manager Service Delivery and a member of the Department of Housing corporate executive from 2009 to 2014, and was responsible for the delivery and management of social housing across Western Australia, as well as the delivery of new homes, refurbished homes and related services and infrastructure in remote Aboriginal communities. Over this period Steve led the transformation of the department's service delivery division to a public housing body that more effectively met the expectations of its clients, the wider community and government.

## CHAIRPERSON REPORT

As the first year of my role as Chair of the Board of Zonta House Refuge Association Inc (Zonta House) draws to an end I am struck by how much we have achieved in such a short time, and how many challenges we still have ahead of us. The strategic foundations built in the previous three years have held us in good stead in our resolve not to just provide crisis and transitional housing for those women in dire need, but to also deliver proactive strategies to break the cycle of domestic violence and other causes of homelessness and despair for women in our society. We are cognizant of the need to understand the changing landscape of current issues for women in need, and to provide relevant and leading edge strategies.

In 2014 the Board had reached a point where we were clear on how our organisation needed to transform in order to achieve our strategic intent. We were less confident that our culture and operations were capable of achieving the changes needed in an acceptable timeframe, and therefore the Board took the courageous decision of appointing our inaugural Chief Executive Officer.

The selection process for the CEO position was carried out in December 2014 and January 2015 and the Board was very pleased to appoint Mr Steve Parry to the role. Steve's depth of experience in the housing sector and his leadership and change management skills were seen as a good fit for Zonta House.

One of the pressing challenges facing our organisation has been the acquisition of secure ongoing funding for the Positive Pathways Program. Commenced around 18 months ago as a "proof of concept" program, Positive Pathways initial funding was through the Department of the Attorney General's Criminal

Confiscation funds. This was a one off funding grant only and it enabled us to test the effectiveness of the programs and approaches taken by Positive Pathways. The results have been encouraging, with extremely positive feedback from program participants and evidence of women taking steps to improve their situations. Pre and post program testing has also show marked improvements in mental health indicators. The Positive Pathways Program has also received wide acceptance within the sector, evidenced by referrals from other refuges, WA Police and other institutions.

We have been successful in securing an Impact Philanthropy grant of \$100,000 which has enabled us to continue the Positive Pathways Program for the next year. This has secured the breathing space to pursue a number of strategies to secure ongoing funding. At the time of writing this report we were still awaiting the outcomes of some of these endeavours.

Continuing corporate sponsorship has also funded a scholarship for a psychology student to obtain their registration status. The scholarship includes full-time employment and mandatory supervision over a 2 year period. Ms Esra Erkilic was appointed to this role and she is working alongside Zonta House staff to provide therapeutic assistance to our refuge and Positive Pathways clients.

In assessing strategies to broaden our funding base the Board also took the view that our constitution, in its current form, was an impediment to being able to pursue certain opportunities. We therefore took the decision to amend the constitution to allow for the provision of services for women and children and families, not just women alone. In adopting this change we were careful to remain true to the original intent of the organisation to provide crisis services for



women without children in their care. These clients had been considered lower priority than others and at times found themselves without any crisis support. The amended constitution provides for ZHWR to continue to provide crisis accommodation to these women as a priority, while delivering transitional accommodation and other programs to an extended client group.

This year also saw the retirement of our longest serving staff member, Ms Mavis Steenson. Mavis was the social worker at Zonta House for 28 years and it was with some sadness that we farewelled Mavis for her well-deserved years of retirement. She touched so many lives in her years with us and served our clients and the organisation with great distinction, dedication and loyalty.

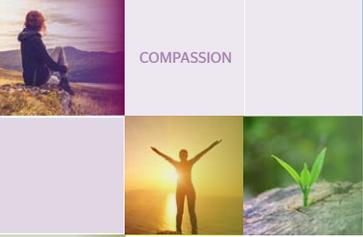
I would like to thank our tireless Board members for their contribution and commitment over the past year. I would particularly like to acknowledge the work of the chairs of our committees. Gail Curtis, our treasurer and chair of the Finance Committee, has lead much needed improvements in our financial processes

which has resulted in better financial outcomes and provided the Board with confidence in our financial reporting. Rod West (Administrative Committee chair) is continuing the journey of improvements in policies and procedures for better organisational effectiveness. Thank you to Linley Buchanan and Anne Sibbel for assisting me in running the External Relations Committee which has seen considerable success in enhancing our brand in the sector.

As I look forward there are many opportunities currently being pursued that, should they come to fruition, will require further strategic planning and transformational change. I am confident that under the leadership of Steve Parry and his senior team of Kelda Oppermann and Angie Perkins that we are ready for such challenges. Most importantly, we will enhance our capability to assist women in crisis and to provide programs and opportunities to facilitate them to lead happier and more productive lives.

Glenda Scott  
Chairperson





## CEO REPORT

Abuse thrives in silence, and that silence creates a culture of stigma around domestic violence and sexual assault. On average one Australian woman will die every week as a result of Family and Domestic Violence and Australian police deal with an estimated 657 domestic violence matters on average every day of the year.

Australian of the Year Rosie Batty has helped shine light on this blight on society but the Family and Domestic Violence sector struggles to attract philanthropic donors and until recently much of governments funding was targeted at the symptom. Whilst it's critically important to have crisis accommodation services the solution should not be as simple as providing more and more funding to provide more and more accommodation. To bring about sustainable change we must consider a holistic approach incorporating prevention, intervention and recovery.

An overall holistic approach will result in a reduction in the overall prevalence of family and domestic violence, the prevention of generational recidivism and the recovery from the impact of violent relationships on survivors and their families. We must educate our young people on what is a healthy relationship and ensure perpetrators are held to account through the legal system and intervention programs. We must shift the stigma away from victim and survivor blaming and recognise the significant short and long term impact of family and domestic violence on the survivors and children and providing suitable recovery services.

I am less than six months into the role of Chief Executive Officer at Zonta House Refuge Association and have been inspired by the dedication and commitment of the Board and our loyal staff. Their desire to support women through their immediate crisis and into a safe and independent future is heart-warming.



*“Without this service I am not sure where I would be at the moment, and I am very grateful for the help I have received as I am feeling so much better.”*



## CEO REPORT

Zonta House has built its Positive Pathways education programs on the holistic approach. We work in collaboration with other providers in our sector and use evidence based therapeutic models and adult learning principles to enhance our programs. These programs have been developed as proactive services for women who have experienced or at risk of experiencing family and domestic violence, mental health and homelessness. We understand that each person's journey and needs are unique.

We have developed program evaluations and the psychometric assessment results proving the services we provide for this highly vulnerable group of women is working. We are assisting in the significant decrease of mental health and psychological distress.

During the latter half of this year we negotiated a new Family and Domestic Violence Support Service contract with the Department of Child Protection and Family Services. This contract will see Zonta House continue to provide its crisis and transitional housing service for the next two years with a further two year extension possible. The new contract is in line with the governments outcomes focused funding model and we have been adapting to this change. Funding will be based on outcomes rather than the traditional output or activity based mechanisms of measurement and reporting.

To meet government's requirements Zonta House will need to demonstrate fiscal and program accountability and my early focus has been on improving governance, compliance and building the systems and organisational outcome measurements to drive continuous improvement. Creating the appropriate organisational culture and developing our people has been critically important during this period of sustained change.

I would like to thank my management team, Kelda Oppermann and Angie Perkins, who have worked tirelessly to support me through this period of significant change. Their positivity and commitment to our clients and staff has been inspirational.

Finally, I would like to thank the Board of Zonta House Refuge Association for their unwavering support and acknowledge the dedication of the staff and volunteers who are a key ingredient to our success.

The organisation has been assisting Western Australians in crisis for more than 30 years to date, and with a passionate team of employees and volunteers, we look forward to continuing this valuable service for many years to come.

Steve Parry  
Chief Executive Officer



## CRISIS AND ACCOMMODATION SERVICES

### CRISIS ACCOMMODATION

Zonta House offers 24/7, crisis accommodation for single women over 18. We provide 16 crisis beds over two sites. In 2014/15 179 women accessed the crisis accommodation service, presenting due to various situations; a personal or family crisis, domestic violence and/or homelessness.

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

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

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

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

*"I am ok, I am doing my best, life is a journey and I am on the right track."*



## CRISIS AND ACCOMMODATION SERVICES



### TRANSITIONAL HOUSING

Transitional Housing is provided to clients who seek additional supports and or have been unable to secure suitable safe housing options after residing in crisis accommodation. Zonta House has 27 short, medium and longer term transitional beds for women for up to 6 months. Zonta House also provide five beds for women over 55. In 2014/15, 53 clients accessed Transitional Housing with an average stay of 175 nights.

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

### DOMESTIC VIOLENCE GROUP

In partnership for nearly 10 years, Zonta House and Fremantle Hospital have delivered the very successful Domestic Violence Group. The group is held during each term of the school year with an average of 8 women attending. Referrals are accepted from various services in the community including other refuges, Kaleeya Hospital and Alma St. Over nine weeks women are provided with general domestic violence knowledge, strategies and boundaries for future healthy relationships. Due to significant changes in the last financial year, including the Community Liaison Officer role being abolished, there were two groups held with a total of 12 women attending.

### BATEMAN GROUP

For approximately 15 years Zonta House has provided the Bateman Program, which provides a dedicated house for women with a mental health diagnosis. Bateman Group is a socio-educational group held weekly for past and present women of the Bateman Program. It is attended by a Zonta House staff member and the Community Liaison Officer for Women at Risk at Fremantle Hospital. An average of three to six women, attend the group each week. Some of the activities include information sessions held by various community agencies and attending art exhibitions held by the Alma Street Centre and the Central Institute of Technology in Leederville. Various members of the group have exhibited their pieces of art at both exhibitions and received awards. Participating women of Bateman Group have stated that the 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. Recently one of the women stated that attending Bateman Group has been such a significant part of her life that mental health care is now solely through her General Practitioner. Through support and encouragement she has also been able to re-connect with her three adult children and grandchildren.

*This is a really awesome program, would love to come again or more workshops, thanks!*



# CRISIS AND ACCOMMODATION SERVICES

## OTHER INFORMATION

- 15% of clients were employed
- 21% were claiming disability pensions
- 25% of clients had been in hospital in the last 12 months
- 14.7% of clients had been in a psychiatric unit in the last 12 months
- 40% of clients stated they had a mental health condition diagnosed by a health professional
- 20% of clients identified with being Aboriginal or TSI
- 28.3% of clients identified as CALD (English is not a first language)
- 61% of clients stated they were born in Australia

## Age

Under 25 .....	9.1%
25-34 .....	32.3%
35-49 .....	43.1%
50-64.....	15%
65+.....	0.5%

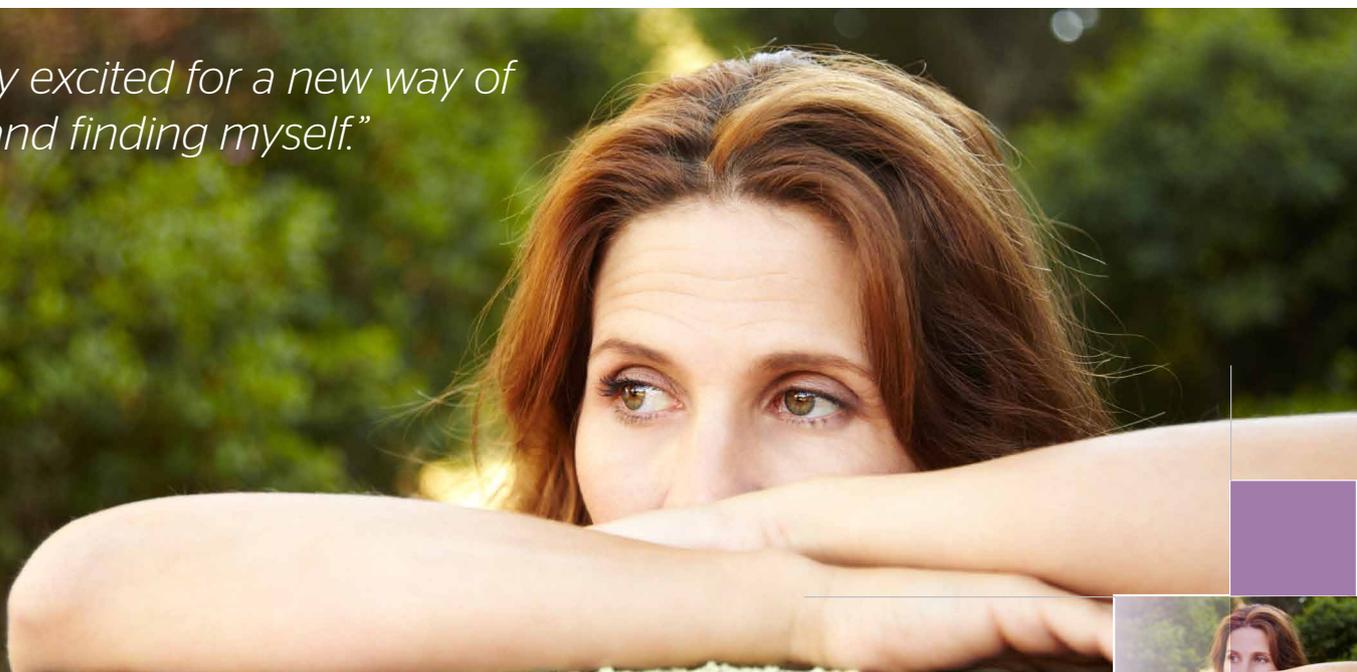
## Referral Sources

Specialist Homeless Agency .....	23.8%
Telephone Crisis Referral Agency .....	21.5%
Hospital .....	14%
Police .....	8%
Mental health service .....	6%
Centrelink .....	4%
Self/friends/family .....	13%
Other services .....	9.7%

## Presenting issue for seeking support

FDV associated issues .....	70%
Homelessness associated issues .....	21.5%
Mental health issues .....	4%
Other .....	4.5%

*“Very excited for a new way of life and finding myself.”*



## POSITIVE PATHWAYS

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

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

Positive Pathways is based on prevention, intervention, recovery and preparation integral to successful sustainable, long-term outcomes positively impacting individuals, families, communities and the economy. The services recognise the need for individualised and flexible approaches and the differing levels of need for support for the target group. Positive Pathways breaks down the barriers for women seeking support.

The services include;

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

The Positive Pathways programs currently receive referrals from 10 other women's refuges, state government and community organisations. Positive Pathways currently employs 2.6 full time employees and is delivered by Zonta House. The program is unique and only delivered in Perth Western Australia.

### EDUCATION

In 2014/15, Positive Pathways facilitated four term training calendars with a mixture of half day, one day and weekly programs. The calendar provides informative, fun and interactive workshops in a safe and welcoming environment to women in the community who have experienced or are at risk of family and domestic violence, homelessness, mental health issues or any other crisis in their lives.

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

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

During the twelve month period the following sessions were delivered; Self Esteem and Self Confidence, Assertive Communication, Finance Skills, Women's Wellness, FoodCents, Building Connections, What is Trauma, 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.

It is incredibly rewarding seeing the internal and external transformations of the women, the ongoing participation and pathways 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 volunteer Debbie Mason. We have delivered and picked up donations from Joondalup to Rockingham. This unique 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 seeking financial support to provide new premises for storing and sorting donations as our current location is now too small for the needs of



## POSITIVE PATHWAYS

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 organizations 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.

### PSYCHOLOGICAL SERVICES

Positive Pathways through the generosity of the Wheeler Charitable Foundation engaged a provisional psychologist to provide free psychological services to women at our public office. The Wheeler Charitable Foundation are passionate about making a difference to the lives of vulnerable women and could see the difficulty of psychology students being able to address their supervision requirements to become practicing registered psychologists. This unique scholarship achieves both objectives and enables Positive Pathways to expand the scope and ability to provide holistic services to women and the community.

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

### SAFETY AND WELLBEING APP

In November 2014, Zonta House launched a brand new app which will potentially save the lives of women in danger from domestic and family violence in

Western Australia. The free App is the first of its kind in Australia. The App has the façade of a women's wellness app with Inspirational Quotes, Positive Moments and a Daily Diary which is password protected. The primary purpose however is the emergency functionality with the ability to record up to 5 minutes of the crisis situation, sending pre-written text messages with or without GPS location and a one tap emergency services voice call button. Zonta House greatly appreciates the generosity of Anne and Frank Sibbel of F & A Sibbel Mining Consultants Pty Ltd for fully funding the development of this App.

### #TURNINGPOINT CAMPAIGN

Zonta House's 30th Anniversary celebrations formed part of a larger awareness campaign over the month of October 2014. Zonta House facilitated community awareness presentations, a social media campaign, a street appeal, hosted a pearl cocktail event and produced a two minute video called "The Turning Point" which highlighted the organisation's role in awareness, support and recovery for victims of domestic violence. The video is available on youtube <https://www.youtube.com/watch?v=-4NZFUx1RvU>

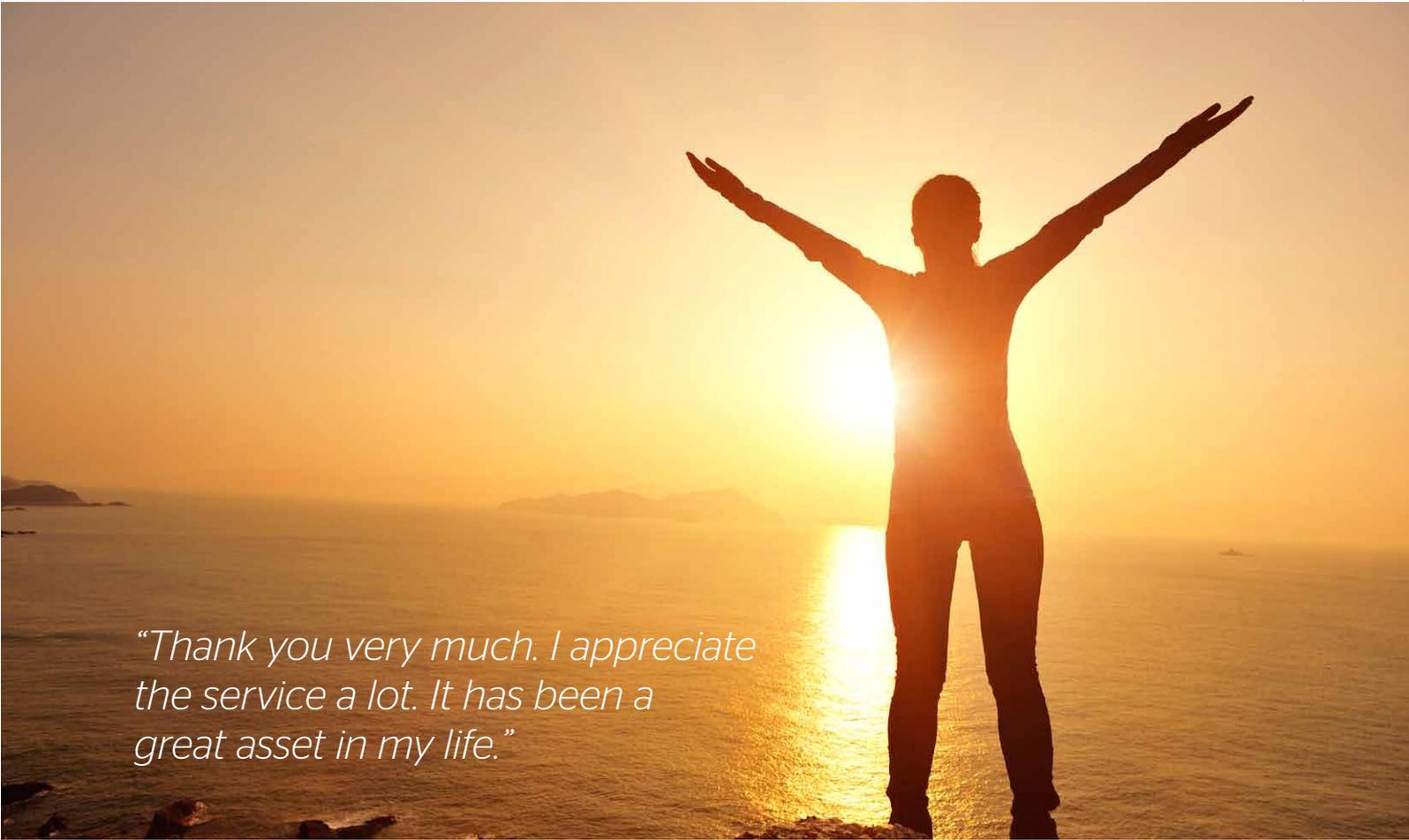
### VOLUNTEERING SUPPORT

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 6 students from Polytechnic West, Edith Cowan University and Curtin University. 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.

### A SUCCESS STORY

Zonta House Refuge Association's successful Positive Pathways to Safety for Women and Children program first attracted funding of \$200,000 from the Department of the Attorney General through the Criminal Confiscation Grant in June 2013.





*“Thank you very much. I appreciate the service a lot. It has been a great asset in my life.”*

The funding of \$200,000 from July 2013 to June 2015 was for part-funding with a required \$50,000 contribution from Zonta House per year over the 2 year period. The funding was to pilot the innovative program with a focus throughout the tenure of seeking alternate funding to co-fund over the 2 year period and for sustainability once the seed funding ended.

The key purpose of the grant is to holistically support women who require services as a result of domestic or family violence and to raise community awareness of the issue of domestic and family violence. A ‘one stop shop’ of nurturing, education, housing and support will be created to assist women in crisis to recover from their trauma and engage effectively in planning their future.

The Positive Pathways program has evolved from the initial proposal and has been responsive based on community and consumer need. Other funding for the program received over the initial 2 year period

in as a result of a communication and branding plan include private grants, charitable foundation sponsorship, corporate and individual donations and fundraising.

**Individual outcomes** from Positive Pathways include:

- Decrease in mental health severity
- Positive parent role-modelling
- Increase of practical skills and knowledge
- Safer life choices
- Increase in self-esteem and self-confidence
- Increase in personal resilience
- Increase in confidence of community sector
- Create positive connections with local communities
- Increase in women seeking support and reporting family and domestic violence
- Healthy relationships awareness.

# POSITIVE PATHWAYS

**Overall outcomes** we are aiming to achieve from Positive Pathways include:

- Higher success rate of long-term employment and training
- The direct client services in conjunction with housing assistance programs will lead to sustainable tenancies
- Decrease of financial pressure to households
- Decrease recidivism and generational recidivism
- Decrease pressure on crisis and transitional accommodation
- Decrease in prevalence of family and domestic violence.

## Starting Over Support

### 85 referrals

1 male and 84 women assisted

163 children assisted

A total of 4457 household items delivered

340 furniture donation pick-ups

### Age

Under 25.....	14%
25-36.....	60%
37-55.....	20%
Over 55.....	6%

### Cultural Identity

Aboriginal and/or Torres Strait Islander.....	37%
Culturally and Linguistically Diverse .....	24%
Neither.....	39%

### Referral Source

Crisis Accommodation .....	51%
Community Service Organisations.....	49%

## Housing

Private Rental.....	25%
Public Housing.....	39%
Community Housing.....	32%
Other.....	4%

Example of household items delivered:

- 93 beds, 81 mattresses, 217 doonas, 169 linen sets, 72 pillows
- 280 towels
- 42 dining tables, 173 chairs
- 43 coffee tables
- 47 chest of drawers, 45 bedside tables
- 55 sofas
- 122 serving bowls and plates
- 35 cleaning kits
- 29 crockery sets, 42 utensil sets
- 28 fridges
- 29 microwaves
- 151 Saucepans

## Counselling - March - June

### 32 referrals

241 attended counselling sessions

26 did not attend

41 postponed

29% of clients had not attended counselling before

86% clients had diagnosed depression

70% clients had diagnosed anxiety

48% had a physical health condition





# POSITIVE PATHWAYS

## Age

Under 25.....	14%
25-36.....	45%
37-55.....	34%
Over 55.....	7%

## Referral Sources

Crisis Accommodation.....	47%
Community Service Organisations .....	16%
Self-Referrals.....	12%
Positive Pathways.....	22%
Education.....	3%

## Community Awareness

27 sessions  
817 participants

## Coaching

48 sessions

## Students and Volunteers

3 students and over 60 volunteers

## Education

118 referrals  
23 workshops  
192 attendances

18% of women identified as Aboriginal and/or Torres Strait Islander

28% of women referred were born outside of Australia

77% of women had a diagnosed medical, physical or mental health issue

14% of women attending had a current substance use issue

76% of women identified as homeless

94% of women were currently experiencing or had previously experienced FDV

55% of women were experiencing legal issues at the time of referral

## Referral Sources

Crisis Accommodation.....	73%
Community Service Organisations.....	22%
Government.....	5%

## Age

Under 25.....	10%
25-36.....	38%
37-55.....	48%
Over 55.....	4%

## EDUCATION PROGRAM EVALUATION SUMMARY

Client evaluations from the workshops included the following feedback (based on 127 received [1=Strongly disagree, 5 = Strongly agree]):

1. Was the information included relevant and informative - 4.85
2. My knowledge on the topic increased and I have a better understanding - 4.65
3. I learnt practical skills that I will use in my everyday life - 4.64
4. I had fun and enjoyed the experience - 4.82
5. The presenters were vibrant, approachable and friendly - 4.87
6. The venue was suitable and comfortable - 4.84





## TREASURER'S REPORT

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

Finances for Zonta House have been audited by Alastair Abbott of Australian Audit Group Pty Ltd. He has prepared a special purpose financial report as at 30 June 2015 which is in accordance with the appropriate accounting standards and other professional standards.

Our surplus this year was \$86,023. This included an extraordinary payment of \$50,473 from the Department of Child Protection and Family Support. In general, revenue and expenditure were aligned with the budget, with the exception of wages, which were over budget, offset by repairs & maintenance, which were under budget. The Refuge is in a sound financial position to continue to deliver our services for the next financial year.

The funding from the Department of the Attorney General for the Positive Pathways Program came to an end at 30 June 2015.

We have been pursuing opportunities for funding with private, community and corporate interests, as well as assessing appropriate fee-for-service approaches, to ensure the long term sustainability of our Positive Pathways Program. Fundraising has previously not been a major source of funding, however, in 2014/2015 we were successful in raising \$184,659 for our programs. As a result of anticipated funding we are able continue our Positive Pathways Program in 2015/2016.

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

In addition, we thank our private, corporate and community supporters who provide financial support to help us continue our programs: the Wheeler Charitable Foundation; 100 Women; Lotterywest; Wesfarmers; Make a Difference WA; Impact Communications; DM Civil; SBA Supplies; the Zonta

Club of Perth, Swan Hills, Dunsborough and Perth Northern Suburbs; F&A Sibbel Mining Consultants; and our many other supporters. We also acknowledge the enthusiastic efforts of our staff in our fundraising events.

Ronald Lucas has continued to provide excellent support in the provision and analysis of monthly financial reports, in preparing the annual budget and in implementing a reporting system that better supports strategic decision making. Donna Giese, our bookkeeper, provided also excellent support during the year. I would also like to acknowledge the members of the Finance Committee – Mary Gurgone, Denise Hamilton, Ronette Druskovich and Sarah Josey - for their significant commitment and valuable contributions.

Our CEO, Steve Parry, has been invaluable in taking ownership and driving our reform agenda in respect to the finance function including: improved management of our housing stock; submission of the new Preferred Provider tender with the Department of Child Protection and Family Support and driving the implementation of systems and processes necessary to deliver on our commitment; implementing efficient business practices; finalising the 2015/2016 budget; and investigating and pursuing diversified funding options to ensure our long term sustainability.

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

Gail Curtis CA MAICD  
Treasurer





# AUDITORS REPORTS

INDEPENDENCE

## AUSTRALIAN AUDIT

DIRECTORS:  
ROBERT CAMPBELL MSW, CPA, RCA, MAICD  
ANDREW SULLIVAN B.BUS, FCPA  
ALASTAIR ABBOTT B.COMM, GRADDIPCA, CA

### Zonta House Refuge Association Inc

ABN: 86 136 100 855

#### Abridged audit report

For the Year Ended 30 June 2014

#### Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc for the year ended 30 June 2014 as set out on the following page in accordance with Australian Auditing Standards.

#### Audit Opinion

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



#### Alastair Abbott, CA

Chartered Accountant Number 354793  
Australian Audit Group Pty Ltd  
Level 2, 459 Hay Street, PERTH, WA

DATE: 1/10/2014

PO Box 3336, HAY STREET, EAST PERTH WA 6892 | LEVEL 2, 459 HAY STREET, PERTH WA 6000  
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## AUDITORS REPORT

## Zonta House Refuge Association Inc

ABN: 86 136 100 855

## Abridged financial report for the year ended 30 June 2014

	2014	2013	2014	2013
	\$	\$	\$	\$
<b>STATEMENT OF FINANCIAL POSITION</b>		<b>INCOME STATEMENT</b>		
AS AT 30 JUNE 2014		FOR THE YEAR ENDED 30 JUNE 2014		
<b>CURRENT ASSETS</b>				
Cash assets	602,275	552,752	Grants	928,509
Receivables	10,986	3,207	Client Contributions	165,174
<b>TOTAL CURRENT ASSETS</b>	<b>613,261</b>	<b>555,959</b>	Fundraising	31,419
<b>NON CURRENT ASSETS</b>			Investment income	11,955
Property, Plant & Equipment	162,088	147,231	Other income	11,697
<b>TOTAL NON CURRENT ASSETS</b>	<b>162,088</b>	<b>147,231</b>	Employment expenses	(740,572)
<b>TOTAL ASSETS</b>	<b>775,349</b>	<b>703,190</b>	Program expenses	(185,545)
<b>CURRENT LIABILITIES</b>			Administration expenses	(172,707)
Payables	84,815	66,507	Motor Vehicle expenses	(10,060)
Provisions	53,780	29,402	Depreciation	(25,956)
<b>TOTAL CURRENT LIABILITIES</b>	<b>138,595</b>	<b>95,909</b>	Other expenses	(10,181)
<b>NON CURRENT LIABILITIES</b>			<b>PROFIT/(LOSS)</b>	<b>3,733</b>
<b>TOTAL LIABILITIES</b>	<b>138,595</b>	<b>95,909</b>	Capital grants	25,740
<b>NET ASSETS</b>	<b>636,754</b>	<b>607,281</b>	<b>Total changes in equity</b>	<b>29,473</b>
<b>EQUITY</b>			<b>STATEMENT OF CASH FLOWS</b>	
Retained Earnings	583,484	554,011	FOR THE YEAR ENDED 30 JUNE 2014	
Reserves	53,270	53,270	Cash flows from Operating Activities	
<b>TOTAL EQUITY</b>	<b>636,754</b>	<b>607,281</b>	Receipts from operations	1,127,634
<b>STATEMENT OF CHANGES IN EQUITY</b>			Payments to suppliers and employees	(1,063,936)
Beginning Retained Earnings	554,011	437,211	<b>Net cash generated by operating activities</b>	<b>63,698</b>
Profit/(Loss) for the year	29,473	116,800	Cash flows from Investing Activities	
Closing Retained Earnings	583,484	554,011	Purchase property, plant & equipment	(44,857)
			Receipts from capital grants	18,727
			Interest received	11,955
			<b>Net cash generated by (used in) investing activities</b>	<b>(14,175)</b>
			Cash flows from Financing Activities	
			Net cash generated by financing activities	-
			<b>Net increase in cash held</b>	<b>49,523</b>
			Cash at beginning of financial year	552,752
			<b>Cash at end of financial year</b>	<b>602,275</b>

**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

INDEPENDENCE

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 supporters from July 2014 to June 2015;

### Government

Department for Child Protection and Family Services

Department for the Attorney General

Department of Housing

LotteryWest

Commonwealth Department of Social Services

### Corporate

Impact Communications

F & A Sibbel Mining Consultants Pty Ltd

Norton Rose

Grant Thornton Australia

SBA Supplies

PurPURE

The Body Shop

Bunnings

KPMG

Jackson McDonald

DM Civil

The Courthouse Collection

### Community

The Wheeler Charitable Foundation

100 Women

Make a Difference WA

Centrecare

Zonta Club of Perth

Zonta Club of Perth Northern Suburbs

Zonta Club of Swan Hills

Zonta Club of Dunsborough

City of Melville

Rotary International

South City Church

West Australian Student TV

### Partnerships

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



## OUR SUPPORTERS

### Individuals

We have had over 67 individual volunteers assist and support us to deliver services over the past year. We would like to thank all of the Zonta House City to Surf participants and fundraisers and those who took place in our first Street Appeal in November.

A very special mention to our ongoing volunteers:

Debbie Mason	Dawn Burns
Kaye Win	Josie Hacking
Cheryl Kelly	Ella Kent
Kim Marie Smith	Cheryl Kelly
Ian Roberts	Rachel Harts
Kaye Winfield	Mick Kent
Sandra Burns	Frances Mercer
James Carpenter	Kerri Lewis
Rosalie Brittain	Rachael Hayward
Sue Crews	Sally Boyd
Lydia Genovese	Kathryn Richardson
Rachael Hayward	Kara Te Whaiti
Puti Lee	Amy Hannan
Kelly Tarr	Martyna Bendlin
Selena Thorne	



*"I should not feel guilty about taking care of myself."*

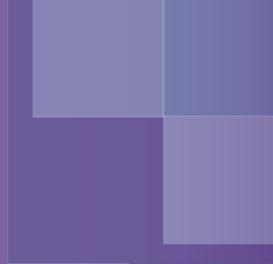
*"I have learnt I am worth looking after."*

*"I am worth so much than what I thought!"*

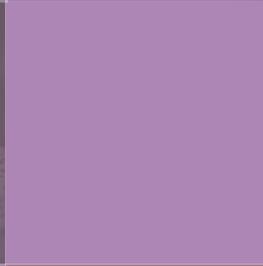
*"Thank you so much for your help and support."*



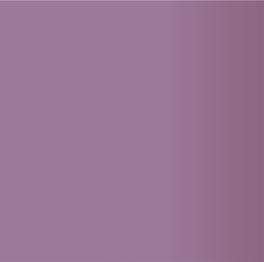
COMPASSION



INDEPENDENCE



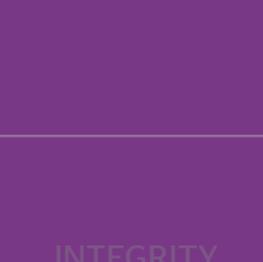
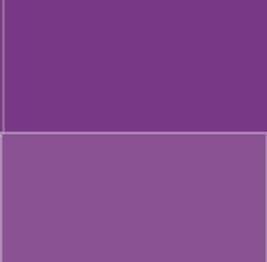
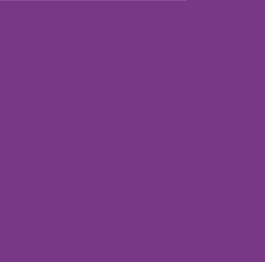
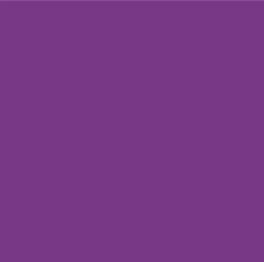
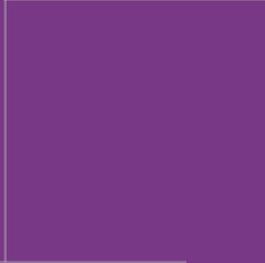
INDEPENDENCE



RESPECT



STRENGTH



INTEGRITY

