



Purpose

Improve the lives of women and their families who have experienced, or are at risk of experiencing, family and domestic violence.

Vision

We want a safe and equitable community.

Values

At Zonta House we are committed to each individual and their journey simply because:

We **CARE**

We have **INTEGRITY**

We are **DEDICATED**

Our Programs

Supported
Accommodation
Crisis, Transitional and
Long-Term

Positive Pathways to
Safety for Women and
Children

Safer Pathways for
Women and Children

Dual Diagnosis and
Crisis Accommodation
Integration Plan

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BOARD AND COMMITTEE MEMBERS

Glenda Scott, EMBA FAHRI

(Chairperson)

Glenda has extensive experience as a manager, leader and learning facilitator. Her career has included the role of WA state manager of a federal government agency with responsibility for 400 staff servicing 73,000 clients. In this position she was intimately involved in providing strategic direction locally and nationally, business planning and the achievement of business outcomes against national standards. Her particular national contribution was in the role of Human Resource Management strategy formulation and outreach services for clients.

Glenda was the Associate Head of School, Teaching and Learning for the School of Management at Edith Cowan University. Glenda taught in the fields of Human Resource Management, Management, Strategic Management, Leadership and Change Management and was 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.

Leanne Nickels, LLB (Hons), MLLR

(Vice Chairperson)

Leanne Nickels is an employment and labour lawyer based in Perth and a Partner at DLA Piper, an international law firm. Since March 2017 she has been the Perth Office Managing Partner for DLA Piper. Leanne is a member of the Australian Institute of Company Directors and the Law Society of WA. She is also a member of the Murdoch University Veterinary Trust Advisory Committee.

Anne Sibbel, PhD

(Secretary)

Anne, a registered Community Psychologist who specialises in working with Australian fly-in/fly-out (FIFO) employers, employees and their families. Anne's many years research and work in this area have given her a deep understanding of the nature of FIFO work

and the associated challenges and opportunities for people and communities. She is also a Director of F&A Sibbel Mining Consultants and a member of the Australian Psychological Society. Anne is committed to community and has many years volunteering experience with various community organisations.

Gail Curtis, B Comm

(Treasurer)

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

Gail is a Fellow 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.

Linley Buchanan

(Board Member)

Linley is a former 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 and President of the Zonta Club of Perth.

BOARD AND COMMITTEE MEMBERS

Rod West, BA of Social Work

(Board Member)

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

Sarah Josey

(Board Member)

Sarah is a Manager at KPMG, an international accounting and advisory firm. She has a broad range of expertise as an advisor to private businesses, family groups, not for profit organisations and foreign subsidiaries with experience in a range of industries including Australian government, logistics, mining services, health, aged care, superannuation administration, banking and corporate finance and mining services. Sarah also provides advice and performance monitoring services to Boards with a strong focus on finance management, business improvement, risk minimisation and corporate governance.

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

Linda Higgle, Dip Nursing, MPA, GAICD

(Board Member)

Linda has over 20 years experience working in both the public and not for profit sectors, including a number of years in senior roles with the Disability Services Commission and The Australian Red Cross. In 2015 Linda joined The Big Issue in Western Australia to establish a new program in Perth called the Women's Subscription Enterprise. Prior to working with The Big

Issue she was the Director of Disability Reform with the Disability Services Commission. Linda is the Vice President of the Zonta Club Perth and a member of the Australian Institute of Company Directors.

Jenny Gleeson BA, Dip Ed, Grad Cert

(Board Member)

Jenny is a Business Consultant who operates her own business (Lifeworx) around employee engagement and career management. Jenny conducts a significant amount of project work in the disability sector and contributes to a number of mentoring programs for university students. She is a member of the Zonta Club of Bunbury, is a Fellow for the Career Development Association of Australia and a "Rare Birds" Mentor. Jenny is passionate about assisting youth at risk and women in need.

Ute Schierhorn

(Board Member)

Ute has worked for over 30 years internationally both private and corporate business. After emigrating to Australia she changed her professional and voluntary work into humanitarian projects. Ute established a Low Vision Unit in Bali/Indonesia at the existing Eye-Care Hospital in Denpasar. In Perth she worked with Centrecare in the resettlement of new refugee arrivals. Ute uses her time volunteering in community projects and is an active councillor and treasurer of a Strata Company. Ute is a member of the Zonta Club of Perth and combines her experience in Public Health, Welfare and Project Management to make effective contributions in humanitarian work.

Hilary Hunt

(Committee Member)

Hilary is a banking and finance lawyer based in Perth and a Partner at Jackson McDonald. Prior to her move to Perth, Hilary was a Partner at a leading banking law firm in New Zealand. She returned to this position after 4 years working in London in the International Finance team at Linklaters, one of the top global law firms.

BOARD AND COMMITTEE MEMBERS

Hilary specialises in all aspects of financing work, including a wide variety of property financing transactions. During her time in Perth, Hilary has developed niche expertise in the Not for Profit sector, working with Government, Universities and residential care providers in the property sector.

Mary Gurgone, BA, THC, Grad Dip Bus Admin, MBA
(Committee 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.

Galen Townson, EMBA GCSI FAIM MAICD PMP
(Committee Member)

Galen Townson is a senior manager with 25 years in strategic execution, complex programs and change to \$0.5B. He currently leads culture change for 170

child safe schools, teaches MBA project management, coaches and mentors project and program leaders across Australia and New Zealand, and globally for the UN. Serving on boards since 1999, Galen is a graduate of Company Director, NFP Board, Social Impact, and Sustainability, and studies Positive Psychology to grow impact and wellbeing for communities.

Kelda Oppermann

(Chief Executive Officer)

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



CHAIRPERSON REPORT

2017 saw Zonta House Refuge Association (Zonta House) embark on a new phase of strategic planning to position the organisation for the next 3 years. This was a thorough process involving staff, stakeholders, the Board and culminated in a strategic planning workshop in January of this year. The value of the exercise was not only in setting a path for the future, but also providing the opportunity to review our progress, identify strengths and to determine where our unique strategic advantage lies.

Last year we were very fortunate to obtain a substantial donation which enabled us to purchase a property for our corporate office and training centre. This year we applied for, and were successful in obtaining a Lotterywest grant for fit out and associated IT for the new centre.

Due to the new requirements from the Department of Commerce (now Department of Mines, Industry Regulation and Safety) we have also embarked upon the required review and updating of our Constitution in accordance with the model rules. This has been a timely exercise as our current Constitution was seen to be no longer meeting our business needs.

The last year has also seen an election and subsequent change of government. Part of the new government's mandate has been to amalgamate some departments to reduce the "silo mentality" and to facilitate more cooperation across broad government objectives. In this process has been the inevitable loss of some key leadership figures and some uncertainty as to how these changes will affect the Not for Profit sector in general, and Zonta House Refuge in particular. What has been pleasing, however, is the appointment of a Minister for the Prevention of Family and Domestic Violence, the Hon. Simone McGurk MLA. This increasing recognition of the magnitude of the issue of Domestic Violence was echoed by the new WA Police Commissioner who stated that it was one of his top 2 priorities.

As an organisation Zonta House continues to consolidate its position as an innovative and effective organisation within the sector. This is largely to do with the excellent leadership within the organisation resulting in competent and engaged staff providing high quality services to our clients. We strive to be an organisation with impeccable values and outstanding

skills, and this is achieving results where it counts - in our care and support for all of those clients who rely on us in times of trauma and need. So to the leadership team and each and every staff member (leaders all in my view) I thank you all. You have reason to be proud.

This year has been a particularly busy year for the Board with the strategic planning process and Constitution review. That voluntary contribution, many, many hours of time, expertise and other support given selflessly and willingly has been a major contributor to the increasing professionalism and effectiveness of the organisation. To our office bearers, Board and Committee members I thank you on behalf of the women who benefit from our services. I believe you are providing strategic leadership of a high quality and fulfilling our governance role with diligence.

Glenda Scott



I am privileged to work with a board and staff who are genuinely committed to making a difference and what we are trying to achieve as an organisation.

"I don't necessarily want happiness, I just want peace." Survivor

This year was a year of consolidation and growth as we continued to provide high quality services in our support and accommodation services and developed programs and partnerships based on the needs of the women we work with.

We are continuously looking at the way we work, our outcomes and gaps in the service and sector to ensure we are providing the best possible services and support for women and their families. We are achieving incredible outcomes for individuals, families and as a collective across all service delivery arms with the next stage to look at long-term impact of our services.

Establishing key partnerships with organisations such as Holyoake, Jacaranda Community Centre, Centrecare Inc., Australian Red Cross, Make a Difference WA and the West Australian Police resulted in improved access to services and production of valuable information sharing. We are and want to remain a specialist FDV service for women and their families and look to collaborate and have positive working relationships with existing services who share the drive to provide support for women and their families.

Our people

The board, management, staff, volunteers and students of Zonta House are engaged and dedicated to making a difference to individuals, family and the community. Thank you to the staff who work tirelessly in the best interest of each person accessing services and the committees and board for their strategic input and support.

I would also like to acknowledge former staff members and volunteers who have left the organisation with special note to Mary Gurgone (former Chairperson) and Vicki Moir (former Vice-Chairperson) who provided much support to myself and considerable strategic guidance during their board tenures.

Our Supporters

We could not achieve or provide the full range of services without our community support. Thank you for the individual, community groups and organisations who provided in-kind and monetary donations over the past 12 months. We truly enjoy the relationships and interactions we have with our supporters and look forward to acknowledging this further with a Friends of Zonta House program to be piloted in 2017.



New headquarters



Organisation and Individual Donations: \$71358

Fundraising Events: \$9774



Over 100 Volunteers

Achievements

- Zonta House was one of five refuges supported in this year's Ride Against Domestic Violence. Tony Buti MLA and Deputy Premier Roger Cook MLA were joined by leading business and employee representatives in a united stand against domestic violence in the two day ride from Busselton to Victoria Park, Perth.
- Received significant in-kind support for Crisis Centre renovations.
- The development of 'Draw the Line' program which engages high school students and their teachers and supports to learn about Family and Domestic Violence, and to raise awareness and promote safe and respectful relationships.
- High satisfaction of feedback from women accessing our services (4.7/5 average).

- Assisted in the Positive Pathways' program Starting Over Support (SOS) becoming a charity entity in its own right. Whilst a Zonta House program SOS provided support to over 260 women and families.
- Purchase of the new head office due to officially open in 2018 after a generous donation from Lois Goodram.
- We were successful in a Lotterywest grant for the renovations of our new head office, new Information Technology and databases to increase efficiency and result in improved analytics of outcomes.
- Concluded the Wheeler Charitable Foundation Scholarship and psychological service which saw women and children supported in over 600 counselling sessions.
- Hosted fundraising events to raise funds and our profile through our inaugural comedy fundraiser at Rigby's Bar and Bistro, annual City to Surf and City of Perth tin rattling.
- Partnered with the Big Issue Women's Subscription Enterprise to provide pathways to employment for women.
- Received substantial Christmas present and food donations so every woman and child in our service received gifts and hampers for Christmas Day.
- Zonta House Service Delivery Manager Angie Perkins nominated and accepted for the role of Vice Chairperson at the Women's Council for Family and Domestic Violence.

The 2012 to 2016 Strategic Plan resulted in

- Increased staffing by **40%.**
- Increased income by **30%.**
- Re-branding.
- Social media presence.
- Delivery of a quarterly stakeholder and client newsletter.
- A restructure of the organisation.
- Implementation of a New Service Model.
- Development of the Positive Pathways program (including 6 different service areas over the period - direct services to 1400 women impacted by FDV and facilitated awareness sessions to 3000 community members).
- Winner of the 2016 Community Service Excellence Award for a Medium-Size Organisation.
- Development of the Safer Pathways Program.
- Development of the Positive Pathways Safety and Wellbeing App (over 1000 downloads).
- Purchase of new head office in Willetton for corporate, outreach and general public access.
- **60%** increase in number of women accessing crisis accommodation.
- **50%** increase in number of women accessing transitional accommodation.

CEO REPORT

Family and Domestic Violence

Family and domestic violence continues to be prevalent in society and have substantial impacts on individuals, families, workplaces, the communities and economy. We remain hopeful that the appointment of Western Australia's first Minister for the Prevention of Family and Domestic Violence, the Hon. Simone McGurk MLA and government department amalgamation will bring further focus to this issue and the complexities it brings. We as a service are providing many services on minimal resources and will continue to seek alternate funding sources to increase capacity for the comprehensive supports required for prevention, intervention and recovery of family and domestic violence.

We will look innovatively at ways we can provide support to all women and specifically Aboriginal women, women from culturally and linguistically diverse backgrounds, women with disabilities and older women who bring additional vulnerabilities and sadly an increasing representation in experiencing family and domestic violence.

Zonta House is dedicated to establishing safe pathways to economic independence for women and understand that success for each individual varies.

The future

Zonta House reviewed our values and facilitated workshops with staff to ensure they were a true reflection of how we work and want to work with each other and all stakeholders. The Zonta House 2017-2020 Strategic Plan will focus on Sustainable Funding; Social Impact; Quality Services; Reputation and Organisational Capability.

Another focus will be to further establish relationships with sector partners and work together to prevent and better support survivors of family and domestic violence. You will always get what you always got, if you always do what you have always done - let's look innovatively at what we can do to improve these outcomes.

This year's activities and achievements have further solidified for me that Zonta House is in a strong position in an uncertain environment and I am looking forward to what we can achieve over the coming 12 months.

Kelda Oppermann



CRISIS ACCOMMODATION

Zonta House offers 24/7, crisis accommodation for single women over 18 providing 16 crisis beds over two sites. In 2016/17, 248 women accessed the crisis accommodation service, presenting due to various situations; a personal or family crisis, domestic violence and/or homelessness.

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

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

Whilst residing at Zonta House women work with staff through a holistic Case Management framework. 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.

TRANSITIONAL HOUSING

Transitional housing is provided to women who seek additional supports and or have been unable to secure suitable safe housing options after residing in crisis accommodation. Zonta House has 22 short and medium term transitional beds for women accessed by 43 women in 16/17. Zonta House provides ten long term transitional beds which were accessed by 15 women, five of which are units for women over 55.

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



POSITIVE PATHWAYS TO SAFETY FOR WOMEN AND CHILDREN

In 2016/2017, Positive Pathways facilitated two semester training calendars with a mixture of half day, one day and weekly programs. The calendar provides informative, fun and interactive workshops in a safe and welcoming environment to women in the community who have experienced or are at risk of family and domestic violence, homelessness, mental health issues or any other crisis in their lives.

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

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

Community Awareness

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

and intervention of family and domestic violence. The audiences have included men and women from education providers, students, community groups, job service providers, legal and health organizations.

Draw the Line

Zonta House was successful in receiving a small grant through Slater and Gordon Lawyers to enhance our existing Community Awareness Program and create a campaign targeting younger age groups. The 'Draw the Line' program engaged high school students and their teachers and supports to learn about Family and Domestic Violence, and to raise awareness and promote safe and respectful relationships. Zonta House partnered with Neta Knapp Aboriginal Elder and Artist and Julie Jackman Promoting Safety and Respect Program Project Officer from the Women's Council of Family and Domestic Violence to engage with two Schools. This program engaged with 32 young people aged from Y7 to Y10. The program was tailored to the school and two groups ran for four weekly sessions. The groups created artwork as part of their project which was presented to our crisis centre. This included using Noongar words to name rooms and areas in our Crisis Centre which were chosen and designed by the young people.

Positive Pathways APP

The Positive Pathways Safety and Well Being APP, is the first of its kind in Australia, is available on new and old iOS and Android devices, and is completely free to all users. The unique APP has a facade of being a "wellness" app, with no apparent domestic violence relevance. Its emergency functionalities are built into this facade, enabling the user to record and send emergency messages to trusted contacts without detection.

Since the launch in 2014 it has been downloaded over 1000 times. The app underwent updates in 2016 to ensure all contact information is up to date and it is now accessible on GooglePlay.

Zonta House greatly appreciates the ongoing support of Anne and Frank Sibbel of F & A Sibbel Mining Consultants Pty Ltd for the funding of this project.

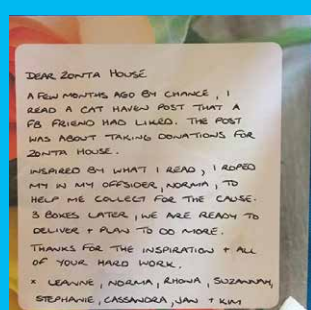
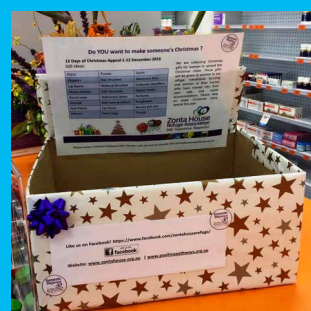
SAFER PATHWAYS FOR WOMEN AND CHILDREN

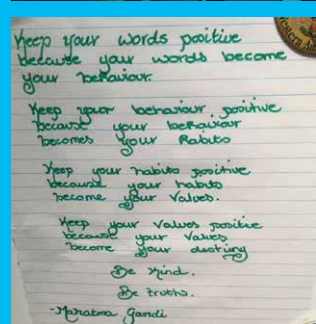
Safer Pathways for Women and Children is a Zonta House collaboration with the Housing Authority. We provide support to women and children who are Housing Authority tenants residing in the catchment areas of the Cannington and Victoria Park offices. The service aims to reduce the impact of Family and

Domestic Violence and promote safety for women and children through individual Specialist Case Management support over twelve weeks.

Safer Pathways provides intensive and specialised case management to women on an outreach basis over a 12 week period.







DUAL DIAGNOSIS AND CRISIS ACCOMMODATION INTEGRATION PLAN

The increasing number of women affected by alcohol and other drugs and complex mental health issues is the catalyst for this pilot program in collaboration with the Department of the Attorney General and the Mental Health Commission. The project aims to

increase successful outcomes for women experiencing family and domestic violence who have comorbidity related issues. This pilot program will run from May 2017 to April 2019.





Accommodation

- **248** women accessed crisis accommodation with an average stay of 18 days
- **43** women accessed transitional accommodation
- **15** women accessed long term accommodation



Presenting Issue

- **82%** of women presented at the service due to family or domestic violence
- **14%** of women presented due to homelessness
- **4%** of women presented due to mental health issues/conditions
- **100%** of women were at high risk or risk of serious harm from FDV when assessed on acceptance into crisis accommodation



Cultural Identity

- **29%** of women identified as Aboriginal and/or Torres Strait Islander
- **33%** of clients identified as culturally and linguistically diverse



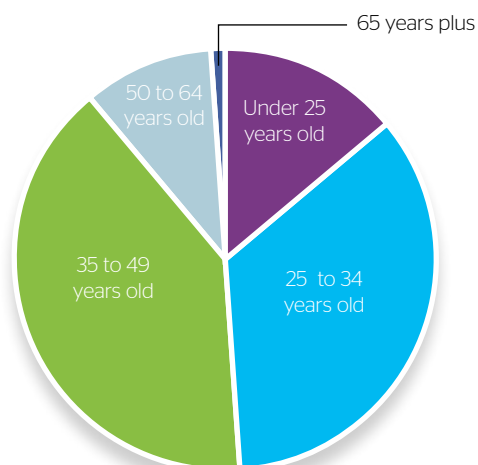
Health

- **56%** of women had a diagnosed mental health condition
- **35%** of women had accessed a hospital in the last 12 months
- **14%** of women had accessed a psychiatric unit in the past 12 months



Age

- **14%** under 25 years old
- **35%** 25 to 34 years old
- **40%** 35 to 49 years old
- **10%** 50 to 64 years old
- **1%** 65 years plus

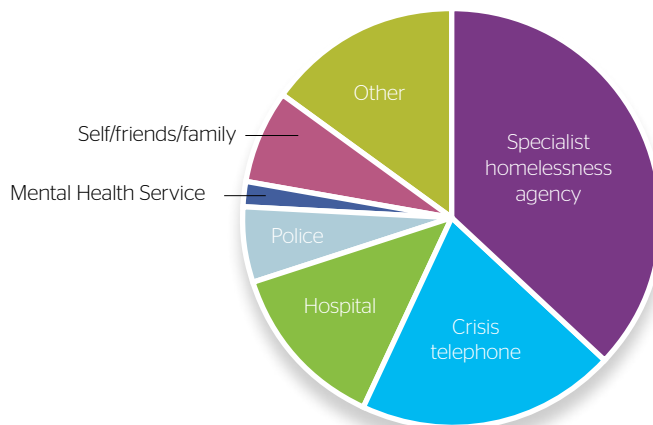


STATISTICS

Referral Sources



- **37%** referred from a specialist homelessness agency
- **20%** Crisis telephone
- **13%** Hospital
- **6%** Police
- **2%** Mental Health Service
- **7%** Self/friends/family
- **15%** Other



Other



- **41.5%** of women had not had a permanent address for a week or more
- **90%** of women were not employed upon entry which decreased to 78% upon exit
- **18%** of clients did not have any source of income upon entry which decreased to 10% not having income upon exit
- **77%** of women were accessing government payments upon entry which increased to 84% upon exit
- **32** women accessed Holyoake Dual Diagnosis support at the Crisis Centre resulting in 102 sessions with the specialist worker
- **62** women accessed Jacaranda Financial Counselling at the Crisis Centre.

Feedback

Client feedback forms are provided to each client on exiting the service. The questions for the feedback form are below with the average response recorded based on 129 completed forms where 1 = Strongly disagree and 5 = Strongly agree.

1. Have you stayed at Zonta House previously: **46% Yes, 54% No**
2. I was treated with respect: **4.6**
3. I felt safe: **4.6**
4. I was supported: **4.6**
5. I received adequate information including referrals to other services to meet my needs: **4.4**
6. I feel better able to cope or deal with my issues: **4.3**
7. I learnt new skills and received knowledge to help with my situation: **4.3**
8. I would recommend this service to others that needed it: **4.9**

Education Programs

32 workshops and 187 attendees



- **11%** of women identified as Aboriginal and/or Torres Strait Islander
- **40%** of women referred were born outside of Australia
- **79%** of women had a diagnosed medical, physical or mental health issue
- **29%** of women attending had a current substance use issue
- **50%** of women identified as homeless
- **49%** of women were currently experiencing or had previously experienced FDV
- **29%** of women were experiencing legal issues at the time of referral

Referral Source



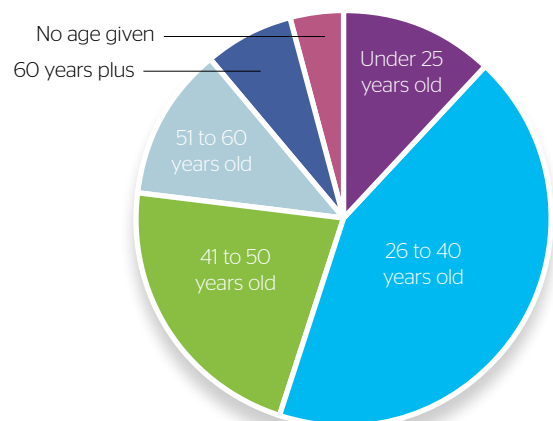
- **28%** internal
- **21%** crisis accommodation
- **36%** community services organisations
- **1%** government
- **14%** self-referrals



Age



- **12%** under 25 years old
- **43%** 26 to 40 years old
- **22%** 41 to 50 years old
- **12%** 51 to 60 years old
- **7%** 60 years plus
- **4%** no age given



Outcomes

Self Esteem and Self Confidence participants' distress experienced as depression, anxiety and general stress symptomology decreased by 38% from week one to week five of the workshop.

Keeping Safe participants' distress experienced as depression, anxiety and general stress symptomology decreased by 36% from week one to week three of the workshop.

Assertive Communication participants' distress decreased by 24% from week one to week four of the workshop.

STATISTICS

Feedback

The feedback form determines each participant's agreement with positive statements about the education program they attended (based on 171 respondents).

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

1. Was the information included relevant and informative: **4.7**
2. My knowledge of the topic has increased and I have a better understanding: **4.6**
3. I learnt practical skills that I will use in my everyday life: **4.6**
4. I had fun and enjoyed the experience: **4.8**
5. The presenters were vibrant, approachable and friendly: **4.9**
6. The venue was suitable and comfortable: **4.8**

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

Draw the Line

3 programs provided support to **32** young people at **2** schools.

Community Awareness

21 sessions, **1347** participants from community services, community groups and corporate organisations.

Safer Pathways

14 women and families supported

The average age of the women accessing support was **37** years

14% of women Identified as Aboriginal or Torres Strait Islanders

14% of women identified as culturally and linguistically diverse

79% of women identified as having a mental health issue

7% of women identified as having a current substance use issue

In a post exit survey **100%** of women felt safer in their homes.

There was a **31%** decrease in mental health distress from intake to exit from the program.

Feedback forms are provided to each woman at her exit interview. The woman is invited to provide feedback in relation to the way they were treated by staff, whether their needs had been met and if they would recommend the service. The following results were based on 14 respondents. The scale rates each question from 1 to 5 (1 = strongly disagree and 5 = strongly agree).

- | | |
|---|--|
| 1. I was treated with respect: 5 | 5. I feel better able to cope or deal with my issues: 4.7 |
| 2. I felt safe: 4.8 | 6. I learnt new skills and received knowledge to help me with my situation: 4.8 |
| 3. I was supported: 4.9 | 7. Would you recommend this service: 5 |
| 4. I received adequate information including referrals to meet my needs: 5 | |



I loved being in with the other women and not feeling judged. I laughed more today than I have in ages.

I enjoy seeing others become empowered.

Excitement about the future about being a better and more positive mother and role model

Enjoying the working of the brain/how it works and what needs to be done so positive changes occur with moving forward

I'm ok being me; Learnt about my values and being kind to myself

Was great staying here and every staff was so nice toward me and had fun staying here.

I am really grateful for places and workers like Zonta they helped me a great deal. Thank you Zonta house.

Very good. Thank you to Zonta. Feeling better. Helped provided everything. Everything was good.

I enjoyed staying at Zonta I was a broken down lady then Zonta's staff was very good and made me strong and thank you.

Thanks Zonta for your support + reuniting me with my babies. Greatly appreciated. [Case Manager] is a very nice lady, very calm and understanding. She helped me a lot and she explained very well, I am very happy with her work.

Thank you for all the emotional and "physical" support (e.g. hampers at xmas and other gifts). [Case Managers] were both great support and easy to talk with.

[Case Manager] was a blessing and an angel! She has helped me out immensely and I am extremely appreciative and happy!

[Case Manager] was so friendly and helpful, I always felt comfortable and safe with her.



TREASURER'S REPORT

Zonta House Refuge Association has had a solid 2016/2017 financial year as we continue to face the challenges necessary to support our strategic plan, to continue to provide high quality supported accommodation services and to provide specialist programs for women.

Finances for the 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 2017 which is in accordance with the appropriate accounting standards and other professional standards.

Our surplus this year was \$32,329. Zonta House is in a sound financial position to continue to deliver our services for the next financial year.

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

In 2015/2016 the Buff Denny Trust was the fortunate recipient of a generous donation from Lois Goodram. This was applied in 2016/2017 to the acquisition of a property in Willetton for our corporate office and workshop venue. We have been successful in our application for Lotterywest funding for the fitout and technology requirements, which will be undertaken in 2017/2018.

We continue to pursue 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. During 2016/2017 we commenced the Safer Pathways for Women and Children program with the Housing Authority. We also commenced the pilot Dual Diagnosis and Crisis Accommodation Program.

From 2014 to 2016 Zonta House implemented and delivered the Starting Over Support program providing household furniture to families. In July 2016 we assisted SOS to become an independent charity.

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 the Attorney General, the Housing Authority, the Mental Health Commission, WA Police and Lotterywest for their support.

In addition, we thank our private, corporate and community supporters who provided financial and in-kind support to help us continue our programs: the Wheeler Charitable Foundation; Rhonda Peploe, Slater and Gordon Lawyers, Matt Hale, the Westpac Foundation; Australian Communities Foundation; KPMG; Make a Difference WA; SBA Supplies; and our many other supporters. We also acknowledge the enthusiastic efforts of our staff in our fundraising events.

Gabriella De Borrello and Rachael Chenhall provided excellent support during the year in the finance function. I would also like to acknowledge the other members of the Finance Committee – Hilary Hunt and Sarah Josey - for their commitment and valuable contributions.

Our CEO, Kelda Oppermann, has been invaluable in driving our strategic direction. She has been instrumental in implementing efficient business practices and investigating and pursuing diversified funding options to ensure our long term sustainability.

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

Gail Curtis CA MAICD

Treasurer

AUSTRALIAN AUDIT

DIRECTORS:

ROBERT CAMPBELL CA, CPA, RCA, MSW

VIRAL PATEL CA, CPA, FCCA (UK), RCA

ALASTAIR ABBOTT CA, RCA, M.FORENSIC ACCOUNTING

Zonta House Refuge Association Inc

ABN: 86 136 100 855

Abridged audit report

For the Year Ended 30 June 2017

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc for the year ended 30 June 2017 as set out on the following page in accordance with Australian Auditing Standards.

Audit Opinion

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



Alastair Abbott, CA

Registered Company Auditor Number 486826

Australian Audit Pty Ltd

Level 8, 251 St Georges Tce, PERTH, WA 6000

DATE: 19 September 2017

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Zonta House Refuge Association Inc

ABN: 86 136 100 855

Abridged financial report for the year ended 30 June 2017

	2017	2016		2017	2016
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2017			FOR THE YEAR ENDED 30 JUNE 2017		
CURRENT ASSETS			Grants	1,084,455	1,029,010
Cash assets	498,710	387,573	Client contributions	221,021	206,505
Receivables	41,054	61,900	Fundraising	135,612	143,154
TOTAL CURRENT ASSETS	539,764	449,473	Interest income	4,130	10,989
NON CURRENT ASSETS			Other income	219	21,246
Property, plant & equipment	131,119	131,849	Employment expenses	(1,033,452)	(998,465)
TOTAL NON CURRENT ASSETS	131,119	131,849	Program expenses	(171,912)	(175,541)
TOTAL ASSETS	670,883	581,322	Administration expenses	(154,043)	(162,950)
CURRENT LIABILITIES			Motor vehicle expenses	(16,404)	(27,442)
Payables	204,166	161,535	Depreciation	(22,536)	(21,072)
Provisions	27,805	18,614	Other expenses	(14,761)	(18,064)
TOTAL CURRENT LIABILITIES	231,971	180,149	PROFIT/(LOSS)	32,329	7,370
NON CURRENT LIABILITIES			Donation from The Buff Denny Trust	-	18,058
Non-current provisions	9,492	4,082	Donation to The Buff Denny Trust	-	(350,000)
TOTAL NON-CURRENT LIABILITIES	9,492	4,082	Other comprehensive income	-	-
TOTAL LIABILITIES	241,463	184,231	Total comprehensive income	32,329	(324,572)
NET ASSETS	429,420	397,091			
EQUITY			STATEMENT OF CASH FLOWS		
Retained earnings	376,150	343,821	FOR THE YEAR ENDED 30 JUNE 2017		
Reserves	53,270	53,270	Cash flows from operating activities		
TOTAL EQUITY	429,420	397,091	Receipts from operations	1,485,972	1,360,130
			Payments to suppliers and employees	(1,357,160)	(1,733,392)
			Net cash generated by/ (used in) operating activities	128,812	(373,262)
			Cash flows from investing activities		
			Purchase property, plant & equipment	(21,805)	(13,233)
			Interest received	4,130	10,989
			Net cash generated by/ (used in) investing	(17,675)	(2,244)
			Cash flows from financing activities		
			Net cash generated by financing activities	-	-
			Net increase/(decrease) in cash held	111,137	(375,506)
			Cash at beginning of financial year	387,573	763,079
			Cash at end of financial year	498,710	387,573

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.

Government

Department of Communities
Western Australia Police (WAPOL)
Department of Justice
Department of Premier and Cabinet
The Department of Mines, Industry Regulation and Safety
Lotterywest
Mental Health Commission

Partnerships

Australian Red Cross
Centrecare Inc.
Dress 4 Success
Holyoake
Jacaranda Community Centre

Corporate

ANZ Bank Booragoon
Aon Risk Services
Arbonne
Aussie Fruit and Veg
Australian Chinese Charity Foundation
Australian College of Beauty Therapy
Australian Institute of Conveyancing
Bankwest Property Finance West
Brumby's Bakery
Bunnings Warehouse
C.Lane Enterprises
ChakraBombs
Cinderella Kids
City of Gosnells
Coles Riverton
Conocco Phillips Australia
Consulate General of Malaysia
Corum Health
Dankz Furniture
Dinner Twist
Direct Couriers
Discount Drug Store Wattle Grove
DLA Piper
DMC Civil
Dulux Australia
Empire Limited
Everett-Smith
Finkelstein Hickmott Pty Ltd
Francis Burt Chambers
Fremantle Sailing Club
Future Foams
Grant Thornton
Hype DC Perth
Impact Communications
Jacqui Alder Consulting
John Forrest Tavern
John R Newing Optometrists
Kelly Lane Artwork QLD
KikkiK Carousel
KikkiK Garden City
KikkiK Karrinyup
King Edward Hospital
KPMG

Lululemon Athletica
Lush Garden City
Main Roads – Heavy Vehicle Services
Mary Street Bakery
Matt Hale Comedy Hypnotist
Melville Cockburn Chamber of Commerce (MCCC)
Modus Property
Mt Pleasant IGA
Norton Fulbright
Prime West
Professionals Stirling Clark
Quills Restaurant Wattle Grove
Realmark Coastal
BOSS Industrial
Sea to Summit Distribution Australia
Sheridan Waterford Town
Slater and Gordon Lawyers
Spotlight Cannington
St Vincent De Paul
Team Romeo Auto Centre
The Big Issue
The Craftman Bar and Brasserie
The Duke of Albany Lodge
The Fruitcake Lady
The Grove Lottery and News
Tip Top
Visy Recycling Pty Ltd
Westminster Group of Companies
Westpac Foundation
Woolworths Group 107

Community

All Saints Church Floreat
Anson Trefoil Guides
Babes + Picnics Perth
Blue Indian Chorus
Brentwood Primary School
City of Gosnells
Cinderella Kids
CWA Choir
Department of Regional Development
Doric Management Pty Ltd
Essentials for Women Perth
Lions Club of Booragoon
Lions Club of Bunbury Wollaston Inc
Lions Club of Bullcreek
Lions Club of Dalyellup
Lions Club of Eaton
Lions Club of Narrogin
Lions Club of Northam
Lions Club of Serpentine
Lions Club of South Perth
Make a Difference WA
Mandurah Murray Mayday Club
Melville Baptist Church
Nations Church
Rotary Club of Canning
Rotary Club of Como
Santa Maria College
Share the Dignity Perth
St. David's Anglican Church

OUR SUPPORTERS

Student Edge
The Bahai County of Melville
The Cat Haven
The Wheeler Charitable Foundation
Wattle Grove Community Events
Zonta Club of Perth Northern Suburbs
Zonta Club of Perth
Zonta Club Swan Hills Inc

Personal

Alan Tribe
Alice Plattern
Alinta Jarworski
Alison Martin
Aliza Caruso
Allan Hart
Allison Riding
Amanda Christmas for "Dig Deep"
Amanda Ryding
Amber Ridley
Amy Wood
Andrew Elms
Anita Jennings
Annie Leotta
Angela Bird
Ash Towns
Beverly Hayward
Bianca Patterson
Brooke De Agrela
Di Wilcox
Carey Breman
Carol Bolton
Cathie Flanigan
Cathy Truong
Cheryl Ray
Chris Buchanan
Dale Kitmey
Dani Leysely
Daniel Scott
Daniela Russo
Danielle Lambie
David Marron
Dee Chong
Deena Syed
Elizabeth Metcalf
Emma Gryg
Ena Gowland
Eric Isaachsen
Fay Gibbins
FE & GD Barwell
Frances Mercer
Frank & Anne Sibbel
Geraldine Day Perkins
Helen Dowling
Helen Sitlington
Huia McGrath
Ian and Deirdre Clyne
Jacqui Daniels
Jaimee Perkins
Jane Cox
Jane Lambert

Jayne McDonald
Jen Cooksey
Jennifer Binns
Jennifer Bins
Rebecca Ewing
Gail Nuttall
Gemma
Jennifer Stevens
Jessica Purchase
Victoria Stein
Jane McKay
Jewell Bobardi
Jo Anne Boserio
Jordan Day-Perkins
Josie Hocking
Judith Bertels
Judith Ellis
Juliana Desker-Lim
Julie Perrott
Kaitlin Muncton
Kathy Landwehr
L Williamson
Lennie Edwards
Leonie Anderson
Leonie Anderson
Linda Lyons
Linley Black
Liz Dias
Louise Cashmore
Lynda Edwards
Marianne Di Biase
Marina Gaspar
Meghan Fairs
Melinda Perrin
Merel Williams
Michael Carless
Michelle McKenzie
Moiria D'Olimpio
Nanette Geller
Natalie John
Pat Morcom
Philippe Pierson
Phylisia Loh
Rhonda Peploe
Sampalk Shelly
Shannon Foster
Sharon Edwards
Shirley Ford
Simon Temby
Sonia Abbott
Verity Morhall
Tammi Lal
Tracy Clements

Special Thanks to

Lois Goodram
City to Surf 2016 Participants

