

Annual Report 2017-2018



Zonta House is one of the largest refuge associations in Western Australia and has extensive experience in developing programs, delivering services and achieving successful outcomes. The service arms of Zonta House provide a continuum of essential support and opportunities for women and their families; from crisis to transitioning out of the service system, to achieving sustainable positive individual and community outcomes. A 'one stop shop' of care, education, housing and support has been created to assist women in crisis to recover from their trauma and engage effectively in planning their future.

Our Purpose

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

Our Vision

We want a safe and equitable community.

Our Values

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

We *Care*

We have *Integrity*

We are *Dedicated*

Our Services



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Executive Reports



1.1 Committee Members



Leanne Nickels, LLB (Hons), MLLR

(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.



Gail Curtis, B Comm

(Vice Chairperson)

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.



Sarah Josey

(Treasurer)

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.

1.1 Committee Members



Anne Sibbel, PhD

(Secretary)

Anne, a registered Community Psychologist who specialized in working with FIFO employers and FIFO workers and their families. She has successfully undertaken projects for major resource companies, government departments, tertiary institutions and not for profit organisations focusing on the health and wellbeing of individuals, families and communities and developing supportive resources for these groups. Anne is committed to community and has many years volunteering experience. She is a Director of F&A Sibbel Mining Consultants, a Member of the Australian Psychological Society and a Fellow of the College of Community Psychologists.



Glenda Scott, EMBA FAHRI

(Committee Member)

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.



Linley Buchanan

(Committee 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 of the Zonta Club of Perth.

1.1 Committee Members



Rod West, BA of Social Work

(Committee Member)

Rod is a qualified Social Worker who joined Centrecare in 2006 after previously working with the Department of Communities, Department of Health and Department of Corrective Services. He has been an Executive Manager with Centrecare since 2010 and during this time he has been responsible for a diverse range of social services including family and domestic violence programs for men, women and children, youth outreach programs, housing and accommodation support, problem gambling counselling, and family dispute resolution. Rod is the WA Representative for the National Association for Gambling Studies Committee, Co-Chair for the Family Law Pathways Network of Western Australia and Ambassador for White Ribbon Australia's campaign to stop violence against women.



Linda Higgie, Dip Nursing, MPA, GAICD

(Committee Member)

Linda has over 20 year's 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.



Ute Schierhorn

(Committee Member)

Ute has worked for over 30 year's 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 experienced in Public Health, Welfare and Project Management to make effective contributions in humanitarian work.

1.1 Committee Members



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.

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, GAICD

(Sub- 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 and on the Board of the National Accreditation Authority for Translators and Interpreters. She has a national leadership role in providing cross-cultural and language programs for Government and community organisations.



Kelda Oppermann

(Chief Executive Officer)

Kelda has over 12 year's experience working in the community services sector across various roles from direct client work, program development 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.



1.2 Chairperson Report

Zonta House continues to grow and develop as an innovative organisation focused on supporting women affected by domestic violence and other crisis.

With the generous support of Lois Goodram, this year has seen our organisation establish a new base in Willetton, known as The Lois Goodram Centre. Our staff moved in to the new premises on 20 December 2017, and on 1 March 2018 the premises were officially opened by The Honourable Simone McGurk, Minister for Child Protection, Women's Interests, Prevention of Family and Domestic Violence and Community Services. Over 100 of our supporters, friends and staff attended our opening and we were treated to a special Welcome to Country by Noel Nannup. These wonderful premises not only provide a base for our administrative activities, our meetings and public activities, but also provide a home for our outreach programmes including our award winning Positive Pathways programme. A place such as The Lois Goodram Centre gives our staff and our clients a safe and comfortable place to meet. We are grateful for the kind support not only from Lois Goodram and Lotterywest but all the supporters who helped make this project possible.

This year also saw Zonta House be selected as a finalist in the Medium Size Organisation category for the WACOSS Awards 2018 and a finalist in the Social Change Maker category of the WA Telstra Business Awards. Congratulations must go to Kelda and her team for all their hard work which is reflected in achieving finalist status in both of these prestigious awards programmes.

We continue to pursue funding for the Positive Pathways programme for the coming year and gratefully acknowledge the support of the McCusker Foundation and the Wheeler Charitable foundation in providing funding for the period July to October 2018, and the Department of Communities for the grant from July 2017 to June 2018. This award winning programme is an important part of the services that we deliver to our clients.

This year has been the first year working under our new Constitution and the Committee has been focused on ensuring that its governance processes are consistent with this document. The Committee has developed terms of reference for its subcommittees and has been working on a Committee Charter. With the generous support of Grant Thornton, the Board has undertaken a risk review and updated its risk register.

With assistance from Mary Gurgone and Fortis Consulting the Committee conducted a skills audit to assist in planning for growth and renewal within the Committee. Lianne Cretney Barnes will assist the Committee to undertake a review of the strategic plan developed in 2016/2017 later this year.

Together with our new Housing subcommittee, the Committee has also been developing plans for our new purpose-built crisis and transitional accommodation and we look forward to providing more information about that project in the future.

Zonta House continues to grow and develop as an innovative organisation focused on supporting women affected by domestic violence and other crisis. Excellent leadership of a passionate and committed staff continues to deliver results for our clients. As an organisation we strive to deliver meaningful outcomes to our clients to allow them to rebuild their lives and escape the cycles that lead to poor outcomes for them and their families. As a Committee we acknowledge the effort of all of the volunteers, supporters, staff and clients toward achieving the organisation's objectives. We look forward to working with you in the coming year.

Leanne Nickels

1.3 Chief Executive Officer Report

Our success and growth has truly been a collective effort.

Congratulations to our team on another year of growth at Zonta House – our staff, board, volunteers, supporters and the women we work with. I recently met with Di Annear who started the refuge over 36 years ago and she said it was perseverance, perseverance, perseverance that led to the ultimate opening and building of the foundations of this organisation. And it is perseverance and that same passion as 36 years ago that we continue providing safety and hope to women in the community today.

At Zonta House we believe every person has the right to be and feel safe and every individual's journey is unique. Our staff, board, volunteers and supporters are passionate about the work we do with each individual and the overall impact we can have in our community. Our success and growth has truly been a collective effort.

We have continued to look at efficiency and our effectiveness making improvement to our systems and partnering with organisations. We received a Lotterywest grant to upgrade our IT systems and renovate our new public office in Willetton. The new premises is home to Positive Pathways, our corporate team and outreach programs. Having the team together and being on the same premises as women attending our education programs is inspiring.

I am proud that we continue to grow based on identified needs and gaps and that our programs are reliant on the input from the women accessing the services. This includes the development and implementation of our pilot Future Employment Connections for Multicultural Women and the provision of Reintegration and Parenting support to women in and exiting Boronia and Bandyup prisons through the ReSet consortium.

I would like to acknowledge our partners and their expertise and valuable input into ensuring women are supported. We also have generous volunteers and high calibre students on placements from various universities and TAFEs that provide us with additional resources and also contribute greatly to the Zonta House team. I also thank our sponsors and funders for your continued belief and respect for the work we do and the outcomes we achieve together.

The year has not been without its challenges including our limited resources in a high intensive and crisis environment, and working towards best practice. We are a small organisation with big ambitions and have continuous projects and strategic actions to achieve. The economic climate, reliance on government funding and procurement strategies also brings uncertainty and an element of competition. At Zonta House we are dedicated to staying focused on our purpose, our program outcomes and the collective social impact we can contribute to in the prevention of family and domestic violence.

Family and domestic violence continues to severely and significantly impact individuals, families, workplaces and the greater community. We need the community to stand up and say this is not good enough, we need action and we need an increased national focus to stop family and domestic violence.

Most importantly I would like to recognise the brave, courageous and resilient women we walk alongside and also the women who are in abusive relationships today. There are people who care, there is hope and there is opportunity. You can have safety and peace. I also recognise the women, children and men who have lost their lives due to family and domestic violence – we will not stop, we will persevere.



1.3 Chief Executive Officer Report

Family and domestic violence is not acceptable. We need empathy, education, accountability and we need change. We look forward to continuing to contributing to the conversation in the community, at a state and national level on the prevention, intervention of family and domestic violence and how we can have a positive impact on the safety of everyone.

Congratulations and thank you once again to our dedicated and values driven team at Zonta House. Thank you to our Chairperson Leanne, the Committee and Sub-Committees for your unwavering support and guidance. I look forward to working with you all and our supporters in the year ahead to achieve our purpose to improve the lives of women and their families who have experienced, or are at risk of experiencing, family and domestic violence.

Kelda Oppermann





*“...the little things we do, the gentle acts of kindness create
Tsunamis of change that affect generations to come.”*

ZH Employee



*“When I arrived at house, first day, I was tired
I was tired for many, many years
Zonta, you took care of me*

*I was thirsty
Zonta, you gave me a cup of tea
I was thirsty for kindness and a hug
Zonta, you embraced me*

*I wanted a shoulder to cry on Zonta, you offered me one
All of my life I was surrounded with cunning and witty people
And believed that the whole world is like that
Until I met you, Zonta*

*Zonta, you made me believe that humanity still exists
Please never change, and continue to do what you are doing.”*

Survivor



Achievements



Refurbishment and launch of
The Lois Goodram Centre with **110**
of our supporters.



Introduction of an internal
Staff Recognition Program.

Partnership with WANADA
in workforce capacity building
program to improve responses and
practice relating to drugs and alcohol.



Launch of the **Friends of Zonta House**
relationship program.



Bankwest Social Media Capacity building grant
to work with Hancock Creative to develop and
implement an annual social media strategy to
increase reach and community engagement.

New programs implemented
Future Employment Connections
for Multicultural Women and
commencement of **Parenting and**
Reintegration support for women in
Bandyup and Boronia prisons.



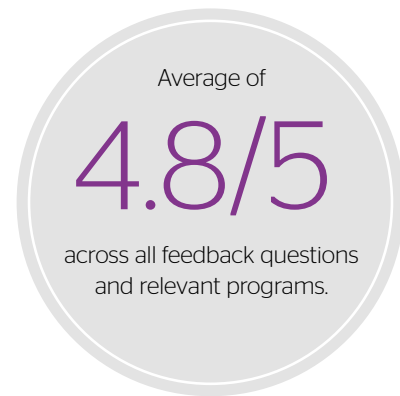
2018 Western Australia
Telstra Business Awards
Finalist in Social Change
Maker category.



2018 Community Service
Excellence Awards Finalist
in Medium Size Organisation
category.



Over
\$13,000
raised in fundraising and
\$70,000
donations received.



\$60,000
of in-kind support to
refurbish the refuge.

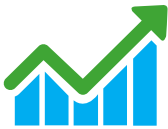


Over **100** volunteers
and **22** student
placements.

Achievements



Significant progress in achieving Operation Plan objectives linked to **2017-2020 Strategic Plan.**



Increase in in-kind and monetary donations from the community (**166** in-kind donations and **80** monetary donations).



Program contracts maintained.



Formalised partnerships in best interests of target group.



283
women accessed supported accommodation.

18
women provided with specialist study and employment case management.

26
community awareness sessions to over 1120 people.

48
education programs facilitated with 522 attendances.

79
women provided specialised mental health and alcohol and other drug appointments over 380 sessions.

59
coaching sessions.

50
women provided with comprehensive case management in the community.





1.4 Treasurer's Report

Zonta House has had a good 2017/2018 financial year as we continue to build a resilient organisation to enable us to support our clients and to provide holistic support through our Positive Pathways Program.

The financial statements for Zonta House have been audited by Alastair Abbott of Australian Audit Group Pty Ltd, who also prepared a special purpose financial report as at 30 June 2018. Our surplus this year was \$432,165, which was largely a result of the \$384,354 capital grant received from Lotterywest to renovate and furnish the new Zonta House Refuge Headquarters. This grant was spent throughout the 2018 year, however a majority of these costs are now sitting as assets on the balance sheet as 'Property, Plant and Equipment'. The headquarters land and building were purchased by The Buff Denny Trust, as a result of a significant donation received previously from Lois Goodram.

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 to Zonta House and is managed by Women's Outreach Services Pty Ltd, whose Board comprises of members of Zonta House. It is named in recognition of one of our major supporters, Elizabeth Fitzgerald, also known as Buff Denny.

We have continued to pursue opportunities for alternative funding with private, community and corporate interests, as well as assessing appropriate fee-for-service approaches, to secure the long term sustainability of our Positive Pathways Program. We acknowledge and are extremely thankful to the ongoing support of the Department for Communities, Scanlon Foundation, Mental Health Commission, Department of Justice and Lotterywest and our private, corporate and community supporters who provided funding and enable Zonta House to continue its mission including, but not limited to, Lois Goodram, the Wheeler Charitable Foundation; Make a Difference Foundation WA, the Zonta Club of Perth, Northern Suburbs and Swan Hills; Rotary Clubs, Threads of Change, the Bankwest Foundation and our many other supporters.

We also acknowledge the enthusiastic efforts of our staff and the External Relations Committee members in our fundraising events. Gabriella Del Borrello and Rachael Chenhall continued to provide excellent support during the year in the finance function praised by both the Zonta House team and our auditors for their diligence. I would also like to acknowledge the members of the Finance Committee - Gail Curtis, Hilary Hunt and Ute Schierhorn - for their significant commitment and valuable contributions. My final thanks goes to our CEO, Kelda Oppermann, who has been invaluable in driving our strategy, ensuring financial governance in the organisation and seeking out opportunities to continuously secure the future of Zonta House to enable us to provide valuable life changing services to those that need them long into the future.

As Treasurer of the Zonta House Refugee Association Inc. I recommend our audited financial statements to our members.

Sarah Josey



1.5 Auditor's Report

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 2018

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc for the year ended 30 June 2018 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: 4 October 2018

1.5 Auditor's Report

Zonta House Refugee Association Inc ABN: 86 136 100 855

Abridged financial report for the year ended 30 June 2018

	2018	2017		2018	2017
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2018			FOR THE YEAR ENDED 30 JUNE 2018		
CURRENT ASSETS			Grants	1,439,529	1,084,455
Cash assets	665,632	498,710	Client contributions	206,433	221,021
Receivables	63,297	41,054	Fundraising	122,584	135,612
TOTAL CURRENT ASSETS	<u>728,929</u>	<u>539,764</u>	Interest income	5,743	4,130
NON CURRENT ASSETS			Other income	1,535	219
Property, plant & equipment	447,598	131,119	Employment expenses	(1,247,494)	(1,030,711)
TOTAL NON CURRENT ASSETS	<u>447,598</u>	<u>131,119</u>	Program expenses	(173,971)	(171,912)
TOTAL ASSETS	<u>1,176,527</u>	<u>670,883</u>	Administration expenses	(228,242)	(156,783)
CURRENT LIABILITIES			Motor vehicle expenses	(21,583)	(16,404)
Payables	244,513	204,163	Depreciation	(51,562)	(22,536)
Provisions	54,950	27,805	Other expenses	(2,885)	(14,761)
TOTAL CURRENT LIABILITIES	<u>299,463</u>	<u>231,968</u>	PROFIT/(LOSS)	<u>50,087</u>	<u>32,330</u>
NON CURRENT LIABILITIES			Lotterywest - Capital grants	384,354	-
Non-current provisions	15,476	9,492	Loss on disposal of assets	(2,276)	-
TOTAL NON-CURRENT LIABILITIES	<u>15,476</u>	<u>9,492</u>	Other comprehensive income	-	-
TOTAL LIABILITIES	<u>314,939</u>	<u>241,460</u>	Total comprehensive income	<u>432,165</u>	<u>32,330</u>
NET ASSETS	<u>861,588</u>	<u>429,423</u>			
EQUITY			STATEMENT OF CASH FLOWS		
Retained earnings	453,476	376,153	FOR THE YEAR ENDED 30 JUNE 2018		
Reserves	408,112	53,270	Cash flows from operating activities		
TOTAL EQUITY	<u>861,588</u>	<u>429,423</u>	Receipts from operations	1,753,581	1,485,972
			Payments to suppliers and employees	(1,196,702)	(1,357,160)
			Net cash generated by/ operating activities	<u>556,879</u>	<u>128,812</u>
			Cash flows from investing activities		
			Purchase property, plant & equipment	(385,214)	(21,805)
			Interest received	(5,743)	4,130
			Proceeds from disposal of property plant and equipment	1,000	-
			Net cash generated by/ (used in) investing activities	<u>(389,957)</u>	<u>(17,675)</u>
			Cash flows from financing activities		
			Net cash generated by financing activities	-	-
			Net increase in cash held	<u>166,922</u>	<u>111,137</u>
			Cash at beginning of financial year	<u>498,710</u>	<u>387,573</u>
			Cash at end of financial year	<u>665,632</u>	<u>498,710</u>

NOTES

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

Zonta House



Zonta House
Refuge Association
Safe Supportive Respectful



♥ 19,840 likes

@zontahouse #zontahouse #nfp #perthcharity
#stoptheviolence #domesticviolence



Our Programs





Zonta House utilise a number of measures to analyse service quality, effectiveness and impact. This includes demographic data, feedback forms a life matrix and psychometric assessments at intake and exit. Psychometric assessments used include:

DASS21

The Depression, Anxiety, and Stress Scales - Revised 21 (DASS21) is a 21 item self-report scale which is able to discriminate distress experienced by depression, anxiety, and general stress symptomology. High scores correlate with higher levels of distress.

K10

The Kessler 10 (K10) is a ten item self-report scale which determines the level of non-specific psychological distress of individuals. High scores correlate with higher levels of distress.

Life Matrix

The Life Matrix measure was developed by Zonta House as a means to collect a snapshot of information pertaining to client quality of life. Our clients completed the Life Matrix on entry and exit. The measure provides an overall score for quality of life, and 13 subscale domains.



2.1 Supported Accommodation

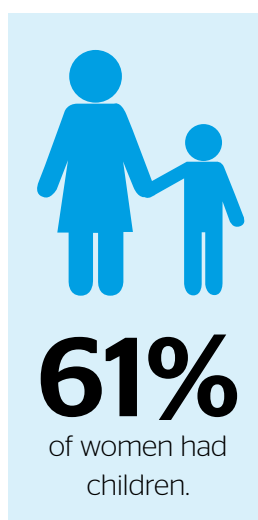
CRISIS ACCOMMODATION

Zonta House offers 24/7, crisis accommodation for single women over 18 providing 16 crisis beds over two sites. During 17/18, 224 women accessed the crisis accommodation service and 98% reported they were at risk of or experiencing family and domestic violence.

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 of informal counselling, advocacy, referrals and support.

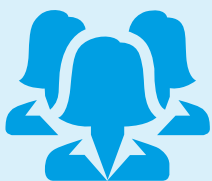
All women enter the service through the on-site crisis centre which offers clients access to shared accommodation, meals, laundry facilities, phone and internet, emergency clothing, toiletries and personal items with 24/7 support provided.

Off-site crisis accommodation provides single rooms, computers and 24/7 phone access to support staff. The off-site crisis accommodation is based on 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.



224	women accessed crisis accommodation with an average stay of 19 days.
98%	of women presented at the service due to family or domestic violence.
24%	of women identified as Aboriginal and/or Torres Strait Islander.
27%	of clients identified as culturally and linguistically diverse.
50%	of women had a diagnosed mental health condition.
34%	of women reported having a previous or current alcohol and other drug issue.
20%	of women had been in hospital in the prior 12 months.
25%	of women were referred from Crisiscare.
33%	of women had accessed Zonta House accommodation previously.
7%	of women were studying and 13% of women were employed.
54%	of women reported not returning to a previously abusive relationship upon exit.
10%	of women were seeking ongoing support for their relationship upon exit.
19%	of women exited to accommodation with friends and family and 13% to transitional accommodation and 13% returned to their own homes.
69%	of women were between 25-44 years of age.

2.1 Supported Accommodation



44

women have been supported in this program

JACARANDA COMMUNITY CENTRE FINANCIAL COUNSELLING

The partnership with Jacaranda has been of significant benefit to the women and Zonta House by providing specialised financial counselling support and advocacy. Experienced accredited Aboriginal Financial Counsellor, Clarissa Hart continues to attend the Crisis Centre on a weekly basis for one-on-one financial counselling sessions. Clients are supported with advocacy for debts and strategies for managing their income. Jacaranda is also very supportive with using their Emergency Relief to assist with large debts, ingoing costs for long term housing and everyday living expenses for our clients. Many women who enter the service have been financially abused and this service allows them to regain financial independence. Clients can get the benefit of financial counselling without having to leave the Crisis Centre, which for some can be a daunting experience.

116	sessions
65%	utilised Jacaranda emergency relief
4	Finance Skills Education Programs at Positive Pathways



6

clients attended formal counselling sessions.

PALMERSTON

Zonta House and Palmerston commenced a new partnership in April 2018. Two trained alcohol and other drug counsellors from the Palmerston Aboriginal Team attended the Crisis Centre on a weekly basis for either informal yarns or structured counselling sessions, based on the needs of the client in a 14 week trial.

Palmerston committed to a 14-week schedule of visits. Each visit resulted in informal yarning with clients in the Crisis Centre.	
1	client attended an appointment twice in two separate weeks.
1	client had a further referral made to the Matera Foundation. This client gained full-time employment from this opportunity.

2.1 Supported Accommodation

TRANSITIONAL ACCOMMODATION

Transitional housing is provided to women who seek additional supports and or have been unable to secure suitable supported, safe housing and or affordable options after residing in crisis accommodation. Zonta House has 32 short, medium transitional beds for women for up to 6 months, accessed by 59 women in 17/18.

Transitional housing gives women the opportunity to have continued support and live in safe affordable accommodation once exiting crisis accommodation. During this time women are supported and encouraged to engage in further education, gain employment and link in with necessary services to support and advocate with their individual needs and future goals and plans. This includes support and assistance to continue attending ongoing groups, workshops and counselling with Positive Pathways.



48%

decrease in mental health distress from intake to exit and a **12%** increase in quality of life.

59	women provided with support and accommodation.
12.5%	of women identified as Aboriginal and/or Torres Strait Islander.
65%	identified as culturally and linguistically diverse.
60.1%	identified as having a mental health issue.
47%	of women were aged between 25-44 years of age.
94%	of women accommodated were referred to the Positive Pathways program.
51%	of women exited into a private rental.

2.2 Community Awareness

Zonta House facilitated community awareness sessions to a vast array of organisations and community groups. The purpose of the sessions was to educate the community and raise awareness of family and domestic violence and the resulting impacts on mental health and homelessness. This is key to prevention and intervention of family and domestic violence. The audiences included men and women from corporate, government, education providers, students, community groups, job service providers, legal and health organisations.

26 community awareness sessions and guest speaking events facilitated to over **1120** participants.

2.3 Positive Pathways

Positive Pathways provides much more than education – it is a holistic integrative approach looking at physical and emotional health and practical life skills support.

POSITIVE PATHWAYS TO SAFETY FOR WOMEN AND THE COMMUNITY

In 2017/2018, Positive Pathways facilitated two semester training calendars with a mixture of half day, one day and weekly programs running three days a week. Positive Pathways workshops assist in prevention and recovery through preparation for further education, training and employment promoting financial sustainability and independence. From January 2018 our workshops were facilitated at our new premises which has seen an increase in ongoing attendances for the program.

The program provides informative, fun and interactive workshops with our partners in a safe and welcoming environment to women in the community, with referrals received internally, from other refuges and family and domestic violence services, community organisations and individuals. 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, Understanding Trauma, TAFE and Job Readiness workshops, Parenting programs; Making Connections, Disciplining with Love and Creating Routines and the Magic Coat with Di Wilcox. The sessions include guest speakers, referral opportunities and complimentary services. We partnered with other service providers to deliver the programs. This year also saw the introduction of informal workshops in school holidays, which were developed with the women and staff.

The biggest benefit to women is the sense of community, belonging and acceptance a participant feels from taking part in the Positive Pathways program. Participating in the courses they feel valued and connected. It is something that has been developed specific to their needs and is their space. The programs give women a sense of purpose and hope; and can completely alter their direction and outlook on life.

As evidenced in the qualitative and quantitative feedback, women feel safe and heard. Trust is built in our support staff and the external service providers who we work with to co-facilitate content and provide warm referral pathways.

Positive Pathways provides much more than education – it is a holistic integrative approach looking at physical and emotional health and practical life skills support. Through donations provided to Zonta House women who attend can access items such as food, toiletries and clothes.

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.

46	Education Programs (96 individual workshop sessions)
389	women referred
504	attendances (plus 14 children to Magic Coat)
59	coaching sessions
117	hours of inter-agency support and 31 referrals facilitated to external organisations
15%	of women identified as Aboriginal and/or Torres Strait Islander.
37%	of women referred were born outside of Australia.
54%	of women had a diagnosed mental health issue.
25%	of women attending had a current substance use issue.
49%	of women identified as homeless.
76%	of women were currently experiencing or had previously experienced FDV.
36%	of women were experiencing legal issues at the time of referral.
32%	of referrals to the program were internal, 32% from another community service organisation and 26% from other refuges.
54%	of women were aged between 26-40 years of age.
Feedback form average across all questions: 4.8/5.	
For the women participating in relevant programs there was a 35% decrease in mental health distress.	
8 children were supported with one on one coaching with Di Wilcox thanks to Make a Difference Foundation WA.	



2.4 Safer Pathways for Women and Children

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. This support is varied and tailored to the families' needs and individual situations.

Safer Pathways provides intensive and specialised case management to women on an outreach basis over a 12 week period. The program works holistically in conjunction with other services, family members, supports and Housing Authority.



42%

decrease in mental health distress and **9.5%** increase in quality of life from intake to exit from the program.

28 women and families supported through case management.

The average age of the women accessing support was **36** years.

35% of women identified as Aboriginal or Torres Strait Islander.

12% identified as culturally and linguistically diverse.

82% identified as having a mental health issue.

In a post exit survey **80%** of women felt safer in their homes and **100%** of women recommend the program to others.

Feedback form average across all questions: **5/5**.



2.5 Dual Diagnosis and Crisis Accommodation Integration Plan



The increasing number of women affected by alcohol and other drugs and complex mental health issues was the catalyst for this pilot program in collaboration with the Department of Justice and the Mental Health Commission. The project aims to increase successful outcomes for women experiencing family and domestic violence who have comorbidity related issues and or have been affected by alcohol and other drugs. The program has built strong partnerships and acts as a holding and brief intervention model for women accessing our services. The partnerships have been vital in ensuring that prompt, specialised services are advocated for and provided. Staff are highly qualified and provide specialised trauma informed responses, informal counselling, referrals, advocacy and transport. The program works in conjunction with the accommodation case managers.

This pilot program runs from May 2017 to April 2019.

380	sessions provided.
2	Understanding Trauma workshops facilitated through Positive Pathways.
52%	of women identified as culturally and linguistically diverse.
37%	identified as Aboriginal and/or Torres Strait Islander.
62%	decrease in mental health distress from intake to exit.

2.6 Future Employment Connections For Multicultural Women

Future Employment Connections for Multicultural Women provides tailored and comprehensive employment and training support for individuals who have experienced family or domestic violence with the overall goal of economic independence. Through the pilot, Zonta House has consulted with the beneficiary group both individually and in group sessions. The groups have expressed different barriers they face in seeking employment, feeling unqualified and having low confidence. They have expressed that they wished that they could get opportunities to study, to learn and gain extra skills and knowledge, so they could become independent. The pilot is running from January to December 2018, with women in the program achieving tangible outcomes toward economic independence.

The program has established partnerships with services providers with specialist work experience and volunteering pathways in the best interest of the safety and wellbeing of participants. Zonta House has engaged with existing women's social enterprises for opportunities for participants, dependant on their individual training or employment goals. (*program delivery commenced in January)

2.6 Future Employment Connections For Multicultural Women



10

women now have work experience, **3** people are volunteering and **5** people are employed.

18	women engaged in the program.
95%	of women identified as culturally and linguistically diverse.
42	referrals have been made to external partners for job service providers, volunteering organisations and enterprises for employment, work experience and volunteering opportunities. Women attended 7 workshops with 42 attendances.
4	have exited the program - 2 exited due to employment and 2 are studying.
12	people assisted with producing resumes and 13 with cover-letters.
6	people assisted with police clearances, 3 with working with children checks and 9 first aid certificates.
Of the 4 people exiting there was on average a 42% decrease in mental health distress from intake to exit and 23% increase in quality of life.	

2.7 Adult Justice Parenting and Reintegration Support - ReSet

Zonta House partners with Centrecare Inc. in the Wungening Aboriginal Corporation led ReSet Adult Justice collaboration. From April, Zonta House has staff employed in this program providing parenting and reintegration support to women in and leaving women's prisons in the Perth Metro area. Zonta House's contribution is extensive case management, group facilitation, education programs and expertise in working with women who have experienced family and domestic violence (*program delivery commenced in May).

Reintegration	
22	clients
54	appointments
Parenting	
4	individual clients
2	Parenting workshops (18 attendances)



2.8 Feedback

"Zonta House feels like home to me. I will miss that house, you are all supportive and feel like you are all angels."

"I was smiling all the way driving here, knowing that there would be no judgement and the atmosphere would be a loving friendly one. So at home."

"[Case Manager] was a blessing and an angel! She has helped me out immensely and I am extremely appreciative and happy!" "[Case Manager] was always so friendly and helpful, I always felt comfortable and safe with her" "Having the support. I would have liked it to go longer. To know that I'm not alone. That there are things people in my situation can do"

"One of the best ladies I've come across everything she has done for me couldn't of asked for more. So supportive I think she deserves a medal for all her work. Never will I forget her kindness and attitude. Love you [case manager] god bless you

"[Case Manager] was fantastic. It was so good having someone to listen to me and to talk to who actually cared about us other than my mum. I got more support than I expected."

"The courses were amazing. [Case Manager] was so supportive. I now have ongoing work. It's great to know they are always there even if I have exited the service."

"[Case Manager] was a great worker. The workshops were also great. Being able to do them is good."

"The support was amazing. It was constant and it was good having someone always there who cared about me."

"Support, teamwork, feeling safe."

"Case workers - great listeners, helpful. Provision of the best service ever received. Service has been an eye opener."

"Thanks everybody at Zonta, all have taken care of me very well. After my time here I am very happy and strong, I feel more confident and stronger."

"I feel much appreciation for all people who work for Zonta House. You helped me so much from the heart with patience, friendliness and kindness to make my situation much better."

"Awesome supportive place to stay, all staff just so kind and helpful."

"The love and respect I received was too much that I can't express in words, as well as support 24/7 Zonta provided to all clients feeling personal pain."

"Good, good, good. I found Zonta as a family. I enjoyed my stay. I enjoyed the services provided."

"PP Workshops have been an excellent part of my journey. Learning so much in the way of skills about myself, relationship with family and friends. Highly recommended PP Workshops it's been the best part of my healing and moving forward process and look forward to attending each week."

"Positive workshop, would recommend it to anyone. Great insight to understanding yourself and others."

2.8 Feedback

"I met new ladies who inspired me to think positive and just keep moving forwards in life. I would most definitely recommend these services to other ladies, families. Thank you."

"I've always avoided group therapy. I got a lot out of yesterday, from arriving with a warm welcome that made a real difference for someone to feel comfortable enough to open up, share and talk. I felt we all took away something positive. I am now looking forward to attending future workshops and learning and gaining. Thank you once again."

"Knowing I have the choice to choose even if I don't have the power to control situations, at least I can choose how I react, to fix certain situations."

"That it's okay not to be perfect. That a lot of the things I do are on the right path and I have to be patient."

"I could relate well to the information. Solid information yet presented in a joyful way. Good balance, thank you for opening up possibilities."

"The staff were phenomenal; approachable, welcoming, empathetic and supportive."

"Through this course I have learnt that I am stronger than I think. I am worthy of good things and it's not my fault. I am not to blame."

"You guys are awesome esp [case manager] and [case manager]. Thank you so much for everything you have done."

"Everything was very useful I feel like I am a new person and look at everything different now."

"I want you [case manager] to stay longer than 12 weeks. Very useful but to me needs to be longer, at least one year. Needs to be longer because the problem is not only for few months, I feel safer when someone can look after me and keep an eye on me for longer – somebody knows about my situation."






Zonta House
Refuge Association
Safe Supportive Respect



Our Supporters



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Department of Justice
Department of Premier and Cabinet
Dept. Of Mines and Petroleum
LotteryWest
Mental Health Commission
Western Australia Police (WAPOL)

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PlumbXpress
Shelley Post Office
The Big Issue
Three Anjewels
Wesfarmers
Woolworths Group 107

Community

All Saints Church Floreat
Christmas Cheer Box
CWA Baldivis Belles
Essentials for Women Perth
KPMG Diversity and Inclusion Council
Lions Club of Booragoon
Lions Club of Serpentine
Mandurah Murray Mayday Club
Miss Burlesque 2017
Melville Cockburn Chamber of Commerce (MCCC)
Nations Church
Ride Against Domestic Violence (RADV) 2018
Santa Maria College
Share the Dignity Perth
St Vincent De Paul
Starting Over Support (SOS)
Student Edge
The Bahai County of Melville
The Cat Haven
Two Good Co.
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Women's Council
Zonta Club of Northern Suburbs
Zonta Club of Perth
Zonta Club Swan Hills Inc

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