



Zonta House
Refuge Association
Safe Supportive Respectful

Annual Report 2018-2019





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

Supported
Crisis
Accommodation

Dual Diagnosis
and Crisis
Accommodation
Integration

Adult Justice -
Parenting and
Reintegration
Support for
Women

Supported
Transitional
Accommodation

Safer Pathways
for Women
and Children

Positive
Pathways for
Women and
the Community

Future
Employment
Connections for
Multicultural
Women

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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. She was also the Perth Office Managing Partner until June 2019 for DLA Piper. Leanne is a member of the Australian Institute of Company Directors and the Law Society of WA.



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 Director 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 local 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 has qualifications in community psychology specializing in working with FIFO employers, 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 holding positions with diverse community organisations. 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, 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 25 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 2018 Linda joined The Humour Foundation as the Local Program Coordinator of the Clown Doctor program in WA. Prior to working with The Humour Foundation she was with The Big Issue in Western Australia to establish a new program in Perth called the Women's Subscription Enterprise. Linda is a member of the Zonta Club Perth and a member of the Australian Institute of Company Directors.



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.

1.2 Management Profiles



Kelda Oppermann

(Chief Executive Officer)

Kelda has over 13 years' experience working in the community services sector. Kelda's expertise is in leadership, business development and improvement. Kelda is committed to working in the community in particular with families that are currently/or at risk of homelessness, victims of domestic and family abuse and those experiencing mental illness. Kelda is passionate about how we can achieve better outcomes and have a greater social impact.



Angie Perkins

(Service Delivery Manager)

Angie has worked for Zonta House for over 6 years and is the Service Delivery Manager overseeing 7 program areas. Angie has been working in the community service industry for 20 years and has worked in a variety of roles in the not-for-profit and Government sector. Angie has worked in areas focusing on drug and alcohol, pharmacotherapy, homelessness, mental health, domestic and family violence and reintegration. Angie has comprehensive community service and social welfare qualifications and has a passion for women's and children's welfare and rights.



Anna Scott

(Team Leader for Refuge and Accommodation Services)

Anna has worked at Zonta House since December 2018 and is the Team Leader for Refuge and Accommodation Services overseeing two 24/7 refuges, short to mid-term transitional accommodation and recovery support programs.

Anna has worked in the Community Services sector for over twenty years in Government and Non-Government agencies internationally. Anna has held leadership positions in the FDV Sector in WA over the past five years and has managed a Lead Agency - Family Refuge and a Refuge for Aboriginal women. Anna has qualifications in Leadership and Management and is an Executive Member of the Women's Council for Family and Domestic Violence.

1.3 Chairperson Report

As always this has been another busy year for the staff and Committee members of Zonta House Refuge Association Inc (Zonta House) as it continues to work toward achieving the goals in its 2017-2020 Strategic Plan.

The organisation has now settled into its new base in Willetton, known as the Lois Goodram Centre and it feels like home to staff, Committee members and those that we support through the programs run at the Centre.

All our existing programs have continued to operate this year and receive necessary funding. Our staff numbers have increased by 25% for the coming financial year and our expected revenue has increased by 26% as we continue to grow.

Zonta House continues to partner with many organisations to deliver our programs and to support women facing domestic violence. As we grow and evolve as an organisation, these opportunities to partner with others give us access to new knowledge and skills and expertise and we are grateful to all the organisations with whom we have partnered in the last 12 months. A couple of examples include working with 16 WA organisations to put a spotlight on domestic violence and identify 5 steps the Government can take to achieve this. We also partnered with Starick, another local family and domestic violence service, to develop a joint submission to the Government's consultation process to develop a 10 year strategy for a Response to Family and Domestic Violence.

In an important milestone for Zonta House we were successful in the Department of Communities tender request for the provisions of a Family and Domestic Violence Accommodation Support Service for an interim women's refuge. This service is contracted under the joint Commonwealth/State funded National Housing and Homelessness Agreement. It is a 24/7 service accommodating up to 7 women at risk of family and domestic violence. We anticipate supporting up to 100 women a year in this new service. It was a credit to our CEO and her team to have this service up and running in only 3 weeks.

We have continued to plan for the future and have worked with Deloitte to collect and manage data in a way that will allow us to interrogate the data to support achieving outcomes and planning for the future. We very much appreciate the pro bono support from Deloitte.

Through the hard work of our staff and Committee we have also, this year, finally achieved the goal of becoming a registered Community Housing provider - Tier 3. This process has involved scrutiny of our policies and processes and we have welcomed the opportunity to reaffirm that our practices, policies and processes are in line with best practice.

The Committee this year has focused on its own renewal. There are three positions vacant at the Annual General Meeting. The Committee has invested considerable time and effort in identifying candidates for both the Committee and the Sub Committees that we believe will support the excellent work of the remaining Committee and Sub Committee members as well as the outstanding staff and volunteers. Continued renewal of the Committee is important to allow fresh ideas and new skills onto the Committee to enhance the governance and leadership of the organisation.

While I would like there to no longer be a need for our organisation to exist, that is sadly not the case. While the need remains, I am proud that Zonta House continues to innovate and focus on the support of women at risk because of family and domestic

1.3 Chairperson Report

violence. Our staff and CEO continue to deliver excellent results for our clients in a caring and supportive environment. Each of them is truly remarkable for the dedication and commitment they display each and every day. Each of our clients is truly remarkable for the bravery and resilience that they demonstrate in seeking our support.

As a Committee we would like to thank all the staff and volunteers as well as our supporters and donors for their commitment to the organisation. Without the contribution of each of you, we could not provide the tremendous support to our clients that we do. Every contribution makes a difference.

As Chair I would like to thank the members of the Committee who have worked hard to support the organisation and have made my role as Chair a pleasure. As I leave the Committee after more than 10 years, I reflect on all the achievements of the organisation in that time and hope that it continues to thrive until family and domestic violence is eradicated in our society and its purpose fulfilled.

I wish you all well in the coming year.



Leanne Nickels



1.4 Chief Executive Officer's Report

It has been a year of consolidation, consistency across our programs and stable growth. I would like to acknowledge our dedicated team at Zonta House - our staff, our Committee and supporters who are passionate about the work we do with each individual and the overall impact we can have in our community. Our achievements in 2018/19 have truly been the result of a collective effort.

At Zonta House we keep people safe and provide hope and opportunity. We provide support to women to be well, provide practical support to navigate systems - legal, counselling, financial and assist them with permanent accommodation. Our desire is to support women towards sustainable outcomes of economic independence.

Zonta House provides education and awareness raising of family and domestic violence in the community and what individuals, workplaces and groups can do to assist in the prevention of, intervention in and recovery from family and domestic violence. We are part of the local, state and national conversation about family and domestic violence and continuously seek best practice advice and research. This all contributes to making the community safer.

In 2018/19, Zonta House continued to provide services 24/7, 365 days per year. Our service contracts were extended across all programs including the Dual Diagnosis Program (now renamed Recovery Support Program) which was a 2-year pilot program, co-funded by the Department of Justice and Mental Health Commission. The program going forward will now be fully funded by the Mental Health Commission as an initiative of the state-wide suicide prevention strategy Suicide Prevention 2020: Together we can save lives. At the end of this financial year, Zonta House was successful in the Department of Communities tender request for the provision of Family and Domestic Violence Accommodation and Support Services for an Interim Women's Refuge for 12 months. The 24/7 residential service will provide an additional 7 women at risk of family and domestic violence with accommodation and support at any one time.

The outputs and outcomes achieved with minimal resources is significant. The programs at Zonta House show a decrease in women's mental health distress, improvement in quality of life and contribute to breaking the cycle of family and domestic violence. In particular our outcome measurements evidenced vast improvements in housing, support for family and domestic violence, finances, social wellbeing and legal/immigration support. Our aim is to help women achieve sustainable economic independence and engagement with their community. Whether it be supporting women to be well, accessing private rentals or to reengage with the workforce or study. What I am really proud of is that every program we offer has been developed based on the needs of the community and the women who access our services.

We highly value our existing and new partnerships with service providers and foundations who are invested in providing value driven support to the women in our services.

We continue to look at efficiencies to maximise our service delivery and to ensure women and families are adequately supported. This includes our internal systems and processes, understanding the women who access our services, ensuring our physical facilities are adequate and welcoming expert advice across our organisation.

Throughout 2018/19, we facilitated fundraising events, donation drives and hosted volunteers, student placements and participated in workforce capacity building projects. We are thankful for the support at our events such as the 2018 City of Surf

1.4 Chief Executive Officer's Report

and the Comedy Fundraiser. We saw an increase in support from people in the community of all ages and from diverse backgrounds who organise donation drives, events and make personal contributions. We are able to provide the level of care and thoughtfulness to the women and families accessing our services and our partners' services because of this generosity. It makes a significant difference.

Working in family and domestic violence is not easy - we are first hand witnesses of the significant abuse and violence taking place in and across our community. Family and domestic violence is a societal issue that requires a community response. For us to make change requires comprehensive investment across primary, secondary and tertiary prevention. The causes and drivers of family and domestic violence need to be addressed. Until a time that this occurs unfortunately there will remain the need for services that support and provides safety to victims. Whilst I am proud that the work we do for family and domestic violence has come a long way since the early 1980s, as have community attitudes, what makes me sad is that there is still the need for our services. Women and their children are still at extreme risk and suffering devastating short and long-term impacts of family and domestic violence. And for the most part the perpetrators of these behaviours are not being held to account.



We still have a long way to go in our society to make sure that 1 in 4 women and 1 in 6 men do not experience family and domestic violence in their lifetime and 1 woman a week is not murdered in our country.

This is sobering and uncomfortable but if we do not act and if we do not make this epidemic a priority in our personal lives, at our workplaces, in our families, in our communities and in our homes - this will continue.

Zonta House participated in the consultations for the West Australian 10 Year Strategy for Reducing Family and Domestic Violence and Women's Plan. We look forward to the launch and implementation of the Plan, which we hope will provide comprehensive investment to address the immediate and future needs to keep women and children safe.

Whilst this occurs I know that, where possible, Zonta House will continue to provide the safety, the opportunity and hold the hope for thousands more women. I also know our commitment to innovation and providing the best possible services to support women in recovery will continue.

The greatest joy and success for me is seeing the resilience and determination of women in our programs and it is a privilege to hold hope and walk alongside each and every individual. Seeing women regain their confidence, self-worth and supporting them to feel safe, connected and contributing to the community is rewarding. I am also motivated by our passionate, caring and highly capable staff, Committee, volunteers and community support.

In 2019/20 Zonta House will look to sustain the outcomes for women and children through funding for our programs and support provided. We will also look at how we can continue to further understand the women accessing our services, the support they need and how we as a collective can provide further safety and improved outcomes.



Kelda Oppermann



1.5 Treasurer's Report

Zonta House has had an excellent 2018/2019 financial year as we continue to build a resilient organisation to enable us to support our clients and to provide holistic support throughout our programs. 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 2019. Our surplus this year was \$37415.

Zonta House 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 Zonta House Pty Ltd, whose Board comprises of members of Zonta House. It is named in recognition of one of our supporters, Elizabeth Fitzgerald, also known as Buff Denny.

We have continued to pursue opportunities for alternative funding with private, community and corporate interests to secure the long-term sustainability of our Positive Pathways Program. We are delighted that our Positive Pathways program is fully funded for the year ahead, meaning we can provide vital coaching, training and advocacy to assist women improve their lives and prepare themselves for the future. 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, the Wheeler Charitable Foundation; the McCusker Charitable Foundation, the Stan Perron Trust, Impact 100, Threads of Change, Make a Difference WA, Australian Institute of Marine and Power Engineers, Australian Maritime Officers Union, The Maritime Union of Australian Division and our many other supporters including the broader Zonta Club network.

We also acknowledge the excellent support during the year in the finance function from Gabriella Del Borrello, Rachael Chenhall and Haley Wright who are always highly 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 and Hilary Hunt - for their significant commitment and valuable contributions during an extremely busy time. My final thanks goes to our CEO, Kelda Oppermann, whose continued professionalism, financial governance and drive to secure funding for our programs and mission enables us to provide valuable life changing services to those that need them long into the future.

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



Sarah Josey

1.6 Auditor's Report

AUSTRALIAN AUDIT

DIRECTORS:

ROBERT CAMPBELL CA, CPA, RCA, MSW

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

ALASTAIR ABBOTT CA, RCA, MFORENSIC ACCOUNTING

Zonta House Refuge Association Inc.

ABN: 86 136 100 855

Abridged audit report

For the Year Ended 30 June 2019

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc. for the year ended 30 June 2019 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: 7 October 2019

1.6 Auditor's Report

Zonta House Refuge Association Inc.

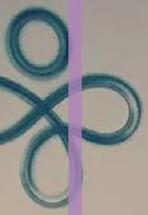
ABN: 86 136 100 855

Abridged financial report for the year ended 30 June 2019

	2019	2018		2019	2018
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2019			FOR THE YEAR ENDED 30 JUNE 2019		
CURRENT ASSETS			Grants		
Cash assets	878,252	665,632	Client contributions	1,604,796	1,439,529
Receivables	26,074	73,714	Fundraising	123,697	122,584
TOTAL CURRENT ASSETS	904,326	739,346	Interest income	9,567	5,743
NON CURRENT ASSETS			Other income		
Property, plant & equipment	398,500	447,598	Employment expenses	(1,419,460)	(1,247,494)
TOTAL NON CURRENT ASSETS	398,500	447,598	Program expenses	(193,699)	(181,698)
TOTAL ASSETS	1,302,826	1,186,944	Administration expenses	(207,166)	(220,514)
CURRENT LIABILITIES			Motor vehicle expenses		
Payables	302,900	254,930	Depreciation	(75,891)	(51,562)
Provisions	77,969	54,950	Other expenses	(1,750)	(2,885)
TOTAL CURRENT LIABILITIES	380,869	309,880	PROFIT/(LOSS)	37,415	50,088
NON CURRENT LIABILITIES			Lotterywest - Capital grants		
Non-current provisions	22,954	15,476	Loss on disposal of assets	-	(2,276)
TOTAL NON-CURRENT LIABILITIES	22,954	15,476	Other comprehensive income	-	-
TOTAL LIABILITIES	403,823	325,356	Total comprehensive income	37,415	432,166
NET ASSETS			STATEMENT OF CASH FLOWS		
EQUITY			FOR THE YEAR ENDED 30 JUNE 2019		
Retained earnings	552,112	453,476	Cash flows from operating activities		
Reserves	346,891	408,112	Receipts from operations	1,998,624	1,753,581
TOTAL EQUITY	899,003	861,588	Payments to suppliers and employees	(1,768,509)	(1,208,188)
STATEMENT OF CHANGES IN EQUITY			Net cash generated by/ operating activities		
Beginning retained earnings	453,476	376,152		230,115	545,393
Profit/(Loss) for the year	37,415	432,166	Cash flows from investing activities		
Transfer from / (to) reserves	61,221	(354,842)	Purchase property, plant & equipment	(27,062)	(385,214)
Closing retained earnings	552,112	453,476	Interest received	9,567	5,743
			Proceeds from disposal of property plant and equipment	-	1000
Beginning reserves	408,112	53,270	Net cash generated by/ (used in) investing activities	(17,495)	(378,471)
Transfer (from) / to reserves	(61,221)	354,842	Cash flows from financing activities		
Closing reserves	346,891	408,112	Net cash generated by financing activities	-	-
TOTAL EQUITY	899,003	861,588	Net increase in cash held	212,620	166,922
			Cash at beginning of financial year	665,632	498,710
			Cash at end of financial year	878,252	665,632

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.



Positive Pathways
Towards a brighter future

Zonta House
Refuge Association
Safe Supportive Respectful



Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



Positive Pathways
Towards a better future

Zonta House
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Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



Positive Pathways
Towards a better future

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Zonta House
Refuge Association
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Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



Positive Pathways
Towards a better future

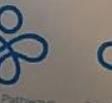
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Zonta House
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Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



Positive Pathways
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Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



Positive Pathways
Towards a better future



ZONTA HOUSE



Achievements



Chief Executive Officer was a finalist in the WA Telstra Business Women Awards for the For Purpose & Social Enterprise Category



Achieving Community Housing Provider Registration - Tier Three



Awarded Organisational Excellence in Social Work Student Fieldwork Supervision by Curtin University



Over **\$120,000** raised in fundraising and donations

Extended grant funding for Safer Pathways, Recovery Support Program, Future Employment Connections, Lotterywest ER and Positive Pathways programs

External data analysis of impact measurements by Deloitte

Implementation of new central database for all programs

Participation in over **90** forums and events

30 staff nominations for the Zonta House recognition program

Membership and participation in local, state and national forums and committees

Ride Against Domestic Violence Beneficiary

Average of **4.8** across all feedback questions and relevant programs

Friends of Zonta House



35 new Friends of Zonta House



16 new champions of Zonta House



Participated in the 2018 Chevron City to Surf with 20 of our supporters



Comedy Fundraiser with **90** of our supporters



20 students on placement over the period

In-kind support of over **\$50,000**

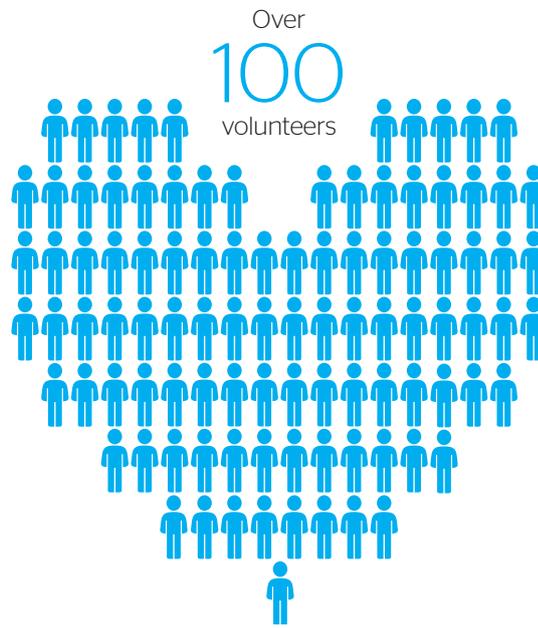
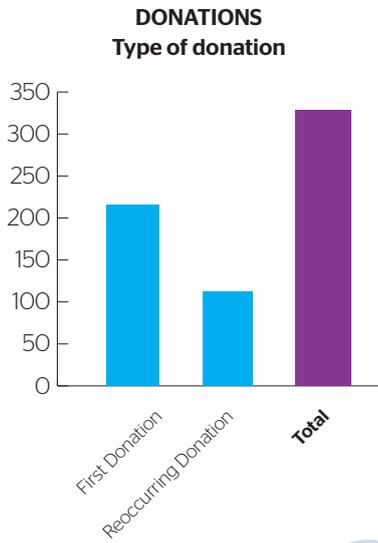
through volunteer days and project work



Increase in in-kind and monetary donations from the community -

182 in-kind and **143** monetary

Achievements



@zontahouse #zontahouse

Instagram increase of **590** followers over the financial year, which is a **206%** increase - as at 30th June 738 followers



@zontahouserefuge

Facebook increase of **739** likes over the financial year, which is a **42%** increase - as at 30th June 2510 likes

Zonta House Service Summary

278 women access supported accommodation	28 women provided with specialist study and employment case management	50 community awareness sessions to 3728 people
53 education programs facilitated with 684 attendances	86 women provided with specialist mental health and alcohol and other drug appointments over 479 sessions	44 coaching sessions
35 women provided with comprehensive case management in the community	43 women provided with parenting support in prison	61 women provided with support to reintegrate into the community from the adult justice system



Our Programs



2.0 Our Programs

Our Programs

Statistically significant statistics reported only

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 18/19, 208 women accessed the crisis accommodation service and 99% 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.



208	women accessed crisis accommodation with an average stay of 19.8 days
99%	of women presented at the service due to family or domestic violence
26%	of women identified as Aboriginal and/or Torres Strait Islander
32%	of clients identified as culturally and linguistically diverse
50%	of women reported a diagnosed mental health condition on intake
32%	of women had been in hospital in the prior 12 months
8%	of women were studying and 11% of women were employed
59%	were at Serious Risk of harm
22%	of women exited to accommodation with friends and family, 17% to other refuges or crisis accommodation providers, 10% to a private rental or Housing Authority property and 15% returned to their own homes
64%	of women were aged between 25-44 years of age

For the women participating in the exit assessments there was a **37%** decrease in mental health distress from intake to exit and **10%** increase in quality of life.

2.1 Supported Accommodation



37
women have been supported in this program

Jaccaranda Community Centre

The partnership with Jacaranda has been of significant benefit to the women and Zonta House due to having specialised financial counselling support and advocacy. An experienced accredited Financial Counsellor 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. Many women who enter the service have been financially abused and this service allows them to regain financial independence and be provided with expert, culturally secure supports. Many women continue to engage with Jacaranda post being accommodated in the service. Clients can get the benefit of financial counselling without having to leave the Crisis Centre.

4	group workshops at Positive Pathways to 22 women
60%	utilised Jacaranda emergency relief
145	sessions

Palmerston

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. The team have attended the crisis centre on 35 visits:

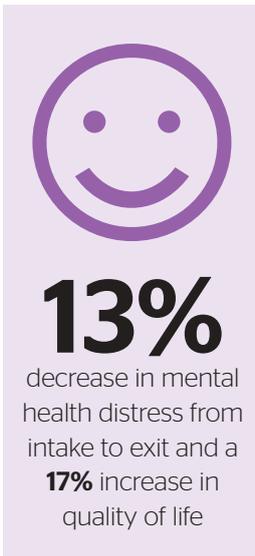
15	clients
6	Indigenous
9	non-indigenous
2	successful outcome with two clients gaining employment

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 24 short, medium transitional beds for women for up to 6 months, accessed by 41 women in 2018/2019.

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.

2.1 Supported Accommodation



41	women provided with support and accommodation
75%	identified as culturally and linguistically diverse
84%	voluntary exit
44%	identified as having a mental health issue
60%	of women were aged between 25-44 years of age
81%	of women exited were referred to the Positive Pathways program
55%	of women exited into a private rental

Zonta House has accommodated 29 women who have exited directly from prison into shared accommodation in our transitional program. Zonta House has 8 short term beds for women for this program. The Re-Set reintegration team provide case management support in collaboration with Zonta House.

29	women accommodated with an average stay of 56 nights.
100%	of women had experienced or at risk of family and domestic violence.
14%	were employed.
57%	of women identified as Aboriginal and/or Torres Strait Islander.
12%	of women identified as culturally and linguistically diverse.

2.2 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.

2.2 Safer Pathways for Women and Children

35	women and families supported through case management
The average age of the women accessing support was 33 years.	
55%	of women identified as Aboriginal or Torres Strait Islander
5%	identified as culturally and linguistically diverse
85%	identified as having a mental health issue
In a post exit survey 50% of women felt safer in their homes and 100% of women recommend the program to others.	

There was a **22.6%** decrease in mental health distress and **7.7%** increase in quality of life from intake to exit from the program.

2.3 Dual Diagnosis Program

Dual Diagnosis Program

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 pilot has successfully received 1.5 years of additional funding to continue the service which will now be named the "Recovery Support Program".

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.

86
women provided with support

479	sessions provided
9	trauma workshops facilitated through Positive Pathways
29.5%	of women identified as culturally and linguistically diverse
16%	of women identified as Aboriginal and/or Torres Strait Islander
38%	of women were referred to ongoing mental health supports

There was a **64%** decrease in mental health distress from intake to exit for women accessing the program.

WAWA



Woman on the left: Dark hair, white jacket, black pants, white sneakers, black bag.

Woman in the center: Blonde hair, purple polo shirt with 'Zonta House' logo, black pants, white sandals, holding a white tray of food.

Woman on the right: Short reddish hair, white t-shirt with geometric pattern, light blue jeans, silver sandals, watch on left wrist.

2.4 Positive Pathways

Positive Pathways

In 2018/19, 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.

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; Building Self Esteem through self compassion, Building Resilience, Keeping Safe, Fostering Healthy Connections, Finance Skills, Yoga and Sound Therapy, Understanding Trauma, Job Club, 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.

43
Education Programs
(105 individual workshop sessions)

151	women referred
624	attendances
44	coaching sessions
85	hours of inter-agency support and 14 referrals facilitated to external organisations
16%	of women identified as Aboriginal and/or Torres Strait Islander
20%	of women referred were born outside of Australia
60%	of women had a diagnosed mental health issue
15%	of women attending had a current substance use issue
43%	of women identified as homeless
69%	of women were currently experiencing or had previously experienced FDV
28%	of women were experiencing legal issues at the time of referral
34%	of referrals to the program were internal, 39% from another community service organisation and 16% from other refuges
49%	of women were aged between 26-40 years of age

For the women participating in relevant programs there was a **17%** decrease in mental health distress.

2.4 Positive Pathways

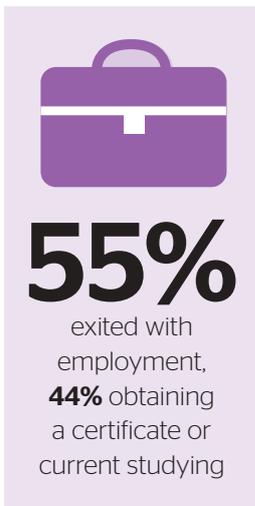
Positive Pathways APP

The Positive Pathways Safety and Well Being APP, was 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.

2.5 Future Employment Connections for Multicultural Women

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. 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.



28	women engaged in the program
199	sessions attended
93%	of women identified as culturally and linguistically diverse
44	referrals have been made to external partners for job service providers, volunteering organisations and enterprises for employment, work experience and volunteering opportunities
100%	of participants have current resumes and cover letters
4	women have exited the program - 2 exited due to employment and 2 are studying
7	people assisted with police clearances, 2 with working with children checks and 3 TAFE course fees and 10 driving lessons
100%	are happy or very happy with their current employment situation

For the women who exited the program there was an **8%** decrease in mental health distress and **18%** increase in quality of life from intake to exit from the program.

2.6 ReSet - Adult Justice Reintegration and Parenting Programs

ReSet - Adult Justice Reintegration and Parenting Programs

Zonta House partners with Centrecare Inc. in the Wungening Aboriginal Corporation led ReSet Adult Justice collaboration. Zonta House has staff employed in this program providing parenting and reintegration support to women residing in and/or leaving prison 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.

Parenting

29	women supported
10	parenting workshops
Nursery visits supporting mums and their children	

Reintegration

61	women supported
300	individual appointments

2.7 Community Awareness

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.

During 2018/19 Zonta House facilitated **50** sessions to **3728** people.



2.8 Feedback

"I found my power. I find that I can do many things for myself that before I never tried to do."

"Thank you for all your help, I felt extremely supported here. It is a very lovely house and I felt safe. Thank you."

"Everything was great working with Zonta, I really appreciate it. The support has been helping me a lot and helping me with some of the things I need"

"A great starting point to understanding normal reactions to abnormal situations. The course covered a lot but gave lots of practical exercises to take away and use everyday. I learnt a variety of grounding techniques to practice for when a situation arises, and also to help me maintain being present in the now, to be grounded and mindful each and every day."

"The workshop was very encouraging to value myself and to work on my skills of self-resilience. It has given me some practical skills and exercises to use and implement in everyday situations, teaching me my assertive rights and that it is okay to say no."

"I am worthy. My past doesn't define me, it has made me stronger, it has given me the power to see my value and know that I am enough. I am learning to self-love, recognise and value my strengths and attributes."

"How much a single workshop such as this outstanding sound therapy, can make a huge impact on body, mind and spirit. The workshops are helping me to reconnect to my body, understand and take more control of my mind and emotions. I'm learning more self love and self compassion and to value the person that I am."

"It was amazing when asked to pick my top six strengths, how many strengths that I have but hadn't acknowledged. The activity really lifted my self esteem and brought to the surface some of my buried confidence. That was empowering."

"There is no doubt in my mind that without Zonta House and [Case Manager] I would still be a complete wreck struggling on many levels. I feel privileged by the quality of care I received at your disposal. Thank you sincerely"

"For me asking for help from you guys was really good, I wouldn't be here if it weren't for you. Good support. I know that you guys did most of the job and you helped me. Like just the advice you were giving was good and encouraging"

"You guys at Zonta House have been amazing and I can't thank you enough for everything you have done. I get to be united with my baby boy because of Zonta House. Thanks guys."

"I am thankful for everything Zonta supported me with anything and they helped me with my medication so much and treated me so well. They respect me as an adult and my religion. Understanding my situation very well with caring, respect and more. I am very happy I have stayed in Zonta House without fearing or worry of anything. Zonta has given my freedom back as well as supported my independence. I am able to live and able to breath properly with smile. Thank you, Zonta and all supporting team. May God bless you all with peace, success and happiness."

"I found the staff here at Zonta to be wonderful and the support, encouragement and effort put into myself really gave me the extra time to stay on task at Zonta House. Myself and my soon to arrive son would not have been able to accomplish all that we have without you."

"I am truly grateful and honoured to have been able to spend the last month here. You have truly played a big role in my life in so many areas and I will miss being here and seeing and talking with you all. Thank you so much Zonta House, you truly are my angels. Thank you for believing in me."

"They have helped me enormously and I have been able to start up my life again. I feel better with/about myself."



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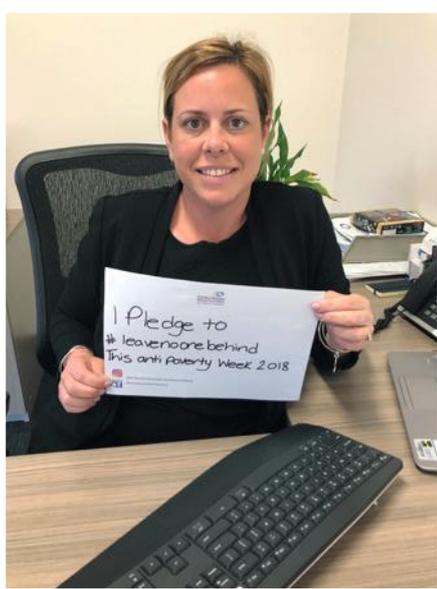
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