



Zonta House
Refuge Association
Safe Supportive Respectful

Annual Report
2022-2023





Our Purpose

Improve the lives of women and their families who have experienced 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 Programs

- Adult Justice; Accommodation, Reintegration and Parenting
 - Emergency Relief
 - Empowerment through Education
 - Future Employment Connections
 - Partnering in Prevention
 - Positive Pathways to Safety for Women and the Community
 - Rapid ReHousing Program
 - Recovery Support
 - Safer Pathways for Women and Children
 - Supported Refuge Accommodation
 - Supported Transitional Accommodation
 - Zonta House FDV Mobile Outreach
-



Like us on Facebook: @zontahouserefuge



Follow us on Instagram: @zontahouse #zontahouse



Connect via LinkedIn



Acknowledgement of Country

Zonta House acknowledges the traditional custodians of this land, the Wadjuk Noongar people, and pay respects to Elders past and present. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples, their unique cultural and spiritual relationship to the land, waters and seas, and their rich contribution to society

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3. OUR SUPPORTERS 46

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Executive Reports



Recovery support has assisted me tremendously where I am more mentally and emotionally stronger.

I never felt alone my concerns were validated.

I managed to control as much as possible my anxiety with the breathing techniques you have provided me with.

Thank you for providing this opportunity and safe space.

I feared a lot. I feared about life and how to live and keep a healthy woman.

I'm confident and happy I feel strong.

Able to reach my goals weekly and didn't know I could.

Parenting and dealing with your emotions and strength to your kids. I get lots of ideas and plans through this program.

Workshop gave me Knowledge about how I can find way to accept my fears.

Thank you it really means the world, a reminder that people care. I am overwhelmed, thank you so very much! I am so glad Santa can come.

I was devastated because of the terrible experience from my ex-partner, Zonta House accepted me with open arms and supported me.

So much help, always Zonta help me. I came with nothing.

Zonta House Committee

For more information on our Committee please visit our website: www.zontahouse.org.au



Melanie Hay
Chairperson



Chantelle Thom
Vice Chairperson



Sarah Josey
Secretary



David Hickmott
Treasurer



Gail Curtis
Committee
Member



Linley Buchanan
Committee
Member



Stephanie Black
Committee
Member



Jasmine Kadic
Committee
Member -
February 2023



Jodie Wyatt
Committee
Member -
May 2023



Rebecca Taseff
Committee
Member -
November 2022



Glenda Scott
Committee
Member
Resigned
January 2023



Rosemary Donovan
Committee
Member
Resigned May
2023



Charmaine Tsang
Committee
Member
Resigned August
2022



Patrick Bovet
Treasurer
Resigned October
2022

Sub Committees

Finance Sub Committee

David Hickmott – Chairperson
Sarah Josey
Kelda Oppermann, CEO
Anna Scott, Operations Manager
Helen Madders, Accountant
Tanya Jones, Bookkeeper

External Relations Sub Committee

Linley Buchanan - Chairperson
Chantelle Thom
Mark Trupp
Mary Gurgone
Anne-Marie Farley
Elena Brand
Kelda Oppermann, CEO
Ella Kent, Communications and Engagement

Governance Sub Committee

Janice Dudley- Chairperson
Priscilla Nguyen
Rebecca Taseff
Jodie Wyatt
Mandy Brown
Kelda Oppermann, CEO

Strategic Projects Sub Committee

Gail Curtis - Chairperson
Melanie Hay
Jasmine Kadic
Fiona Lethbridge
Stephanie Black
Elizabeth (Liz) McLeod
Kelda Oppermann, CEO
Natalie Walschoffer, Project Officer



It is with somewhat mixed feelings that I note that this last year for Zonta House Refuge Association (Zonta House) has been one of further growth, which has continued against the backdrop of an epidemic of family and domestic violence in Western Australia. I would like to acknowledge the memory of those women killed and the devastating impact of family and domestic violence on women and their families. I would also like to commend all of the exceptional specialist service organisations, such as Zonta House, that do their very best to support these brave women and their families.

Whilst the operating environment is incredible challenging, we know that our services have an impact and I thank our inspirational CEO, Kelda Oppermann and all of the Zonta House team for their tireless work in advocating for change and their unceasing care and support to improve the lives of women affected by family and domestic violence.

Zonta House strives to continuously improve its services and therefore it was a significant accomplishment to achieve this year National Mental Health Accreditation. A considerable amount of work from all levels went into ensuring that the organisation met the detailed criteria that underpinned the [10] standards required to achieve this accreditation, and will provide all stakeholders with confidence on the quality of services provided by Zonta House.

Last year Zonta House undertook a Social Return on Investment Report and the organisation continued this year to disseminate and communicate the results to a broader group of stakeholders, including through the production of a [video] that highlighted the strong social return on investment.

There were also a number of recommendations contained in the Report, including for Zonta House to expand its service offering and support more women. Progress continues to be made on these recommendations, for example Zonta House was awarded a Rapid Re-Housing pilot earlier this year and has recently launched a Partnering In Prevention program designed specifically for small to medium sized workplaces.

The Committee undertook a strategy refresh session earlier this year to consider whether any updates were required of the five year strategic plan, given that we are now at the midpoint and the plan was formulated in the midst of the covid pandemic. Pleasingly the Committee agreed there were no major changes required and the actions required for the seven key focus areas remained relevant.

The construction of the purpose built facility in Perth's South East region with the Department of Communities progressed considerably this year and is on track for our clients to transition across to in November. This project has been years in the making and has been a huge undertaking for all involved. The finished product will be exceptional and provide a high quality environment for our clients and staff.

The Zonta House Committee and Subcommittees spent time this year assessing its performance and capabilities. During the year, Glenda Scott, Charmaine Tsang, Rosemary Donovan and Patrick Bovey left the Committee and I would like to thank them for their significant contributions. The Committee welcomed Rebecca Taseff, Jodie Wyatt and Jasmine Kadic during the year, who bring a diverse range of skills to the Committee and Subcommittees. I am very grateful for the support from the Committee and Subcommittees and the amount of time they volunteer to support

the organisation. The generosity of their insights has no doubt been a key factor in Zonta House's success and I am looking forward to working with them as we continue to execute on the strategic plan.

I would like to conclude by thanking all of our supporters, including government, private donors, corporates and volunteers. Zonta House operates 24/7 365 days a year to provide essential crisis and transitional accommodation services and programs to women experiencing family and domestic violence. The impact that we have on women's lives would not be possible without our supporters and we remain committed to our purpose of providing the highest levels of care and support for these women.

Melanie Hay
Chairperson





Zonta International
Safe Supportive





22/23 was a year of consistent growth and consolidation for Zonta House in a challenging economic and social environment. Our organisation has remained steadfast and committed to our purpose, with Victim/Survivors of Family and Domestic Violence always central and driving of our decisions, actions, advocacy and strategy. I acknowledge all Victim/Survivors and the ways, thoughts and acts taken to resist the violence and abuse. Our thoughts and condolences are with the loved ones of each individual whose life has been taken and lost by an abusive perpetrator.

FDV continues to be perpetrated at unacceptable and devastating rates and severity in our community. What Victim/Survivors have to endure, the ongoing impact and misplaced onus on them to have to manage their safety and changed life due to the actions of others is a great shame to our state and country. Our team and organisation will continue to advocate fiercely and strongly for societal change to shift the drivers of FDV, improve services and responses and provide quality programs to and for Victim/Survivors. Amongst the fear and risks faced, we have been witnessed Victim/Survivors great courage and have been privileged to share in their life achievements and celebrate their wins.

The housing market and increasing cost of living have impacted the community and women we support. Women and children are staying longer in refuge or unsafe housing as there are limited options for them to exit with minimal transitional accommodation, private rentals, private home ownership or community housing alternatives. This is contributing to a bottle neck for women ready to leave refuge and women who need refuge. We were pleased to be announced as the successful provider to deliver the state government's Safe Home Safe Family Rapid Rehousing Program

which commenced in 2023. We must meet the needs of the diversity of Victim/Survivors and support them with choices for their future. We also received emergency relief and flexible support funding from the Department of Communities and Lotterywest which enabled us to support women's immediate and future wellbeing, safety and living needs.

I am pleased with the progress of our Purpose Built Facility and seeing this shared vision come to fruition. Victim/Survivors escaping violence and abuse should have access to safe, welcoming and supportive spaces. We know the difference a physical environment can have on health and wellbeing. The contemporary design is crafted to promote healing and well-being while upholding dignity and safety through culturally appropriate spaces. We are appreciative of the support from the Department of Communities in this build and the partnership approach in design and construction. Our thanks to Lotterywest for enabling us to complete this vision and fit-out of the premises. We look forward to construction completion and opening the service in late 2023.

In addition to our Purpose Built Facility we received funding to renovate existing transitional and refuge properties. In 22/23 working with Modus Properties and Proven Project Management we have completed one house renovation which was then generously fitted out by Worthy Australia and made into a home. The resident's feedback was glowing. The additional two renovations will be complete in late 2023.

At Zonta House we have been able to evidence the positive impact and difference that safety, healing and recovery support can have on Victim/Survivors and their families lives. Through our Social Return on Investment Study with Social Ventures Australia we were able to demonstrate, for every \$1 invested in Zonta House, \$4.47 of social and economic value is created. The deepest and most significant benefit

was for the women supported. My thanks to the team at SVA for the care and collaboration on this project, the women who generously shared their experiences, our team and partners for participating in this study. We continue to work towards implementing recommendations of the study in 23/24.

We have had to build evidence, advocate strongly, and work exceptionally hard to maintain our existing programs. On an ongoing basis, we are forced to stretch resources and minimise costs. We do this because we see the critical need for safety and the difference that the right support can make to someone's life. The outcomes achieved with minimal resources are significant.

In May 2023 we saw the end (for now) for our expanded Positive Pathways and Recovery Support Program delivered at external refuges. We also farewelled Nurse Heidi as the Refuge Mobile Nurse program with Fremantle Women's Health Centre came to an end. These partnerships were collaborative that resulted in high engagement and evidenced significant positive impact on wellbeing for women and children. Additionally, the funding for the two year Empowerment Through Education program which demonstrated improved capacity to support Victim/Survivors and changed attitudes towards FDV came to an end. We will continue to seek additional funding to continue the programs in future.

In 22/23 we continued our ongoing dedication to organisational and professional improvement. We increased our investment into staff wellbeing, training and supervision and continued our partnerships with Dr Alan Wade and Cindy Cranswick in recognition of our staff being our most valuable resource. We were successful in accreditation against the National Mental Health Standards with the Australian Council on Healthcare Standards.



Chief Executive Officer's Report

I do not underestimate the impact our teams can have on people's lives - it is significant, life changing and potentially life saving. When we invest in the health and wellbeing of people and families there is a manifold of positive impacts not only for their future but our shared future as well. Tragically current demand far outweighs the supply of support in prevention, safety, healing and perpetrator services. We are reliant on the community, corporate, philanthropists and government to prioritise the issue and invest significantly so we can make progress in stopping this societal issue and ensure everyone has the opportunity for a safe life free from violence and abuse.

I would like to thank and acknowledge the Aboriginal elders, leaders, organisations and individuals for sharing of culture, wisdom, advice and support of the women we walk alongside and our organisation in the past year. We have had many treasured learnings and celebrations with remarkable people this year we are grateful for. We are committed to how we can contribute to reconciliation in our community, be a culturally safe and welcoming organisation and celebrate and embrace the oldest living culture in the world.

I am proud of the organisation we are and what we are trying to achieve. The level of care and service we are able to provide is because of what we as a collective do together with our supporters, partners and the community. The support we receive from

the community continues to motivate us. We truly appreciate the new and ongoing financial, practical and in-kind support of organisations and individuals providing us with your time, goods and gifts for women and children and funding to deliver services.



We want our services to be where women feel safe and can be themselves, feel free of judgement, feel able to trust, and can start to heal. The women are the experts in their journeys – we are here to help their voices be heard.

I am grateful to work alongside our team of intelligent, passionate, caring people with great integrity who are determined and fierce to walk alongside and hold hope for Victims/Survivors. Our Chairperson Melanie, our Committee and Sub-Committee members who are just as passionate and give so freely their time expertise and support. Our partners, funders, peers and community thank you for trusting us. I would like to recognise and acknowledge the contribution to our organisation from departing Committee Members and especially Glenda Scott who I worked alongside during her 10 year tenure.

We want to live in a community that is safe, just, equitable, and thriving, and that is precisely what we will continue to work towards. I ask you to be brave and walk with us to end family and domestic violence. It is all of our responsibility and we cannot delay – peoples lives depend on it.

Kelda Oppermann



Vale

Dr Anne Sibbel

Anne was a remarkable woman whose generosity, care and intelligence was a gift and touched so many. An accomplished psychologist, writer and community member who was fierce in her tenacity, advocacy and action for people, families and the greater community. Anne was a highly valued and regarded Committee Member for Zonta House and integral in the setting up of Positive Pathways and commitment to our purpose over the past ten years. Most importantly Anne was a friend and is sorely missed. We are thankful for our time with Anne and what she gave to all she touched.



Treasurer's Report 2022/23



Zonta House has finished a busy financial year in a sound financial position, underwritten by conservative and prudent management.

The financial statements are consolidated with The Buff Denny Trust, which 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 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 and is therefore controlled by Zonta House under Australian Accounting Standards. As a result of this consolidation, the assets in the financial statements include cash reserves and the Zonta House head office building owned in The Buff Denny Trust.

During the year, a review of the application of specific Accounting standards affecting the organisation was undertaken. Specifically, AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities, which were both adopted from 1 July 2019. As a result of this review (and with endorsement from our Auditors) it was decided that in situations where there remained performance obligations under our Funding contracts at June 30 there should be an appropriate liability recognised on the balance sheet. Previously we considered that AASB 1058 was the overriding Accounting Standard and that this required the recognition of these amounts as Income in the Profit and Loss. We then provided for the future obligation by creating specific Reserves. We believe that the revised interpretation will provide more useful information for users of our Financial Statements.

Also, following an internal review, we have established a new Reserves Policy, designed to provide further security for the organisation and its stakeholders.

Zonta House has continued to pursue opportunities for funding with private, community and corporate interests to secure the long-term sustainability of our holistic support programs. We would like to note that there has been a material increase in donations income for the year and would like to thank the donors for their contributions. We acknowledge and are extremely thankful for the ongoing support of the Department of Communities, Mental Health Commission and Lotterywest and the private, corporate and community supporters who provided funding and enabled Zonta House to continue its mission including, but not limited to, the Wheeler Charitable Foundation; the McCusker Charitable Foundation, the Stan Perron Charitable Foundation, Pegasus Legacy, David and Coral Mack, CCIWA, Centrecare, Bankwest, Lucy Saw Centre, Chevron, SERCO, and our many other supporters. On behalf of the Committee, I would also like to acknowledge the excellent support during the year in the finance function from Helen Madders and Tanya Jones.

I would also like to thank the members of the Finance Sub Committee, comprising Gail Curtis, Sarah Josey and Patrick Bovet for their contributions. I would like to note my appreciation to our CEO, Kelda Oppermann, for her dedication and continued drive to developing sustainable revenue streams and allow for improved and stable services to the community. As Treasurer of the Zonta House Refuge Association Inc. I recommend our audited financial statements to our members.

David Hickmott

The unconditional support with no judgement. I feel I have made connections that have empowered me to feel secure in myself to succeed in everything I choose to do

I am strong and self-reliant

I can do more than I credit myself for

It takes time and I am not alone in the process of being "controlled financially"

That I am women and being a woman is powerful in its essence

The extra respect to the Aboriginal culture and the art and the strong heritage attached to each and every art

That I am ok, I can push past avoidance and fear

Thank you for the amazing service you provide and exposing us to culture



2

Our Team



Having a deeper understanding of the language that's around DV and learning how to rephrase it ie. "Why don't you just leave."

Resistance was a new concept for me. All really useful information.

Learning about how to recognise resistance and incorporate that in affirming victims experience.

This is by far one of the best (and most useful) workshops I have ever been to, and I truly believe that the skills I have learnt today will help someone out one day.

Identifying the signs that someone is experiencing FDV, and how to appropriate support them. Also it was good to learn 'acts of resistance' as I never realised what some of them meant before this workshop. I also learnt that those experiencing FDV are the experts in their own lives.

In all reality everything. This was not a topic I was fully informed about and this was amazing to open my eyes to others experiences.

The speakers were engaged and very knowledgeable. I really enjoyed this training sessions and I have gained knowledge and information about how to respond and recognize patterns of FDV. Thank you!

32

nominations for the
Zonta House Staff
Recognition program

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

304

staff attendances at over

51

various training courses

6

staff Wellness Sessions with

45

staff attendances

4%

increase in staff



Over **\$358,000**
raised in fundraising and donations



\$9,600

in-kind support through volunteer
days and project work



29 ongoing and
regular volunteers

+

65 individual
corporate volunteers

+

12 Students on
Placement



Participation in the Containers for Change WA Scheme with **33,852** containers
returned for a **\$3,385.20** donation

Achievements



f

Facebook increase of **366** likes over the financial year

@zontahouserefuge

Instagram icon

Instagram increase of **234** followers over the financial year

@zontahouse #zontahouse

In

LinkedIn increase of **460** followers over the period

@zontahouserefugeassociation

Christmas
2022

262

women supported (25% increase)

300

children supported (30% increase)

\$14,000

received for specific financial support families over the Christmas period

\$13,000

in Gift Cards received

\$13,000

received in general monetary donations

I have power within my own self to make choices and actions to change and regulate my mind and body

\$122,500

value placed on in kind support received (food/gifts)

30%

of supporters donating to Zonta House for the first time

69%

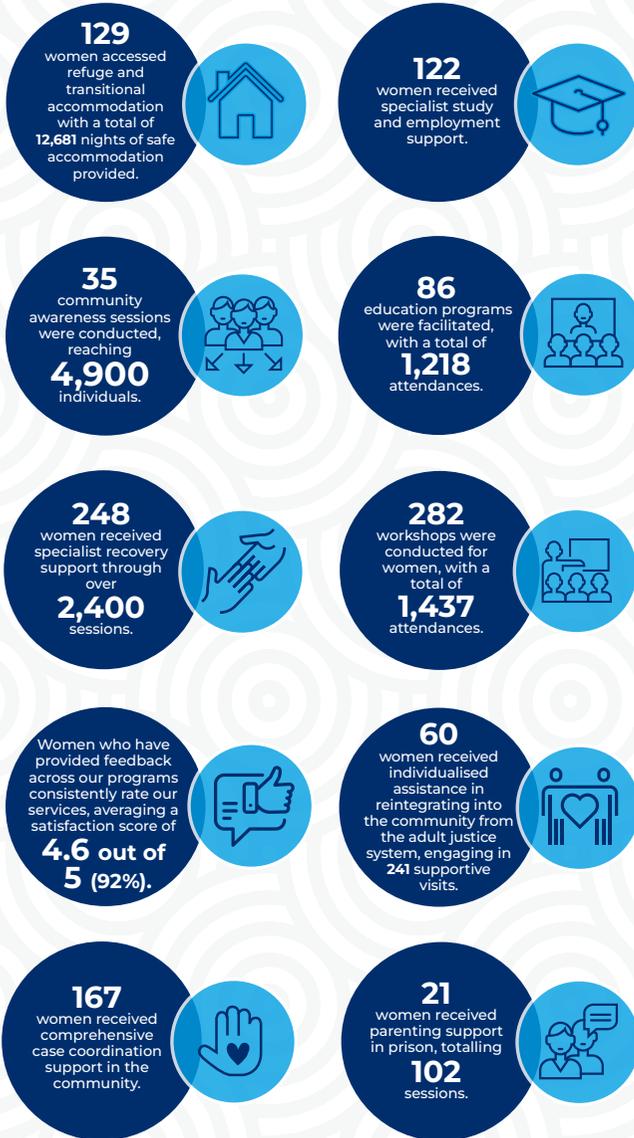
of our existing supporters choosing to donate again

28

volunteers assisted in sorting donations and wrapping over 94.5 hours

The help I've received from Zonta House has changed my future to be able to carry on strong.

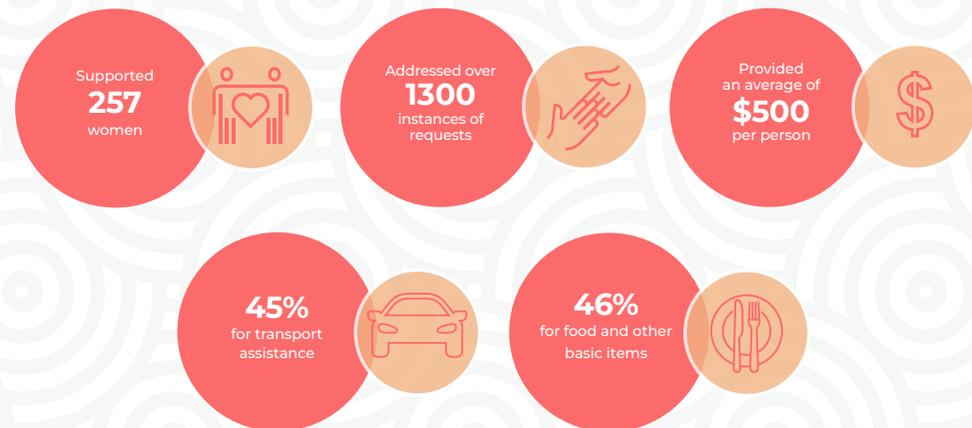
Service Summary



Flexible Support Payment Grant



Emergency Relief



Timeline of Events

Participation in FDV sector forums as part of the State Government Coercive Control legislation consultation

LGBTIQA+ Diversity Workplace Training for all staff

Smoking Ceremony conducted at Head Office by Aunty Marie Taylor, Aunty Robyn Collard and Chelsea

Aboriginal Mental Health First Aid for staff facilitated by Rosalie Kickett

Attended the official launch of 16 Days in WA at Optus Stadium

Attended and marched at the 32nd Annual Silent Domestic Violence Memorial March in Perth CBD

Finalists in 2022 HESTA Excellence Awards for Outstanding Organisation

Presentation at the 10th Annual International Criminal Justice Conference

Supporting Culturally and Linguistically Diverse Women Experiencing FDV training for staff co-hosted by Fremantle Women's Health Centre

Commencement of renovations through the Social Housing Economic Recovery Package grant

July 2022

August 2022

September 2022

October 2022

November 2022

December 2022

February 2023

Launch of the 2022 Social Return on Investment Report to over 100 supporters and funders, proudly sponsored by Built Construction.

Attendance at Melaleuca Prison International Women's Day Event

Anna Scott, Operations Manager awarded a scholarship to the Entry to the C-Suite® program

Smoking Ceremony conducted at the Refuge by Aunty Marie Taylor, Aunty Robyn Collard and Chelsea

Annual General Meeting attended by 30 people in person.

Participation in Cultural Education Training and organisational workshop with Committee and Leadership facilitated by Danny Ford

10 FDV awareness sessions delivered to over 200 participants during 16 days in WA

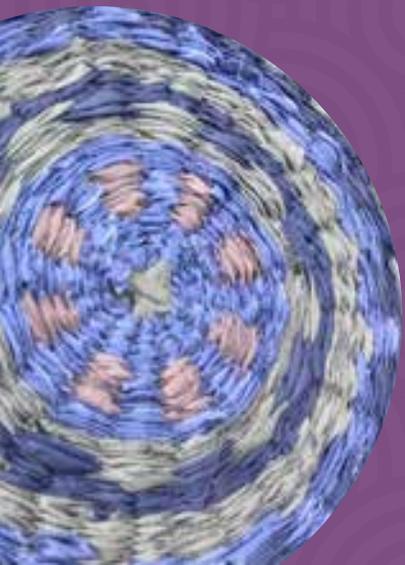
Attended 33 separate events in the Metro area during 16 Days in WA

12 month funding approval for Partnering in Prevention program

Participated in the Midland March that Matters

Participated in the Peel Silent Domestic Violence March

Delivered an Empowerment Through Education FDV awareness sessions at the Fremantle Dockers as part of our new partnership with the Purple Hands Foundation.



Timeline of Events



Lotterywest grant approval received for fit out of the Purpose-Built Facility

Easter Campaign commenced

White Ribbon / West Coast Eagles – (Healthy Strategy Group Town of Victoria Park) Youth Event: Promoting Gender Equality & Sexual Consent

National Standards for Mental Health Services (NSMHS) Accreditation Awarded

Attendance at National Reconciliation Week Walk for Reconciliation

Lotterywest Grant Cheque Presentation at Purpose Built Refuge

CCIWA Construction Industry Dinner Charity Partner beneficiary

Naming Workshop with Aboriginal Elders and Community Leaders

Hosted the Western Australia Specialist Family and Domestic Violence Code of Practice, Consultation Workshop at the Bentley Office.

March 2023

April 2023

May 2023

June 2023

Launch of the Rapid ReHousing Program to 80 guests at ANZAC Club

Australian Institute of Management Training Grant Winner

Attended UN Women International Women’s Day Launch at Optus Stadium

International Women’s Day Yarning Circle Co-Hosted with Centre for Women’s Safety and Wellbeing, Women’s Legal Service and Senator Dorinda Cox

Mother’s Day Campaign Launched

Panel presentation on Empowerment Through Education at WACOSS Conference

2022 Community Sector Excellence Awards Finalist Medium Sized Organisation

Launch of Indigenous shirts designed by Paige Pryor

Abstract presentation at Inaugural Australian Domestic, Family and Sexual Violence Recovery and Healing Conference Wollongong NSW

Panel presentation at CCIWA Workplace Relations Annual Conference - Adapting to Change

Panel Member at the Centre for Women’s Safety and Wellbeing Candle Lit Vigil

Commencement of renovations at Transitional Property – Social Housing Economic Recovery Package (SHERP) grant

Hosted Supporters Morning Tea

Attended Sorry Day event in Perth CBD

Attended WACOSS State Budget Briefing 2023





Working in partnership with women and children who have been responding to family and domestic violence

Prevention, Intervention and Healing

- Private Rental Assistance
- Supported Refuge Accommodation
- Supported Transitional Accommodation
- Employment and Study Pathways
- Mental Health, AOD and Trauma Counselling
- Outreach and Community Support
- Parenting Counselling
- Support for Women in and exiting Adult Justice System
- Public Education and Awareness
- Wellbeing, Healing and Safety Workshops

SROI Ratio

Based on the investment and outcomes achieved in 2021, Zonta House generated an SROI ratio of:

1 = 4.47

For every **\$1** invested in Zonta House, **\$4.47** of social and economic value is created.



Supporting women in their efforts to remain safe in their life

"I am valid, my experiences/opinions are valid."

Anonymous feedback

Evidence Based Value Created for:

Women

Short-term outcomes

- Increased safety
- Basic needs being met
- Increased engagement with support services

Medium-term outcomes

- Improved physical health
- Improved mental health
- Increased understanding of the complexities of FDV
- Stronger sense of self

Long-term outcomes

- Stronger family relationships
- Increased financial independence
- Increased connection with community, culture, and religion
- Increased participation in formal education
- Increased workforce readiness and participation
- Progression on personal recovery journey

Children

- Stronger family relationships

Government

- Decreased pressure on government services
- Women and decisions that involve systematic change

Broader Community

- Increased awareness of how to prevent, identify and respond to FDV



SROI Report



Staff Recognition

32 staff nominations for the Zonta House recognition program



Marlena for demonstrating the value of integrity

Marlena's role in the existing Empowerment through Education program and the upcoming Partnering in Prevention project has seen her dive into her passion and commitment to gender equality and her genuine interest in education and upskilling others in how they can contribute to societal change.

Marlena shows integrity in her work through seeking opportunities to learn and increase her knowledge, resources and networks in initiatives that are aligned with creating a safe and equal society.

Marlena is flexible and committed to contributing to the success of the organisations training arm. It is inspiring and motivating to see Marlena's thought bubbles pop up and the conversations that follow.

Emma for demonstrating the value of dedication

Emma has shown incredible dedication to maintaining and continuously improving the opportunities and support the program offers.

Emma shows dedication in ensuring she is being led by the women in their aspirations and goals. Emma recently supported a woman who had a number of hurdles to overcome in her journey to economic independence. Emma supported the woman to address some of these which included partnering with the woman in learning public transport, teaching her how to use a keycard, engaging in English conversations and enrolling in classes, and building her confidence to interact socially with the community.

Hannah for demonstrating the values of care, integrity, dedication

Hannah has shown ongoing caring and support for the women that come into our service.

Hannah treats everyone with respect and kindness whether this be women in service or colleagues. Hannah goes above and beyond even in the smallest of ways to show that she is appreciative of the work that is carried out, whether it's buying a staff a coffee and stopping to ask how you are actually doing, or going in to cook a meal with the women in our service. These things that may seem small don't go unnoticed or unappreciated.

Hannah strives to ensure that all women's needs are met and if not, that the team have done their best to support the women on their journey and that Hannah is aware and all possible bases have been covered.



Staff Recognition

Fran for demonstrating the value of dedication

Fran consistently shows dedication in every aspect of her role. Fran is a leader amongst her peers and is always going above and beyond.

Fran comes to work and gives 100% no matter what. Her care and support to the women is outstanding. It's a privilege to work alongside her.

Sarah for demonstrating the value of dedication

Sarah is a marvel to work with. Ever keen to put her hand-up to help out when and if needed and is ever there to support the women.

She is such a skilled coordinator and is also very efficient in following through on what needs to be done. She is also noted to be such a support to the team and helper in holding the team and external agencies to account.

Cat for demonstrating the value of dedication

Cat is so passionate about her role and about seeing women supported. She is ever so flexible and really is thorough in making sure all the T's are crossed and that the women are supported as needed and as led by them.

She is a fierce advocate that also challenges others around her particularly, other stake holders in following through on supports for the women. We are so grateful to have Cat in our Zonta House team.

Maddie for demonstrating the value of dedication

Maddie, you are so flexible and diligent in your role. You are such a wonderful team member and are ever there to follow through on any supports requested of you from the different teams. Such a pleasure to work alongside you.

Lindsey for demonstrating the values of care, integrity, dedication

Lindsey goes above and beyond for the women she supports with deep empathy, compassion and understanding for their unique and individual issues.

Lindsey upholds the client's rights with integrity and advocates for their individual needs. Lindsey shows unwavering dedication to her clients. Her care and dedication show in the amount of time and detail she puts into her work.

Julie for demonstrating the value of dedication

Julie is an exceptional asset to our team! One of Julie's standout qualities is her ability to consistently deliver high-quality work within tight timelines. Her efficient and effective turnaround time is truly commendable. Julie's willingness to seek clarification through asking thoughtful questions demonstrates her commitment to understanding tasks thoroughly. She effortlessly adapts to new responsibilities, showcasing her quick learning abilities.

I am immensely grateful for Julie's contributions to Head Office. She has undoubtedly enhanced our team dynamics and the overall work environment. Having Julie on board is an absolute pleasure, and her positive impact is felt by myself and everyone around her.

Kombe for demonstrating the value of care

Kombe always demonstrates compassion and care for her team and the woman we support. Kombe always makes time to hear her team, provides a non-judgmental listening ear and demonstrates her care for her staff team by considering the well-being and work-life balance and advocating for her team to achieve that satisfaction in their jobs and work-life balance.



3

Our Programs



They (staff) were so helpful, I'm so grateful and appreciative. I appreciate you all so much, you have turned my life around.

The support, encouragement, advice, care, feeling of being safe and motivated to plan and achieve future goals.

A comfortable, home-like, very beautiful home to recover in. All was given to me when in need and I love the conversations and how friendly everyone was. They are like my family, I will never forget you guys, thank you.

I felt safe for the first time in many months and was surrounded by support workers who also gave a sense that they were also interested in my safety and wellbeing.

I enjoyed the deep listening and have implemented that and have seen the impact it can have on the relationship with my children.

All the information was really insightful and helpful and I am looking forward to putting the things we have spoken about into action.

All the appointments we've had and discussions we've had about how far I've come has just reiterated that I am capable of doing this.

I knew you guys believed I could do it.



Our Programs

Refuge Accommodation

Zonta House offers 24/7, refuge accommodation and off-site refuge accommodation for women over 18, who currently do not have children in their care. Across multiple locations, we offer a total of 17 single-room beds. One of our refuges has been in operation since 1984, while another was established in 2019. In 2022-2023 we supported a total of 73 women through our refuge accommodation.

Alarming, we received 631 requests for accommodation support, marking a staggering 48% increase compared to the previous year. This unmet demand highlights the pressing need for safe accommodation in our community.

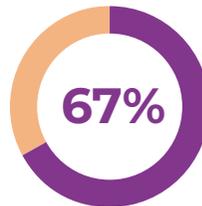
On entry, women are welcomed by the team and other residents into the refuge. A series of welcome meetings are held, these are informal and led by the women. The team build trust, validate the women's experience, acknowledge the impacts of violence, and explore acts of dignity and resistance. The provision of case management uses a trauma-informed approach by understanding the emotional, physical and social impact of experiencing family and domestic violence. The teams work alongside the women to develop an individualised plan to strengthen their existing capacity and support healing and recovery. Staff also provide resources, advocacy, information and warm referrals to specialist services, all of which are key to the woman's desired outcomes.

Zonta House strengthens its refuge accommodation program through vital partnerships with organisations such as Fremantle Women's Health Centre, Jacaranda, Palmerston, and the Department of Human Services, allowing us to provide on-site nurse, financial counseling, alcohol and drug counseling, and Centrelink support. Alongside these external partnerships, our internal programs, including Recovery Support Program, Positive Pathways and Future Employment Connections have consistently offered on-site support, reinforcing our dedication to holistic and comprehensive support.



73

Women Supported



67%

of women engaged with other Zonta House programs

Among the women who took part in both pre and post assessments, 63% witnessed an average decrease of 23% in their mental health distress scores. Equally significant, an additional 61% documented an average increase of 14% in their overall well-being scores.

Funding was provided by the Department of Communities, rental income and donations.

Measuring Change

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 Scale

DASS21 is a 21 item self-report scale which can discriminate distress experienced by depression, anxiety, and general stress symptomology. High scores correlate with higher levels of distress. While Zonta House does not utilise it as a measure of clinical diagnoses, it is used at both intake and exit from a program to measure program efficacy. The DASS21 scores provide a measure of change as women move through a service.

Zonta House observes the provision of safety, support, and the opportunity for women to rest and heal is associated with a notable decrease in mental health distress.

Statistically significant statistics reported only.

Life Matrix

The Life Matrix assessment was developed by Zonta House to collect a snapshot of information pertaining to 14 subdomains. The domain answers are scored on a scale from 1 – 5, with 5 being the most positive outcome. This tool is a quality-of-life measure that provides quantifiable data on the changes each client achieves across each of the domains.

The Life Matrix is also a valuable case management tool, providing the framework upon which case plans are formulated. The self-assessment enables the woman to identify areas of priority to address and work within the case management plan. This is conducted with women upon entry and exit of a program.

In 2020, Zonta House partnered with the Centre for Social Impact UWA to assist us in a review of the self-developed Life Matrix, supporting Zonta House to link data to ascertain individual analysis and overall impact report of the programs. Findings from this project were published in June 2021, establishing the Zonta House Life Matrix tool as a valid measurement tool.

To measure the overall wellbeing of an individual, we collate the following 5 domains:

1. Physical Health
2. Mental Health
3. Emotional Wellbeing
4. Social Wellbeing
5. Community Connection

The presented scores reflect the average overall wellbeing group scores of a program.

Supported Transitional Accommodation

Transitional housing is accessed by women who seek additional supports and/or unable to secure suitable supported, safe housing and or affordable options post refuge accommodation stays. Zonta House has 26 transitional and long-term beds accessed by **35** women in 2022-2023.

Transitional housing gives women the opportunity to have continued support in safety once exiting refuge. During this time women are supported to access legal, immigration and financial services and encouraged to engage in further education, gain employment and link in with services to support their individual future goals, healing, and recovery. This can include attending groups, workshops and one to one support with Zonta House internal programs such as Recovery Support, Future Employment Connections and Positive Pathways.

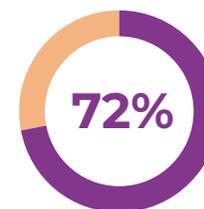
Among women who took part in both pre and post assessments, 67% witnessed an average decrease of 14% in mental health distress. Equally significant, an additional 61% documented an average increase of 18% in overall well-being scores.

Funding was provided by the Department of Communities, the McCusker Charitable Foundation, rental income and donations.



35

Women Supported



72%

of women engaged with other Zonta House programs



76%

of women transitioning out of this program successfully secured safe and stable housing options

Our Programs



248

Women Supported



over 1600

sessions



59

Group Sessions and Workshops attend by 266 attendees



23

professional development sessions to internal and external sector professionals

Recovery Support

This program seeks to support women in the service heal in a supportive environment and increase positive outcomes for women experiencing FDV who have co-occurring needs relating to trauma, mental health and/or alcohol and other drug issues. The program has built strong partnerships and acts as a holding space and brief intervention model for women with the aim to link women with ongoing, suitable community supports.

Partnerships are vital to ensure that prompt, specialised services are advocated for and promptly provided. Staff are highly qualified and provide specialised DV informed responses, counselling, groups, referrals, advocacy, support to appointments and transport. An individualised Recovery plan is developed with each woman. Plans expand upon existing coping strategies and serve as comprehensive guides for staff, ensuring the implementation of supportive measures that promote safety, aid in the recovery process, and foster overall well-being.

The Recovery Support Program provided support to 248 women, engaging them across our programs as well as support provided to other refuge services. Among these, 167 individuals were supported by our internal team, while 79 received assistance through our external team. This collective effort led to a remarkable 1600 instances of engagement and supports.

Our Recovery Support Program also conducted 59 workshops for women in our refuges, external refuge providers, prisons, and our Positive Pathways program. Our workshops were attended by 243 participants.

Simultaneously, we successfully delivered 23 professional development sessions, both within our organisation and externally, with an impressive turnout of 266 attendees. These efforts underscore our dedication to fostering growth, support, and knowledge-sharing within the sector.

Among the women who took part in both pre and post assessments, 70% witnessed an average decrease of 30% in their mental distress scores. Equally significant, an additional 66% documented an average increase of 18% in their overall well-being scores.

Funding was provided by the Mental Health Commission and Department of Communities.

This program has been operating since 2017.



214

Women Supported



219

Workshops



1386

Attendees



36

women provided with
one-on-one coaching
sessions

Positive Pathways to Safety for Women and their Children

Positive Pathways is a unique specialist program that provides no-cost tailored workshops for women in the community. Each workshop focuses on recovery, safety, and wellbeing. The program has a one-stop shop structure that prioritises a woman's wellbeing and security and breaks down the barriers for women to access other specialist support and services. The program helps nurture self-esteem, by fostering feelings of social inclusion and connectivity and enhancing assertive communication skills and coping strategies.

The workshops include guest speakers, referral opportunities and complimentary services. Several workshops are co-facilitated with other service providers and collaborate with local business to provide additional activities and therapy modalities.

This year the Positive Pathways increased its focus on cultural understanding and wellbeing. Workshops included opportunities to connect with Aboriginal artists, creators and storytellers across multiple workshops sharing skills in weaving, cooking, painting, sewing and connecting with nature. These opportunities and recognition of Aboriginal and Torres Strait Islander people and culture resulted in a 28% increase in Aboriginal and Torres Strait Islander women accessing the program this year.

The Positive Pathways Program was accessed by 124 women attending over 136 workshops with 754 attendances. The Positive Pathways program ran in the community and held workshops at Bandyup prison and Melaleuca remand and reintegration prison.

The program provided 23 women with one-on-one coaching sessions who were unable to attend group sessions.

In 2022, Zonta House achieved a significant milestone by successfully extending its Positive Pathways program to the North-metro area, thanks to vital one-off COVID funding. This expansion enabled us to establish operations in four additional service locations across the northern suburbs, delivering workshops to women in both the community and those residing in other refuges.

While the funding received only covered program delivery until April 2023, the program delivered a total of 78 workshops to over 372 participants. Overall, 90 women accessed the program, with 13 receiving one-on-one coaching sessions. The remarkable outcomes serve as a testament in the ability to rapidly and efficiently scale up the program and underscores its positive impact and reach within the community.

For women participating 63% experienced an average decrease of 16% in mental health distress scores.

Funding was provided by the Stan Perron Charitable Foundation, SERCO and the Department of Communities.

This program has been operating since 2014.

Our Programs



122
Women Supported



91%
provided with one-on-one individualised supports.



46%
of women engaged in employment



36%
enrolled in studies

Future Employment Connections

The Future Employment Connections (FEC) Program provides tailored and comprehensive employment and training support for women who have experienced family or domestic violence with the overall goal of economic independence. This focused specialist support enhances the likelihood of success towards economic independence and community integration in a safe environment. The program has established partnerships with service providers with specialist work experience and volunteering pathways so the women can (re) integrate safely into the workforce in which ever capacity they choose.

This is particularly salient for women from culturally and linguistically diverse backgrounds, who have no access to Centrelink income or Medicare, but have the right to work. Zonta House engages with existing employment partners and women's social enterprises for experiential opportunities for participants, dependant on their individual training or employment goals.

FEC maintains a supportive relationship with the women accessing the program and their employers for as long as needed to ensure a safe, comfortable and supportive working relationship continues. Currently the program partners with 21 businesses and social enterprises to offer employment opportunities to women.

The Future Employment Connections Program was accessed by 122 women and the team facilitated 26 workshops with 128 attendees. Workshops include opportunities for women to access industry relevant information, address barriers to employment and study, increase skills in areas of financial management, and support with 50 interview preparation and job applications.



26
Workshops



128
Attendees

Furthermore, 111 women (91%) were provided with one-on-one individualised supports.

90 (74%) women established clear study and/or employment goals during their time in the program and 86 (70%) women were supported to have an up-to-date resume. Furthermore, 56 (46%) women engaged in paid employment and 44 (36%) women engaged in study.

Among the women who took part in both pre and post assessments, 65% witnessed an average decrease of 27% in their mental health distress scores. Equally significant, an additional 91% documented an average increase of 20% in their overall well-being scores.

Funding is currently provided by the Wheeler Foundation, CCIWA, Chevron, Threads of Change and David and Coral Mack.

This program has been operating since 2018.



Our Programs



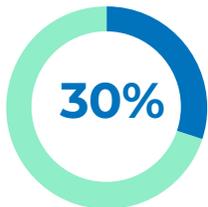
111
Women Supported



69%
are mothers or women with
dependent children
Total of 178 children



52%
of women provided
with security updates



30%
of women engaged
with other Zonta House
programs

Safer Pathways for Women and Children

Safer Pathways is a Zonta House and Department of Communities collaboration providing FDV specialist support to women who are Housing Authority tenants. The Safer Pathways program supports tenants residing in the Victoria Park, Cannington, Midland and Mirrabooka regional office zones, in addition to women and their children experiencing FDV who are seeking priority waitlisting.

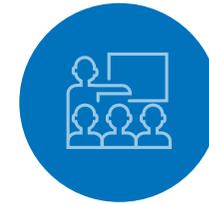
The program provides supports and interventions to keep women and children safe in their homes or supports them with advocacy for urgent priority transfers if unsafe to remain in their property. This is achieved through comprehensive risk assessment, safety planning and support planning.

The Safer Pathways Program provided support to 111 women and 178 children during the year. A key feature of this program is to assist women to live safely in their own homes with 58 women supported to implement security installation and upgrades. 10 women no longer felt their home could be made safe and through strong advocacy and an increase in risk recognition, supported to secure alternate housing tenancies.

One third of program participants engaged with other Zonta House programs.

Among the women who took part in both pre and post assessments, 73% witnessed an average decrease of 26% in their mental health distress scores. 64% documented an average increase of 11% in their overall well-being scores.

Additionally, Safer Pathways works alongside Housing Authority staff and other professionals to provide education in recognising the signs of family violence, and confidently offer assistance with sensitive and supportive responses. This education is enhanced by Safer Pathways staff working from the Housing offices, participating in team meetings, partnering in tenant appointments and being readily available for advice.



39
Workshops



70
Department of
Housing Attendees

The Safer Pathways Program facilitated a total of 39 sessions to 70 Department of Communities attendees. The program also supports community initiatives in raising awareness and recognition of FDV. This year Safer Pathways staff contributed to the coordination of the Midland March that Matters. The Midland March combined efforts between Midland police, non-for-profit agencies, government departments and community groups to address domestic violence at a local level.

Funding was provided by the Department of Communities.

This program has been operating since 2016.



57
Women Supported

Zonta House FDV Mobile Outreach

Zonta House is partner in a consortium with Ovis and Lead Agency Lucy Saw Centre, providing outreach support for women experiencing FDV who are either exiting refuge or living in the community. The program provides FDV specialist support to women in the Southern corridor of Perth. The program works with women who are residing separately or who are living with the perpetrator of violence and abuse.

Among the women who took part in both pre and post assessments, 65% witnessed an average decrease of 32% in their mental health distress and 100% documented an average increase of 20% in their overall well-being scores.

Funding was provided by the Lucy Saw Centre through the Department of Communities.

The program has been operating since 2020.



61%
are mothers or women with dependent children
Total of 73 children

Women are provided with the opportunity to be supported through brief intervention and/or case management support. While both program arms involve risk assessment and safety planning, brief intervention involves supporting women with self-identified goals, and case management includes intensive and specialised support. This can include attending court hearings and ongoing emotional support, as well as referrals to and advocacy with external services.



18%
of women provided with home security upgrades

In 2022-2023 our Outreach program provided supports to 57 women and 73 children. Notably, 15% of the individuals received support through Violence Restraining Orders (VROs), 32% were supported with other forms of court-related assistance and 18% of women and families had security systems installed at their homes. Recognising the importance of holistic whole of family care, 16% recieved support and advocacy services tailored to children and 18% of individuals were provided with accommodation support, which included options for crisis accommodation.



75%
of women engaged with other Zonta House programs



natures
ORGANICS

fruits
SHAMPOO

natures
ORGANICS

fruits
CONDITIONER

natures
ORGANICS

fruits
CONDITIONER

natures
ORGANICS

fruits
SHAMPOO

Apple
Fresh



500mL

Wild
Berry



500mL

Apple
Fresh



500mL

Wild
Berry



500mL

Safe Home, Safe Family: Rapid Rehousing

The Safe Home Safe Family Rapid Rehousing Program Launched in March 2023. It's the first pilot program in Western Australia to support women and their children who are currently residing in refuge accommodation to obtain private tenancies in the Perth and Peel region.

The program aligns with Housing First Principles for Australia, emphasising support for victims/survivors through an FDV informed approach. It supports prospective tenants through advocacy with real estate agents, rental readiness support and financial assistance. The provision of case planning support at intake, during and after housing placement supports each woman in the identification of her immediate and longer-term goals.

Education and support are also provided to property owners and real estate agents about the dynamics and impacts of domestic violence, abuse, and coercive control to reduce stigmas against women who have experienced FDV and to support their own tenants who may be experiencing FDV.

In a very short time, the Rapid Rehousing Program has engaged with over 80 real estate agencies, received 60 referrals, and is currently providing support to 44 of these individuals. Additionally, we have successfully secured housing for 9 women during this time frame.



Adult Justice

Zonta House is a sub-contractor to Centrecare as part of a consortium led by Wungening Aboriginal Corporation, providing support to women as they exit prison and reintegrate back into the community. This is in recognition of the high representation of women in prison who have experienced family and domestic violence and the need for a specialised support.

Reintegration

Zonta House employs a Reintegration Support Coordinator who provides intensive case management support to women both in and who have exited prison for up to one year. Women are supported to connect back into community and establish supportive networks through a case management model inclusive of informal counselling, advocacy and warm referrals to specialist services.

This program supported 60 women in the last 12 months to prepare for and establish safe and supported living in the community.

This was facilitated through:

- 109 prison visits
- 32 community visits



Parenting

The Zonta House Parenting worker facilitates parenting education in group settings within the Bandyup, Boronia and Melaleuca women's prison in addition to providing individually tailored education with the women. The aim of this program is to strengthen parenting capacity and confidence through an understanding of children's developmental needs. Education offering may include behaviour support strategies, nutrition, co-parenting, healthy routines, pregnancy support and building connections with your child. The program focuses on community and connection and facilitates warm referrals to community organisations and Child Protection advocacy.

This program supported 21 women in the last 12 months through:

- 9 workshop based programs
- 68 attendances
- 79 individual sessions
- 23 groups sessions

Funding was provided by Centrecare Inc through the Department of Justice. This program has been operating since 2018.





Quality of Life
Community Support

DAVE

L. Y.

BAGS

DECATED
BERNINI \$15

TEA
\$

\$25

Empowerment through Education

Whilst acts of FDV and the responsibility to stop the behaviour lie solely with the perpetrator, a whole of community approach is required to deliver direct interventions and achieve social change. Everyone has a part to play in. Empowerment through Education provides a specialist understanding of FDV to diverse stakeholders, including individuals, community groups, organizations, businesses, corporations, and government entities. Through a series of purposefully designed educational workshops, our program strives to foster social change, prevent FDV and enhance the safety of victims/survivors.

- Primary Intervention – Bystander programme to the general community to educate and bring about social and cultural change.
- Early Intervention – Workshops provided to universal services and organisations to help members of staff identify and support individuals experiencing FDV; and
- Crisis Response – Service specific training provided to front line and specialist services ensuring uniform assessments and consistent responses to family violence across agencies.

Our program provides a choice of in-person or online half-day workshops, both of which have demonstrated a positive impact on participants' knowledge, attitudes, and behaviors. In particular, participants gain:

- Increased awareness and understanding of the dynamics and impacts of FDV
- Improved ability and confidence to identify and challenge acts of FDV in oneself or others
- Improved ability and confidence to safely and appropriately respond to victims/survivors
- Increased knowledge of available resources and support

Everyone has a role in creating a culture of respect and preventing violence. With the right guidance and training, individuals from all walks of life can effectively recognise VAW and provide early intervention.

Data collated across quantitative questions have evidenced the significant shift in attendees' ability and confidence to respond to incidences, provide support to victims/survivors and contribute to social change to prevent FDV. Prior to workshops, less than 51% of participants were able to score highly (Strongly Agree or Agree) to questions. However, this percentage increased significantly to an average of 97% post-workshop sessions

Similarly, in our Response in Practice sessions, attendees gained increased confidence and capacity to recognise high risk indicators of FDV, identify acts of resistance, and apply response-based skills to support victims/survivors. Prior to workshops, 65% of participants were able to score highly (Strongly Agree or Agree) to questions. However, this percentage increased significantly to an average of 97% post-workshop sessions.

Funding was provided by the Department of Communities. This program has been operating since 2021

Partnering in Prevention

Zonta House had long acknowledged the necessity for greater efforts in the prevention of violence against women, particularly in addressing FDV. We have identified the lack of supports available to workplaces in understanding and responding to FDV, and more broadly the need for organisational approaches to address the prevention of violence against women so that tangible and lasting change could be made and embedded in these organisations.

In response to this need, and with the availability of pilot funding, the Partnering in Prevention program was developed this year.

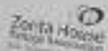
The program invites small to medium size workplaces to partner in reviewing and implementing plans to influence equality and respectful relationships in the workplace. The program provides training in understanding FDV, and the gender drivers contributing to violence against women. Change is encouraged through the evaluation of workplace culture, support in understanding FDV workplace legislation, review of workplace policies and opportunities for community contribution to the prevention of FDV.

The establishment of the program has seen the appointment of a FDV informed Human Resource specialist to support the relationship with invested workplaces. The program outcomes will contribute to collective advocacy for the longevity of funding imperative to continue the prevention of violence against women. This program is in support of the Western Australia's Strategy to Reduce Family and Domestic Violence 2020-2030.

Funding has been provided by the Department of Communities.



**CALL IT OUT.
CHALLENGE IT.
ENCOURAGE
ACTION.**



Zonta House
Safe Shelter for Women

**CALL IT OUT.
CHALLENGE IT.
ENCOURAGE
ACTION.**



Zonta House
Safe Shelter for Women

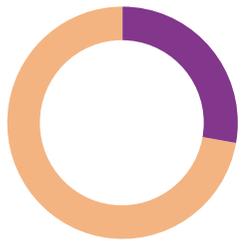
**LET US BUILD
A FUTURE
FREE FROM
VIOLENCE**



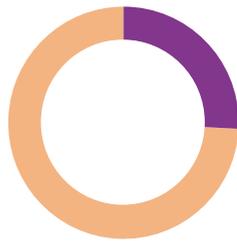
Zonta House
Safe Shelter for Women

Program Demographics

Cultural Identity of Individuals accessing services

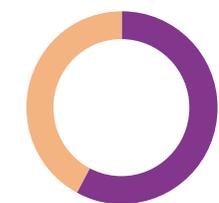
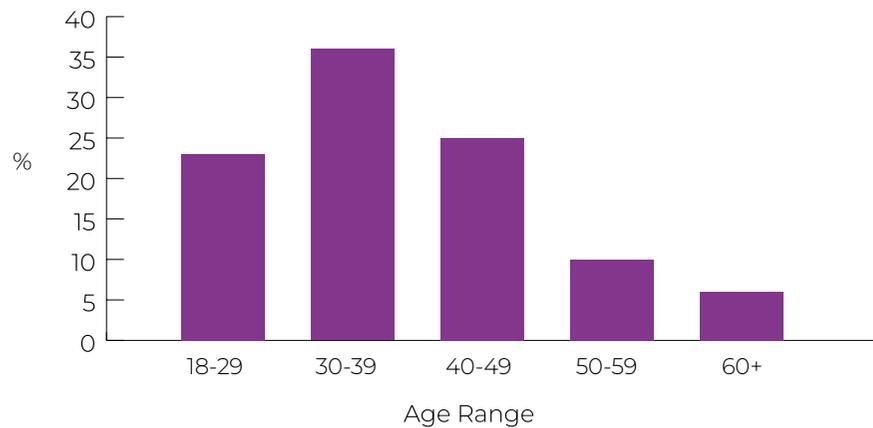


28% identified as Aboriginal

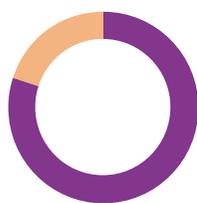


26% identified as Culturally and Linguistically Diverse

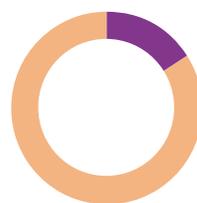
Age Range



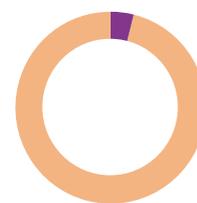
58% of women are mothers and/or have dependent children in their care



80% of women received income from Centrelink, NDIS, or casual employment.



16% of women earned an income through full-time or part-time employment.



4% of women had no income.

Domestic violence, abuse, and coercive control occurs in all segments of society, impacting women irrespective of their age, upbringing, or socio-economic standing.

Women can engage with multiple programs throughout their journey with Zonta House.

In 2022-2023, Zonta House supported a collective total of:

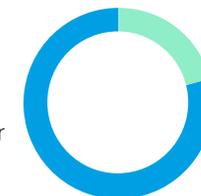
1019

women across all of our Zonta House programs.

This figure represents 522 unique individuals, as some women participated in multiple programs.

Engagement Overview

79%
Community Based Support through Other ZH Programs



21%
Refuge and/or Transitional Accommodation

38%
Engaged in 1 Program



62%
Engaged in 2 or more Programs

Program Demographics

Risk Assessments

Risk assessments are used as a tool to assist victim/survivors and people providing support to identify behaviours and actions of perpetrators, enabling assessment and evidence of current and ongoing risks posed. This information contributes to comprehensive safety planning strategies and supports accountability for perpetrators. During this process, there are opportunities to explore the ways in which victim/survivors maintain their dignity and acts of resistance to the abuse and violence are explored. This plays a crucial part in the risk assessment process to ensure incidents, patterns of behaviours, the prevalence and severity of the violence and the impact on victim/survivors and the community is more evident. The experience of doing a risk assessment can be confronting and distressing. Risk assessments and safety plans within services should be kept updated in recognition that the abuse and violence usually escalate and continue post exit.

Data collated from risk assessment across our programs show that those responsible for the cases of FDV are as follows:

- 74% involve individuals who are a current or former partner
- 12% relate to instances where the individuals responsible are children or other family members.
- 14% fall into the “other” category, encompassing relationships such as carers or roommates.
- 87% of women expressed experiencing fear and terror due to their perpetrators.
- 79% reported that the violence they faced had intensified or grown more frequent.
- 83% of women reported experiencing jealous and controlling behaviours from their perpetrators.

- 61% of women faced digital and physical stalking behaviours from their perpetrators, further exacerbating distress.
- 73%, of women were isolated from essential family, friends, and other social support networks.
- 63% of women were either recently separated or were making plans for a near-future separation.

It's important to recognise that victims/survivors of domestic violence are not responsible for the impacts of the abuse they have experienced. The responsibility lies solely with the perpetrator who has chosen to use violence, abuse, and coercive control to maintain power and control.

Zonta House understands that women's experiences of FDV are shaped by the confluence of their age, ability, ethnicity, indigeneity, gender, and broader socio-political contexts. We recognise that women need options for a variety of supports throughout their journey, and the best way to provide this support is through a flexible, coordinated and holistic system. Victims/survivors deserve support, resources, and access to care to help them recover and rebuild.

**A staggering
96%
revealed perpetrators
had either threatened
their lives or made
attempts on them.**

**Similarly,
95%
shared they had been
threatened with harm
or subjected to harm
by perpetrators**

Women have gained empowering community-based outreach assistance to secure their homes and live **free from harm.**





Purpose Built Facility

Due for completion late 2023





4

Our Supporters



This group setting makes me feel valued and included.

Helped me with finances to manage/cope better. Very good information and tools provided.

That I do have compassion.

I am stronger than I think I am.

I can do it, that I am survivor.

That I need to socialise more. It's been a while and it felt great.

I still have a chance to love myself more.

Remembering who I am, slowly... this was one of the many lost things found.

Thank you for providing this opportunity and safe space.

I just want to thank Zonta for opening up to have us all together in Peace and Harmony.

That what I have experienced is a valid experience and I am not alone.

We would like to sincerely thank and acknowledge each of our supporters who have contributed to Zonta House over the past 12 months. Every contribution is appreciated and significant. We would also like to thank the individuals and organisations that continue to partner with us to support women in our community.

Funders

CCIWA
 Centrecare
 Chevron
 David and Coral Mack
 Department of Communities
 Fremantle Foundation
 Lotterywest
 Lucy Saw Centre
 McCusker Charitable Foundation
 Mental Health Commission
 Mineral Resources
 Pegasus Legacy Trust
 SERCO
 The Perron Charitable Foundation
 Threads of Change
 Wheeler Charitable Foundation

Partners

Bethanie
 BlueForce
 Centre for Women's Safety and Wellbeing
 Communicare
 City of Canning
 Cyrenian House
 Department Of Human Services -
 Centrelink
 Dept of Land, Planning and Heritage
 Dress for Success
 Fremantle Women's Health Centre
 Integrity Staffing
 Jacaranda
 Rise
 Langford Aboriginal Association
 Little Learners Childcare Centre
 Lucy Saw Centre
 Make a Difference WA
 Mercy Care
 Mettle Org
 Muslim Womens Centre
 Orana House
 Ovis
 Palmerston
 Pat Giles Centre
 Redrawn
 Salvation Army
 Voices of Hope
 Volunteering WA
 Womens Westpac Davidson Institute
 Worthy Australia
 Wungening Aboriginal Corporation



DIRECTORS:
ROBERT CAMPBELL RCA, CA
VIRAL PATEL RCA, CA
ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA



**Zonta House Refuge Association Inc. and controlled entity
 Zonta House Pty Ltd as trustee for the Buff Denny Trust**
 ABN: 86 136 100 855

Abridged audit report
 For the Year Ended 30 JUNE 2023

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc. and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust for the year ended 30 June 2023 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. and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust is consistent with the consolidated 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.

Viral Patel, CA, CPA
 Registered Company Auditor number 333615

Director
Australian Audit
 Perth, Western Australia

Dated: 9 October 2023

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**Zonta House Refuge Association Inc. and controlled entity Zonta House Pty Ltd as trustee
for the Buff Denny Trust**

ABN: 86 136 100 855

Abridged consolidated financial report for the year ended 2023

	2023	2022		2023	2022
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2023			FOR THE YEAR ENDED 30 JUNE 2023		
CURRENT ASSETS			CURRENT ASSETS		
Cash assets	5,171,124	4,162,997	Grants	4,060,975	4,444,145
Receivables	578,428	140,497	Client contributions	232,949	256,037
TOTAL CURRENT ASSETS	5,749,552	4,303,494	Fundraising	358,366	471,660
NON CURRENT ASSETS			Interest income	17,098	3,025
Property, plant & equipment	1,311,442	942,217	Other income	35,405	27,672
TOTAL NON CURRENT ASSETS	1,311,442	942,217	Employment expenses	(3,693,855)	(3,141,601)
TOTAL ASSETS	7,060,994	5,245,711	Program expenses	(601,562)	(456,576)
CURRENT LIABILITIES			Administration expenses	(440,463)	(352,863)
Payables	2,586,927	452,146	Motor vehicle expenses	(45,996)	(32,405)
Provisions	199,191	209,470	Depreciation	(71,608)	(85,201)
TOTAL CURRENT LIABILITIES	2,786,118	661,616	Other expenses	(89,784)	(55,223)
NON CURRENT LIABILITIES			PROFIT/(LOSS)	(238,475)	1,078,670
Non-current provisions	33,730	46,561	Lotterywest - Capital grants	-	-
TOTAL NON-CURRENT LIABILITIES	33,730	46,561	Loss on disposal of assets	(20,358)	-
TOTAL LIABILITIES	2,819,848	708,177	Revaluation of land and buildings	-	-
NET ASSETS	4,241,146	4,537,534	Total comprehensive income	(258,833)	1,078,670
EQUITY			STATEMENT OF CASH FLOWS		
Retained earnings	1,718,834	2,321,919	FOR THE YEAR ENDED 30 JUNE 2023		
Reserves	2,522,312	2,215,615	Cash flows from operating activities		
TOTAL EQUITY	4,241,146	4,537,534	Receipts from operations	4,495,152	5,065,737
STATEMENT OF CHANGES IN EQUITY			Payments to suppliers and employees	(3,144,180)	(3,792,015)
Beginning retained earnings	2,321,919	2,089,280	Net cash generated by operating activities	1,350,972	1,273,722
Profit/(Loss) for the year	(258,833)	1,078,670	Cash flows from investing activities		
Prior period adjustment	(37,555)	-	Purchase property, plant & equipment	(359,943)	(55,130)
Transfer from / (to) reserves	(306,697)	(846,031)	Interest received	17,098	4,964
Closing retained earnings	1,718,834	2,321,919	Proceeds from disposal of property plant and equipment	-	-
Beginning reserves			Proceeds from capital grants	-	-
Revaluation of land and buildings	-	-	Net cash used in investing activities	(342,845)	(50,166)
Transfer (from) / to reserves	306,697	846,031	Cash flows from financing activities		
Closing reserves	2,522,312	2,215,615	Net cash generated by financing activities	-	-
TOTAL EQUITY	4,241,146	4,537,534	Net increase in cash held	1,008,127	1,223,556
NOTES			Cash at beginning of financial year	4,162,997	2,939,440
			Cash at end of financial year	5,171,124	4,162,997

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.

It gives me a sense of security just knowing the cameras are there so if something was to happen it backs me up that these things are really happening.

The cameras helped me move back into my house, I don't have as many panic attacks.

The support and feeling supported without judgement, the care of the team.

*It was empowering having *staff member by my side, I couldn't have done it without her.*

You made me stronger. Not letting me hide from my problems and keeping me on track.

It gave me strength mentally and help me overcome my situation. For example, I don't think of suicide attempts at all, but only think and plan for a hopeful future.

case manager has displayed the most professional, empathetic, non-judgemental and supportiveness is beyond compare I will be forever grateful and hope to pursue employment within the same sector.





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