



Zonta House
Refuge Association
Safe Supportive Respectful

Annual Report

2020-2021



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

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.



Our Programs

- Supported Refuge Accommodation
- Supported Transitional Accommodation
- Recovery Support
- Positive Pathways to Safety for Women and their Children
- Safer Pathways for Women and Children
- Future Employment Connections
- Adult Justice; Accommodation, Reintegration and Parenting
- Zonta House FDV Mobile Outreach
- Empowerment through Education

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Image photography provided by Natalija Brunovs and Bella Moments Photography



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Executive Reports



Committee Profiles

For more information on our Committee please visit: <https://zontahouse.org.au/board-and-management/>

Zonta House Committee



Gail Curtis
Chairperson



Rod West
Vice Chairperson



Sarah Josey
Treasurer



Chantelle Thom
Appointed by
Casual Vacancy
June 2021



Anne Sibbel
Secretary -
Resigned March
2021



Glenda Scott
Committee
Member



Linley Buchanan
Committee
Member



Melanie Hay
Committee
Member



Charmaine Tsang
Committee Member,
Appointed by Casual
Vacancy April 2021



Ron Louis
Committee Member,
Resigned
February 2021



Hilary Hunt
Committee Member,
Resigned
March 2021

Finance Sub Committee

Sarah Josey
Patrick Bovet
Biju Anthony
Veronika Komarenko
Kelda Oppermann - CEO
Gabby Del Borrello - Accountant
Rachael Chenhall - Bookkeeper

External Relations Sub Committee

Linley Buchanan
Chantelle Thom
Cinzia Donald
Mark Trupp
Mary Gurgone
Kelda Oppermann - CEO
Ella Kent - Communications and Engagement

Governance Sub Committee

Rod West
Janice Dudley
Priscilla Nyugen
Charmaine Tsang
Kelda Oppermann - CEO

Strategic Project Sub Committee

Melanie Hay
Gail Curtis
Fiona Lethbridge
Gary Thomas
Glenda Scott
Kelda Oppermann - CEO
Natalie Walschoffer - Project Officer

Chairperson's Report



The past year has been another year of significant change and growth for Zonta House Refuge Association Inc (Zonta House).

We went through an extensive strategic planning exercise involving research and surveys, focus groups and interviews with staff, service users, Committee

& Sub Committee members and external stakeholders and a one-day workshop. Our plan has four pillars: evidence based and outcome focused programs, multi-stakeholder partnerships, funding and innovation. Our success is underpinned by our strong organizational capability, by our values, by our culture and the quality of our staff and by our strong corporate governance.

We have developed an implementation plan for our strategy, including over 50 actions which we will continue to track and measure. The Committee is focused on our strategy and our strategic initiatives and this will continue to be our focus. We partnered with the Centre for Social Impact UWA to analyse our data and assess the impact of our services and programs. Their report presented an analysis of client outcomes and demonstrated the benefit for women experiencing or at risk of experiencing family and domestic violence of being able to access our services. We launched the report on 10 June 2021 to an audience of 80 Committee members, staff, government, corporate and philanthropic supporters. The report will assist us to seek long term funding for evidence based programs that have a significant impact on the health and safety of women accessing our programs. We will continue to conduct ongoing research and evaluation. We also aim to undertake a social return in investment analysis to better understand the impact we are having across our programs as part of our continued journey in outcomes measurement. This will provide a way to quantify and communicate the benefits of our programs to donors, funders, government and other stakeholders.

Together with the Department of Communities, we have finalised the design for a new purpose built crisis refuge and transitional accommodation co-located on one site. Construction is expected to commence shortly. This will provide significant benefits to the women who

access our services and to our staff. We are all excited that this project is finally coming to fruition. Zonta House operates comprehensive services on minimal resources. We operate 24/7 365 days a year and provide essential crisis and transitional accommodation to women. We also deliver comprehensive outreach and recovery programs. We continue to partner with many organisations to deliver our programs and support women facing domestic violence. I would like to thank the Committee and Sub Committee members who have continued to govern the organisation strategically through a time of significant change and growth. This year has been particularly busy and the many hours of time, expertise and other support given selflessly and willingly has been a major contributor to our effectiveness and success. I would also like to acknowledge the departures of Rod West, Anne Sibbel, Hilary Hunt and Ron Louis and thank them for their service to Zonta House.

I would like to thank all of our funders, supporters and stakeholders for their ongoing support. We are supported significantly by the community - individuals, groups and organisations - with program sponsorship, monetary donations, in-kind support and volunteering. We are very fortunate and gratefully acknowledge our supporters who help women rebuild their lives.

Finally, I wish to thank the staff of Zonta House for their tireless work during the year and their enduring commitment to preventing and responding to violence against women. We are a values-driven organisation with outstanding skills which achieves results in the care and support of the women who rely on us. This is largely a result of the excellent leadership within the organisation and our passionate and committed staff. As a Committee, we acknowledge your immense contribution and look forward to working with you in the coming year. I am humbled by the strength of our clients, the dedication of our staff and the generosity of our donors and supporters and commend everyone for their strength and their support during the past year. For the women that were killed last year as a result of domestic violence, we acknowledge their memory, and we commit to working hard to continue to provide high quality services for women that need our support.

Gail Curtis



Chief Executive Officer's Report

I am proud of what we have achieved as an organisation in 2020/2021 and how we are able to continue to adapt and respond to changing circumstances and overcome challenges. The motivation and inspiration comes everyday through observing interactions with staff, the support we receive from the community and most importantly seeing the difference our service can have on a woman's life. What we are able to achieve given the intensity of the work we do and size we are is quite remarkable.

We are continuously seeking to improve, adapting our services and researching leading practice to ensure our responses are effective. This includes the implementation in the past year of a Therapeutic Framework to guide interventions, that is grounded in cultural values, language, and belief systems. We are working towards ensuring the pillars of Trauma Informed Practice; Narrative Practice; Response Based Practice; Solution Focused Brief Therapy and underpinned by the Safe and Together model are implemented through ongoing professional development, our interactions with each other and through our formal documentation. Our team has been fortunate to participate in bi-monthly Community of Practice sessions with Cindy Cranswick, Dr Ian Percy and Dr Allan Wade.

We aspire to be a place of safety, support and dignity for women and families. A place where their immense strengths and acts of resistance are honoured, and their voices are heard. Victim/survivors deserve the best possible support we can give and they deserve to have the best opportunity for a safe life, be well and have opportunity and choice. The women we work with inspire us everyday through their survival, holding of hope, achieving their goals and seeing them reclaim who they are.

We continue to use our experience and observations to advocate and educate. Following an increase in demand from the community and organisations for Zonta House to provide training, we were successful in receiving funding from Lotterywest to pilot a new program over 12 months Empowerment through Education. The Empowerment through Education Program will provide upskilling to the Western Australian community on Primary Intervention; Early Intervention and Crisis Response to Family and Domestic Violence. One of the training packages is a partnership with No To Violence to deliver their

Everyday Conversations workshop in Western Australia. We want to provide people with the skills and practical strategies to do what they can to contribute to supporting victim/survivors, hold perpetrators accountable for their choices and to stop family and domestic violence from the start.

Over the past 12 months our partnerships to deliver new and to expand existing support has grown. Following a successful pilot of our new outreach program in July 2020, Zonta House collaborated with the Lucy Saw Centre and Ovis Community Services in January 2021 to deliver the Southern FDV Mobile Outreach program. With funding from Serco and Australia Post we engaged with local Aboriginal run women's businesses to facilitate activities for women across our services. This included Deadly Denim workshops with Rebecca Rickard, basket weaving with Emma-Jane's Weaving and Kings Park yoga walk with Kerry Anne from Nyungar Tours. We are excited to see this continue and looking forward to looking at possibilities to expand this in 2021/2022. We were successful in funding from Impact 100, the Wheeler Charitable Foundation, Department of Communities and David and Coral Mack to continue and expand our Future Employment Connections program in 2021/2022 and look forward to delivering this Program across partner refuges to support more women into employment, volunteering and study options of their choice.

2020/2021 saw us deliver our next Strategic Plan following a comprehensive and consultative process with our stakeholders. Our focus areas over the next 5 years include: evidence based and outcomes focused programs; multi-stakeholder partnerships; funding; innovation, organisational capabilities; governance, and values.

On the 10th of June we launched our inaugural social Impact report. It was a fantastic event attended by 80 of our Committee members, staff, government, corporate and philanthropic supporters. We thank Zenith Insurance and Grant Thornton for their support of the event. Zonta House partnered with the Centre for Social Impact UWA to connect data sources across programs, validate the self-developed Life Matrix Tool and facilitated an impact analysis. The impact analysis by CSI UWA showed that engagement in the additional wraparound support to accommodation, which included coordinated services relating to AoD and mental health,

“The women we work with inspire us everyday through their survival, holding of hope, achieving their goals and seeing them reclaim who they are.”

employment and training, and access to other specialist support and services, resulted in improved wellbeing, increased independence, better family relationships, and breaking the cycle of Family and Domestic Violence (FDV). We are evidencing that providing safety and support leads to significant decrease in distress, normalises mental health responses and increases wellbeing. We will continue to look for opportunities to evaluate our programs, with our 12 month focus on sustaining funding for existing programs; source funding for existing programs; and undertake a Social Return on Investment Study.

I would like to thank and acknowledge our funders and partners, our staff, leadership team, committee, volunteers and individual donors and supporters. When I talk about Zonta House I do talk as a collective we could not and cannot provide any of the services and support without them. The support we receive from the community continues to motivate us.

We want to live in a world where every human is equal and safe. And we need to do what we can which is why we are here. We look forward to the year ahead working with our partners, government, community and women to provide a place of healing and recovery and we will continue to advocate for the systemic and attitudinal changes that are needed.



Kelda Oppermann





Treasurer's Report



Zonta House has maintained and continued its strong financial position during the 2020/2021 financial year. Despite the unrest caused by the pandemic, Zonta House finds itself in a strong financial position at the end of 2021 and has built a foundation to support the organisation into the future.

Again this year the financial statements are consolidated with The Buff Denny Trust. 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 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. There is also revenue included for Trust, that previously would not have been included in the Zonta House financial statements.

Other significant accounting policy aspects to note in the 2021 financial year include adjustments made for AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities, which were both adopted from 1 July 2019. These standards provide an adjusted approach for revenue recognition in both the 2020 and 2021 financial years. As a result, in both years revenue that would usually be recognised in future years in line with associated spending has been included in revenue in during the year it was received. As this funding is allocated for use in programs in the future, it has been transferred to a reserve for this purpose.

Another significant aspect of revenue this financial year was the impact of the Jobkeeper scheme provided by the Federal Government. Zonta House was eligible and with the funding provided extended employee contracts and increased staff capacity to provide support to women and families.

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 acknowledge and are extremely thankful to the ongoing support of the Department of Communities, Mental Health Commission, Lotterywest, Centrecare, Lucy Saw Centre, Chevron, Scanlon Foundation, Woodside Energy 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 Charitable Foundation, Impact 100, Empowerment for Change, Pegacy Legacy Trust, David and Corale Mack 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 Gabriella Del Borrello and Rachael Chenhall, 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 – Ron Louis, Patrick Bovet, Veronika Komarenko and Biju Anthony. My final thanks goes to our CEO, Kelda Oppermann, who's continued commitment, dedication, governance and unwavering diligence enables us to continue improving and providing 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



Auditor's Report

DIRECTORS:

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

AUSTRALIAN
AUDIT

**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 2021

Scope

I have audited the abridged financial report of and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust for the year ended 30 June 2021 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 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.



Alastair Abbott, CA
Registered Company Auditor Number 486826
Australian Audit Pty Ltd
Level 8, 251 St Georges Tce, PERTH, WA 6000

DATE: 1 October 2021

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Auditor's Report

**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 2021

	2021	2020		2021	2020
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2021			FOR THE YEAR ENDED 30 JUNE 2021		
CURRENT ASSETS			Grants	3,354,113	2,913,408
Cash assets	2,939,440	2,116,724	Client contributions	213,140	249,771
Receivables	8,660	259,779	Fundraising	194,118	160,749
TOTAL CURRENT ASSETS	2,948,100	2,376,503	Interest income	6,252	11,027
NON CURRENT ASSETS			Government stimulus programs	398,700	374,500
Property, plant & equipment	979,831	1,033,822	Other income	26,397	2,544
TOTAL NON CURRENT ASSETS	979,831	1,033,822	Employment expenses	(2,781,208)	(2,140,346)
TOTAL ASSETS	3,927,931	3,410,325	Program expenses	(311,261)	(255,617)
CURRENT LIABILITIES			Administration expenses	(288,700)	(212,653)
Payables	255,018	305,095	Motor vehicle expenses	(30,692)	(25,339)
Provisions	180,218	131,042	Depreciation	(100,950)	(87,317)
TOTAL CURRENT LIABILITIES	435,236	436,137	Other expenses	(68,082)	(6,000)
NON CURRENT LIABILITIES			PROFIT/(LOSS)	611,827	984,727
Non-current provisions	33,831	29,371	Lotterywest - Capital grants	-	92,638
TOTAL NON-CURRENT LIABILITIES	33,831	29,371	Loss on disposal of assets	(13,691)	10,327
TOTAL LIABILITIES	469,067	465,508	Revaluation of land and buildings	-	49,228
NET ASSETS	3,458,864	2,944,817	Total comprehensive income	598,136	1,136,920
EQUITY					
Retained earnings	1,369,584	1,775,630	STATEMENT OF CASH FLOWS		
Reserves	2,089,280	1,085,099	FOR THE YEAR ENDED 30 JUNE 2021		
TOTAL EQUITY	3,458,864	2,860,729	Cash flows from operating activities		
			Receipts from operations	4,437,587	3,374,630
			Payments to suppliers and employees	(3,580,474)	(2,383,410)
			Net cash generated by operating activities	877,113	981,220
STATEMENT OF CHANGES IN EQUITY					
Beginning retained earnings	1,775,630	1,376,917	Cash flows from investing activities		
Profit/(Loss) for the year	598,136	1,087,692	Purchase property, plant & equipment	(60,649)	(127,890)
Transfer from / (to) reserves	284,475	(693,980)	Interest received	6,252	11,027
Closing retained earnings	2,658,241	1,775,630	Proceeds from disposal of property plant and equipment	-	15,250
			Proceeds from capital grants	-	92,638
Beginning reserves	1,085,099	346,891	Net cash used in investing activities	(54,397)	(8,975)
Revaluation of land and buildings	-	49,228	Cash flows from financing activities		
Transfer (from) / to reserves	(284,475)	688,979	Net cash generated by financing activities	-	-
Closing reserves	800,623	1,085,098			
TOTAL EQUITY	3,458,864	2,860,729	Net increase in cash held	822,716	972,245
			Cash at beginning of financial year	2,116,724	1,144,479
			Cash at end of financial year	2,939,440	2,116,724

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.

2

Our
Team



Achievements

56 staff nominations for the Zonta House recognition program
Membership and participation in local, state and national forums and committees
20 students on placement
409 staff attendances at over **60** various trainings
20% increase in staff

Over **\$194,118** raised in fundraising and donations



15 individual volunteers + Total of **96** individual corporate volunteers



\$15,800 in-kind support through volunteer days and project work



40% increase in donations



Joined Containers for Change WA Scheme with **\$474.20**
donations received and **4,742** returned containers



Achievements

Instagram increase of **242** followers over the financial year

@zontahouse #zontahouse



Facebook increase of **598** likes over the financial year

@zontahouserefuge



Christmas 2020

209 women supported a **32%** increase on 2019

253 children supported a **59%** increase on 2019

\$16,000 received to support families over Christmas

\$64,000 value placed on in-kind support received (food/gifts)

124% increase in our supporters donating to ZHRA for the FIRST time

78% increase in our existing supporters choosing to donate again to ZHRA

65 volunteers assisted in sorting donations and wrapping over **32** hours



• Zonta House Service Summary •

252

women and 2 children accessed supported accommodation

57

women provided with specialist study and employment case management

44

community awareness sessions facilitated to 4509 people

101

education programs facilitated to 144 women over 420 attendances

204

women provided with specialist recovery support over 640 sessions

135

coaching sessions

177

women provided with comprehensive case management in the community

40

women provided with parenting support in prison

56

women provided with support to reintegrate into the community from the adult justice system

Women who completed a feedback form across the programs rated the service

4.9/5

across a number of questions.



Timeline of Achievements/Events

Social Impact Project commenced with Centre for Social Impact UWA

Lotterywest cheque presentation by Hon. Simone McGurk for Emergency Relief and 6 month pilot Outreach Program

Participation in the COVID-19 Family and Domestic Violence Taskforce

Partnership with No to Violence to deliver Everyday Conversations training in Western Australia.

Increase in funding from Mental Health Commission (MHC) to respond to COVID pandemic

Kelda Oppermann CEO announced as Business News 40 Under40 Winner

Supporters Morning Tea attended by 16 people at Head Office

Grant recipients of \$11,500 for the delivery of the Connecting and Celebrating Culture Program

Attendance in the Silent Domestic Violence Memorial March in Perth CBD

Attendance in The Midland March that Matters

Attendance in the Peel Silent March

Business New RISE Awards Charity of the Year finalists

Strategic Planning Workshop attended by Committee and Sub Committee Members

**July
2020**

**August
2020**

**September
2020**

**October
2020**

**November
2020**

**December
2020**

Impact 100 Award winners \$50,000 towards funding of the Future Employment Connections Program

Town of Victoria Park Purple Bench unveiling

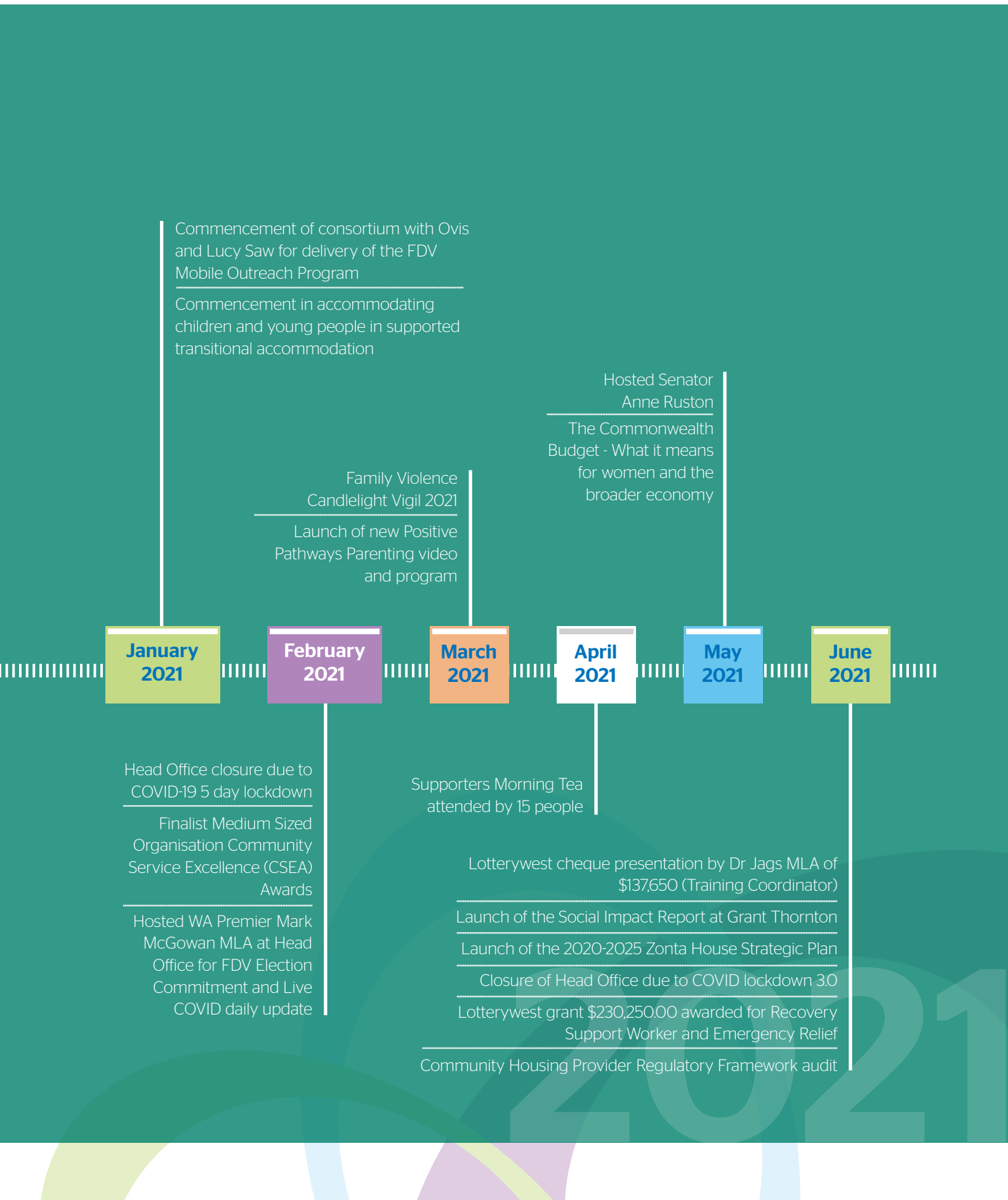
AGM attended by 28 people in person and Zoom

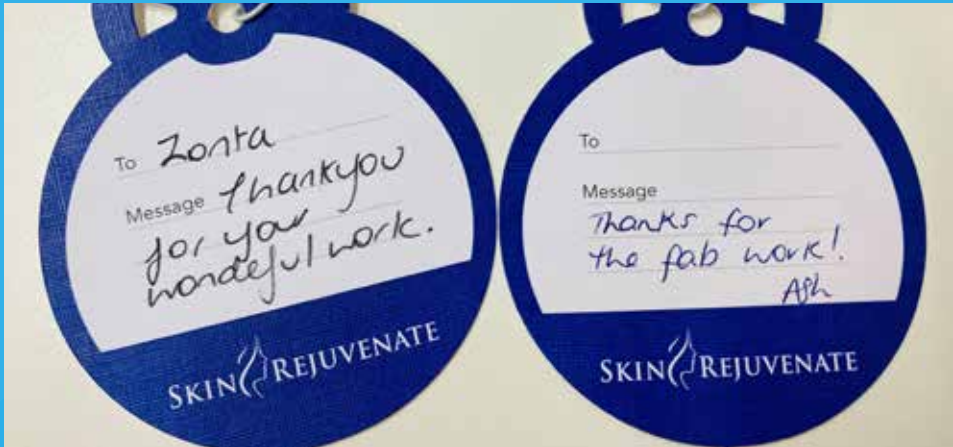
Commenced Containers for Change WA Scheme

Zonta House 12 Days of Christmas Campaign

Participation in the FDV Industry Collaboration panel

2020







Client Feedback

I do not have to feel guilty or ashamed.

Learning different techniques to use when experiencing trauma.

Loads of encouragement, information and knowledge, that will equip and encourage me to practice self-care.

Exploring things I never knew about and that I am lovable and loving.

Thank you Zonta so much for creating a safe place here for us to come and feel safe to open up.

Learnt a lot mainly how to train your brain in challenging situations.

Confidence, joy, determination and desire to do another course to keep moving forward.

Love this, it gives me purpose.

That I'm doing a good job of mindfulness and self-care these days.

I enjoyed the teaching and meeting other people to share ideas.

To heal and listen to myself more. To be grateful that I am here and starting to have my life the way I want it, not by those bad people.

I'm not alone here with Zonta House and all the staff, programs, meetings, advice and most of all the caring means so much. I am so appreciative and overwhelmed. I feel safe with all of this.

Loved that as a group we are able to learn, understand and discuss such a touch topic yet have a few good laughs.

I look forward to attending other groups, valuable input from a Male presenter especially one who runs groups for Men in Domestic Violence.

Thank you so much for running these workshops. PP is such an important program that helps and supports so many women in rebuilding their lives and reminding them that they are worthy.

As a previous participant for 18 months, I have rebuilt my life and now work full time. I take a day off a month to continue to be engaged with PP and to enjoy the amazing Yoga and Sound class- it helps me reconnect with my Body and Mind.

I loved it, I think I will come back, I am so happy after attending every time.

The connection with the other participants, I love these workshops!

No words can fully express my gratitude for your kindness and support during those difficult time.

I want to thank Zonta. My support manager for her care, thoughts, and support in guiding through during my stay at Zonta House. I received knowledge, guidance and able to be independent. I can take care of myself through Zonta's support. Thank you so much for all the support and care. Sweet memories.

Big thanks to everybody in Zonta House - from Top to Bottom. May the almighty bless you all.

Thanks for everything Zonta House has done for me.

During my stay at Zonta House women's refuge I got legal help. I also attended many other workshops and support programs. It changed my mind lots, gained more knowledge and more confidence, and found myself back. Most useful was - live united - united way, resume and cover letter workshop, interview skill and role play workshop, dress for success workshop, positive pathways.

All programs were good. Thank you so much to all the office staff in Zonta House. They are so very much kind.

No words can fully express my gratitude for your kindness and support during those difficult time. There is nothing I can do to repay for your contribution to my life. I just do promise that always cherish what you have done and hopefully one day be as inspirational others as you were to me.

Zonta House is my family and always in my heart.

My life is completely different and would have been difficult to do alone.

I feel so blessed to have been supported so well these last few months. I am better within myself, than I have been in years. I will always be grateful to Zonta House for supporting me in the journey.

Student Placement Feedback

20 students on placement over the period

Connectedness with the women. I felt the working relationships I built impacted me greatly both professionally and personally.

The team I worked with trusted in my ability, which allowed me to grow and develop my professional identity as a social worker. I feel it was their support and the safe learning environment they created for me that was most valuable.

Being part of a team who are passionate about their roles and the women they support. A team who are collaborative and work collectively. Being able to engage with the clients and have a meaningful professional relationship with them and support them through their journeys.

The valuable part is working with women who work tirelessly to achieve common purpose. Also, it provides me with the skills that I may not get if I only stay at university and not to take this opportunity of being an intern.

The most valuable part of my placement experience would be getting to know the women who work with Zonta House and learn about the operations of the association. I found by participating in team trainings, staff meetings, community interactions and crisis site visits I was able to get a well-rounded, valuable insight into the work Zonta House does.

I observed the care aspect with just how everyone cares about the women. Everyone showed dedication to their duties and were really concerned about clients. I never felt that there was a disconnect between head office and the staff at the sites which was amazing. Everyone seemed to be working together to achieve the same goal.

In my opinion, all staff displayed these values. Staff held themselves to a high standard and were dedicated to ensuring the women were as safe as possible.

Staffs are dedicated in all the things they are doing within the organisation, from the CEO, administration to the support women's advocates. The amount of time and effort they put on the grants and programs for vulnerable women are indispensable. CARE - by striving to achieve goals makes the demonstrated the value of CARE. Care to others staff and clients. INTERGRITY - this value is the most important to Zonta House I guess, they work with integrity with the heart of being empathetic and passionate about the support they give to their clients.

Very respectful, caring, helpful. Made me feel welcome. Very professional and caring to clients

Each staff member I was able to interact with on my placement upheld these values in everything they did on a daily basis. I was able to observe the care for the clients, the community and each other. The dedication to their work was apparent in how the staff took pride and supported each other in their accomplishments. And the integrity of the staff was undercurrent in all interactions regardless of the environment

It is a great teamwork to support women who have been suffered or at the risk of experiencing FDV. I can feel that each single staff at Zonta is committed to the value of the Organization and the enthusiasm to fulfil the duties to build a better community for all women.



Staff Recognition

56 staff nominations for the Zonta House recognition program

You help the clients with your personal touch and care. Your decisions and support to the team members is also amazing. It is not easy to find out any particular time for your amazing dedication. It is always. Thank you, Sim for your dedicated positivity.

Lyndsey embodies dedication to her team and to her role at Zonta. Lyndsey is committed to ensuring that her team are feeling safe and supported and she continuously recognises and thanks her team members, in turn fostering a positive and happy work environment. Lyndsey's positivity and can-do attitude is a force to be reckoned with and it is impossible not to feel positive and upbeat when she is around. Thank you, Lyndsey, for your hard work and dedication to your team.

Kim is incredibly helpful and supportive to everyone and will do anything to help clients, she genuinely cares about all the women that come through the service and shows this on every shift she does at the refuge. Kim helps other staff as much as she can in any task and is willing to put up her hand and do whatever is needed. Her help is always appreciated, and we know we can count on Kim to get things done.

The care Sharyn has for her colleagues is limitless. Sharyn is always available whenever you need a chat or some expert client advice. Sharyn is amazing at holding a safe space for any issues or challenges that you come to her with. You never feel rushed or unheard. She is wonderful at giving you her undivided attention. Sharyn's thoughtful and genuine compliments brighten our days. We feel incredibly lucky to have such a warm, loving, intelligent and strong leader.

Tracey shows her dedication at work on each shift and comes up with various ideas to make the women in the house feel welcome and comfortable. She uses her creativity to engage with women, while doing some arts and crafts activities, which brings some normality and calmness. Tracey also started with her positive "just do it attitude" Pet Therapy at Site 2. Her cute little bunny Dexter brings a smile to everyone's face and joyful afternoons for the ladies with lots of snuggling, love and hugs. If this wasn't enough, Tracey does not hold back on being the master chef at the BBQ and brings all ladies together with a relaxed and tasty meal.

Tara consistently demonstrates a high level of care in her position. She goes above and beyond for the Women engaged in her program. She cares for everyone's wellbeing and it is a privilege to work alongside her.

Gaye is especially dedicated to creating a happy and positive environment for the women and brings a happy and up beat energy to the refuge which rubs off on the team and the women. Gaye loves to engage in groups with the women and use her creative skills and knowledge. Gaye is dedicated to creating a creative space in the refuge and she has implemented Macrame workshops and will soon be creating vision boards with the women on her weekend shifts. Gaye is kind, caring and compassionate and is an asset to the Zonta team and the women she supports. Thank you Gaye for all that you do.

Ella is bubbly, friendly, kind and helpful she works hard and displays dedication in her role every day. Ella just gets stuff done whatever the task is, she makes it happen. Ella is fantastic at networking she attends activities outside of her work hours, she puts time and effort into exploring new partnerships or ways of bringing additional funding into the organisation. Ella is proud of the work we all do and is happy to share information on the services we provide to external stakeholders. Ella is always there to support the service delivery teams and she was invaluable getting supplies we needed during COVID. Nothing is ever too much trouble, our dedication does not go unnoticed, we truly value you Ella.

I would like to nominate Elle for all three categories. She is a skilled practitioner of utmost integrity and underpins her practice with a passion for social justice. Elle uses her skills and drive to fiercely advocate for the women and children she walks alongside – especially with big institutions. She has supported women in the community who are very high risk and carries this risk in a measured way – providing information and promoting choice – this allows the women she supports to demonstrate their power. Elle consistently demonstrates her care for the women she supports, and in turn is gifted with the trust of these women – when trust is sometimes difficult to give in the context of their experiences. This talks to the relationships she is able to build with all around her. I would especially like to acknowledge the dedication Elle has demonstrated creating the Outreach program from inception. She has been instrumental in creating the documents and promoting the program, and has represented Zonta House so, by embodying the Zonta values in her work.

Kristin demonstrates care not just towards the women in her program but also her colleagues. On Are you Ok day Kristin made up some individual gifts for all the staff discretely placing them on their desks as a beautiful gesture for when they arrived that morning. She also made up some adorable stress balloons for staff at HQ each with their names on them. Kristin is a thoughtful Team player and those random acts of kindness she consistently displays go a long way to making people feel valued and loved.

Nat's understanding of who we are, the work we do and what we are striving towards is evident in the quality of her writing and success. Nat exceeded in the support provided in this role and her dedication through the quantity and quality of work produced. Nat you have exemplified the values of our organisation during this time. Thank you, Nat!

Vanessa and the word care go hand in hand. The definition of caring is someone or something that shows kindness and concern for others. A person who is concerned about others and who does kind things for them. Vanessa shows she cares in so many ways and the work and effort she puts into her role enables so many women and their families to be touched and feel cared for and about. Over the last few months watching Vanessa adapt PP to be 100% online, developing content, connecting with so many women whilst holding hope and space for them has been wonderful to work alongside. We hear the stories of the difference her wisdom and knowledge makes to those around her. Thank you Vanessa for being there for your team and always making time for everyone around you.



3

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.

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 complete the Life Matrix on entry and exit. The measure provides an overall score for quality of life, and 14 subscale domains.

Supported Accommodation

Refuge and Offsite Accommodation

Zonta House offers 24/7, refuge accommodation and off-site accommodation for women over 18, who currently do not have children in their care. Twenty-two beds are accessed in our 6 sites which are all single rooms. During 2020-2021, 201 women accessed this service. 94% of women reported that the perpetrator had harmed or threatened to harm them whilst 70% stated that the perpetrator had tried or made threats to kill. 89% of women experienced coercive control and with 79% of women stated that the perpetrator had isolated her from family, friends and other social supports.

All women are encouraged to engage with our highly skilled Women Advocates and Support Coordinator teams. On entry, women are welcomed by the team and other women in the program. Initial meetings 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 individual 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. For women participating in the exit assessments, there was a 31% decrease in mental health distress and a 10% increase in quality of life.

Funding is currently provided by the Department of Communities, rental income, donations and Chevron. One refuge has been operating since 1984 and another since 2019.

Supported Transitional Accommodation

Transitional housing is accessed by women who seek additional support and/or have been unable to secure suitable supported, safe housing and or affordable options post crisis accommodation stays. Zonta House has 16 transitional and long-term beds accessed by 49 women in 2020-2021.

Transitional housing gives women the opportunity to have continued support in safe affordable accommodation once exiting refuge accommodation. A Support Coordinator continues to provide case management support. During this time women are supported and encouraged to engage in further education, gain employment and link in with necessary services to support with their individual future goals, healing, and recovery. This includes support and assistance to continue attending ongoing groups, workshops and counselling with Recovery Support, Future Employment Connections and Positive Pathways.

In January 2021 Zonta House was leased an additional property through the Department of Communities specific for a woman and her child/ren. During the reporting period, two families have been accommodated.

For women participating in the exit assessments, there was a 7% decrease in mental health distress and a 20% increase in quality of life.

Funding is currently provided by the Department of Communities, rental income, donations, Woodside and the McCusker Charitable Foundation. This program has been operating in part since 1990.

Recovery Support

The Recovery Support program seeks to support women to heal in a supportive environment and to increase positive outcomes for women experiencing FDV who have co-occurring needs relating to mental health and/or AoD. All women in a Zonta House service are provided with the option to access the program, including outreach and women in the transitional housing program. This 'opt-out' rather than 'opt-in' approach serves to de-stigmatise the provision and receipt of mental health specific support. 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 trauma informed responses, informal counselling, groups, referrals, advocacy, support to appointments and transport. A recovery plan is developed with each woman. These plans provide coping strategies for the women and serve as guides for frontline staff to ensure supports are in place to enhance safety, and support recovery and wellbeing.

The Recovery Support Program was accessed by 204 women through our accommodation, outreach and Positive Pathways Program. For women participating in the exit assessments, there was a 55% decrease in mental health distress and a 33% increase in quality of life.

Funding is currently provided by the Mental Health Commission. This Program has been operating since 2017.

Positive Pathways to Safety for Women and their Children

In 2020-2021, 144 women accessed the Positive Pathways Program. It is a unique specialist program that provides no-cost tailored workshops for women in the community. Each workshop is aimed at decreasing the impact and breaking the cycle of family and domestic violence by focusing on a woman's 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 the woman's self-esteem, by fostering their feelings of social inclusion and connectivity and enhancing their 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 such as sound and art therapy, meditation, yoga, hairdressing, cooking, and aromatherapy. Additional to the workshops, the Positive Pathways Program provides individual coaching sessions and inter-agency advocacy and support. 420 attendees participating in 101 workshops with a further 135 individual coaching sessions.

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

Funding is currently provided by the Stan Perron Charitable Foundation with support from the Make a Difference Foundation. This Program has been operating since 2014.



Future Employment Connections

The Future Employment Connections 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 working rights. 57 women were supported in 2021-2022.

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 ascertained through individual session and groups. Support is provided through one-on-one appointments and group workshops.

For women participating in the exit assessments, there was a 7% decrease in mental health distress and a 20% increase in quality of life.

Funding is currently provided by Scanlon Foundation, Threads of Change, Pegacy Legacy Trust, David and Coral Mack, the Wheeler Charitable Foundation and Impact 100. This Program has been operating since 2018. This Program has been granted funding to branch into two other refuge organisations from mid-2021.

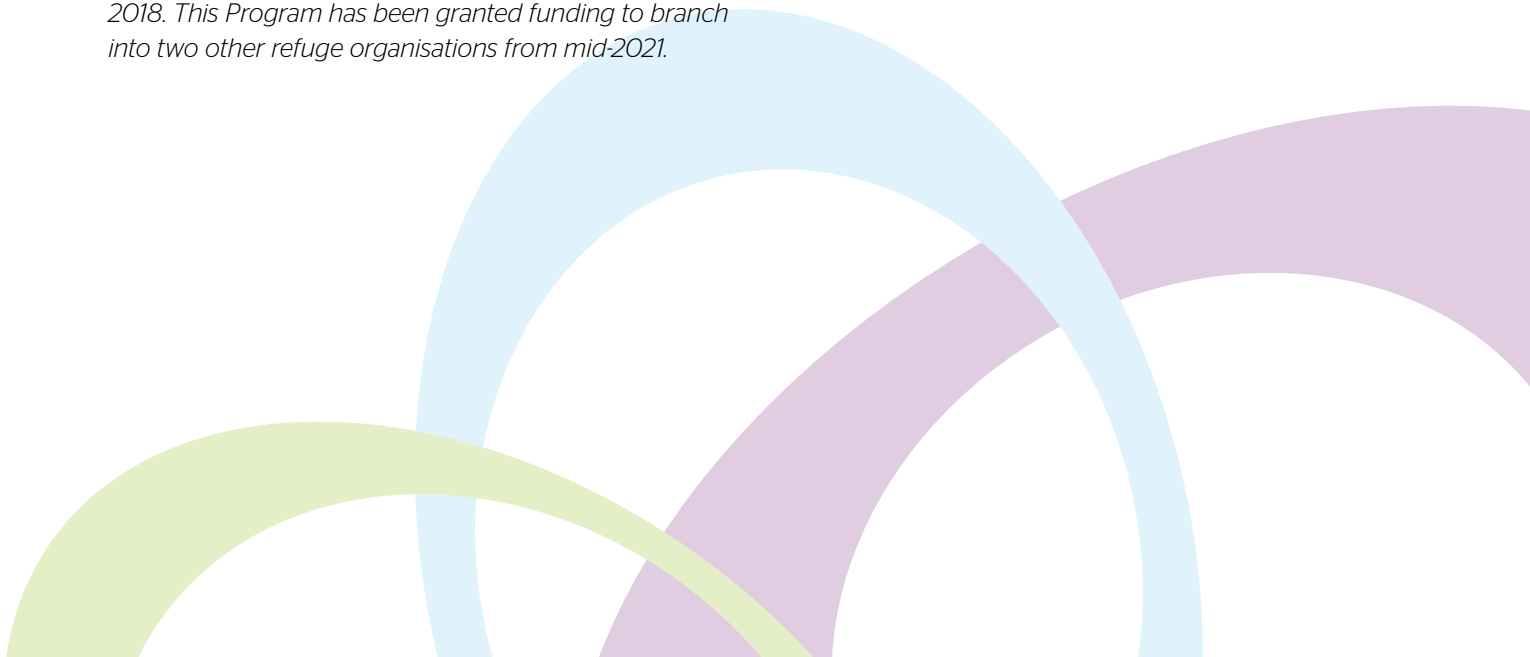
Safer Pathways for Women and Children

Safer Pathways for Women and Children has been operating since 2016. It is a Zonta House and Department of Communities collaboration providing family and domestic violence (FDV) specialist support to women who are social housing tenants residing in the Victoria Park and Cannington regional office zones, or for women and their children experiencing FDV who are seeking priority waitlisting. 55 women were provided support in 2020-2021.

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 it unsafe for them to remain in their property. This is achieved through comprehensive risk assessment, safety planning, case management as well as education and capacity strengthening for tenants and Housing Support Officers (HSOs) and other Departmental staff. Additionally, Safer Pathways works alongside HSOs and other professionals to empower them to recognise the signs of family violence and to confidently offer assistance and sensitive and supportive responses.

For women participating in the exit assessments, there was a 28% decrease in mental health distress and a 10% increase in quality of life. 100% of women also stated that would recommend the program.

Funding is currently provided by the Department of Communities. This Program has been operating since 2016.





Zonta House FDV Mobile Outreach

Zonta House is a partner in a consortium with Ovis and Lucy Saw, providing outreach support for women experiencing family and domestic violence who are either exiting refuge or who do not or cannot access refuge accommodation for myriad reasons. The Outreach Program provides FDV specialist support to women in the Southern corridor of Perth. The Program works with women who are residing separately from their perpetrators but also supports women who are living with the perpetrator.

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 up to three self-identified goals, and case management includes 6-12 weeks of intensive and specialised support. This includes attending court hearings and ongoing emotional support, as well as referrals to and advocacy with external services.

For women participating in the exit assessments, there was a 34% decrease in mental health distress and a 17% increase in quality of life.

Funding is currently provided by Lotterywest and the Lucy Saw Centre through the Department of Communities. The Program has been operating since 2020.

Adult Justice

Accommodation

Zonta House provides a 4-bed accommodation service to women exiting prison who have experienced family and domestic violence. The ReSet Reintegration team provide comprehensive case management in collaboration with Zonta House. This is a vital service for women who may otherwise be unable to exit prison or exit into unsafe situations. By providing a housing-first, flexible and supportive environment for women to reside while reconnecting, they are better equipped to reconnect with their children, gain employment and secure long term, safe and stable accommodation.

100% of women reconnected with their children. 22% of women gained employment. 23% of women were able to secure a private rental or community housing upon exit. All women were provided with emergency relief upon entry and throughout the service as required and at exit.

Reintegration and Parenting

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.

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. This case management support includes informal counselling, advocacy and warm referrals to specialist services.

56 women were supported in this Program in 2020-2021.

The Zonta House Parenting Counsellor facilitates parenting workshops within the Bandyup and Boronia women's prison and also undertakes one-on-one sessions with the women. The aim of this Program is to strengthen parenting capacity and confidence through education, community and connection, and facilitate warm referrals to supports to community organisations and Child Protection advocacy. 40 women were supported in this program in 2020-2021.

Funding is currently provided by Centrecare Inc through the Department of Justice. This Program has been operating since 2018.

Empowerment through Education

In 2021 Zonta House has formalised the Empowerment through Education Program, providing family and domestic violence awareness and education which has previously been offered in-kind and absorbed through existing resources. The increased demand has led to a successful grant for funding for a Training Officer to lead this service.

Zonta House aims to increase awareness and improve responses to domestic violence. This will be accomplished through three focus areas:

- **Primary Intervention** – Bystander Program 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.

The specialist frontline training will focus on increasing skills and expertise in utilising existing WA State government tools such as the Common Risk Assessment framework and Safety Plans.

All training will include components of the provision of practical actions that participants can do to prevent FDV, support perpetrators and increase safety for victim survivors.

Funding is currently provided by Lotterywest.

Program Demographics



Age of individuals accessing services and support

- **1%** of people accessing direct services were aged 0-18 years old
- **6%** of women were aged 18-24 years old
- **66%** of women were aged 25-44 years old
- **8%** of women were aged 45-54 years old
- **14%** of women were aged 55-64 years old
- **4%** of women were aged 65 plus years old



Cultural Identity

- **26%** of women identified as Aboriginal.
- **26%** of women identified as being Culturally and Linguistically Diverse.



4

Our Supporters



Our Supporters

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.

Funding, Grants and Sponsorship

Australia Post
 Centrecare
 Chevron
 David and Coral Mack
 Department of Communities
 Impact 100
 Lotterywest
 Lucy Saw Centre
 McCusker Charitable Foundation
 Mental Health Commission
 Pegasus Legacy Trust
 Serco
 Stan Perron Charitable Foundation
 Scanlon Foundation
 The Wheeler Charitable Foundation
 Threads of Change
 Woodside

Partnerships

Centrecare
 Centre for Women's Safety and Wellbeing
 Communicare
 Curtin University
 Department of Human Services
 Edith Cowan University
 Fremantle Women's Health Centre
 Holyoake
 Jaccaranda Community Service
 Lifeline
 Make a Difference Foundation WA
 Marr Mooditj
 McCusker Centre for Internships
 Mettle Women Inc
 North Metro Tafe
 No To Violence
 Palmerston
 South Metro Tafe
 The Big Issue
 The Essentials Collective
 The Underground Collaborative
 United Way
 Wungening





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