

During the period of the analysis

This report considers the social value created by Zonta House from January to December 2021. The activities that contribute to this social value are summarised below.



411 women were supported



114 women stayed in crisis accommodation for an average of 32 days



46 women stayed in transitional accommodation for an average of 171 days



100 women were supported via **the Outreach Program**



62 women were supported via **the Safer Pathways Program**



125 women participated in **Positive Pathways workshops**



86 women participated in **the Future Employment Connections Program**



On average, women were referred to **6** different services (4 or 5 of which are external). They were assisted to interact with these services on 23 separate occasions



Overall, an estimated **1923** referrals were made to external organisations



101 women were supported to consider and/or apply for a VRO, and 44 were successful



94 women were supported to make a police statement, organise a police standby and/or contact the police about a VRO breach



17 FDV prevention, identification and response education sessions were delivered to other NFPs and service providers, community members and workplaces, with **702** attendees in total

Supporting women experiencing family and domestic violence

2022 Social Return on Investment Report at a Glance

This Report

Zonta House Refuge Association (Zonta House) commissioned SVA to undertake an evaluation of its activities to determine the social and economic value returned for all stakeholders. The analysis looked back at the 12 months of Zonta House's activities from January to December 2021. The Social Return on Investment (SROI) methodology was used to identify, measure, and value the impact of Zonta House's activities for different stakeholder groups. SROI is an internationally recognised, principles-based approach for understanding and measuring the impacts of a program or organisation. It provides a framework for accounting for a broader concept of value than is traditionally measured in an evaluation. The value for the women that Zonta House supports, their children, the government, other not-for-profits (NFPs) and service providers, community and workplaces, and the future workforce was considered.

What does Zonta House do

How does Zonta House help? Zonta House runs an umbrella network of programs that uphold dignity, create safety, and explore victim/survivors' courage and acts of resistance. Zonta House recognises that women who have experienced FDV are the experts in their journeys, and each woman's journey occurs at her lead. While each program has a specific offering, some supports provided are common across programs. Zonta House:

- Builds trust via case worker support, informal individual counselling, flexible and client-led service delivery, and unconditional support
- Provides accommodation and emergency relief
- Connects women to medical advice and professionals, legal support, government services, and social and cultural networks
- Increases existing capacity of coping strategies, life skills, parenting techniques, and community participation, including employment, to help women meet their individual needs and goals
- Educates community members, workplaces, front line services, and sector partners on FDV prevention, intervention, and recovery
- Changes the FDV narrative by using language as a tool to uphold dignity and justice, in order to ally with victim/survivors and advocate for change in responses to women experiencing FDV.

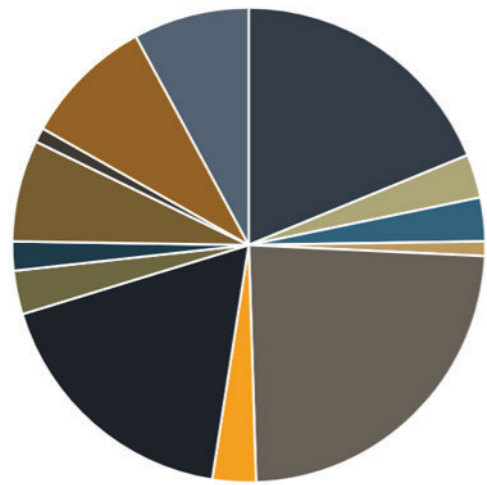
SROI Ratio

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



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

Value created for women



- Increased safety
- Basic needs met
- Increased engagement with support services
- Improved physical health
- Improved mental health
- Increased understanding of the complexities of FDV
- Stronger sense of self
- 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

Key insights

This SROI analysis tells a powerful story of the significant impact that Zonta House creates for the women it works with, their children, and the government and broader community. The following key insights were identified.

- Zonta House delivers a strong SROI, reflecting the significant value it creates.** For every \$1 invested, \$4.47 of social and economic value is created by Zonta House.
- Zonta House's strong SROI is largely due to the significant value that it creates for women experiencing FDV.** Most of the value that Zonta House creates (77%) benefits the women that it supports. In 2021, Zonta House created \$13,937,356 of social and economic value for 411 women – an average of \$33,911 for every woman supported.
- Achieving impact for individual women who have experienced FDV requires a holistic, person-centred, and staged approach.** Zonta House's ability to support women to achieve the outcomes that they do, stems from its wrap-around, flexible, and individualised support. This enables Zonta House to develop long-term, trusted relationships with women, in turn enabling their recovery to be stable and sustainable.
- Achieving impact at the systematic level also requires a holistic, person-centred, and staged approach.** Zonta House's innovative ways of working fit this mould, which gives it the potential to contribute to this change both as a 'thought leader' in discussions on system reform and by conducting pilots for proposed initiatives.
- Stressors like COVID-19 and the housing crisis compound the need for FDV services and necessitate a whole-of-community approach to create long-term sustainable change.** Zonta House is operating in an environment where demand for their services continue to exceed supply.

Impact snapshot

This SROI uncovered a range of benefits for Zonta House's different stakeholders.

WOMEN

Improved mental health | \$3.3 million

90%

of women have decreased scores on exit for depression, anxiety and/or stress than they did on entry



Increased engagement with support services | \$0.4 million

96%

of women surveyed responded with agree or strongly agree to the statement 'I received adequate information including referrals to other services to meet my needs'



Expanded opportunities and stronger relationships | \$3.2 million

232

women were supported to take up opportunities to complete studies or pursue new skills/qualifications



203

women were supported to feel connected to their community and/or culture



177

women were supported to become work ready



174

women were supported to increase their financial independence



82

women were supported to develop stronger family relationships with their children



CHILDREN

Stronger family relationships | \$0.2 million

35

families with children under 18 where the mother was supported by Zonta House experienced stronger family relationships due to their mothers being more confident parents



GOVERNMENT

Avoided health and administration costs | \$3.3 million

Decreased pressure on government services allowed health and administrative costs to be avoided



BROADER COMMUNITY

Increased awareness of how to respond to FDV | \$0.2 million

95%

of attendees at Zonta House's education sessions know how they can take a more active role in their personal and/or professional life in combatting FDV in their community, family, and workplace

