



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

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

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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Follow us on Instagram: @zontahouse #zontahouse



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Executive
Reports

Zonta House Committee

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



Gail Curtis
Chairperson



Melanie Hay
Vice
Chairperson



Patrick Bovet
Treasurer



Chantelle Thom
Secretary



Glenda Scott
Committee
Member



Linley Buchanan
Committee
Member



Rosemary Donovan
Committee
Member



Sarah Josey
Committee
Member



Charmaine Tsang
Committee
Member



Lesley Radloff
Committee
Member
Resigned April 2022

Sub Committees

Finance Sub Committee

Patrick Bovet – Chairperson
Sarah Josey
Biju Anthony
Veronika Komarenko
David Hickmott
Kelda Oppermann, CEO
Gabby Del Borrello, Accountant
Rachael Chenhall, Bookkeeper

External Relations Sub Committee

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

Governance Sub Committee

Charmaine Tsang - Chairperson
Dr Janice Dudley
Priscilla Nyugen
Mandy Brown
Charmaine Tsang
Kelda Oppermann, CEO

Strategic Project Sub Committee

Melanie Hay - Chairperson
Gail Curtis
Fiona Lethbridge
Gary Thomas
Glenda Scott
Elizabeth McLeod
Lesley Radloff
Kelda Oppermann, CEO
Natalie Walschoffer, Project Officer

Chairperson's Report



The past year has been another significant year of change and growth for Zonta House Refuge Association Inc (Zonta House) as we continue to work towards achieving the goals in our strategic plan. The Committee is focused on our strategy and our strategic initiatives and this will continue to be our focus.

We have had success in securing long term funding for existing and expanded programs and are in a secure financial position. During the time I have been Chairperson, over the past three years, our revenue has more than doubled and the number of women and families we support across all of our programs has increased significantly. Furthermore, we are expecting to increase both our revenue and the number of women we support in the coming financial year. This is particularly pleasing in the current challenging environment. I am immensely proud of our CEO and our staff and their exceptional dedication in responding to the many social and economic challenges we have faced, both over the past year and over the past three years whilst I have been Chair.

In 2021 we launched our first external analysis of our data with the UWA Centre for Social Impact, which demonstrated the benefit for women experiencing family and domestic violence of being able to access our service. In 2022 we commissioned Social Ventures Australia to undertake an independent evaluation of our activities to determine the social and economic value. The Social Return on Investment Ratio was estimated at 1:4.47 – that is, for every \$1 invested, \$4.47 of social and economic value is created. We delivered the report on 4 August 2022 to an audience of over 80 Committee members, staff, government, corporate and philanthropic supporters. We are proud that the report clearly articulated the strong impact and significant

value we deliver for women experiencing family and domestic violence, their children and the broader community and are incredibly proud of the impact we have. The report identified opportunities that will allow Zonta House to strengthen its operations and enhance its services. We intend to act on these opportunities to continue to expand our services, support additional women and to move to an outcomes focused approach to measurement and evaluation of our services.

Together with the Department of Communities, we have commenced the construction of a new purpose built crisis refuge and transitional accommodation co-located on one site. This will provide significant benefits to the women who access our services and to our staff. We are all extremely excited that our vision is finally in sight and eagerly anticipate its successful completion next year. It is the first such project since Zonta House was established in 1984. Thank you to everyone who has contributed, and who continue to contribute, to this vital project. Zonta House provides comprehensive services with minimal resources. We operate 24/7 365 days a year and provide essential crisis and transitional accommodation to women. We also deliver outreach and recovery programs and continue to pursue funding to support those programs and not be reliant on government funding. We are supported significantly by the community with program sponsorship, monetary donations, in-kind support and volunteering. We are very fortunate and gratefully acknowledge the support of our supporters who help women rebuild their lives, particularly in the difficult times we are facing.

The Committee is focusing again on its own renewal. We have positions vacant at the Annual General Meeting for both Committee Members and Officeholders. We have invested considerable time and effort in identifying candidates for our Committee and Sub Committees that we believe will support the

continuing growth and development of Zonta House and enhance its governance and leadership.

I would like to thank the members of the Committee and Sub Committees who have worked hard to support Zonta House and supported me in my role as Chair over the past three years. The last 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 the effectiveness and success of Zonta House. It has been immensely satisfying to reflect on all the achievements over that time. I look forward to continuing as a Committee member and supporting Zonta House to thrive. I would also like to acknowledge the departures of Charmaine Tsang, Lesley Radloff and Patrick Bovet and thank them for their service to Zonta House.

Zonta House continues to grow as an innovative and effective organisation focused on improving the lives of women and children who have experienced family and domestic violence. We are a values-driven organisation with outstanding skills and this is achieving results in the care and support of all who rely on us. This is largely the result of the excellent leadership within the organisation and our passionate and committed staff who work tirelessly to improve the lives of the women and children who rely on us. 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 support during the past year.

Gail Curtis



Purpose Built Facility Sod Turning Ceremony – December 2021



It is a privilege to work for Zonta House and I am immensely proud of the commitment at all levels of the organisation in providing safety and dignity to women and families who have experienced family and domestic violence. It has

been an extraordinary year of growth, achievements, and challenges as we have navigated the current environment. The ability to persevere, adapt and respond over this period is credit to our teams commitment to our purpose and the women and families we are here for.

Family and domestic violence continues to be perpetrated at an insidious rate in our communities, neighbourhoods and homes. The severity of the abuse, terror inflicted and harm caused is horrific. What people are enduring and the ongoing impacts is despicable. Family and domestic violence does not discriminate but what we do know is experienced by women and children at a significantly higher rate of incidence, severity and impact.

Responses during and post FDV continue to cause additional harm, trauma and barriers to safety and dignity for victims. There is a continued onus and responsibility to seek help, support, advocate and navigate the many systems faced when wanting, preparing, attempting or escaping this abuse. Victim-survivors are often forced to flee their own homes and communities, leaving their lives behind because of this risk to their and their families safety from the perpetrator or their associates. It is essential that we continue to honour and explore victim-survivors ongoing acts of resistance to every act of abuse and violence.

Services must be readily and easily available and provide holistic support in recognition of the impact on people's lives. There is hope and we are seeing

a shift with an increasing focus on implementing new initiatives, legislation and more comprehensive planning on solutions. It is now recognised that this is a societal issue and one that is the responsibility of all of us. It will take time but we need to prioritise and continue the momentum through significant and immediate investment. Because just one person dying, being hurt or living in fear or living with the life-long impacts is not acceptable or good enough.

I acknowledge the women who have accessed our services and in the community who have experienced, lost loved ones and been impacted by family and domestic violence. I am sorry for what has happened to you and what you have had to endure due to the actions of others.

During 2021/2022 we have been able to continue and expand existing programs to reach more individuals and families. This has included expansion of our Recovery Support, Future Employment Connections, Positive Pathways and Safer Pathways programs. Over the past year we were also fortunate to pilot the Empowerment Through Education program which has enabled us to contribute to prevention and improved responses to victim-survivors in the community.

This year we have been extremely fortunate to receive significant funding and in-kind support from individuals, workplaces and state government which has enabled us to do this work and provide the level of care and support we do. We sincerely appreciate each and every single donation great and small that contributes to this. It enables us to provide the services but also provides motivation that we are all in this together. I would also like to thank our partners who we work with to provide wrap around care and opportunities. The partnerships decrease barriers for women and children to access needed support for their health, wellbeing and future.

As an organisation, we have a responsibility to victim-survivors and to the greater public to ensure our services are meeting the needs of the people and families we exist for, that our programs do have an impact and the funding provided is utilised efficiently. Our project with Social Ventures Australia to facilitate a Social Return on Investment study was a comprehensive process that took place over six months. It has resulted in the published report and findings which we will learn from and we hope will inform further investment into healing and needs based support for victim-survivors.

We appreciate the advice and support we have received from Aboriginal Elders, people and organisations in our community. We are committed to listening, learning and taking action to embrace and celebrate culture and provide culturally safe and welcoming services to staff, individuals and families. This is an ongoing commitment at all levels of our organisation.

We have continued our partnership with Department of Communities in the design and building of a fit for purpose refuge. The design has been finalised and construction has started during the year and we are looking forward to the year ahead, completion of the project and to welcome new residents to the place of healing and connection.

We aspire to provide the best possible services we can and committed to continue learning, adapting and responding and being better. Over the past year we have been fortunate to invest in the ongoing development of all staff in recognition of the significant importance of the roles they do and the opportunity each person has to positively impact peoples lives. We value our ongoing partnership with Cindy Cranswick and Dr Alan Wade and other partners who have delivered training and development during 2021/2022.

My sincere thanks to our incredible staff and leadership team who have worked tirelessly to continue to provide values-driven services over the past year. The dedication and willingness to courageously and selflessly work through the challenges of the environment, not only in continuing to deliver services but also in expanding our programs has been outstanding. The comprehensive planning, preparation and actions of our Covid Management Team and staff minimised the impact and led our teams to be able to respond promptly when required.

I would like to thank Gail, Chairperson, committee and sub-committee members for their ongoing contribution to our organisation and the women and families we are here to support. I am grateful for the expertise, advice and trust provided.

I look forward to continuing this work and the role we can have in providing safety, dignity and healing for victim-survivors and contributing to stopping family and domestic violence in our community.



Kelda Oppermann

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





Zonta House has continued to strengthen its balance sheet, with financial prudence and control during the 2021/2022 financial year. Zonta House is in a stable financial position at the end of the financial year and has a platform to expand the capabilities of the organisation.

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.

Other significant accounting policy aspects to note in the 2022 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 to income recognition.

Previously income which would usually be recognised in future years in line with associated spending has been included in revenue 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.

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, Centrecare, Lucy Saw Centre, Chevron, Impact 100, Pegasus Legacy Trust, David and Coral Mack, CCIWA, SERCO, Australia Post, Bankwest 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. I would also like to thank the members of the Finance Committee, comprising Sarah Josey, Veronika Komarenko, Biju Anthony and David Hickmott 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.

A handwritten signature in black ink, appearing to read 'Patrick Bovet'. The signature is stylized and fluid.

Patrick Bovet



Staff Cultural Awareness Training with Marissa from Bindi Bindi – August 2021

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 2022**

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.



Viral Patel, CA, CPA

Registered Company Auditor number 333615

Director

Australian Audit

Perth, Western Australia

Dated: 14 October 2022

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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 2022

	2022	2021		2022	2021
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2022			FOR THE YEAR ENDED 30 JUNE 2022		
CURRENT ASSETS			Grants		
Cash assets	4,162,997	2,939,440	Client contributions	256,037	213,140
Receivables	140,497	8,660	Fundraising	471,660	194,118
TOTAL CURRENT ASSETS	4,303,494	2,948,100	Interest income	3,025	6,252
NON CURRENT ASSETS			Government stimulus programs		
Property, plant & equipment	942,217	979,831	Other income	27,672	26,397
TOTAL NON CURRENT ASSETS	942,217	979,831	Employment expenses	(3,141,601)	(2,781,208)
TOTAL ASSETS	5,245,711	3,927,931	Program expenses	(413,499)	(311,261)
CURRENT LIABILITIES			Administration expenses		
Payables	452,146	255,018	Motor vehicle expenses	(32,405)	(30,692)
Provisions	209,470	180,218	Depreciation	(85,201)	(100,950)
TOTAL CURRENT LIABILITIES	661,616	435,236	Other expenses	(55,223)	(68,082)
NON CURRENT LIABILITIES			PROFIT/(LOSS)		
Non-current provisions	46,561	33,831	Lotterywest - Capital grants	-	-
TOTAL NON-CURRENT LIABILITIES	46,561	33,831	Loss on disposal of assets	-	(13,691)
TOTAL LIABILITIES	708,177	469,067	Revaluation of land and buildings	-	-
NET ASSETS	4,537,534	3,458,864	Total comprehensive income	1,078,670	598,136
EQUITY			STATEMENT OF CASH FLOWS		
Retained earnings	2,321,919	2,089,280	FOR THE YEAR ENDED 30 JUNE 2022		
Reserves	2,215,615	1,369,584	Cash flows from operating activities		
TOTAL EQUITY	4,537,534	3,458,864	Receipts from operations	5,065,737	4,437,587
STATEMENT OF CHANGES IN EQUITY			Payments to suppliers and employees	(3,792,015)	(3,560,474)
Beginning retained earnings	2,089,280	1,775,619	Net cash generated by operating activities	1,273,722	877,113
Profit/(Loss) for the year	1,078,670	598,136	Cash flows from investing activities		
Transfer from / (to) reserves	(846,031)	(284,475)	Purchase property, plant & equipment	(55,130)	(60,649)
Closing retained earnings	2,321,919	2,089,280	Interest received	4,964	6,252
Beginning reserves	1,369,584	1,085,109	Proceeds from disposal of property plant and equipment	-	-
Revaluation of land and buildings	-	-	Proceeds from capital grants	-	-
Transfer (from) / to reserves	846,031	284,475	Net cash used in investing activities	(50,166)	(54,397)
Closing reserves	2,215,615	1,369,584	Cash flows from financing activities		
TOTAL EQUITY	4,537,534	3,458,864	Net cash generated by financing activities	-	-
			Net increase in cash held	1,223,556	822,716
			Cash at beginning of financial year	2,939,440	2,116,724
			Cash at end of financial year	4,162,997	2,939,440

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

23

nominations for the
Zonta House Staff
Recognition program

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

358

staff attendances at over
70
various training courses

11% increase in staff



Over **\$435,000**
raised in fundraising and donations



15 ongoing and
regular volunteers



62 individual
corporate volunteers



\$8,000
in-kind support through volunteer
days and project work



55%
increase in donations

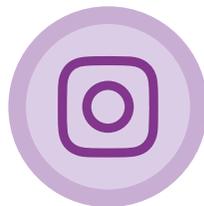


Participation in the Containers for Change WA Scheme with
18,876 containers returned for a **\$1,887.60** donation



Facebook increase of **444** likes over the financial year

@zontahouserefuge



Instagram increase of **268** followers over the financial year

@zontahouse #zontahouse



LinkedIn increase of **371** followers over the period

@zontahouserefugeassociation

Christmas 2021



· Zonta House Service Summary ·

146 women accessed supported accommodation

14,510 nights of safe accommodation provided

136 women provided with specialist study and employment support

118 women provided with specialist recovery support over 1,300 sessions

103 coaching sessions

214 workshops facilitated to 954 women

124 women supported with comprehensive case management in the community

23 women provided with parenting support in prison over 78 sessions

36 women provided with support to reintegrate into the community from the adult justice system over 138 visits

26 community awareness sessions facilitated to 2,500 people

84 education programs facilitated to 1,983 participants

191 women and families supported with emergency relief

Women who completed a feedback forms across the programs rated the service **4.7/5** across a number of questions



MEET THE PANELIST

Kate Oppermann Head of Social Impact Zonta House	Anna Scott Accountability Service Manager Zonta House	Gail Curtis Chairwoman Zonta House
Paul Flatau Chairman Zonta House Social Impact 2021	Dr. Leanne Lester Senior Research Fellow Centre for Social Impact UCL	

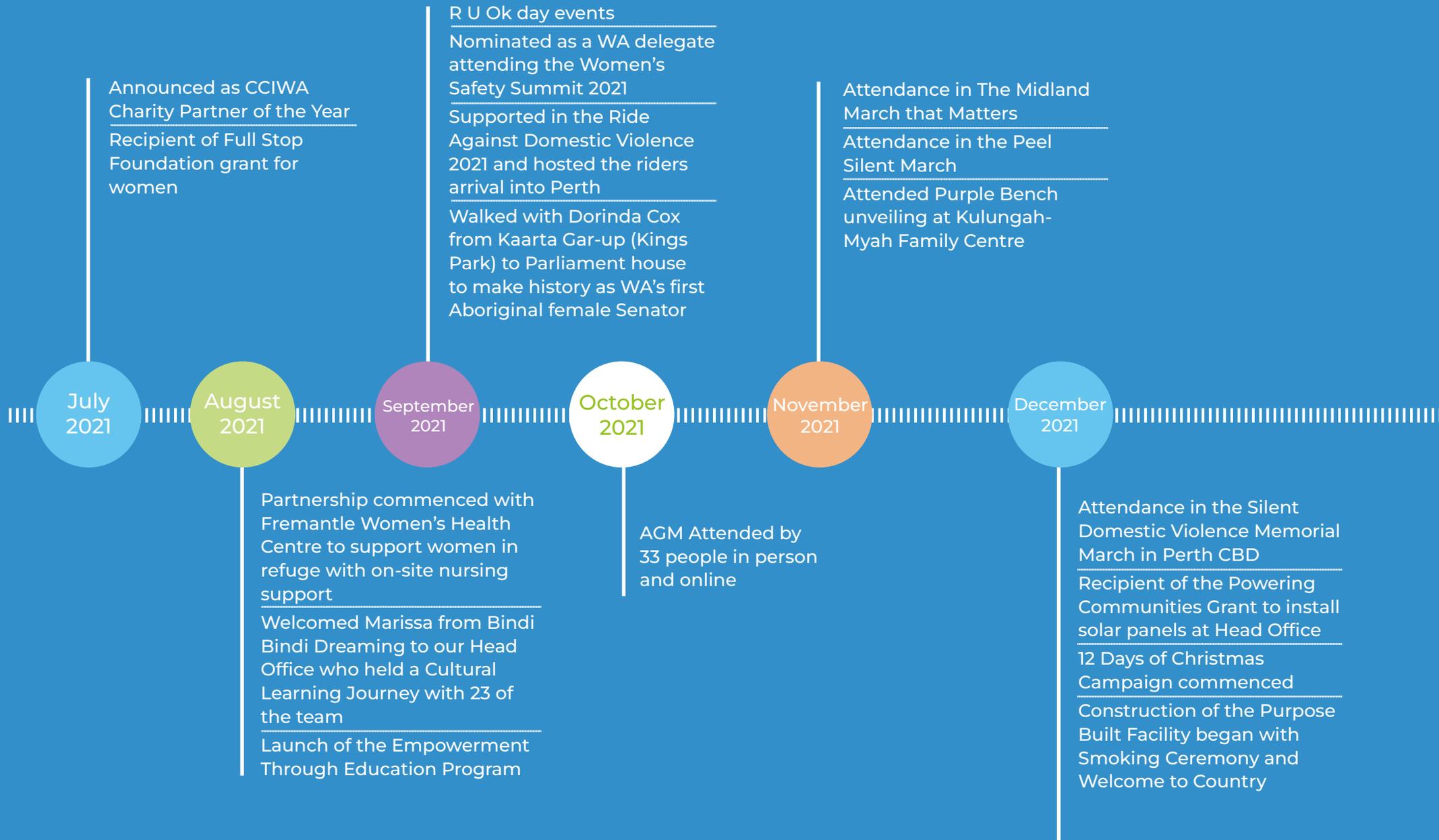
Zonta House
Social Impact Report 2021

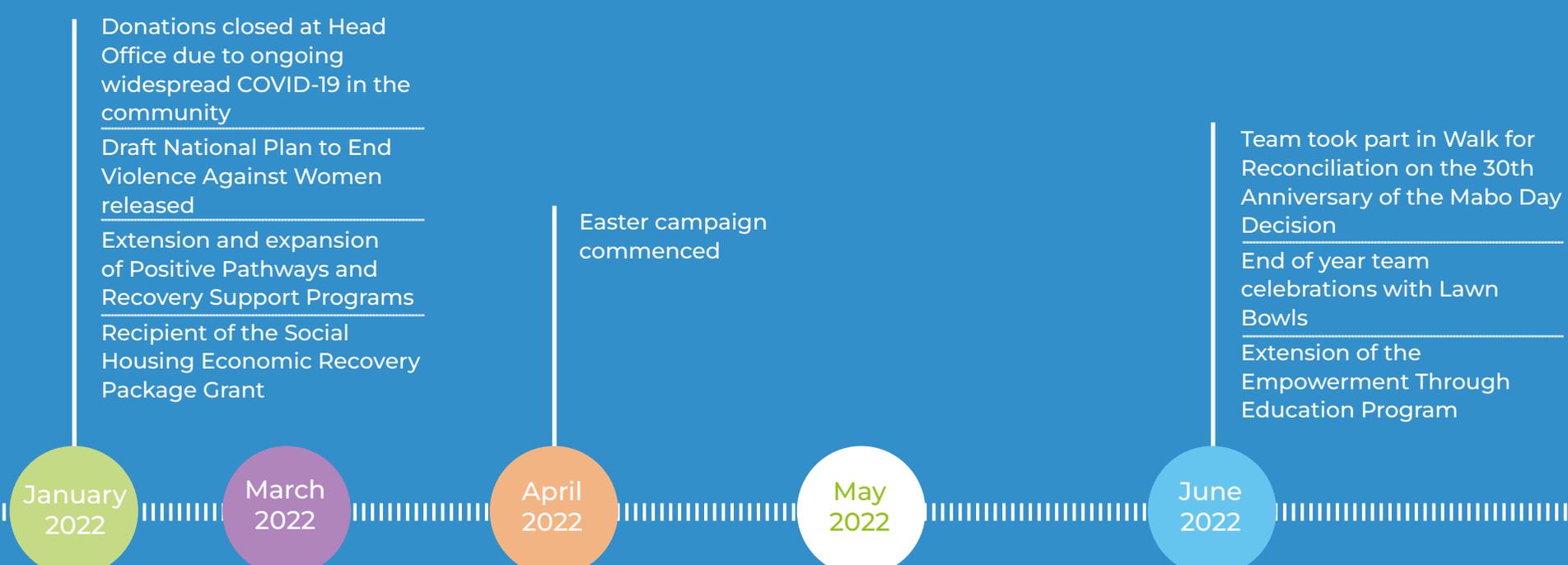
Grant Thornton
Accountability to growth

You want better answers?
Work with us.

ZENITH
Confidence
Above All

Timeline of Events





January
2022

Donations closed at Head Office due to ongoing widespread COVID-19 in the community

Draft National Plan to End Violence Against Women released

Extension and expansion of Positive Pathways and Recovery Support Programs

Recipient of the Social Housing Economic Recovery Package Grant

March
2022

Positive Pathways moved to Bentley for COVID safe workshops

Attendance at the Family Violence Candlelight Vigil 2022

Online Fundraiser to mark International Women's Day with \$7,000 raised

Finalists in the Hancock Creative Social Media awards in the categories of "People's Choice for best individual post" and "Social Media Manager of the Year – Ella Kent" at the Hancock Creative best of 2021 Social Media Awards.

WA State Government Aboriginal Family Safety Strategy – Draft for Consultation

April
2022

Easter campaign commenced

May
2022

10 Days FDV Leave passed through government

Recipient of Blueforce Charity Partner of the Year

Mother's Day campaign and community support for women

June
2022

Team took part in Walk for Reconciliation on the 30th Anniversary of the Mabo Day Decision

End of year team celebrations with Lawn Bowls

Extension of the Empowerment Through Education Program







Program Feedback

“The assistance that you have given me has been a major factor in my being able to cope with my DV situation and being able to rebuild my life.”

“Having the support of your services and support when I haven’t known what to do or how to deal with something I have felt.”

“The worker was very patient with me and my anxiety, she supported me to get EVP payment and to make me feel safe.”

“The worker is very supportive and has a warm personality. She provided very helpful information to help me out. I will definitely recommend her if someone needs support.”

“Thank you Zonta for helping me and my kids starting over.”

“I am very happy with everyone. I was treated with respect and cared for. Staff always helped me with everything. They were very kind. Nurse Heidi was very helpful with everything also.”

“I received housing support, baby and mum maternity, counselling programs on self-care, financial counselling, and food vouchers. I would like to thank Zonta House for the support given. Staff have been very supportive throughout the program, and I felt happy to have worked with them.”

“Always there when I needed help or had a bad day. Mental health support was provided as needed”.

“Staff were very warm and welcoming.”

“My case worker is extremely positive, understanding and a very safe woman to be able to talk to, thank you.”

“The support I have received through RSP has been next to none, the friendly, caring environment puts me at ease, they were great at building my self-esteem and teaching me how to be aware of red flags that may come up in future relationships. The RSW at Zonta are always there to lend a hand when needed even if we are no longer in their houses, when and if we have a bad day or if we have exciting news. I have learnt so many ways of coping with my own PTSD and anxiety with the help of the information on what is not ok and what is invaluable as for at the time I entered Zonta I thought things where normal that where not. I don't think I would change anything about the programs or the ladies, as in my eyes it is a service that is invaluable to our community for women.”

“Everything was helpful by having you around me. I managed to control as much as possible my anxiety with the breathing techniques and all the other things you provided me with, such as the colouring, puzzles, soft Ball etc. I've learnt what is happening to my brain and body when my anxiety attacks and also to recognise the trigger. I have also gained some of my confidence back because of our meetings and your support. I wouldn't have made it without all your help.”

“This trumps any mental health program in any field. The RSW understands people's needs and advocates for them. The RSW knows what is happening for me and her knowledge helps the process.”

“I found the understanding trauma training very valuable. It had me revisiting some of my responses and reactions to clients and having hindsight I could see how trauma related stories from clients can affect myself and colleagues' reactions depending on where we sat within our own stresses in our personal lives.”

“I found the information in the presentation useful and both presenters knowledgeable.”

“Since residing at the Zonta property, I have felt welcome and if I need support, I have been attended to.”

“They are very supportive and also kind and caring.”

“Thank you for all your support. I am very grateful.”

“Thank you to all Zonta House Staff and surrounding groups for your help and services. I am sincerely grateful that when I suffered misfortune, you extended helping hands to me and gave my broken heart a trace of comfort, hope and warmth. Let me express my deepest gratitude to you: Sim, Lyndsey, Kristin, Sophie, Anu, Fran, Fran, Anamika, Tracey, Suzie, Heidi and other housemates. It's time for my new life and I will miss you guys and put you inside my heart.”

“All advocates and staff are humble and caring. They made me feel loved and comfortable when they hugged me for my birthday it was the 1st hug 4 years. For the first time in 3 years I feel love and support like family.”

“All the support I got from Womens Advocates and Support Coordinators was very good. I was very supported from everyone. I learnt many things. Thanks to everyone here. While I was in the refuge I got lots of supports and I was able to move on in my life because of all the support. I'm very thankful to everyone here.”

“My self belief returned. Everything I asked, nothing was too much trouble. The biggest support was with the Police Statement – this was the best – Thank you it really helped having you there.”

“It was lovely having Indigenous worker, It lifted my spirits – need more Indigenous workers.”

"All of the team supported me with my emotional, mental, social and physical and medical needs. All my emotional and mental issues were dealt with in a professional, respectful and caring manner. All was confidential. You will all be dearly missed but all journeys have to deviate to greater roads."

"Zonta was an amazing support. Zonta saved my life. I feel that if I hadn't got there when I did I don't know where I would be. I was at the end of the road."

"The support is excellent. The greatest gift is being supported by so many strong women from different cultures and backgrounds, their insights will stay with me for my lifetime."

"Zonta has been a good support for me. I thank them very much. Zonta made me feel at home and I enjoyed it there. The staff are so helpful."

"Since I've joined FEC program and been attending LOOP Upcycle sewing project my views have changed, when I wake up in the morning, I would say to myself, aah I'm here again, but now I have a sense of purpose I have something to do in my safe space."

"I love learning new skills, I'm proud of what I have been doing, in a short period of time, I was concerned and had reservations about a lot of things, but I did lots of things, my self-esteem is something I never had, now doing this helped me heaps."

"I wasn't moving forward I withdraw, I don't socialize or drive different areas, this got me out of the house and comfort zone but allows me to do it at my pace and gives me the comfort that I'm moving forward, help me a lot in a lot of different aspects of my life."

"Before I was someone's partner, someone's punching bag and a mother, now I'm doing something for myself."

"I have a purpose now, now I have a direction; I feel excited because I have earned this money myself getting rewarded for what I've made, I feel I'm part of something big."

"I will get through this and I'm more determined and have more will power than I give myself credit for."

"I have added self-care into my routine."

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

"Has taught me how to re-love myself again, how to value and accept myself. How to be more mindful of how I do things in my life."

"The content was amazingly helpful. Connecting with other ladies and understanding you are not alone and you draw from their strengths on down days and vice versa."

"Finishing the session, my mind feels at ease, my body and mind are relaxed and I feel 'Stress Free' definitely not the same tense state that I arrived in with my monkey mind switched on."

"I learnt I can be happy and powerful."

"At all times Rachael supported me with the best care, I felt supported, listened to and was great to have belief in me and say it wasn't my fault it happened"

"I was allowed time to go over my story and wasn't judged or rushed through it"

"Excellent program and excellent supportive staff"

"Without Zonta I would never be where I am today"

"I feel a lot more confident in making everyday decisions"

"Since engaging with Zonta House I learnt to love myself and my life around me for the first time in 22 years"

"The program was such a big help for my priority transfer and supporting me with what I had going on through the last year. It was non-stop year for me, and it has taken the pressure off by being supported."

"Violence is a choice, not a reaction. By speaking up when harmful societal beliefs and attitudes perpetuate inequality."

"Ideas around what resistance looks like and how to create a safe space and that people are the experts in their own situation"

"Pauline clearly has a passion for the work and her delivery service."

"I had not thought about all the implications of gender bias, had categorised it in to salary and physical ability. The course brought my attention to other ways in which gender plays a part in DV."

"My attitude towards someone who stays was drastically changed and I will voice my empathy and support."

23 staff nominations for the Zonta House recognition program



Anna's dedication to team Zonta House is evident in any of her interactions with women who access our services, her team and externally. Anna is always willing to put her hand up, looking at how we can do things better for women and is always there for the teams. We are lucky to have you, thank you Anna.

I would like to nominate the HQ team for demonstrating Care. The HQ team is so caring and considerate towards each other. From making tea and coffee for everyone to checking in with each other. The ability to have a laugh and cheer each other up whilst also helping each other out to get tasks done makes it so nice to be in the office.

Nat has such a proactive attitude to her role, the work we do and what we are aiming to achieve as an organisation. Nat is always willing to support others and always looking proactively at solutions for supporting women, families and to increase efficiency. Nat is calm under pressure, kind and caring. We appreciate you, Thank you Nat.

Senga recently provided support to a woman. The way which she provided support was with such care, compassion and dignity and I have no doubt that this helped the woman with seeking support and knowing a service was there for her. Thank you Senga.

Ella continually shows she is dedicated in all the varied areas of her role. She is the go-to person if there is something we are unsure of. Ella has worked on the Christmas campaign to ensure our supporters all know how best they can give this year. Seeing how much the support increased last year has spent time looking at ways to streamline the process this year, even getting space to hold the donations for FREE. Thank you Ella for all you do.

Rachael and Gabby are so well regarded in the work and jobs they do to maintain the organisation finances and ensure our processes are diligent. Thank you.

Laura always shows the women in refuge kindness and caring through the way she listens to the women and in the way she tries to understand their point of view. Laura is also very kindhearted and caring towards staff and takes the time to see if you're ok or tell you a funny story and have a laugh.

I would like to nominate Anne for the value of dedicated. Since starting in the Women's Advocate (WA) role working across Site 1 and Site 2 refuge, Anne has been flexible in her role availability and for shift cover at short notice and this is very much appreciated by the team and enabled us to continue to provide 24/7 specialist support to the women. Thank you Anne for your dedication to your WA role at Zonta House, we love having you on our team.

Katrin is a really dedicated worker she always puts in 100% at work and makes sure things are done to a high standard. We appreciate the effort Katrin does to make sure things are done on time. Thank you Katrin for all your hard work and effort.

Tracey brings her bunny in for pet therapy, for the clients and also the staff! Tracey is always checking in on how staff are doing emotionally/how their day was. Tracey has been very helpful to me as a new staff member for teaching me/supporting me in the new role. Tracey is kind and caring to the ladies of the house and is the craft extraordinaire.

Sim 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.

Thank you, Fran, for your caring nature you show towards women at Site 1. Your care and nurturing shines through in the work you do.

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.

Rhani and her dedication to the women at Site 1 shines through with the case notes that she writes. Thank you Rhani for the dedication that you show.





Willetton Football Club Ladies Day Match with Custom Zonta House Jerseys – June 2022



Zonta House Staff at the Silent Domestic Violence Memorial March – November 2021

3

**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 assessments at intake and exit.

Assessment

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. 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 and a measure of change as women move through a service.

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 woman 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

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

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. Twenty three beds are accessed across various sites which are all single rooms.

During 2021 - 2022, 123 women accessed this service.

- **93%** of women were assessed as being at high risk of imminent harm.
- **85%** reported that the violence was becoming worse and/or more frequent
- **94%** had experienced harm or threats to harm from the perpetrator
- **70%** experienced non-fatal strangulation from the perpetrator
- **74%** had experienced threats to be killed by the perpetrator
- **93%** experienced jealous and controlling behaviour by the perpetrator
- **74%** were isolated from their family, friends and/ or other social supports by the perpetrator
- **73%** reported that they were afraid or terrified of the perpetrator

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. Welcome 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.

Our Programs

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. During this time women achieved over 1100 goals.

Zonta House is fortunate to receive on-site nursing, financial counselling, alcohol and other drug counselling and Centrelink support for the women at the refuge through partnerships with Fremantle Women's Health Centre, Jacaranda, Palmerston and Department of Human Services. The refuges provide regular workshops and activities from internal services. During the year we also welcomed workshops from Rebecca from Deadly Denim and Emma Jane from Emma Jane Weaving.

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

Funding was 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 supports and/or have been unable to secure suitable supported, safe housing and or affordable options post crisis accommodation stays. Zonta House has 24 transitional and long-term beds accessed by 82 women in 2021-2022.

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 groups, workshops and one to one support with Recovery Support, Future Employment Connections and Positive Pathways.

For women participating in the exit assessments from supported transitional accommodation, there was a 23% decrease in distress and a 22% increase in quality of life.

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

Recovery Support

Historically, the family and domestic violence (FDV), mental health and alcohol and other drug (AOD) sectors have worked independently of each other despite the long-recognised association between the co-occurrence and impacts of FDV, mental health and AOD use. This program seeks to reconcile this, by supporting women in the service 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 women in the transitional housing program and outreach programs. 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. An individualised 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 139 women through our accommodation, outreach and Positive Pathways program. The team supported women with over 1300 individual appointments, 26 workshops and facilitated 22 professional development sessions internally and externally. For women participating in the exit assessments, there was a 54% decrease in distress and a 28% increase in quality of life.

Funding was provided by the Mental Health Commission, Lotterywest and Department of Communities. This program has been operating since 2017.

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 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.

This year Positive Pathways received funding to expand the program and reach more women in the North Metro area. The expansion led to the opportunity to partner with other community services and the addition of 2 new staff members to share their skillset and experience in providing therapeutic and supportive spaces for women.

The Positive Pathways Program was accessed by 111 women attending over 134 workshops with 575 attendances. The Positive Pathways program ran in the community and held workshops at Bandyup prison. 103 one on one coaching sessions were provided to women who couldn't attend group sessions. The team also facilitated 5 Community Awareness sessions with 38 participants. For women participating in the exit assessments, there was a 16% decrease in distress.

Funding was provided by The Stan Perron Charitable Foundation, SERCO and Australia Post.

This program has been operating since 2014.

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. The Future Employment Connections program maintains a supportive relationship with both the women and the employers for as long as needed to ensure a safe, comfortable and supportive working relationship continues.

To date, the Future Employment Connections program partners with 23 businesses and social enterprises to offer employment opportunities to women.

The Future Employment Connections Program was accessed by 136 women and the team facilitated 13 workshops with 106 attendees. 75% of women established clear study and/or employment goals during their time in the program and 72% of women were supported to have an up-to-date resume. Fifteen women were also provided with work attire. Furthermore, 18% of women were supported to engage in work experience, 26% in paid employment

and 11% to commence study. Twelve women were provided with assistance to complete driving lessons.

61% of feedback respondents shared that they are either working or volunteering as a result of participating in the FEC program. 100% of feedback respondents would recommend FEC to other women. For women participating in the exit assessments, there was a 20% decrease in distress and a 7% increase in quality of life.

Funding is currently provided by the Wheeler Foundation, CCIWA, Chevron, LJ Hooker Southern Residential, Threads of Change, Department of Communities, David and Coral Mack.

This program has been operating since 2018.



Zonta House
Refuge Association
Supportive Respectful

Zonta House
Refuge Association
Supportive Respectful

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 FDV specialist support to women who are social housing tenants. This year Safer Pathways underwent an expansion doubling its intake area and now supports tenants residing in 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 it unsafe to remain in their property. This is achieved through comprehensive risk assessment, safety planning and support planning. Additionally, Safer Pathways works alongside Housing 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 HSO team meetings, partnering in tenant appointments and being readily available for advice.

The Safer Pathways Program was accessed by 77 women during the year. A key feature of this program is to assist women to live safely in their own homes with 53% of women supported to implement security installation and upgrades to their homes. 25% of women were no longer able to live in their home and were supported to alternative accommodation, including refuge accommodation. One third of program participants engaged with other Zonta House programs and were providing with warm referrals to other services. For women participating in the exit assessments, there was a 53% decrease in distress and a 61% increase in quality of life.

The Safer Pathways Program also facilitated a total of 12 HSO training sessions to 72 attendees.

Funding was 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 Lead Agency Lucy Saw providing outreach support for women experiencing family and domestic violence who are either exiting refuge or choose not to access refuge accommodation for a myriad of 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.

The Outreach Support Coordinator is based at the Fremantle/Rockingham Family Support Network one day per week, providing family violence expertise to the intake, assessment and case management teams in the region.

53 women in our community accessed this program. For women participating in the exit assessments, there was a 31% decrease in distress and a 16% increase in quality of life.

Funding was provided by the Lucy Saw Centre through the Department of Communities. The program has been operating since 2020.

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

Parenting

The Zonta House Parenting worker facilitates parenting education in group settings within the Bandyup and Boronia 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. 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.

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

Our Programs

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 led to a successful grant for funding for a Training Officer to lead this service.

Zonta House believes that we can all play a role in preventing FDV and creating a culture of respect. Empowerment Through Education aims to increase awareness and improve responses to domestic violence through three focus areas:

- **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.**

The specialist frontline training focuses on increasing skills and expertise in ensuring women's resistance and perpetrator accountability is captured when using 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.

Empowerment Through Education seeks opportunities to partner with existing FDV education initiatives to allow for a uniformed approach to enticing social change.

Feedback provided by 20 participants 6 weeks post workshops demonstrated that 85% of participants could identify acts of FDV after attending an ETE workshop.

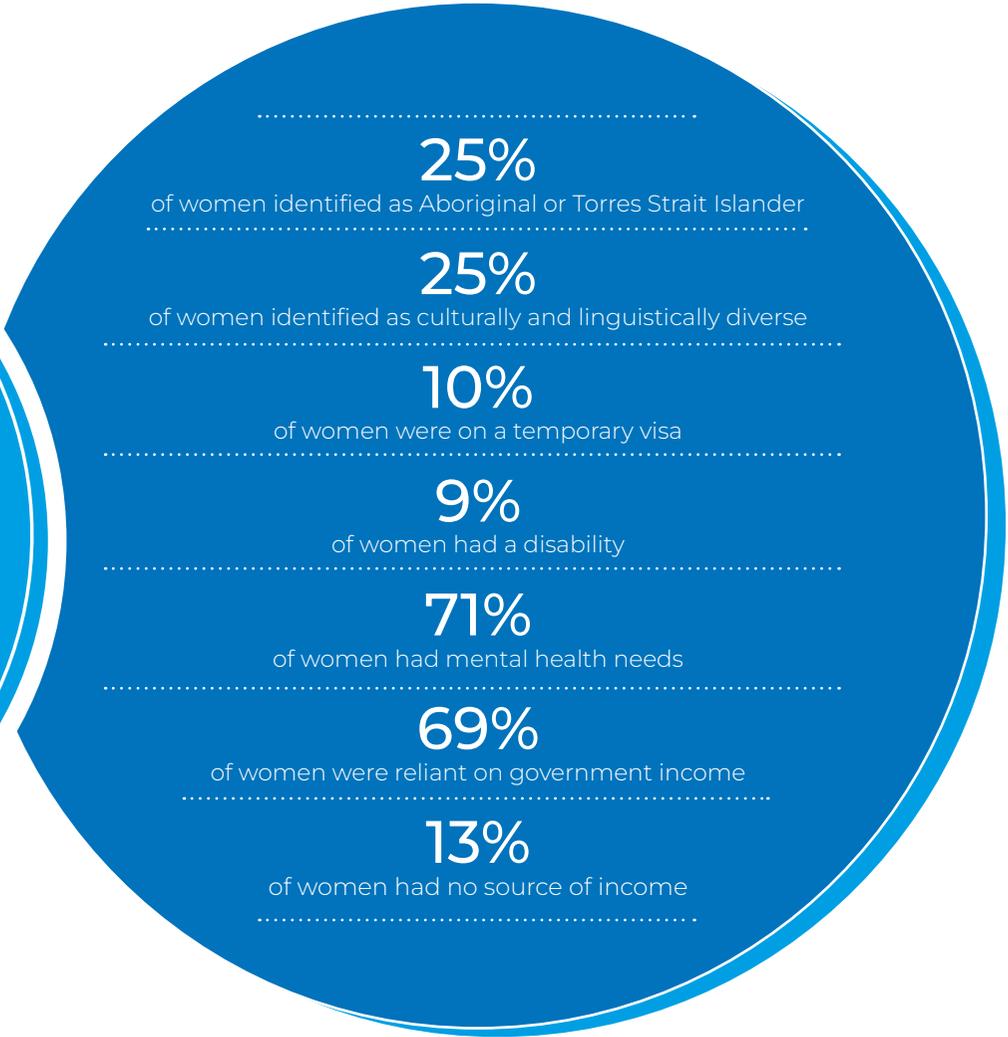
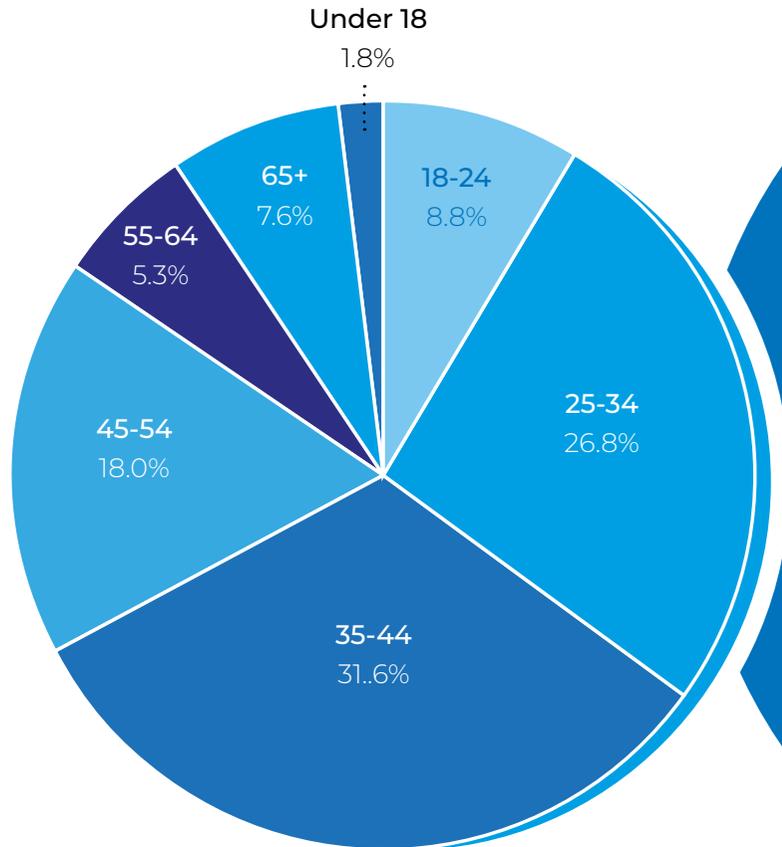
Positively, 70% of individuals have implemented changes in their personal and/or professional life after attending an ETE workshop with 45% providing a response to someone they have identified as experiencing FDV.

A total of 63 workshops were delivered to 1,748 attendees.

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



Age of Participants



4

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 and families in our community.

Funders

Australia Post
Department of Communities
Centrecare
CCIWA
Chevron
Fremantle Foundation
Impact 100
LJ Hooker Southern Residential
Mental Health Commission
Lucy Saw Centre
McCusker Charitable Foundation
Lotterywest
Pegasus Legacy Trust
SERCO
The Perron Charitable Foundation
Threads of Change
Wheeler Charitable Foundation

List of Partners

Department Of Human Service - Centrelink
Fremantle Women's Health Centre
BlueForce
Communicare
No to Violence
Palmerston
Mercy Care
Jacaranda
Wungening Aboriginal Corporation
Mettle Org
Make a Difference WA
United Way
Dress for Success
Centre for Women's Safety and Wellbeing



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