



Zonta House Refuge Association

Safe Supportive Respectful

Crisis Support Services

Emergency Assistance:	000
Police:	13 14 44
Lifeline:	13 11 14
Suicide Call Back Services:	1300 659 467
1800 Respect:	1800 737 732
Crisis Care:	08 9223 1111
Mental Health Emergency Response: ..	1800 555 788
Qlife:	1800 184 527
Eheadspace:	1800 650 890
CPFS Central Intake Team:	1800 273 889

For more information on Zonta Refuge:

Phone: 08 6556 2403

Email: info@zontahouse.org.au



PO Box 3072, Shelley, WA 6148

Ph: 1800 870 149

www.zontahouse.org.au



Zonta House Refuge Services

Zonta House Refuge service

'We are here to support women to live the life they have always been entitled to. A life of dignity and safety.'

Zonta House offers 24/7, supported refuge accommodation to women over the age of 18, who currently do not have children in their care. One refuge has been operating since 1984 and another since 2019.

Women engage with our Advocates and Support Coordinator teams and are supported with their healing journey. The provision of case management uses approaches to maintain dignity and safety and uphold acts of resistance by understanding the emotional, physical and social impact of experiencing family and domestic violence. The teams work with the women to develop an individual plan which aims to build on existing capacity, expertise and walk alongside the woman throughout her journey. Staff also provide resources, advocacy, information and warm referrals to specialist services, all of which are key to the woman's desired outcomes. Funding is currently provided by the Department of Communities, and monetary donations.

Feedback from women who have accessed safety in refuge:

"The staff listened to my needs; someone was always there to listen to me. They allowed me to grieve from the relationship in my own time, it was the first time I have felt safe to do this."

"The staff were supportive and promoted my safety."

"It is greatly appreciated that in this country there are lots of coordinators and supports who help refugee women enthusiastically without hesitation."

We promote women's acts of resistance, strengths, safety, upholding dignity and hold people who choose to use violence accountable for their actions. We support women by:

- Offering a safe place and time to rest, recover and heal.
- Offer care, and support without judgement.
- Provide tailored safety planning using a perpetrator patterned approach.

What else do we do?

- 24/7 support from our team of dedicated and experienced Advocates.
- Provide comprehensive risk assessment.
- Have strong partnerships with external agencies who come into the refuge to support women.
- Work from a strengths-based approach.
- Provide individualised case management plans and support women to achieve their desired outcomes.
- Link women in with support services in the community to address issues with any legal, financial, visa, child protection, substance use, mental health, accommodation challenges.
- Support with referrals to other services arms of Zonta House including our Transitional Housing program, Recovery Support Program, Positive Pathways and Future Employment Connections programs.

