



ANNUAL REPORT

2023-2024



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**

ABN: 86 136 100 855

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1800 870 149
info@zontahouse.org.au

Like us on Facebook: @zontahouserefuge

Follow us on Instagram: @zontahouse #zontahouse

Connect via LinkedIn

www.zontahouse.org.au

OUR PROGRAMS

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

ACKNOWLEDGEMENT OF COUNTRY

Zonta House acknowledge the Traditional Custodians of this land, the Whadjuk Noongar people, and pay respects to the 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.

*Photo Credit: Ur Media Agency and Zonta House Refuge Association
Artwork Credit: Buffie Punch*

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4. OUR SUPPORTERS



The background is a vibrant blue with intricate white line art patterns. These patterns include swirling, organic shapes, clusters of small circles, and elongated, wavy forms. A large, white, semi-circular shape is positioned on the left side of the image, partially overlapping the blue background. Inside this white shape, the number '1' is written in a bold, orange font.

1

EXECUTIVE REPORTS

ZONTA HOUSE COMMITTEE

Zonta House Committee please visit our website: www.zonta-house.org.au



Melanie Hay

Chairperson



Chantelle Thom

Vice
Chairperson



Sarah Josey

Secretary



David Hickmott

Treasurer



Gail Curtis

Committee
Member



Stephanie Black

Committee
Member



Jasmine Kadic

Committee
Member



Jodie Wyatt

Committee
Member



Rebecca Taseff

Committee
Member



Adam Marshall

Committee
Member
appointed
June 2024



Linley Buchanan

Committee
Member
resigned
March 2024

SUBCOMMITTEES

Finance Subcommittee

David Hickmott - Chairperson
Sarah Josey
Gail Curtis
Kelda Oppermann CEO
Anna Scott Operations Manager
Helen Madders Accountant
Tanya Hutchings Finance Officer

External Relations Subcommittee

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

Governance Subcommittee

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

Strategic Projects Subcommittee

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

CHAIRPERSON'S REPORT

It has been a momentous year for Zonta House, with many significant achievements.

The organisation continues to grow, innovate and deliver high quality services against the backdrop of unacceptably high levels of family and domestic violence (FDV) in the community. It is a tragedy that the demand for our services remains so high, and that the number of women and their families that Zonta House support across our programs has continued to rise. There does however now appear to be some increased recognition of the scale of the problem and the devastating impact of family and domestic violence on women and their families by government and the community. We are hopeful that change is coming and we will continue to advocate for it, but in the meantime there is much to do.

“*I would like to thank Zonta House CEO Kelda Oppermann and the entire team for their tireless work, dedication and exceptionally high levels of care and support for women whose lives have been affected by family and domestic violence.*”

A lot has been accomplished over the last twelve months. Late last year we opened

our first purpose built crisis refuge and transitional accommodation. This was a significant undertaking, in partnership with the Department of Communities, that took many years to come to fruition. We are very grateful to the many stakeholders that contributed to this project. The finished product is outstanding and has made a tangible difference to client wellbeing and outcomes. We are hopeful that our experience in building this refuge can be utilised in other building programs in the future.

The Committee remains focussed on the strategic plan and undertook a strategy refresh session earlier this year. The key strategic priorities remain relevant and good progress is being made on all fronts. Of note, we have made progress in our commitment to deliver culturally safe programs in a fit for purpose environment by progressing an Innovate Reconciliation Action Plan. We expect to launch this later this year. The organisation is focused on adapting to emerging opportunities, particularly those which will enable increased uptake of our programs, by increasing our knowledge base and expertise in targeted areas.

Pleasingly we have had success this year in securing long term funding for existing and expanded programs and remain in a sound financial position. This is vitally important to ensure the quality of our programs, as it enables us to retain our staff, invest for the future and continue to innovate. We are expecting to increase our revenue further

in 2025, which will enable us to support an even greater number of women in the coming financial year.

Zonta House was the grateful beneficiary in the Will of the late Elizabeth Fitzgerald. Elizabeth was an inspirational and generous woman, who was deeply loved by her friends. Her generous bequest of her home will provide a lasting legacy for Zonta House.

A key initiative introduced this year was the commencement of the Ambassador Program. We were thrilled that Paul Litherland accepted our invitation to be Zonta House's inaugural Ambassador. Paul is a leading cyber safety educator and has been awarded the prestigious Western Australian of the Year award in 2022. His lived experience and commitment to the community will be beneficial to furthering our mission and building additional connections.

The Committee and Subcommittees have continued to work hard to assist Zonta House to meet its strategic objectives. During the year Linley Buchanan left the Committee and I would like to thank her for her significant contribution to the organisation over the last decade. I am very grateful for the support from the Committee and Subcommittees and the amount of time they volunteer to support the organisation. We are fortunate to have a Committee and Subcommittees at Zonta House who bring with them a diversity of skills and experience, which is of great

benefit to the organisation. I am looking forward to working with them as we continue to execute on the current strategic plan and consider planning for the next five-year strategic plan.

This year we also celebrated 40 years of operations for Zonta House – a significant milestone for the organisation. Zonta House began as a single, volunteer-run shelter for women without children, supported by the members and financial backing of the Zonta International Women’s movement. Over the past four decades, Zonta House has evolved into one of the largest specialist family and domestic violence service providers in Perth, assisting thousands of women over that time. Zonta House’s impact on these women and their children’s lives has been profound.

The celebration we held to mark the event recognised all of the incredible and inspirational people who have been involved at Zonta House over the years, including staff, volunteers, committee members and supporters. All of these people should be rightly proud of role they played in building Zonta House into the successful and effective service provider we are today.

I would like to conclude by thanking everyone involved for their commitment and support of the organisation. Zonta House operates 24/7, 365 days a year to provide essential crisis and transitional accommodation services and programs to

women experiencing family and domestic violence and this would not be possible without the interest, dedication and generosity of so many.

“ *I am inspired and humbled by the strength and bravery of our clients and honoured to be part of an organisation that plays such an important role in their journey.* ”

Muy

Melanie Hay
Chairperson



“ *I always felt supported, valued and respected - restored my faith in others and in myself.* ”

I am so grateful and appreciative.

Client Feedback

CHIEF EXECUTIVE OFFICER'S REPORT



2024 marks 40 years since the official inception of Zonta House Refuge Association as an

official organisation. 40 years of service, providing safety and support to women and their families who have experienced family and domestic violence. Whilst there is certainly a sense of achievement, and celebration, there is also a sense of deep sadness that the need for our service is still here, still far outweighing the capacity of our organisation, and our community to respond.

“*Our dream, our vision and what we work towards is that in the future that we have no reason to exist. A future free from abuse and violence.*”

Whilst there is the need we do remain steadfast in our mission to provide safety, dignity and support to Victim/Survivors. We will do what we can to assist and walk alongside them to navigate the barriers, systems and towards a journey of safety and healing.

Our job is to provide quality responses to Victim/Survivors who reach out for support and help. We understand that behind each contact is the devastation of what has happened to them, their family, and their children. No person, woman or child should

be killed, abused or living in fear of being harmed. Constantly bearing the consequences of the perpetrator's chosen actions and behaviours. It's unjust and it's horrifying, we think of their strength, we think of their courage, we think of every act of resistance against every act of abuse and violence and we think of the future they deserve.

This violence and abuse has continued to be perpetrated and fester in our communities this year. There has been increasing outrage from community that are understanding now that we, as a society, as a country, as people are not doing enough. We are not doing all we possibly can to keep people in our community safe and to save the lives of loved ones who have been killed, and whose futures have been stolen. Our thoughts and condolences are with the loved ones of each individual whose life has been taken.

The women we walk alongside are not defined by their experiences, but we see them as a whole person, we see their strengths, their resilience, each and every act of resistance but we also see their qualities, their capabilities and we see a bright future for every single one. A future they can define, reach for and achieve. It's hard to fathom the significance of what has been accomplished and overcome in a fast-paced and challenging environment during the past 12 months. We have grown steadily but remained steadfast in our mission and purpose.

Our services and programs in how they are designed, proposed and implemented all come back to the women and children we are here for. What we have achieved in 2023/2024 and over the past 40 years is a testament to who we are, our connection to our why and our belief in our purpose, vision and values.

The level of care and service we are able to provide is because of what we as a collective do together with our supporters, partners and the community.

“*The support we receive from the community continues to motivate us. Those who stand with us, champion us, provide support and funding and trust us to deliver.*”

This report highlights and evidences the quantity and quality of direct services to women and children we walk alongside. It also emphasises the effort to continue to go above and beyond creating environments that we hope further enhance their wellbeing and increasing support options to decrease the barriers faced and assist in healing. Our teams have continued to build on existing and foster new programs and partnerships to increase support to residents and people we work with in the community. We are looking forward to increasing this support with new

initiatives and pilots in the year ahead including in partnership with the Sexual Assault Resource Centre and Department of Justice and the addition of Diversity and Inclusion Specialist Workers.

Additional to direct support to Victim/Survivors, has been our tireless work contributing to prevention and improved responses through education and advocacy. We utilise our extensive and broad experience, connection to the community and knowledge of current challenges and trends to help change the systems causing harm or barriers and advocate for further investment to provide increase safety and better outcomes to prevent and stop the violence and abuse. We have been fortunate to participate in workshops and working groups with the Centre for Women's Safety and Wellbeing and the WA State Government to provide feedback and input into future strategies and systems reform. We have also facilitated education and community awareness sessions at conferences, workplaces and for the community. We have walked hand in hand with workplaces to help shape their responses to family and domestic violence for their people. Additionally, our passionate team has been dedicated to improving internal systems for efficiency and effectiveness. This includes a new website, database and safety tools and increased focus and investment in staff training, wellbeing and cyber security.

We understand and appreciate that a strong structure and foundation of an organisation enables the delivery of quality

responses. Our team members are our greatest asset. I am fortunate to work with such intelligent, passionate, caring people with great integrity who are fierce and determined to walk alongside and hold hope for Victims/Survivors of family and domestic violence. Our teams have participated in group and individual supervision, training, conferences, community events and staff wellness programs.

I would like to thank and acknowledge the Aboriginal Elders, leaders, organisations and individuals for sharing of culture, wisdom, advice and support of the women we walk alongside and our organisation in the past year. During the year we established our first Reconciliation Action Plan Implementation Group which developed our inaugural RAP to be launched in late 2024. Co-chairing alongside Jasmine Kadic, with respected Elders and our committed staff and committee members has been an honour. I look forward to the positive impact the actions of the RAP will bring to our organisation, staff, women and families we walk alongside and the greater community. We strongly believe, acknowledge and commit to action that we all have a role to play in reconciliation. We also understand we are responsible to continue learning, listening and improving as we continue our journey forward.

I also give thanks to our Chairperson Melanie and our Committee and Subcommittee members who are just as dedicated and give so freely their time,

expertise and support. Each and every single one of our students, volunteers, our peers, our partners, funders and individual supporters - thank you for your encouragement, belief and trusting us to do all we can to do what is in our power to deliver. I am proud of the organisation we are and what we are trying to achieve together.

We urge our supporters, partners, community and government to continue to stand with us and support us to increase our reach to ensure when Victim/Survivors seek help they can access it. We encourage everyone to commit to and take action in how you are contributing to ending this societal issue. Family and domestic violence is everyone's responsibility, and it will only be curbed through the intervention of people. People who care, people who are not silent and people who take action. I look forward to the year ahead and the momentum we carry to create and make change and lead towards that future free from family and domestic violence.



Kelda Oppermann
Chief Executive
Officer



TREASURER'S REPORT

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

The financial statements are consolidated with The Buff Denny Trust, which was established in 2011 to raise, invest and manage money for the purpose of strengthening the financial bases of Zonta House and to focus on future activities and projects. The Buff Denny Trust is a Public Ancillary Fund with matching objectives to Zonta House and is managed by its Trustee 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 by The Buff Denny Trust.

This year's results have been significantly impacted by the very generous bequest of a property in Subiaco by Elizabeth Fitzgerald, a long-term supporter of Zonta House and Buff Denny. This bequest was independently valued at \$1.4M and will help to under write the important work to be done by our organisation for years to come.

Another highlight of the year was the completion of our Purpose Built Facility, Koort Kulaark. With amazing input from our people this is an outstanding collaboration that will provide a safe space for our clients to commence their healing journey. We acknowledge and thank the key

funding contributors including the WA State Government through the Department of Communities and Lotterywest.

In 2023/2024 a new Reserves Policy was established, designed to provide further security for the organisation and its stakeholders. This policy has been applied to the 2023/24 Financial Statements, and as a result a further \$316,191 has been provided this year.

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, 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, and our many other supporters.

On behalf of the Committee, I would also like to acknowledge the excellent support during the year in the finance function from Helen Madders and Tanya Hutchings. I would also like to thank the members of the Finance Subcommittee, comprising Gail Curtis and Sarah Josey for their contributions. I would like to note my appreciation to our CEO, Kelda Oppermann, for her dedication and continued drive to developing sustainable revenue streams and allow for improved and stable services to the community.

As Treasurer of the Zonta House Refuge Association Inc. I recommend our audited financial statements to our members.

David Hickmott
Treasurer



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



ASSOCIATE DIRECTORS:
SANTO CASILLI FCPA PFILA
FAZ BASHI RCA, CPA

**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 2024**

Scope

I have audited the abridged financial report of Zonta House Refuge Association Inc. and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust for the year ended 30 June 2024 as set out on the following page in accordance with Australian Auditing Standards.

Audit Opinion

In my opinion, the information reported in the abridged financial report of Zonta House Refuge Association Inc. and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust is consistent with the consolidated annual special purpose financial report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the members. For a better understanding of the entity's financial position and performance, as represented by the results of its operations and its cash flows for the year, and the scope of our audit, this report should be read in conjunction with the annual special purpose financial report and our audit report.

Viral Patel, CA, CPA
 Registered Company Auditor number 333615
Director
Australian Audit
 Perth, Western Australia

Dated: 30 September 2024

**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 2024

	2024	2023	2024	2023
	\$	\$	\$	\$
STATEMENT OF FINANCIAL POSITION				
AS AT 30 JUNE 2024				
CURRENT ASSETS				
Cash assets	7,429,316	5,171,124		
Receivables	327,635	578,428		
TOTAL CURRENT ASSETS	7,756,951	5,749,552		
NON CURRENT ASSETS				
Property, plant & equipment	1,991,952	1,311,442		
Intangibles	151,746	-		
Held for sale	1,400,922	-		
TOTAL NON CURRENT ASSETS	3,544,620	1,311,442		
TOTAL ASSETS	11,301,571	7,060,994		
CURRENT LIABILITIES				
Payables	508,995	427,556		
Contract liabilities	3,477,476	2,159,371		
Provisions	290,844	199,191		
TOTAL CURRENT LIABILITIES	4,277,315	2,786,118		
NON CURRENT LIABILITIES				
Contract liabilities	1,890,320	-		
Non-current provisions	48,079	33,730		
TOTAL NON-CURRENT LIABILITIES	1,938,399	33,730		
TOTAL LIABILITIES	6,215,714	2,819,848		
NET ASSETS	5,085,857	4,241,146		
EQUITY				
Retained earnings	3,267,435	1,718,834		
Reserves	1,818,422	2,522,312		
TOTAL EQUITY	5,085,857	4,241,146		
STATEMENT OF CHANGES IN EQUITY				
Beginning retained earnings	1,718,834	2,321,919		
Profit/(Loss) for the year	1,427,222	(258,833)		
Prior period adjustment	(471,997)	(37,555)		
Transfer from / (to) reserves	593,376	(306,697)		
Closing retained earnings	3,267,435	1,718,834		
Beginning reserves	2,522,312	2,215,615		
Prior period adjustment	(110,514)	-		
Transfer (from) / to reserves	(593,376)	306,697		
Closing reserves	1,818,422	2,522,312		
TOTAL EQUITY	5,085,857	4,241,146		
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME				
FOR THE YEAR ENDED 30 JUNE 2024				
Grants			6,108,595	4,060,975
Client contributions			200,013	232,949
Donation & fundraising			1,825,031	358,366
Interest income			118,120	17,098
Other income			13,088	35,405
Employment expenses			(4,574,356)	(3,693,855)
Program expenses			(1,336,766)	(601,562)
Administration expenses			(607,912)	(440,463)
Motor vehicle expenses			(39,237)	(45,996)
Depreciation			(315,030)	(71,608)
Other expenses			(57,009)	(69,784)
PROFIT/(LOSS)			1,434,535	(238,475)
Lotterywest - Capital grants			-	-
Loss on disposal of assets			(7,313)	(20,358)
Revaluation of land and buildings			-	-
Total comprehensive income			1,427,222	(258,833)
STATEMENT OF CASH FLOWS				
FOR THE YEAR ENDED 30 JUNE 2024				
Cash flows from operating activities				
Receipts from operations			7,945,067	4,495,152
Payments to suppliers and employees			(4,627,847)	(3,144,180)
Net cash generated by operating activities			3,317,220	1,350,972
Cash flows from investing activities				
Purchase property, plant & equipment			(995,102)	(359,943)
Interest received			87,826	17,098
Purchase intangibles			(151,746)	-
Proceeds from capital grants			-	-
Net cash used in investing activities			(1,059,022)	(342,845)
Cash flows from financing activities				
Net cash generated by financing activities			-	-
Net increase in cash held			2,258,398	1,008,127
Cash at beginning of financial year			5,171,124	4,162,997
Cash at end of financial year			7,429,316	5,171,124

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**





KOORT KULAARK

On the 20th of November 2023 Zonta House opened its doors and welcomed new residents to the brand-new fit for purpose facility “Koort Kulaark”, a six-year joint project between Zonta House, the Department of Communities WA and the WA Government, designed by the phenomenal Whitehaus Architects and built by Swan Group WA. Delivery of this new facility enabled us to return our older properties to Department of Communities including our very first refuge which we have called home for forty years. This new facility comprises a ten-bed communal refuge, administration building and eighteen independent living units.



Click [here](#) or scan the QR Code to view the Koort Kulaark grand opening video.

Koort Kulaark meaning “Heart of our Home” in the Noongar language was chosen in consultation and guidance with local Aboriginal Elders, because the women we walk alongside are central and core and the heart of everything we do. We are extremely grateful for the guidance, advice and input of Aboriginal Elders, leaders, organisations, individuals, and community who generously supported us in the design and delivery of these new premises.

Koort Kulaark was officially opened by the Hon. Sabine Winton MLA on the 16th of November 2023.

“*You (Zonta House) have saved my life, I would not be where I am today without them. I'm so grateful.*”

This was a time to celebrate and reflect on the collaboration and work that has been put into the delivery of the site with our partners. The new facilities at Koort Kulaark allow suitable space and resourcing to support internal and external programs in delivering educational workshops.

These opportunities enhance women’s independence, capacity and support women’s recovery and healing. Women residing in Refuge or Independent Living Units are warmly invited to participate in Zonta House Future Employment Connections, Positive Pathways, Rapid Rehousing and Recovery Support programs.



Other onsite activities that have become a welcomed favourite for all women include weekly dinners where women have a safe space to share their culture and culinary skills, and a karaoke machine which often leads to afternoons of fun appropriately accompanied by feather bowers, hats, and props. The shared feelings amongst many people who have been to Koort Kulaark is that the refuge feels like a sanctuary, a place to be and a place to heal.





“ Being listened to. Being validated! Receiving Support Thank you so much! You (Support Coordinator) have been amazing and I appreciate the work you do to assist women in these circumstances.

“ Support Coordinator was amazing. I couldn't have made it through the last year or so without her. She is an incredible asset to your organisation. I also very much appreciated the financial support.



“ Staff has been there to listen to my problems/situations and has gone above and beyond providing the support that I and my family needed in this challenging journey we have been going through.



ANNEAR HOUSE RENOVATIONS

In 2022, Zonta House were fortunate to receive funding through the Community Housing Refurbishment grant. This funding was made available to social housing providers to breathe new life and energy into supported accommodation.

Over the years many people were accommodated, and many memories were made however the tired house lacked the warmth and energy the women, and staff, so deserved. When Zonta House were one of the successful recipients of the funding the team were thrilled as we began to reimagine what our new refuge could look like for the women we support.

In January 2024, a haven of safety, security and beauty was re-created.

After many months of planning and preparing the project and renovations begun in September 2023. The team and residents moved to an alternative site whilst the renovations were underway and eagerly awaited the re-opening of our refuge with bated breath. Throughout the life span of the project, we continued to receive updates of the renovations, which were shared to the team via newsletter, and with each update received and newsletter sent there was an increasing excitement building within the organisation. We virtually watched on as walls were knocked down, 1970s exposed brick was covered, and what was once a cupboard turned into a staff kitchen nook! As the updated photos kept coming, we could barely believe what was being created.

As renovations continued and incredible changes were happening before our eyes, we knew that the refuge needed a name. We began discussions, collaborating on a new name for our refuge. What we thought would perhaps be a tricky task turned out to be very easy when we all agreed we needed to find a way to honour a woman who paved the way for us to get to this point Founder, Di Annear. With that, the refuge quickly began being referred to amongst the team as 'Annear House' before we could officially announce the new name at the launch.

After four months a project which we were told should take 12 months was renovated and ready for the final magic touches.



Those magic touches were meticulously and thoughtfully planned out and donated by the special team at Worthy Australia. The day came where the Worthy Australia team arrived (along with multiple truckloads of new items for the refuge), full of energy and ready to make the house into a home. With the upmost professionalism, precision, and coordination the team got underway in decorating and furnishing what would soon become our 'new' refuge and safe space for women. Rooms began coming to life with bright art works, toiletry packs, brand new beds, and special touches all ready to welcome women to a safe home.





The Worthy Australia team were pivotal in the renovation of the refuge, we are forever grateful to Jen and her team of amazing humans.

On the 15th of January 2024, we celebrated the official opening of Annear House in the presence of all the people that made the project possible. Aunty Robyn Collard, conducted a water ceremony to mark this day and pay our respects to the land of the Whadjuk People where Annear House stands. Before officially opening the refuge for everyone to view and admire, we cut the ribbon with and extended our deep thanks to Di Annear to mark the official opening.



Click [here](#) or scan the QR Code to view the Annear House re-opening video.

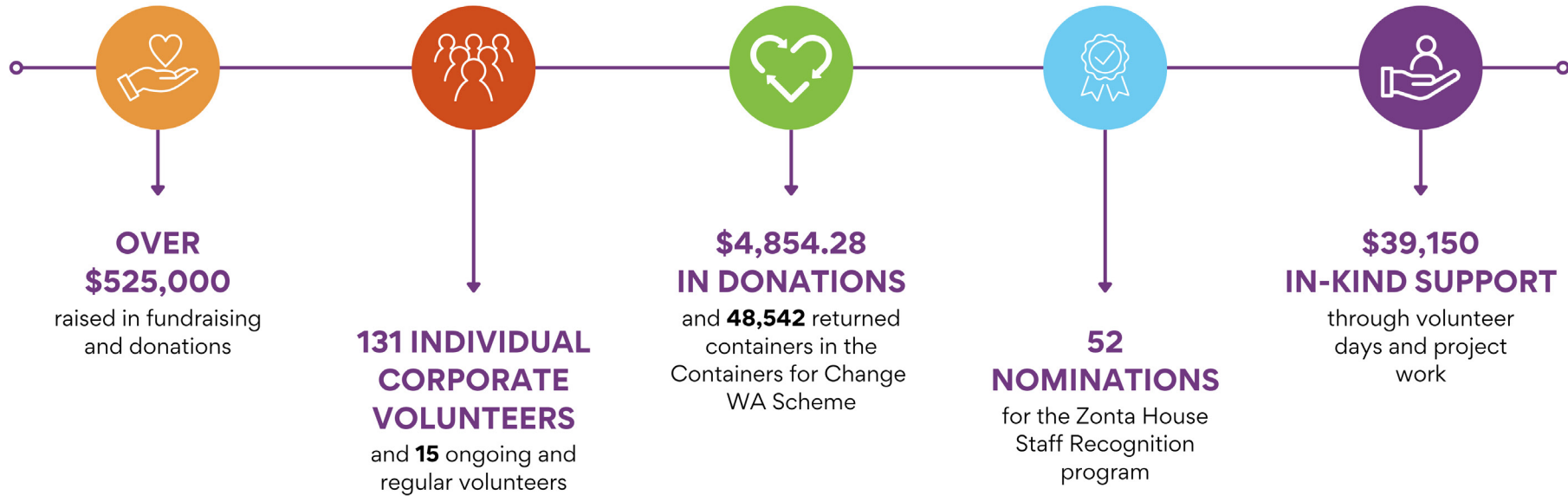
The big day finally arrived where we were able to move back to Annear House on the 17th of January 2024. We arrived onsite and let out a sigh of relief and gratitude knowing this beautiful new space was about to be a safe home for the women we support. As the first women arrived there were goosebumps, gasps and tears of joy. Some could not believe their eyes, with one person saying “are you sure this isn’t a show home? I don’t know if I even want to sit on the bed!”. Everyone settled in and acquainted themselves with the new space. The team and the women sat down at the new dining table to share lunch and celebrate the special day.

As the excitement of the day settled and dishes were being put away, I overheard a conversation between a woman and a team member.

“*I can’t believe this”, she said “I feel like this is now truly the start of my journey.”*”



KEY ACHIEVEMENTS



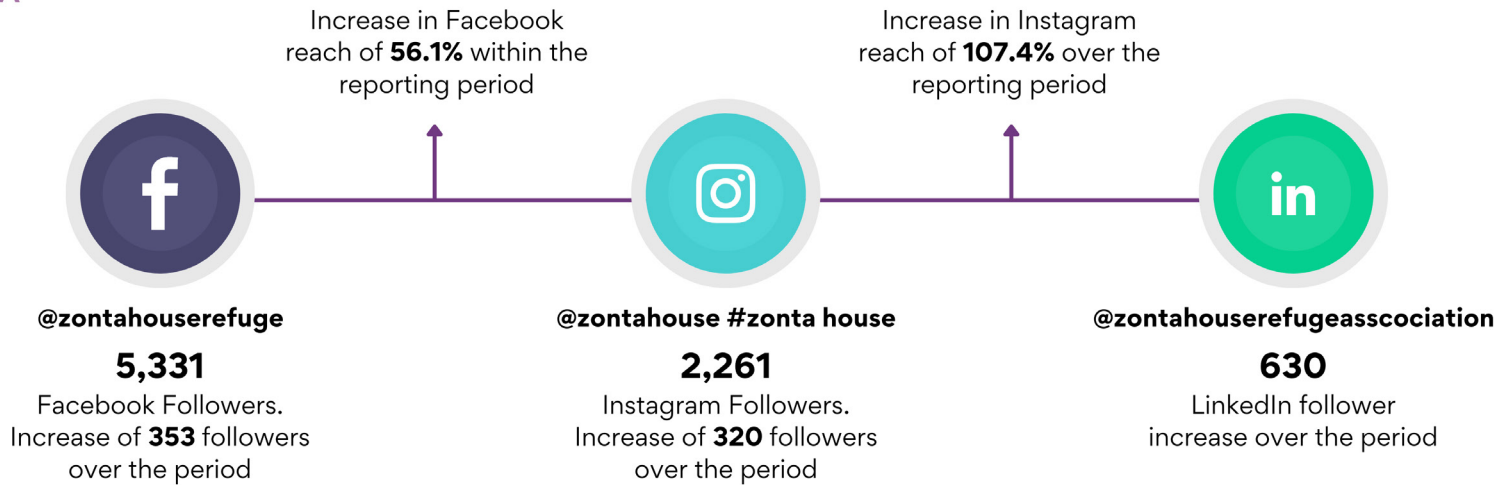
CHRISTMAS 2023

146 WOMEN SUPPORTED

292 CHILDREN SUPPORTED



SOCIAL MEDIA



TIMELINE OF EVENTS

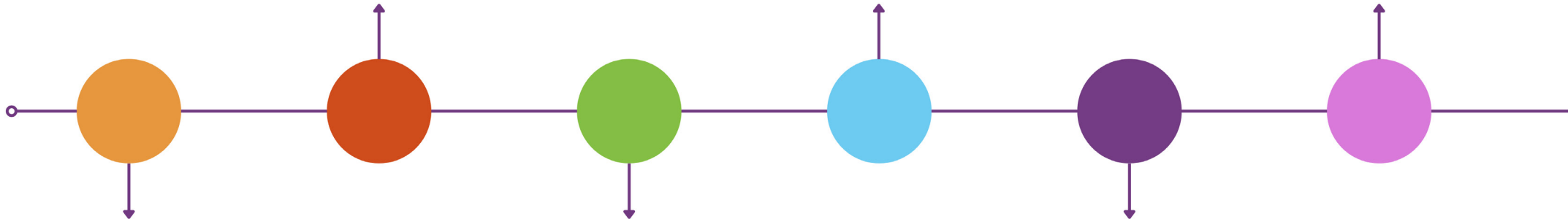
AUGUST 2023

- Kelda Oppermann named as CEO of the Year award at the Third Sector Awards in Sydney
- Attendance at the Western Australia Emergency Crisis Talks
- Attended the official opening and closing events for Homelessness Week hosted by Shelter WA
- Attendance at the Reconciliation WA RAP readiness workshop

OCTOBER 2023

- Zonta House Annual General Meeting (AGM) attended by 27 supporters, staff and Committee members.
- Finalist in the 2023 WA Mental Health Awards for the Mentally Healthy Workplace Award
- Attended the WACOSS WA State Budget Submission Launch and Annual General Meeting

- Christmas Campaign supporting 142 women and 292 children
- 8 Small Medium Enterprises (SMEs) and 13 individuals attended the Partnering in Prevention Program inaugural roundtable
- Presentation at the Third Sector Family Safety Summit on the topic of “Fostering Holistic Transformation and Societal Change
- Attended and hosted a stall at the Centre for Women’s Safety and Wellbeing 33rd Annual March Against Domestic Violence in Perth
- Attended the Marr Mooditj Graduation Ceremony
- Attended the 2023 IPAA WA Achievement Awards
- Presentation at Zonta Club Perth Foundation for Women Gala and Fundraising Dinner



JULY 2023

- Attended Bush Medicine Workshop with Aunty Vivien Hanson hosted by City of Vincent
- Annual Zonta House Committee Members and Staff Luncheon

SEPTEMBER 2023

- Works commenced on Annear House Renovations through the Department of Communities, Community Housing Grants (Refurbishment) program.
- Presentation at Shelter WA Symposium, with the topic New Business Models and Collaboration
- Attended the overview of the work of the National Office of Child Safety sundowner event
- Attendance at the Journey to Ending Family, Domestic & Sexual Violence Conference
- Participation in the Centre for Women’s Safety and Wellbeing Code of Practice: Key Insights and Development
- Focus group with family and domestic violence response services on improving experiences of victim-survivors: Review of criminal justice responses to sexual offending hosted by NOUS Group

NOVEMBER 2023

- Attended and participated in 22 events during 16 Days in WA
- Officially opened Koort Kulaark Refuge
- Attended the Official launch of the Centrecare and Centre for Social Impact Entrypoint Outreach Impact Report
- Stall Holder at the Bandyup Women’s Prison Changing Lives Expo
- Attendance at the Pat Giles Centre Insights and learnings on working together to end family and domestic violence and People with Disabilities
- Attended the Pat Giles Centre Modified Service Delivery, cross sector collaboration lunch hosted

JUNE 2024

- Launch of new Zonta House website with funding received from Lotterywest
- Attendance at the Mates in Construction Lunch to raise awareness and funds for suicide prevention
- Participation in Family Violence Discussion with WA Police and Industry Leaders
- Zonta House staff team darts event attended by 23 staff members
- Lotterywest cheque presentation by Dr Jags MLA for Emergency relief funding of \$200,000

APRIL 2024

- Announced Paul Litherland as inaugural Zonta House Ambassador
- Commenced Mother's Day Campaign supporting 68 women at Zonta House and 1 external organisation who supported an additional 14 women

FEBRUARY 2024

- Received Australian Institute of Management (AIM) WA Community Training Grant for Staff Training
- Attended the Reconciliation WA Wanjoo New Members Forum
- Attended the WACOSS New Year Breakfast at The Art Gallery of WA

MAY 2024

- Participated in the HBF Run for a Reason fundraising raising over \$3,000
- Supported the Family and Domestic Violence Collective men's workshop
- Partnering in Prevention (PIP) Program conclusion and final round-table with 10 partners and 6 ally organisations
- Attendance at the annual candlelit vigil hosted by Centre for Womens Safety and Wellbeing (CWSW)
- Hosting of a Sorry Day Workshop and education session for staff facilitated by Aunty Marie Pryor and Lorriane Pryor
- Attendance at the Communicare White Ribbon Australia Leader's Breakfast
- Attendance at the National Reconciliation Week Walk for Reconciliation at Langley Park, Boorloo (Perth)
- Attended the Reconciliation WA National Reconciliation Week Breakfast in Boorloo (Perth)

MARCH 2024

- First meeting of our inaugural Reconciliation Action Plan Working Group
- Invited to the Women's Safety Roundtable Discussion with Minister Amanda Rishworth and Sam Lim MP
- Attendance at the inaugural Elsie Conference
- Kelda Oppermann awarded Elsie Award in Sydney, honouring the women who have kept the refuge movement alive for the past 50 years
- Easter donation campaign supporting 110 women, 65 children and 42 families and 2 external organisations
- Awarded Department of Justice, Family and Domestic Violence Clinical Forensic Services Social Support Tender (Pathways to Justice)
- Participation in the Centre for Womens Safety and Wellbeing family and domestic violence Code of Practice review and feedback workshop
- Attended 9 International Women's Day (IWD) events over 3 days with 1,400 people in attendance
- Attended the Reconciliation WA International Women's Day Sundowner hosted by Reconciliation WA and Christine Ross Consultancy
- Attendance at the Centre for Womens Safety and Wellbeing (CWSW) Forum Responses to Coercive Control in the WA Context

JANUARY 2024

- Annear House official re-opening with water healing session conducted by Aunty Robyn Collard
- Zonta House Strategic Planning Session attended by Management Team, Committee and Sub-Committee Members
- Launch of the new Family Support Program
- Reestablishment of Empowerment through Education
- Participation in the the Family and Domestic Violence System Reform Workshop hosted by Department of Communities
- Zonta House Staff new year event "The Amazing Race" Event attended by 30 employees

SERVICE IN SUMMARY

183

women and **253** children received case coordination support in the community

143

women accessed refuge and transitional accommodation with a total of **11,541** nights of safe accommodation provided

102

women received specialist study and employment support

116

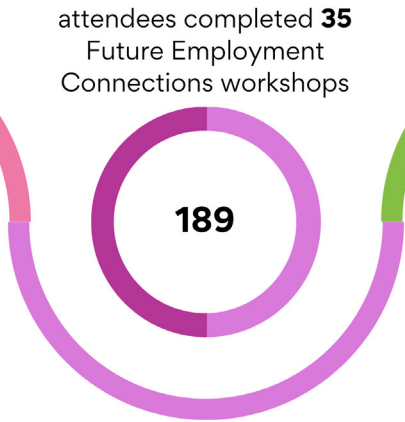
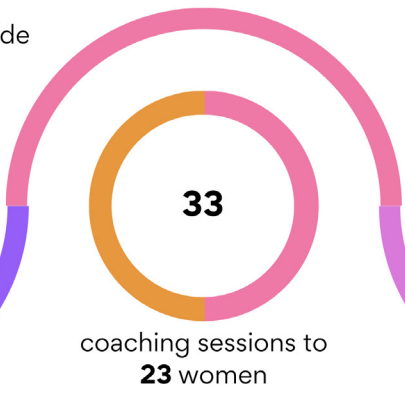
women received parenting and reintegration support in and exiting the adult justice systems engaging in **280** sessions

219

healing and wellbeing workshops were facilitated, with a total of **1,359** attendances

114

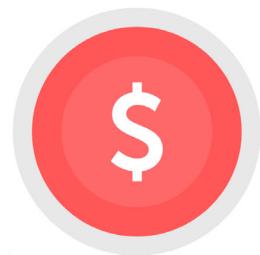
women received specialist recovery support over **1,200** sessions



Women who provided feedback across our programs consistently rate our services, averaging a satisfaction score of **4.8 out of 5 (95%)**



6 information sessions were delivered to **73** attendees by the Safer Pathways Team.



424 women and families were provided with financial assistance and relief through **1,366** applications.

STAFF RECOGNITION

52 *Staff nominations for the Zonta House recognition program*

Gaye for demonstrating the value of care

Gaye is always present to listen and provide support to her peers. She is strong, she is funny, she brings joy, she is encouraging and provide love and care around her. Gaye is unique, she provides care to clients with respect and compassion. Gaye is the one we need to have around and it's a pleasure every day to work alongside her.



Julie for demonstrating the value of dedication

Julie is very dedicated and committed to completing any admin tasks that we request her to do. She makes sure all of her regular admin duties are still done while still supporting others. No job is too small for her. In challenging situations, she can stay positive and have a smile on her face. I am so grateful to have Julie as part of our team.



Bec for demonstrating the values of care and dedication

Bec has consistently demonstrated the values of care in her leadership role during the transition to Koort Kulaark. Her ability to embrace change and learn new systems and processes with ease speaks volumes about her adaptability and commitment to the success of Koort Kulaark.

Bec's demonstration of dedication in her leadership is commendable, particularly in her proactive approach to tackling challenges head-on.



Click [here](#) or scan the QR Code to view our Staff video.

Ella for demonstrating the value of dedication

Ella's exceptional dedication to realising the vision and goals of Zonta House. Not least her exemplary project management skills during the construction of the new facility. Throughout the entire process Ella demonstrated unwavering commitment to excellence, ensuring every detail was executed with precision and care. Not only has she exhibited remarkable organisational and leadership skills across every aspect of the project, Ella also showcased the highest levels of integrity and intention with every decision made.

Cat for demonstrating the value of dedication

Cat's adaptability with stepping into the Team Leader role is to be admired, Cat was able to inspire and motivate the team with her presence and positive attitudes. Cat made sure she was there to support you if you needed it and offered sound advice when asked, despite her hectic schedule.

Cat is a constant source of love and admiration for the whole team and demonstrates her care and dedication to organisation on a daily basis through her engagement with staff and clients.

Paris for demonstrating the value of care

Paris has shown a commitment to support our clients through their challenges and her standard for compassion and professionalism within our team has not gone unnoticed. Her ability to connect with our clients, understand their needs and advocate on their behalf is admirable. Paris has been a valued member of our team and it has been a pleasure to work alongside her.

Jaspreet for demonstrating the value of care

Jaspreet's care for our clients extends beyond routine support and is characterised by a deep empathy, relentless dedication, and an unwavering commitment to their wellbeing. This, coupled with Jaspreet's friendliness towards everyone she interacts with, has greatly enhanced the atmosphere of our workspace and the quality of support we provide.

Natalie for demonstrating the value of care

In every aspect of her work, she consistently exemplifies the true spirit of dedication, and her contributions have had a profound impact on team and organisational success. Natalie works tirelessly behind the scenes to get things done. With a brain that's as sharp as a tack and a vision that's clearer than crystal, Natalie has a knack for spotting opportunities where some may see only roadblocks.



STAFF RECOGNITION

Emma for demonstrating the values of care, integrity and dedication

Emma demonstrates all Zonta House Values by just being her! She not only is knowledgeable in her supports provided to the women and the team, but her true super-power is in her caring nature that can be described as the Zonta Diplomat!! Everyone can attest to knowing that if you want to see another point of view and word thoughts and/or language, Emma is the one you may want to go to.



Lauren for demonstrating the value of care

You treat everyone with such respect and kindness. I've seen clients faces light up because you remember a small detail about their lives. You have a warmth and gift with your ability to make clients feel heard and valued. You've done it all with a smile and sense of humour that brightens even the toughest moments - a true superpower.

Your ability to build positive relationships with clients is amazing! Your empathic and approachable way helps clients to feel safe and supported. It's like you have this magical aura that makes people trust you instantly.

Michelle for demonstrating the values of care, integrity and dedication

Michelle's passion, high energy and authenticity are truly inspiring. Anyone who has been fortunate enough to attend a workshop facilitated by her knows how engaging and articulate she is, all while creating a welcoming and safe space for learning and talking. It's magic to watch.



Rachel for demonstrating the value of integrity

If integrity is the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles- then Rachel brings this in spades! I've watched her be a strong advocate for her clients and work in a way that is respectful and upholds their dignity. Rachel also has an amazing way of working with her clients where she enables them to feel comfortable and safe, while still upholding personal and professional boundaries. You are a powerhouse Rachel and we are lucky to work with, and learn from you!



Debra for demonstrating the value of care

Deb's care and compassionate is seen throughout her interactions with the women and her team.

Deb's care extends to her colleagues, her regular offers of tea in the morning when you arrive on shift and her bubbly and warm presence certainly promotes positivity and an enthusiastic energy for the day.

Hannah for demonstrating the values of care and dedication

Hannah who consistently demonstrates the value of care in her leadership style. Hannah goes above and beyond to ensure the well-being and growth of her team members, creating a work environment that fosters collaboration, support, and personal development. Hannah understands that genuine care extends beyond professional achievements and recognises the importance of addressing the holistic needs of her team. Hannah goes out of her way to create a culture of inclusivity, where everyone feels valued and appreciated.



Elliot for demonstrating the values of care, integrity and dedication

Elliot really personifies all Zonta House values through his work ethic. He is a go-getter and his passion for supporting the women is really evident in how he makes sure that no tables are left unturned for the women. He engages with external stakeholders in a professional and caring manner and really advocates for the women in their rental applications.





3

OUR
PROGRAMS

OUR PROGRAMS

Zonta House utilise a number of measures to analyse service quality, effectiveness and impact. This includes demographic data, feedback forms, a life matrix and psychometric assessments at intake and exit.

Psychometric assessments used include:

DASS21 The Depression, Anxiety, and Stress Scale

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

Across our programs, among the women who took part in both pre and post assessments to provide insight into progress and outcomes, 71% of women recorded an average decrease of 26% in mental distress scores.

K5 Psychological Distress Scale

The K5 is a brief 5-item self-report scale designed to measure psychological distress. High scores indicate higher levels of distress. Zonta House uses the K5 at both intake and exit from a program to assess the effectiveness of its services.

The K5 scores help track changes in psychological distress as women progress through the program. In 2023/24 Zonta House introduced the K5 in our Positive Pathways program.

Life Matrix

The Life Matrix assessment was developed by Zonta House to collect a snapshot of information pertaining to 14 subdomains. The domain answers are scored on a scale from 1 – 5, with 5 being the most positive outcome. This tool is a quality-of-life measure that provides quantifiable data on the changes each client achieves across each of the domains. The Life Matrix is also a valuable case management tool, providing the framework upon which case plans are formulated. The self-assessment enables the woman to identify areas of priority to address and work within the case management plan. This is conducted with women upon entry and exit of a program.

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

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



of women who participated in our programs reported an average decrease of **19%** in mental distress scores.

This data comes from pre and post assessments conducted with participants, providing valuable insights into their progress and the overall outcomes of our initiatives. Not all women completed pre and post assessments.

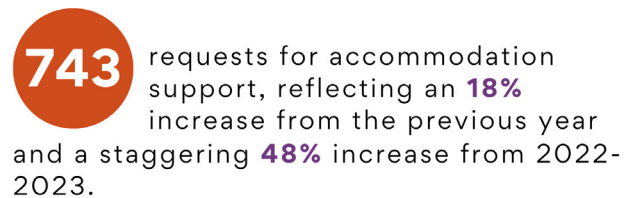
SUPPORTED REFUGE ACCOMMODATION

Our refuges provide 24/7 support for women without children or those without children in their care, offering a safe and secure environment.

During 2023-2024,



Alarming, we received:



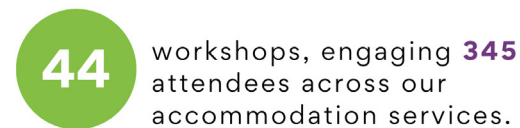
Unfortunately, the shortage of available beds limits our capacity to accommodate many of these requests. Our team remains committed to providing women who reach out for support with advice, and whenever possible, referrals to other essential services.

We continue to advocate alongside our peers in the sector to State and Federal Government for increased support and services for Victim/Survivors. Our unique **"one-stop shop"** model integrates a wide range of services under one roof. Our refuges are staffed by a dedicated team, including Support Coordinators and Advocates, who work closely with each woman to offer personalised support.

The team provides assistance with support coordination, systems navigation, advocacy, provision of resources, and warm referrals to specialist services, while focusing on maximising safety and promoting perpetrator accountability. Women are also encouraged to engage with additional Zonta House programs and services, with an average of **83%** participating in these opportunities. In partnership with Services Australia, Jacaranda Community Centre, and Palmerston, women can easily access further support and services within our refuges. Our approach ensures that women receive the comprehensive support they need in a safe, coordinated, informed, and empowering manner.

Alongside our established specialist services, Zonta House facilitated a diverse range of activities and workshops within the refuges to enhance women's health and well-being. In collaboration with external specialist facilitators, these workshops have provided women with the opportunity to engage in a diverse array of activities, including self-care practices, art therapy, gentle fitness, personal development sessions, skill building, and multicultural experiences. These initiatives aim to foster overall wellbeing, cultivate a sense of belonging, and promote personal growth.

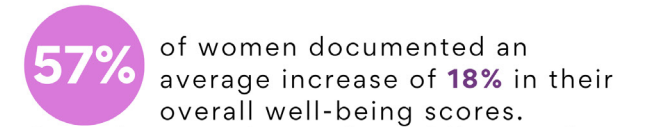
In 2023-2024, we successfully delivered:



Among the women who took part in both pre and post assessments to provide insight into progress and outcomes,



Similarly,



Our refuges go beyond providing a safe haven; they serve as a transformative space where women find empowerment, support, and an array of tools they need to recover and rebuild their lives.

“ I want you to know how much I do appreciate all your love, attention, hard work and patience. You took me in as a bird with a broken heart and wings, gave me a lot of love, care and support. You prepared me to believe in myself, dream and fly to my next stage.

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

Workshops were funded by Allens Philanthropic Committee, Pegasus Legacy Trust, Synergy, Zonta Club of Perth - Perth Foundation for Women and donations.

“

In every step, in every fight, Women rise with all their might. Their voices strong, their spirits high, they break down barriers, touch the sky.

With courage fierce, they pave the way, for a brighter future, come what may. On this day, we stand in awe, Of the women who defy every law.

So, let's salute their power and grace, In every corner, in every place. For they are the heartbeats of our land, Guiding us with an unwavering hand.

Poem by client accommodated in Supported Refuge Accommodation

SUPPORTED TRANSITIONAL ACCOMMODATION

Family and domestic violence does not resolve itself once housing is attained. Zonta House's Recovery, Healing and Reintegration for Women through Supported Transitional Accommodation provide Victims/Survivors the time, safety, and support they need to achieve goals for their long-term safety and wellbeing.

Zonta House operates medium and long-term housing units accessed by:



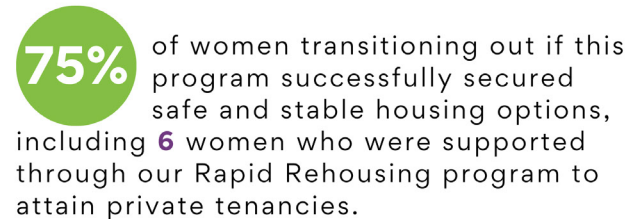
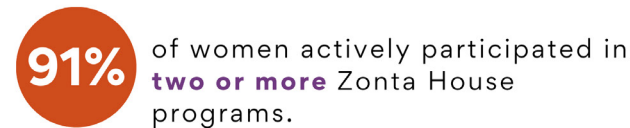
Housing stability is fundamental, offering a profound sense of security and dependability. It provides women and families with the time and space required to recover and rebuild in a way that is best suited to them.

Our Support Coordinators are dedicated to offering personalised and tailored support that prioritises the safety, dignity, and wellbeing of women, while also ensuring that perpetrators are held accountable and remain visible. Support plans include direct support, education, advocacy, referrals, coordination of meeting and liaison with external organisations.

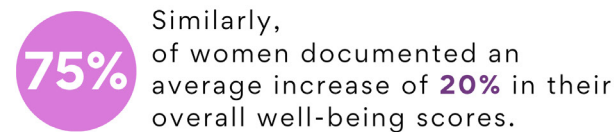
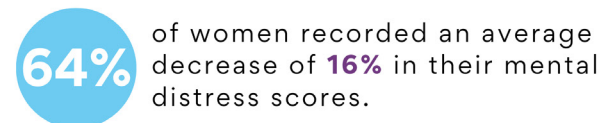
The program utilises Zonta House's existing support services and networks to provide comprehensive support for each woman.

In partnership, women and a Support Coordinator actively engage, communicate, and advocate with support networks and relevant services, fostering collaboration and feedback. We also empower women to pursue further education, employment opportunities, and essential services that align with their individual needs and future goals.

This approach ensures a seamless connection to ongoing support services post-transition from accommodation.



Among the women who took part in both pre and post assessments to provide insight into progress and outcomes,



“From 2018 I stayed under this organisation, they helped me at each and every step. The staff was very kind and understanding.

Zonta House made me independent I can say this. Because of this I am very thankful to Zonta House for everything they did for me,

Thank you for being patient while helping me to go through my hardships.

I was heard, and my way of coping was understood.

Living in the Zonta House transitional home gave me hope, trust and my self-confidence is back.

Funding was provided by the McCusker Charitable Foundation, Chevron Australia, rental income and donations.



RECOVERY SUPPORT

Zonta House recognises the complex trauma caused by perpetrators and the profound negative impacts that family and domestic violence can have on a woman's wellbeing.

Zonta House's **Recovery Support Program** (RSP) provides vital place-based comprehensive, coordinated and holistic wellbeing, mental health and substance mis-use support within our refuges.

All women are provided with the option to access the program. This **'opt-out'** rather than **'opt-in'** approach serves to de-stigmatise women requiring support for their mental health and wellbeing.

Our staff are trained in family and domestic violence, therapeutic and trauma-informed approaches and understand the multifaceted nature of family and domestic violence and its wide-ranging impacts.

Working collaboratively with each woman, our staff build on women's existing resilience and coping strategies.

Together, a personalised Recovery Support Plan is developed which details thoughts, feelings, triggers, support coping strategies and safety planning.

Additionally, our staff actively engage in connecting women to relevant support services, ensuring a comprehensive network of assistance and resources.

In 2023-2024, the Recovery Support program provided support to:

114 women over **1,200 sessions**.

Among the women who took part in both pre and post assessments to provide insight into progress and outcomes,

79% of women recorded an average decrease of **38%** in their mental distress scores.

Similarly,

68% of women documented an average increase of **19%** in their overall well-being scores.

Our Recovery Support Program also conducted:

29 workshops for women in our refuges, external refuge providers, prisons, and our Positive Pathways program.

These workshops were attended by a total of **191 participants**.

Simultaneously, we successfully delivered:

19 professional development sessions, both within our organisation and externally, with an impressive turnout of **107 attendees**.

These efforts underscore our dedication to fostering growth, support, and knowledge-sharing within the sector.

“ Thank you, (Support Coordinator), when I came to Zonta House, I was in a lot of depression, I used to cry all the time. I couldn't sleep, I couldn't understand anything, and I was very stressed.

But I got so much help from the recovery support program that I started thinking about living my life again. I found myself worth and how to stand up and overcome traumatic experiences.

I am looking forward to moving on another step where brings bright future to me and my children.

Funding was provided by the Mental Health Commission.

This program has been operating since 2017.

POSITIVE PATHWAYS TO SAFETY FOR WOMEN AND THEIR CHILDREN

Positive Pathways is a unique specialist program offering an extensive range of support for Victims/Survivors. It follows a workshop-based format, provided free of charge to all women.

Women can engage with Positive Pathways at any point in their journey, regardless of whether they are seeking to leave an abusive relationship or not.

We recognise that women need different types of support at different times, and the best way to provide this support is through a flexible, coordinated and holistic system that adapts to their evolving needs.

Positive Pathways breaks down the barriers and challenges that Victims/Survivors often face when seeking information and support. Our program prioritises the wellbeing and security of women, offering a variety of workshops within a convenient one-stop shop format. This ensures that women can access the support they need without navigating multiple agencies.

Our workshops encompass education, skill-building, self-care, and fostering social connections, all within the context of family and domestic violence and trauma-informed practices.

In 2023-2024, the Positive Pathways Program was accessed by:

129 women attending over **130 workshops** with **814 attendances**.

Workshops were delivered in the community, in Zonta House refuges and in women's prisons across metropolitan Perth.

In addition to our workshops, the Positive Pathways program offers individual coaching sessions and inter-agency advocacy and support. These personalised coaching sessions and collaborative approach further enhance strategies, learning, and skill development and establish warm referral pathways. This ensures a person-centered continuity of care.

The program provided:

23 women with **33** one-on-one coaching sessions.

42% of women were engaged in Zonta House programs.

Among the women who took part in both pre and post assessments to provide insight into progress and outcomes:

75% of women recorded an average decrease of **18%** in their mental distress scores.

Similarly,

100% of women documented an average increase of **23%** in their overall wellbeing scores.

“*It is okay to be myself and I can be sad, anxious, confused, frightened and happy and in a comfortable space.*”

It has brought back my confidence. I have belief in myself. I am living again, renewed.

I learnt not to be afraid and keep running away from the present moment. To trust myself, my instinct and intention to find myself and move forward to a brighter and happier future.

At the end I had this feeling of contentment and peace.

Funding was provided by Stan Perron Charitable Foundation and SERCO.

This program has been operating since 2014.

FUTURE EMPLOYMENT CONNECTIONS

The Future Employment Connections (FEC) Program is an initiative that offers tailored and comprehensive employment and training support to Victims/Survivors of family and domestic violence, with a core focus on empowering participants to achieve their career aspirations and towards economic independence.

FEC offers holistic support to help women define and achieve personal goals, boost their self-esteem and confidence, and develop essential skills, with a clear focus on preparing them for (re)entry into educational and/or employment pursuits. Support is provided through one-on-one assistance and group workshops.

Zonta House seeks and explores pathways to employment and volunteering with organisations and women's social enterprises that can provide experiential opportunities tailored to each participant's training or employment goals.

Currently, the Future Employment Connections program collaborates with **25 businesses and social enterprises** to offer employment opportunities to women.

In 2023-2024, **102** women have accessed the program, and the team has conducted:

35 workshops with **189** attendees. These workshops provide industry-relevant information, address employment and study barriers, enhance skills in financial management, and offer support for interview preparation and job applications.

Furthermore:

92 women (**90%**) received one-on-one individualised support.

43% were provided with support to apply for work,

18% were provided with support to enrol in studies,

30% engaged with a FEC partner for work and volunteer opportunities.

74% of women were engaged in other Zonta House programs.

Other stats:

26% engaged in work,

4% volunteering and **21%** studying.

42% wanted resume support and **18%** with cover letter.

42% of women were engaged in Zonta House programs.

Among the women who took part in both pre and post assessments to provide insight into progress and outcomes

70% of women recorded an average decrease of **33%** in mental distress scores.

Similarly,

65% of women documented an average increase of **19%** in their overall wellbeing scores.

“*The thing I valued most from FEC is that they believe in you and the biggest change since partnering with FEC is that I am independent again.*”

Appreciate the great work and confidence it has helped me gain along the way.

The support has been very great. Thank you.

Funding is currently provided by the Wheeler Foundation, CCIWA and Chevron.

This program has been operating since 2018.

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 specialist support to women who are social housing tenants.

The Safer Pathways program supports tenants residing in the Victoria Park, Cannington, Midland and Mirrabooka regional office zones, in addition to women and their children experiencing family and domestic violence who are seeking priority waitlisting.

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

Additionally, Safer Pathways works alongside Housing Authority staff and other professionals to provide education in recognising the signs of family violence, and confidently offer assistance with sensitive and supportive responses.

This education is enhanced by Safer Pathways staff working from the Department of Housing offices, participating in HSO team meetings, partnering in tenant appointments and being readily available for advice.

6

information sessions were delivered to **73** attendees.

The Safer Pathways Program provided support to:

71

women (**66% were mothers**) and **130** children during the year.

A key feature of this program is to assist women to live safely in their own homes.

90%

of women were supported to remain in their current tenancy with **49%** of women supported to implement security installation and upgrades to their homes.

17%

of women also engaged with other Zonta House programs.

Among the women who took part in both pre and post assessments to provide insight into progress and outcomes:

87%

of women recorded an average decrease of **37%** in their mental distress scores.

Similarly,

84%

of women documented an average increase of **27%** in their overall wellbeing scores.

The program also supports community initiatives in raising awareness and recognition of family domestic violence. This year Safer Pathways staff contributed to the coordination of the Midland March that Matters. The Midland March combined efforts between Midland police, non-for-

profit agencies, government departments and community groups to address domestic violence at a local level.

“

The support to obtain an additional camera for my home has given me peace of mind as I can now view my entire property.

This support has eased my anxiety and stress knowing I will have time to escape to avoid being assaulted again.

I have never had much family support growing up and having (Support Coordinator) has made me like I have that, and I trust her more than I trust most people she has made me see the worth and value I have in myself and I don't know where I would be right now without her support.

Funding was provided by the Department of Communities.

This program has been operating since 2016.

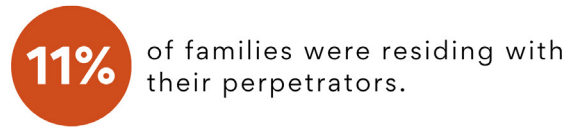
ZONTA HOUSE FDV MOBILE OUTREACH

Zonta House is a partner in a consortium with lead agency Lucy Saw and Ovis, 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 reasons.

The Outreach program provides family and domestic violence 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 perpetrators.

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 immediate self-identified goals, and case management includes 6-12 weeks of intensive and specialised support as well as referrals to and advocacy with external services.

In 2023-2024 our Outreach programs provided support to:



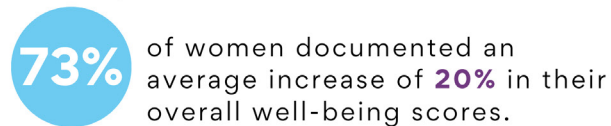
To maximise the physical safety of the families,



Among the women who took part in both pre and post assessments to provide insight into progress and outcomes,



Similarly,



“ I am a single mother with one adult daughter and three children, one Autistic with no informal support. It is a very difficult life and high stress role for me. I really do appreciate all Zonta House assistance, as my English is very limited and our funding running low most of time due to big family.

The help came exactly at the time I needed it because I was feeling that I should not disappoint my son.

I valued the kindness and care given to be heard, and the immediate understanding and implementations. Whilst in the program, I have regained a sense of security for myself and my children. I am now able to feel protected again.

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

The program has been operating since 2020.



RAPID RE-HOUSING

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

The program aligns with Housing First Principles for Australia, emphasising support for Victims/Survivors through a family and domestic violence informed approach. It supports prospective tenants through advocacy with real estate agents, rental readiness support and financial assistance.

The provision of case planning support at intake, during and after housing placement supports each woman in the identification of her immediate and long-term goals.

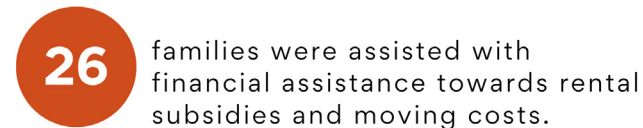
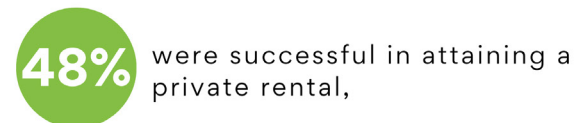
Education and support are also provided to property owners and real estate agents about the dynamics and impacts of domestic violence, abuse, and coercive control to reduce stigmas against women who have experienced family and domestic violence and to support their own tenants who may be experiencing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

In 2023-2024 the program supported:



Due to the current challenges in the private rental market, some women have successfully obtained alternative housing options, such as supported accommodation or public housing.

Overall,



Due to the extended engagement required for the program, we are currently collecting interim data to measure the impact of the program both during and post support periods.

“ Without the support of the Zonta House Rapid Rehousing program and the support and mammoth efforts from (Support Coordinator), I would still be living in a refuge. There's no possibly or maybe about it.

Even with working two jobs, I just could not get anyone to even look at my rental applications prior to Zonta House supporting me, and there's no way I could afford anything on the market without financial assistance.

I'm very grateful for my time in the refuge because I needed to be there while my life was torn apart. Now for the first time in years, I feel like there's hope for a better future. I'll be forever grateful.

Funding was provided by the Department of Communities and donations.

The program has been operating since 2023.

ADULT JUSTICE, REINTEGRATION AND PARENTING

Adult Justice

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

Reintegration

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

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

This was facilitated through:



Parenting

The Zonta House Parenting Worker facilitates parenting education in group settings within the Bandyup, Boronia and Melaleuca women's prison in addition to providing individually tailored education with the women. The aim of this program is to strengthen parenting capacity and confidence through an understanding of children's developmental needs.

Educational workshops can include behaviour support strategies, nutrition, co-parenting, healthy routines, pregnancy support and building connections with children. The program focuses on community and connection and facilitates warm referrals to community organisations and Child Protection advocacy.

This program supported **56** women in the last 12 months through:



“ Thank u so much (Support Coordinator) I could never of done it without you backing me up I appreciate everything u have done for me deserve a medal.

Thank you for trusting me and supporting me.

Even though you haven't been through what we've been through you never judged me and you were so understanding. I just want to live a normal life and you gave me so much support.

Funding was provided by Centrecare Inc through the Department of Justice and donations.

This program has been operating since 2018.

EMPOWERMENT THROUGH EDUCATION

Whilst acts of family and domestic violence and the responsibility to stop the behaviour lie solely with the perpetrator, a whole of community approach is required to deliver direct interventions and achieve social change. Everyone has a part to play in ending family and domestic violence.

Empowerment through Education provides a specialist understanding of Mens Violence Against Women (MVAW) to diverse stakeholders, including individuals, community groups, organisations, businesses, corporations, and government entities.

Through a series of purposefully designed educational workshops, our program strives to foster social change, prevent family and domestic violence and enhance the safety of Victims/Survivors.

During 2023-2024, this program was temporarily put on hold. However, thanks to Chevron Australia's sponsorship, the program has been reestablished and resumed delivering workshops in June 2024.



workshops were delivered to a total of **26** participants.

Our workshops provide a comprehensive approach to addressing MVAW, encompassing:



Primary Prevention:

Unpacks the gendered drivers of MVAW to educate and bring about social and cultural change.



Early Intervention:

Improves knowledge and confidence to challenge the drivers of MVAW and supports Victims/Survivors.



Crisis Response:

Sector specific training to ensure family and domestic violence informed assessments and response-based safety planning.

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



This workshop has opened my perspective to all the people who could be impacted that I might not have expected.

I will contribute to promoting gender equality in my workplace, with my own children, family, and friends.

I will take courage in speaking plainly and directly about violence/coercion I come across in my personal life. I will also reflect on my own responses/values.

I feel I now have a larger range of knowledge/resources when faced with situations and will be more direct and follow up with the situation, not leave it at one interaction.

Funding to re-establish this program has been provided by Chevron Australia in 2024.

This program has been operating since 2021.

PARTNERING IN PREVENTION

Partnering in Prevention was a pilot project which engaged with small/medium workplaces and community organisations (SMEs) across WA in developing and implementing workplace and organisational approaches to support the prevention of Men's Violence Against Women (MVAW).

Increasing awareness, knowledge, understanding of the gendered drivers, and influencing attitudes to bring about behavioural change is essential to achieving an end to MVAW.

Workshop participants were encouraged to complete pre and post surveys. The survey results showed a significant positive shift in participants' understanding and attitudes towards preventing family and domestic violence.

On average, there was a **24%** increase in knowledge and confidence across various categories, highlighting the program's strong impact.

Noteworthy improvements include a **41%** increase in recognising signs of family and domestic violence, a **46%** increase in identifying acts of resistance, and a **48%** increase in knowing how to respond appropriately to family and domestic violence.

Additionally, participants' overall confidence grew by **30%**. These results demonstrate the effectiveness of our training in helping participants address family and domestic violence and fostering a workplace culture that emphasises prevention and support.

The three key elements of the Partnering in Prevention program:



Engagement

Gain valuable guidance and support in improving your organisation's policies and understanding of recent family and domestic violence leave legislation, gender equality and workplace respect.



Education

Elevate your team's awareness and knowledge of gender-based violence and learn practical skills to become an active bystander when recognising disrespect. Discover how every team member can contribute to creating positive change.



Networking

Benefit from ongoing connection with Zonta House. Collaborate with like-minded workplaces and develop supportive networks that will strengthen your equality efforts.

Partnering in Prevention reached **682** individuals over the course of the project period, spanning over **26 organisations**.

Overview of Key Successes



small to medium enterprises (SMEs) engaged with the program.



workshops delivered to **511** participants.



additional individuals reached through information sessions and presentations.



newsletters published.



SMEs and **13** individuals attended a roundtable hosted by Zonta House in December 2023.



individuals from **10** PiP partner and **6** ally organisations attended a forum hosted by Zonta House in May 2024.

Funded by the Department of Communities.

Funding for the pilot program was initially available only until May 2024.

We are pleased to announce that we have successfully secured ongoing funding with the Department of Communities, enabling us to continue our program in the next reporting period.



“

The importance of collaborative efforts in addressing domestic violence and how shared knowledge and collective action can drive meaningful change.

I was inspired to see so many people in one room committed to a cause that does so much for so many. The work I do is so safe and so sanitized. Thank you for your energy your care your advocacy and your voice as a brilliant communicator facilitator and motivator.

(Partner Organisation) felt very privileged to attend the PIP forum at Burswood. To network with a room full of people dedicated to ending family and domestic violence and gender inequality in their organizations and workplaces was inspiring. We left feeling hopeful for all the future women that will take the reins after us.

EMERGENCY AND FINANCIAL RELIEF

Zonta House's Emergency Relief and Flexible Support Programs are proudly supported by Lotterywest and the Department of Communities and is a vital part of the holistic support provided by our organisation.

Emergency and financial relief is strategically integrated with risk assessment, safety planning, wellbeing, support planning, and various other activities to comprehensively address the multifaceted needs of Victims/Survivors. It enables us to uphold dignity, meet essential needs, and assists women to engage with necessary supports in order to achieve the greatest possible outcomes whilst in our services.

The program supports women across all Zonta House programs and services.



1,160

instances of requests addresses,

229

women supported,

48%

for transport assistance,

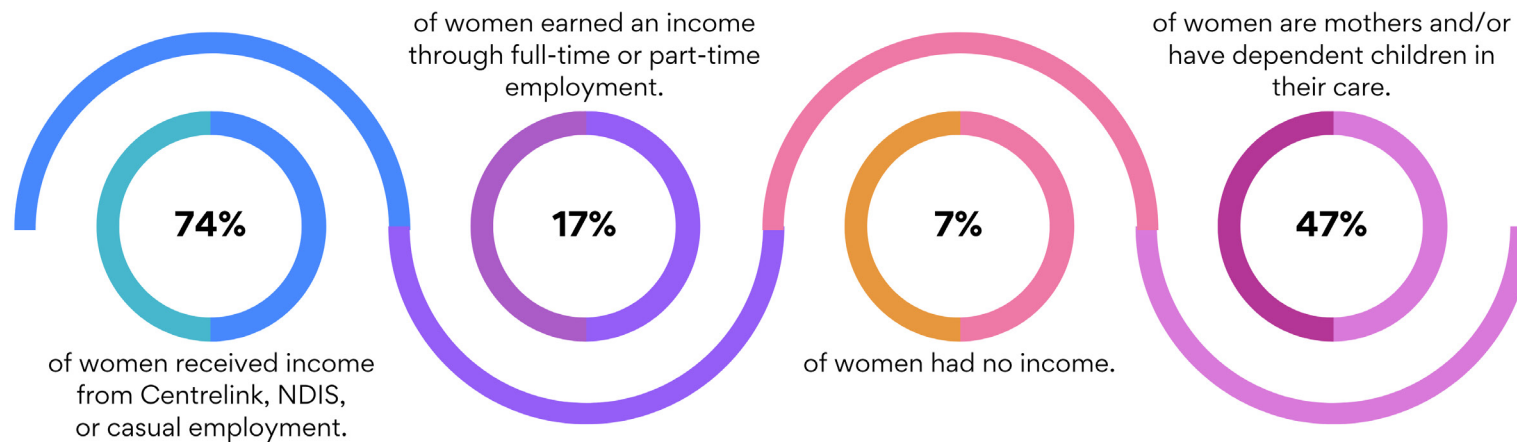
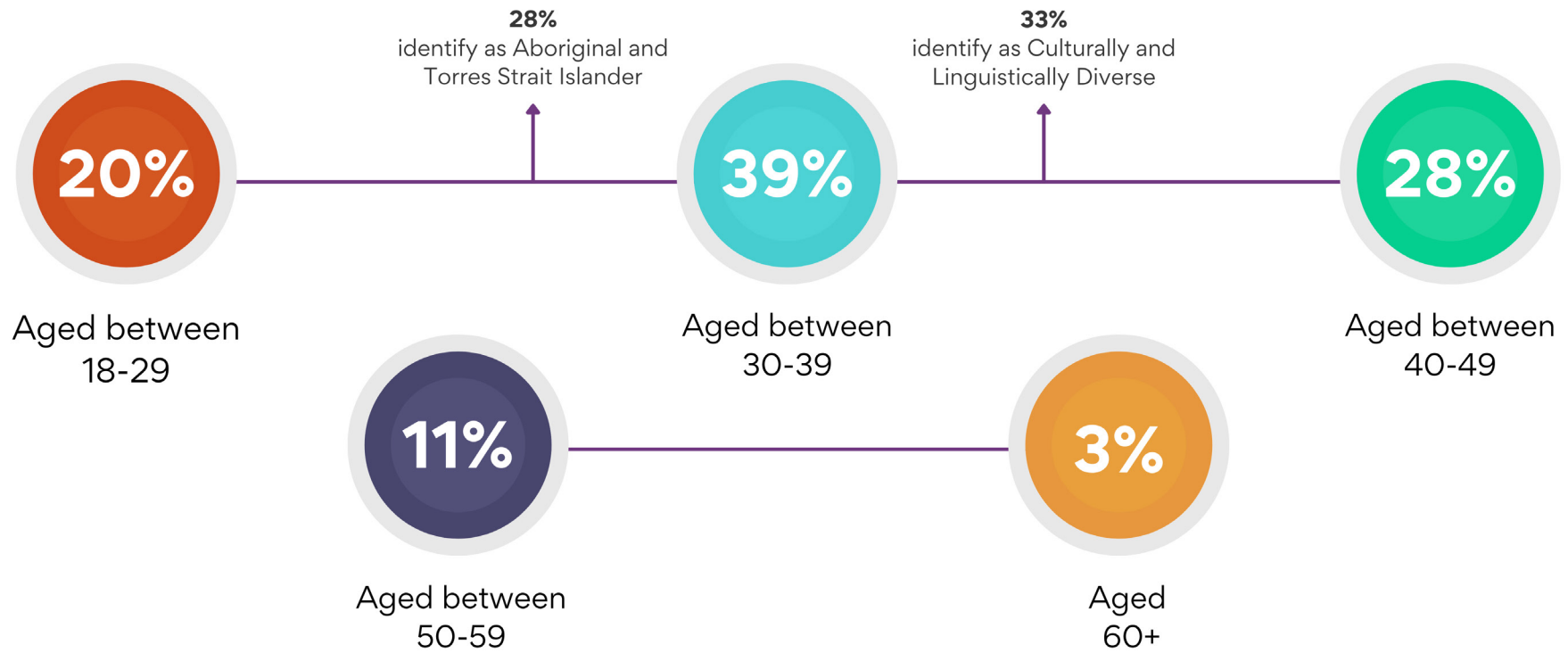
46%

for food assistance and other basic essentials.



Click [here](#) or scan the QR Code to find out how you can get involved and help make a difference.

PROGRAM DEMOGRAPHICS



FACING FEAR AND HARM: THE DEVASTATING IMPACT PERPETRATORS HAVE ON VICTIMS LIVES

83% expressed experiencing fear and terror due to their perpetrators.

65% revealed perpetrators had either threatened their lives or made attempts on them.

92% had been threatened with harm or subjected to harm by their perpetrator.

“ *Domestic violence, abuse and coercive control occurs in all segments of society impacting women, regardless of their age, upbringing, background or socio-economic status.* ”

RISK

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

Zonta House understands that people's experiences of family and domestic violence are shaped by the confluence of their age, ability, ethnicity, indigeneity, gender, and broader socio-political contexts.

We recognise that women need options for a variety of supports throughout their journey, and the best way to provide this support is through a flexible, coordinated and holistic system. Victims/Survivors deserve support, resources, and access to care to help them recover and rebuild.

Until the community understands the pervasiveness and extensiveness of abuse perpetrated, we also recognise the strategies of survival and safety that Victim/Survivors use.

We must continue to educate and raise awareness within our community about the deliberate tactics, behaviours, and patterns used by perpetrators, while also recognising the various strategies Victim/Survivors use to reduce risk, resist the violence and abuse, and preserve their dignity.

A sample of the risks, experiences faced and endured over the past 12 months involve:

53% individuals who are their husband, ex-husband, partner, ex-partner, boyfriend, or ex-boyfriend.

10% relate to instances where the individuals responsible are her children or other family members.

3% fall into the "other" category, encompassing relationships such as carers or roommates.

A notable number of women engage with multiple programs throughout their journey with Zonta House.

In 2023-2024, Zonta House supported:

20% of women were through our accommodation services.

59% of women received community based/outreach support to live safely in their homes.

21% of women received support whilst incarcerated.

Overall,

36% of women engaged in two or more Zonta House programs and services.

Zonta House acknowledges that we work alongside and in partnership with people and families who access our services and with peers, specialist services and the community.

84% reported violence they faced had intensified or grown more frequent prior to engaging with Zonta House.

64% faced digital and physical stalking behaviours from their perpetrators, further exacerbating their distress.

80% were isolated from essential family, friends, and other social support networks.



The background is a vibrant blue with intricate white line art depicting various biological structures, including what appear to be cross-sections of cells, DNA strands, and other cellular components. A large, white, semi-circular shape is positioned on the left side of the image, serving as a container for the text.

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 in our community.

FUNDERS AND PARTNERS FUNDERS AND PARTNERS

Australian Institute of Management WA
Australian Gas Infrastructure Group (AGIG)
Allens Philanthropic Committee
Built
Chamber of Commerce and Industry of Western Australia (CCIWA)
Centurion Transport
Centre for Women's Safety and Wellbeing
Centrecare
Chevron Australia
City of Canning
Communicare
Department of Communities
Department of Local Government, Sport and Cultural Industries
Department of Human Service - Centrelink
Dress for Success
Fremantle Foundation
GRA Partners
Jacaranda Community Services
Langford Aboriginal Association
Loop
Lotterywest
Lucy Saw Centre
Make a Difference WA
McCusker Charitable Foundation
Mental Health Commission
Mercy Care
Mettle Org
Palmerston
P&N Bank
Pegasus Legacy Trust
Zonta Club Perth Foundation for Women
REIWA
SERCO
Synergy
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Threads of Change
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Volunteering WA
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