



# Zonta House Refuge Association

Safe Supportive Respectful



Zonta House  
Supported Refuge  
Accommodation

# Zonta House Supported Refuge Accommodation

*'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.

We have been providing refuge accommodation since 1984.

Women engage with our Advocates and Support Coordinator teams for support on their healing journeys. Our model of support promotes dignity and safety, recognising acts of resilience and understanding the emotional, physical, and social impacts of family and domestic violence. The teams work with each woman to develop a personalised plan that builds on her strengths and acknowledges her expertise, walking alongside her throughout the journey. The team also connects each woman to resources, provides advocacy, shares information, and makes referrals to specialised services.

## 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 on 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, their strengths, maintaining their safety, upholding their dignity and ensure people who choose to use violence are 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.
- Identifying risk through a comprehensive assessment and developing an individual safety plan.

## What else do we do?

- 24/7 support from our team of dedicated and experienced Advocates.
- Have strong partnerships with external agencies who come into the refuge to the support women.
- Work from a strengths-based approach.
- Provide individualised case management plans and support women to achieve their desired outcomes.
- Refer women to support services in the community to address issues with any legal, financial, visa, child protection, substance use, mental health or accommodation challenges.



## Crisis Support Services

Emergency Assistance: .....	000
Police: .....	13 14 44
Lifeline: .....	13 11 14
Suicide Call Back Service: .....	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  
Supported Refuge Accommodation:  
Phone: 1800 870 149  
Email: [support1@zontahouse.org.au](mailto:support1@zontahouse.org.au)  
or [support2@zontahouse.org.au](mailto:support2@zontahouse.org.au)



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