



Zonta House

REFUGE ASSOCIATION

Safe Supportive Respectful



Everyone deserves to live a life free from fear, abuse and violence.

Annual Report

2024 – 2025

Acknowledgement of Country

Zonta House acknowledges the Traditional Custodians of this land, the Whadjuk Noongar people, and pay respects to Elders past and present.

We are committed to honouring Aboriginal and Torres Strait Islander peoples, their unique cultural and spiritual relationship to the land, waters and seas, and their rich contribution to society.

Acknowledgement of Lived Experience

We listen. We believe. We walk alongside you.

We honour the strength and resilience of those impacted by violence. We acknowledge the lasting impacts of family and domestic violence on individuals, families and communities.

We recognise that it is essential that responses to family and domestic violence are informed by those who have lived experience, and their expert knowledge.

We also acknowledge the lived experiences of victim-survivors from diverse backgrounds, including people living with disability and those who identify as LGBTQIA+. We recognise the additional barriers these communities face in accessing safety and support due to systemic discrimination, ableism, homophobia, transphobia, and marginalisation.

Zonta House is committed to providing inclusive, culturally safe, and accessible services that respect and respond to the diverse identities and lived experiences of all people. We are dedicated to removing barriers and fostering a culture where every person is valued, treated with dignity and compassion, and empowered to have their voice heard.

We pay respects to those who have not survived and extend our respects to their loved ones and community who mourn them.



COVER IMAGE:
Community artwork,
led and created
by Contemporary
Aboriginal Artist
Trina Hayden,
contributed to by
Positive Pathways
participants.

The painting symbolises the journey of women rebuilding strength, resilience, and empowerment after facing difficult times. Zonta House and partnering supporting services are depicted as meeting places, representing the vital networks women rely on for assistance.

This document is available in an online format at <https://zontahouse.org.au/about/>



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Who We Are

Zonta House Refuge Association (Zonta House) is a specialist provider of family and domestic violence (FDV) services.

Our vision, purpose and values have been informed through 40 years of experience, the needs of victim-survivors in our community and research in leading practice.

When the voices of victim-survivors are heard, our responses uphold dignity, builds on safety, and challenges the drivers of abuse.



Our Mission

We exist to provide individualised, holistic support to victim-survivors impacted by FDV centralising their voices and needs.

By integrating deep listening and learning, sector-wide collaboration, and data-driven service innovation, we deliver sustainable, life-changing outcomes. Our focus on quality and professional excellence strengthens both our services and the broader system of care.

Our Vision

We want a safe and equitable community.

Our Purpose

Improve the lives of women and families who have experienced family and domestic violence.

Our Values

We Care
We have Integrity
We are Dedicated

Our Services

Zonta House has an in depth understanding of the needs, hopes and interests of individuals and families impacted by FDV, gained from more than four decades of providing support services.

We recognise the multifaceted complexities of FDV and the need to address the individual, relational, communal, and societal dynamics at play, to provide a continuum of necessary supports and opportunities for victim-survivors and create lasting change for future generations.

Our well-established reputation and experience within the sector have led to growth and enabled holistic service delivery, recognising the importance of prevention, early intervention, safety for victim-survivors and accountability for perpetrators.

Zonta House currently has a total of 14 programs, delivered by a dedicated team of over 75 staff members, made possible by our supporters and funders.



Providing safe, supportive temporary accommodation, alongside advocacy and comprehensive case management services for women without children in their care and families.



A diverse range of programs tailored to support victim-survivors as they rebuild and recover, offering distinct pathways for choice, empowerment and healing.



Programs offering tailored support for individuals and families focusing on safety in their communities and to navigate their unique journey with specialised assistance.



Preventing FDV by fostering self and community awareness, promoting education, and engaging in advocacy efforts.

Snapshot of 2024-25

Zonta House recognise victim-survivors should have access to a variety of responses and supports that are flexible, coordinated and holistic.

THIS YEAR, WE HAVE SUPPORTED:



2,130

ACROSS 387
SUPPORT
WORKSHOPS



125

ACCESSED REFUGE
AND TRANSITIONAL
ACCOMMODATION

132

across 900 sessions

RECEIVED
SPECIALIST
RECOVERY
SUPPORT



132

RECEIVED
SPECIALIST STUDY
AND EMPLOYMENT
SUPPORT



1,847

ACROSS 92
COMMUNITY
WORKSHOPS

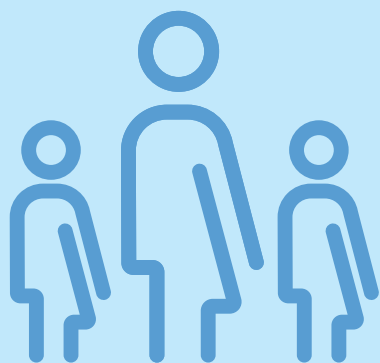
248

IN THE ADULT
JUSTICE SYSTEM
WERE SUPPORTED

272

RECEIVED CASE
COORDINATION
SUPPORT IN THE
COMMUNITY

INDIVIDUALS



FAMILIES

73

RECEIVED SUPPORT
OR ADVICE TO
SECURE PRIVATE
TENANCIES



300

RECEIVED
FINANCIAL
ASSISTANCE AND
RELIEF



CHILDREN



254

RECEIVED CASE
COORDINATION
SUPPORT IN THE
COMMUNITY



13,967

NIGHTS OF SAFE
ACCOMMODATION
PROVIDED

ACCOMMODATION



640

DIRECT REQUESTS
FOR OUR SAFE
ACCOMMODATION COULD
NOT BE MET THIS YEAR.

This highlights the critical need for immediate and responsive action by community and government to prioritise victim-survivor safety and support.



From Our
Chairperson

MELANIE
HAY

The past year has been a formative one for Zonta House, as we considered our impact over 40 years of operations and developed some new key long-term strategic initiatives at the same time as managing ongoing high levels of demand for our services.

We are experiencing record high levels of family and domestic violence in our community with cost of living pressures and the housing shortage in Western Australia contributing to additional stresses and pressures for victim-survivors. Across our transitional and crisis accommodation and outreach programs we have consistently been at capacity as have many other family and domestic violence support services. This puts enormous pressure on our organisation and staff but also means that some women have not been able to find refuge, safety and support when they need it which is devastating.

There is clearly much to be done. Both on the prevention of family and domestic violence and on providing assistance for those that are escaping it. Zonta House

continues to advocate and educate the community whilst also support the brave victim-survivors and their families who are escaping family and domestic violence.

The challenges and complexity of managing our refuges, which operate 24/7, alongside 12 complementary programs, is considerable and I would like to thank CEO Kelda Oppermann, Operations Manager Anna Scott and all of Zonta House's staff for their dedication and high quality support of our clients and management of other stakeholders.

We have achieved a lot this last year. After celebrating our 40th birthday in August 2024, it was fitting that we have recently undertaken a process to develop a new 3-5 year strategic plan. Key stakeholders of the organisation were consulted in the development of this plan and provided critical insight as we developed our new strategic initiatives. The stakeholders consulted included clients, funders, service delivery partners, employees and committee members. The strategic planning process considered those aspects of the external environment impacting on the organisation against the increased demand for services and considered what capabilities were required for long term sustainability. An important conclusion from the process which shaped the strategic plan was the deep and sustained impact of the Zonta Houses client-centred approach.

The new strategic plan recognises and builds upon the strong foundations which have been established, against the importance of innovation and impact, which highlighted the ability to collect quality data and measure our results. Guidance from those with lived experience remains paramount.

Management have finalised the operational plan which will be important to achieve the strategic initiatives identified and progress will be reported to the Committee regularly.

As a result of the new strategic plan and priorities, there has been a change in the subcommittee structure which will take effect in the 2025-26 financial year. This change has seen the External Relations subcommittee merged with the Strategic Projects subcommittee and renamed 'Strategic Projects and Partnerships' subcommittee. Reflecting our commitment to reconciliation, the RAP Leadership Group is now considered a subcommittee. I would like to thank Zonta House committee members and subcommittee members for their ongoing commitment to the organisation and the valuable insights that they bring. I am looking forward to working with them as we implement the strategic plan.

Pleasingly, the organisation is in a sound financial position, as a result of good financial management and ongoing support for our key programs. This will help us to deliver our suite of programs over the medium term, however there is always more to be done and we will continue to strive to improve and innovate.

A notable achievement for the organisation over the last year was the launch of the Zonta House inaugural Reconciliation Action Plan. We've been very fortunate in our journey to benefit from the wisdom of local Elders and the development of the RAP was the next step in progressing a number of commitments and actions that began some time ago. Zonta House is fully committed to reconciliation and believe strongly in the benefits that equality will bring to individuals and society.

The organisation is now focused on implementing the RAP and are thankful for the ongoing input and support of the Aboriginal community as we progress this important initiative.

Zonta House's focus on innovation saw the launch of a new pilot program recently focused on lived experience. The program aims to create a community of victim-survivors with lived experience to use their voices, skills and leadership to drive societal change. The program was the result of extensive consultation with multiple stakeholders, detailed research of lived experience programs nationwide as well as input from an internal working group that drew on the diverse skills and background of professionals from across the organisation. To strengthen and build the work of this project, Zonta House plans to establish a dedicated Lived Experience Advisory Group who will provide strategic advice and share insights drawn from personal experiences. This pilot is another example of how Zonta House is continually innovating and exploring new areas to benefit our organisation and clients.

I would like to conclude by acknowledging our funding partners and supporters who have been instrumental in helping us to deliver on our mission and respond to the needs of those we support. Thank you for your contributions and I look forward to building on these efforts to continue to improve the lives of women impacted by family and domestic violence.

Melanie Hay
Chairperson

From Our CEO

KELDA
OPPERMANN



As we embarked on 40 years as a registered organisation there were many moments of reflection, of how far we have come as an organisation and as a community but also the shifts and work still needed to stop family and domestic violence in our country and state.

We celebrated 40 years and all who we have walked alongside and have walked with us but also commiserated that our service is still needed. That individuals in our community still perpetrate the most horrific violence and abuse on innocents and we are still unable to meet the demand of people who need safety and support. People who commit this violence and abuse are responsible for their behaviour and we acknowledge

the distress and harm done to victim-survivors. We stand firm and resolute that we must stop reducing and excusing this harm inflicted. In doing so, we must also continue to challenge and disrupt the gender inequality that enables FDV and the role we all must take in actioning change.

During this year we have continued to evolve in our service delivery to respond to the need identified by people accessing our services and in the community. Our organisation is committed to continuous improvement in our systems and our practice which is evidenced by our ongoing investment into our people and the implementation of new data systems to assist in efficiencies and analysis of our reach and impact. We have continued internal working groups to deliver our Reconciliation Action Plan, implemented new client management software and endeavored new working groups in diversity and inclusion, child safety and lived experience. Participating in and observing the working groups and the outcomes achieved across our incredibly capable and passionate workforce is remarkable.

At Zonta House we are directly impacted by the external environment across societal, systems, political and economic circumstances. This year has been one of intensity with the escalation of need for our services, general wellbeing and health of people, government caretaker periods and uncertainty of state and

"I give my thanks and appreciation to all who have contributed to Zonta House in the past year with every involvement making a significant difference."

federal elections and rise in the cost of living. Integral to achieving our purpose is advocating fearlessly and persistently to ensure family and domestic violence is a priority.

Each and every single day we advocate and take action for change whether that be directly and informally in participation through meetings, forums, networks, events, boards, conversations, support and education. One such example was the formation of the Systems Reform Plan following the Crisis Talks with the Premier last year. It is positive that there is an appetite to invest, review and action change across the reform priority areas and we remain optimistic that this progress and impetus continues so we can promptly and seriously invest across the spectrum of prevention, intervention, healing and accountability to meet the need and demand of the insidious issue. We see every interaction as an opportunity to contribute to what is needed to shift and fix systems, thinking and ultimately stop the violence and abuse.

During this reflection of 40 years we remain hopeful. Hopeful of the seeds of change we see in every moment but also in the days and years that pass. It is a privilege to do this work and get to walk alongside the most incredible humans. This includes the people we are here for, our team, Committee, Sub-Committees, funders, supporters, volunteers and champions. We feel momentum and each of you provides motivation that this vision is possible. I am incredibly grateful for the continued trust that our stakeholders have in us to deliver. I am proud of our continued dedication and this is evident in the delivery of ongoing programs and in the following achievements in 2024/2025;

- Launch of our inaugural Reconciliation Action Plan.
- Development and delivery of new Diversity and Inclusion support programs for people in the LGBTQIA+ community and people living with disability.
- Development of the Pathways to Justice program in partnership with Department of Justice and Sexual Assault Resource Centre
- Development of our 2025-2030 Strategic Plan led by Rennie Advisory and in consultation with our stakeholders.
- Piloting our Lived Experience Support program.
- Implementation of our new client management system.

I give my thanks and appreciation to all who have contributed to Zonta House in the past year with every involvement making a significant difference. Special thanks and appreciation to our fearless leadership team, committed Committee and Sub-Committees led expertly by Melanie, our highly capable teams and staff, students and volunteers who generously gave their time and everyone in the community who supports and takes action to live in a world free from violence. We may be small, but our impact is life changing. We look forward to the year ahead and the possibilities that present to deliver safety, dignity and healing for victim-survivors and contribute to change to make our community safe, well and to thrive.

Kelda Oppermann

Chief Executive Officer



Through conservative and prudent management, and with the continued support of the business and philanthropic communities, Zonta House has further strengthened its financial position over the last year.

Also, in increased recognition the importance of assisting victim-survivors of family and domestic violence, we have seen an uplift in the level of Government funding for both our programs and services. Whilst appreciated, there is much more to be done, and we will continue to lobby Government for more long-term funding solutions, to provide our clients and staff with greater continuity and certainty.

The following 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.

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 2024/25 Financial Statements, and as a result a further \$471,146 has been provided this year.

During the year a Strategic Plan was undertaken to shape and prioritise future Committee decisions. These decisions will expand the impact of Zonta House on the lives of those affected by family and domestic violence.

To further assist with this vision and our holistic support programs Zonta House has continued to pursue opportunities for funding with private, community and corporate interests.

We acknowledge and are extremely thankful for the ongoing support of the Department of Communities, Mental Health Commission, Department of Justice, Lotterywest and the private, corporate and community supporters who provided funding and enabled Zonta House to continue its mission.

These include, but are not limited to, the Wheeler Charitable Foundation; the Stan Perron Charitable Foundation; the McCusker 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. Also, I would also like to thank Gail Curtis and Sarah Josey for their contributions to the Finance Subcommittee.

Finally, a special note of 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 commend our audited financial statements to our members.

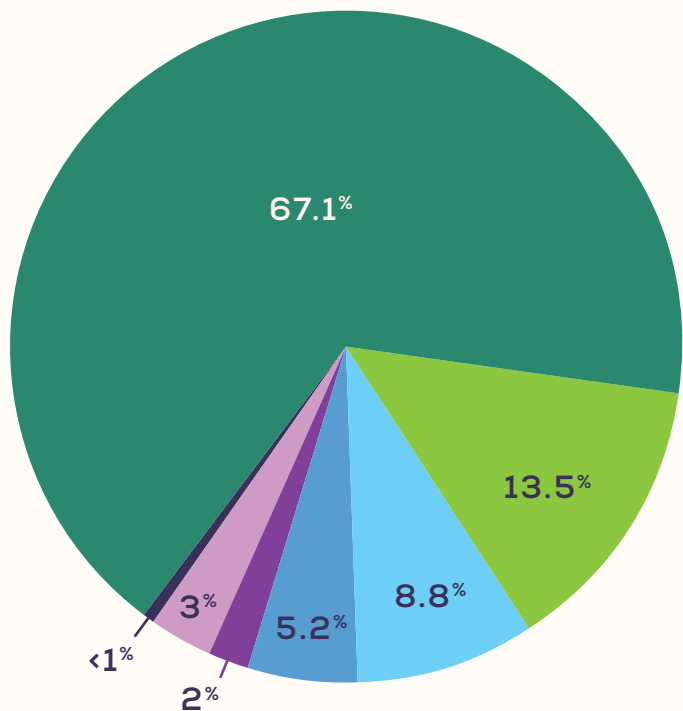
David Hickmott
Treasurer

Financials

INCOME DISTRIBUTION

- State Government \$6,000,660
- Funding Partnerships \$1,203,680
- Philanthropic Donations \$790,726
- Donations & Fundraising \$467,771
- Rental Income \$178,092
- Interest on Investments \$269,883
- Other \$30,374

Total Income \$8,941,186



Auditor's Report

DIRECTORS:

VIRAL PATEL RCA, CA
ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA
FAZ BASHI RCA, CPA

ASSOCIATE DIRECTORS:

ROBERT CAMPBELL RCA, CA
SANTO CASILLI FCPA PFILA

AUSTRALIAN
AUDIT 

Zonta House Refuge Association Inc. and controlled entity Zonta House Pty Ltd as trustee for the Buff Denny Trust

ABN: 86 136 100 855

Abridged audit report For the year ended 30 June 2025

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 2025 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: 18 September 2025

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Audited Financial Statement

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 2025

	2025	2024		2025	2024
	\$	\$		\$	\$
STATEMENT OF FINANCIAL POSITION			STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
AS AT 30 JUNE 2025			FOR THE YEAR ENDED 30 JUNE 2025		
CURRENT ASSETS			Grants	7,995,066	6,108,595
Cash assets	9,246,623	7,429,316	Client contributions	178,092	200,013
Receivables	192,707	327,635	Donation & fundraising	467,771	1,925,031
TOTAL CURRENT ASSETS	9,439,330	7,756,951	Interest income	269,883	118,120
NON CURRENT ASSETS			Other income	30,374	13,086
Property, plant & equipment	1,913,720	1,991,952	Employment expenses	(6,131,782)	(4,574,356)
Right-of-use assets	12,725	-	Program expenses	(924,296)	(1,336,766)
Intangibles	144,849	151,746	Administration expenses	(632,848)	(607,912)
Held for sale	-	1,400,922	Motor vehicle expenses	(54,188)	(39,237)
TOTAL NON CURRENT ASSETS	2,071,294	3,544,620	Depreciation	(219,642)	(315,030)
TOTAL ASSETS	11,510,624	11,301,571	Other expenses	(81,019)	(57,009)
CURRENT LIABILITIES			PROFIT/(LOSS)	897,411	1,434,535
Payables	396,768	508,995	Lotterywest - Capital grants	-	-
Contract liabilities	3,246,243	3,477,476	Loss on disposal of assets	(57,315)	(7,313)
Lease liabilities	13,009	-	Revaluation of land and buildings	60,000	-
Provisions	308,195	290,844	Total comprehensive income	900,096	1,427,222
TOTAL CURRENT LIABILITIES	3,964,215	4,277,315			
NON CURRENT LIABILITIES			STATEMENT OF CASH FLOWS		
Contract liabilities	1,497,339	1,890,320	FOR THE YEAR ENDED 30 JUNE 2025		
Non-current provisions	63,117	48,079	Cash flows from operating activities		
TOTAL NON-CURRENT LIABILITIES	1,560,456	1,938,399	Receipts from operations	7,753,019	7,945,067
TOTAL LIABILITIES	5,524,671	6,215,714	Payments to suppliers and employees	(6,131,366)	(4,627,647)
NET ASSETS	5,985,953	5,085,857	Net cash generated by operating activities	1,621,653	3,317,420
EQUITY			Cash flows from investing activities		
Retained earnings	3,636,385	3,267,435	Purchase property, plant & equipment	(61,788)	(995,102)
Reserves	2,349,568	1,818,422	Interest received	269,883	87,826
TOTAL EQUITY	5,985,953	5,085,857	Purchase intangibles	-	(151,746)
			Proceeds from capital grants	-	-
STATEMENT OF CHANGES IN EQUITY			Net cash generated by/ (used in) investing activities	208,095	(1,059,022)
Beginning retained earnings	3,267,435	1,718,834	Cash flows from financing activities		
Profit/(Loss) for the year	840,096	1,427,222	Repayment of lease liabilities	(12,441)	-
Prior period adjustment	-	(471,997)	Net cash generated by financing activities	(12,441)	-
Transfer from / (to) reserves	(471,146)	593,376	Net increase in cash held	1,817,307	2,258,398
Closing retained earnings	3,636,385	3,267,435	Cash at beginning of financial year	7,429,316	4,162,997
			Cash at end of financial year	9,246,623	7,429,316
Beginning reserves	1,818,422	2,522,312			
Prior period adjustment	-	(110,514)			
Asset revaluation	60,000	-			
Transfer (from) / to reserves	471,146	(593,376)			
Closing reserves	2,349,568	1,818,422			
TOTAL EQUITY	5,985,953	5,085,857			

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.



Melanie Hay
Chairperson



David Hickmott
Treasurer

Year in Review



JULY 2024

- Attended Reclaim the Void Assemblage at Boola Bardip, supporting a nationwide textile art project to honour Ngalia elders and reclaim mined land.
- Joined the NAIDOC Week Opening Ceremony at Moort-ak Waadiny (Wellington Square).
- Hosted Partnering in Prevention Forum, featuring guest speakers, reflections on healthy masculinities, and program outcomes.
- Diversity and Inclusion program commenced.
- Launched the Pathways to Justice program, a new partnership with the Department of Justice, Sexual Assault Resource Centre (SARC), WA Police, and the Office of the Director of Public Prosecutions.

AUGUST 2024

- Celebrated Zonta House's 40th Anniversary at Matilda Bay Restaurant with supporters, partners, and past and present staff.

SEPTEMBER 2024

- Honoured to be the beneficiary of Lea Taylor's My Little's 365 Project, raising \$9,200

through daily basket weaving.

- Participated in World Suicide Prevention Day event in Armadale with Anglicare WA.
- Awarded the Workforce Excellence Award at the Third Sector National Awards.

OCTOBER 2024

- Took part in National Carers Week events at Government House, the Department of Communities, and the Carers Week Conference.

NOVEMBER 2024

- Launched our first Reconciliation Action Plan with a riverside ceremony and community celebration.
- Joined the PrideFEST Parade in solidarity with the LGBTQIA+ community.
- Marched in the 34th March Against Domestic and Family Violence, marking the start of 16 Days in WA.
- Connected with community at Fair Play Fair Day with the West Coast Eagles and Town of Victoria Park.
- Established Lived Experience Working Group to further enrich our healing for victim-survivors and embed their voices into our work and advocacy.

- Expanded Rapid ReHousing initiative to assist more women and families exiting refuge accommodation to secure private rental tenancies.

DECEMBER 2024

- Participated in Midland March That Matters.
- Wrapped up 16 Days in WA, attending 15 events and engaging with 5,000+ community members.
- Formed the internal Child Safe Organisation Working Group to begin implementing the National Principles for Child Safe Organisations.
- Commenced development of new Strategic Plan with Rennie Advisory which included extensive consultation.

FEBRUARY 2025

- Supported by the Perth Inferno charity game at Cockburn Ice Arena.

MARCH 2025

- Alongside Reconciliation WA and Communicare, Zonta House sponsored and attended the Voice of Hope International Women's Day event 'An Evening of Strength and Healing'.
- Named finalist in WACOSS Community Service Excellence Awards (Impactful Large Organisation).

- Delivered Easter gifts to over 60 individuals and families.

MAY 2025

- Attended candlelight vigils in Perth and Armadale for National Domestic Violence Remembrance Day.
- Hosted Reclaiming the F Word panel on equality, courage, and advocacy.
- Presented at WACOSS 2025 Conference 'Innovating Together', sharing the Life Matrix tool.
- Took part in National Reconciliation Week events, including Indigenous Veterans Service, Boorloo Black Coffee, and Langford Aboriginal Association's Reconciliation Event.
- Shared an afternoon of storytelling with Marissa Verma, Founder of Bindi Bindi Dreaming.
- Visited Threads of Change to support their sewing, crocheting and knitting to provide clothing donations in India and fundraising for causes including Zonta House.
- Continued our partnership with GRA Partners, offering advice and assistance in our strategic communications.

40th Anniversary Celebrations

This year, Zonta House marked 40 years of providing safety, advocacy, and hope to people impacted by family and domestic violence.

From one woman's determination to a respected organisation, our story is one of resilience, purpose, and community.

A Guiding Light

Founded in 1984 by Dianne (Di) Annear, a lawyer with a fierce sense of justice, Zonta House was born from an urgent need for women without children to be able to access refuge. While working for the Department of Communities, Di met a mother and five children fleeing violence, too afraid to return home. Finding them safe accommodation sparked her mission to create lasting support for victim-survivors.

At a Zonta International meeting, Di called for a women's refuge in WA. Despite opposition from community, she persisted. That same year, Zonta House opened with 12 beds, 17 part-time staff, and a mission to protect, support and empower women.



"I'm very proud and pleased that you're continuing to do the work that I once hoped would happen, and I couldn't be more pleased with the way that it's progressing, and the work you're doing is fantastic."

DI ANNEAR



Half A Million Nights

Since then, over 40 years, Zonta House has provided more than half a million nights of safe accommodation, dedicated hundreds of thousands of staff hours, and delivered thousands of workshops and counselling sessions. Each one a step toward safety, justice and healing.



14,600

DAYS OF OPERATION



350,000

STAFF HOURS



20,000+

VICTIM-SURVIVORS
SUPPORTED



10,000+

COMMUNITY AWARENESS
PARTICIPANTS

The heart of our work lies in moments often unseen, late-night welfare chats, anxious waits for court outcomes, and the relief of securing housing or reuniting families. Strength is shown in the hardest times, by those experiencing family and domestic violence and the ones who step in and stand beside victim-survivors.

Zonta House is part of a broader movement to end family and domestic violence, contributing to policy reform, advocacy, and systemic change. Our impact is collective, shaped by our committee, staff, volunteers, funders, and supporters past and present.

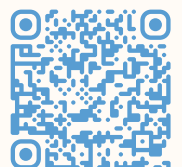
Amid challenges, there have been countless moments of connection and joy; from babies born and shared meals to community outings, creative projects, and celebrations that strengthen bonds and lift spirits.

Strength in Our Future

We continue to be guided by one enduring question: Are we making a difference? While we honour our history, the work is far from over. Urgent, innovative, and compassionate responses remain essential.

From a seed planted in courage and empathy, Zonta House has grown into a lifeline and a catalyst for change. We owe our beginnings to Di Annear and the Zonta Club members and our future to the community they inspired. Forty years on, with collective action and a belief in a safer, more equal world, our most impactful chapters lay ahead.

Zonta House is more than an organisation. It is a movement.



CLICK OR SCAN



Reconciliation Action Plan

In August 2024, Zonta House launched its first Reconciliation Action Plan (RAP), embedding reconciliation at the heart of our work; central to our mission of creating a safe and equitable community.

A roadmap for lasting change, ensuring we act as allies through a reconciliation lens, the RAP commits us to culturally respectful services, amplifying Aboriginal and Torres Strait Islander voices, and ensuring our workplace and programs are inclusive, safe, and empowering.

It reflects our recognition of the world's oldest living culture and our responsibility for healing, truth-telling, and justice.

The Artwork Story

Commissioned from Langford Aboriginal Association, the artwork embodies the RAP's spirit; women united in solidarity, mountains for resilience, a strong tree for growth, and U-shapes honouring each journey. Spirit women carry hope's enduring flame, celebrating cultural diversity and shared strength.



"LAA Staff were privileged to be a part of this project, it's not often they are given the opportunity. It allowed them to bring their ideas together and create an empowering piece for a special organisation."

SOPHIE WALKER,
LANGFORD ABORIGINAL
ASSOCIATION



CLICK OR SCAN



Reclaiming the F Word

In May 2024, Zonta House was proud to host our Reclaiming the F Word event, an inspiring and thought-provoking panel discussion held at Mineral Resources Park, home of the West Coast Eagles.

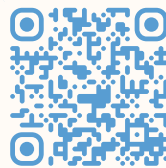
The evening brought together a panel of female changemakers who shared insights on gender equality, leadership, and the collective action needed to create safer, fairer communities for all, with keynote speaker Tori Cooke, setting the stage for meaningful dialogue.

- **Tori Cooke**, Director of Pandora Projects
- **Stacey Ward**, TUSC Consulting
- **Jan Cooper OAM**, Board Member, West Coast Eagles
- **Shamsa Lea**, Chief Innovation and Strategy Officer, Anglicare
- **Lucy Peach**, Women's Wellness and Equity Specialist
- **Marissa Verma**, Founder of Bindi-Bindi Dreaming



Panelists and audience members explored the evening's central question: *What does the "F word" — feminism — mean to me?* Guests networked, enjoyed live music, food, and prizes, and shared in an atmosphere charged with inclusion and diverse perspectives.

The energy was electric, leaving attendees inspired and connected to a community committed to change. We thank our speakers, partners, and all who joined us with such generosity.



CLICK OR SCAN





From Surf to Shared Experience

In 2025, Zonta House piloted two novel initiatives through the Positive Pathways program, embracing holistic and creative approaches to healing.

Riding Waves Together, was delivered in partnership with the Waves of Wellness (WOW) Foundation and funded by the Department of Creative Industries, Tourism and Sport.

This eight-week program introduced participants to the therapeutic benefits of surfing, combining physical activity with trauma-informed support. Co-facilitated by WOW clinicians, who are also qualified surf instructors, and Zonta House staff, each session integrated mental health themes with water safety and practical surf lessons.

The beach setting offered a powerful space for reflection, resilience, and reconnection with nature, while fostering confidence, community, and healthy coping strategies.

“I wanted to share my immense and eternal gratitude to you, and all at Zonta, for envisioning, curating and holding such an incredible Lived Experience Masterclass series. It has been a powerful, expansive six months, one that’s held and inspired me, widened my perspectives in ways I didn’t realise I needed, and challenged me to look beyond myself.”



The Lived Experience Advocate Pilot Program was delivered through a 10-week foundational training program, followed by a series of intimate masterclasses with guest speakers including Alison Scott, Suzanne Rosa, Renna Gayde and Zonta House Ambassador Paul Litherland.

Over six months, participants entered a safe space to connect, share, learn, heal and be inspired through transformative conversations that honoured each individual's journey.

The program reinforced the importance of integrating lived experience into FDV service delivery, not only as a source of insight but as a vital part of the healing and rebuilding process.

Together, these programs reflect Zonta House's commitment to innovation, empowerment, and trauma-informed care.



WHAT I ENJOYED MOST ABOUT THE WORKSHOP?

"Being at the beach and watching everyone push their boundaries"

WHAT I HAVE LEARNED ABOUT MYSELF?

"To trust myself and show up for me."

"I feel so blessed to be part of this."



Tracking Our Progress

Over the past strategic cycle, Zonta House has worked with focus and determination to turn our vision into measurable outcomes.

By documenting our achievements alongside areas for continued growth, we aim to provide a transparent and meaningful account of how our strategies have translated into real-world change for those experiencing family and domestic violence.

This is both a record of what we have accomplished and a foundation for the work still to come.

PROGRESS HIGHLIGHTS

ACTION

Delivery of a purpose-built facility.

UPDATE

In November 2023, Zonta House opened the doors of Koort Kulaark, our very first fit-for-purpose refuge accommodation that can support a total of 28 women at any one given time.

ACTION

Develop and implement a Cultural Framework in collaboration with the Aboriginal and CaLD community.

UPDATE

Our ongoing relationships with the culturally and linguistically diverse community continues to inform our practice.





ACTION

Implement internal calendar for workforce learning and development.

UPDATE

Originally implemented in 2021 our annual calendar of training and wellbeing opportunities continues to grow. (See pg 31)

ACTION

Develop fee-for-service pathways.

UPDATE

In 2021, the Empowerment Through Education program was established, including tailored workplace training using a fee for service model.



ACTION

Develop Social Impact Bond pathways

UPDATE

In 2022 a commissioned Social Return on Investment Impact Report was completed, undertaken by Social Ventures Australia.

ACTION

Grow the reach of our services by investing in capacity building.

ACTION

Influence government strategies, frameworks and commitments.

UPDATE

Zonta House continues to work alongside frontline services, government and sector collaborations to inform and advocate for immediate action and support future reform.

UPDATE

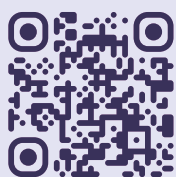
What began in 2021 as 8 programs and staff 22, has grown to 14 programs and over 75 staff.

2025-2030**The Next Five Years**

In 2025, Zonta House worked closely with independent consultant Rennie Advisory to develop a new Strategic Plan that reflects both our organisational strengths and the evolving needs of the community.

This new Plan centres on three interconnected focus areas, which together with their precise objectives and prescribed actions provide a clear and purposeful roadmap for the years ahead, guiding us to remain responsive, sustainable, and address the dynamic needs and community circumstances that affect lives impacted by family and domestic violence.

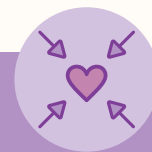
These three focus areas are defined as; Impact Focused, Building Strong Foundations, and Always Evolving.



CLICK OR SCAN

For more information and to see the specific actions set out to achieve each objective, visit

<https://zontahouse.org.au/about/>

FOCUS 1: Impact Focused

We build trust and insights with those we serve, ensuring our actions reflect lived experience. Through collaboration, empathy, and learning, we foster a connected support network that drives lasting, measurable impact.

- Expansion of evidence-based programs and services to populations that need them.
- New services developed in response to evolving community needs.
- Strengthen collaborative networks.

FOCUS 2: Building on Strong Foundations

We strengthen services, governance, and partnerships through deep expertise and best practice. Guided by experience and data, we balance stability and innovation to deliver sustainable, high-quality support that drives enduring, positive change.

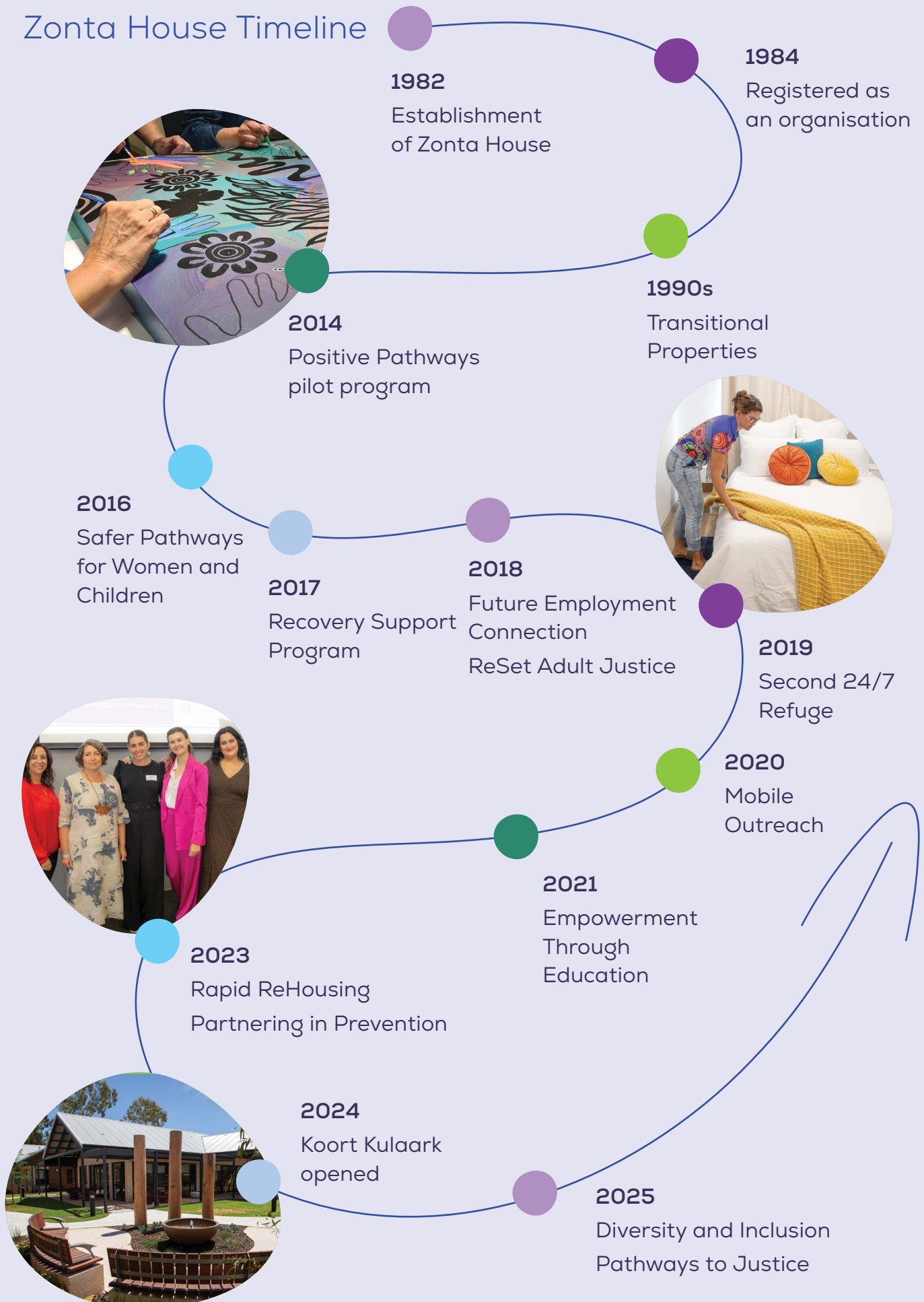
- Engaged workforce, attracting the best through a culture of holistic, person-centred care.
- Deepening our connection to our partners in the sector.
- Sector leading governance and financial sustainability and resource management.

FOCUS 3: Always Evolving

We embrace learning and innovation to refine our services. Guided by lived insights and sector leadership, we stay agile and responsive to emerging needs, continually striving for excellence and greater, lasting impact.

- Leaders in measuring and reporting on impact of practices.
- Leading advocacy in the areas that matter most.
- Environment of continuous improvement prioritising resources where they can have the most impact.

Zonta House Timeline



Our Committee

Our Committee guides Zonta House with vision, integrity, and commitment, contributing their time and expertise to keep us true to our mission and responsive to those we serve.

Their dedication strengthens governance, shapes strategy, and secures our future. We are grateful for the leadership and care they bring to every decision.



Melanie Hay
Chairperson



Chantelle Thom
Vice Chairperson



David Hickmott
Treasurer



Mandy Brown
Secretary
Appointed Oct 2024



Elena Brand
Appointed Nov 2024



Gail Curtis



Sarah Josey



Jasmine Kadic



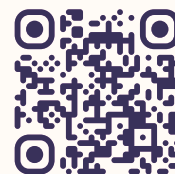
Rebecca Taseff



Jodie Wyatt

COMMITTEE MEMBER RESIGNATIONS

Stephanie Black, October 2024
Adam Marshall, October 2024



CLICK OR SCAN

For more information about our Committee Members,
visit <https://zontahouse.org.au/about/>

COMMITTEE MEMBERS

Subcommittees

FINANCE

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

EXTERNAL RELATIONS

Linley Buchanan
Chairperson
Chantelle Thom
Mark Trupp
Mary Gurgone
Anne-Marie Farley
Elena Brand
Kelda Oppermann CEO
Ella Kent Community
Engagement Officer¹

GOVERNANCE

Rebecca Taseff
Chairperson
Priscilla Nguyen
Janice Dudley
Jodie Wyatt
Mandy Brown
Kelda Oppermann CEO
Adinda Nityasari
HR Business Partner

STRATEGIC PROJECTS

Gail Curtis Chairperson
Melanie Hay
Jasmine Kadic
Fiona Lethbridge
Kelda Oppermann CEO
Natalie Walchshofer
Project Officer
Stephanie Black²
Elizabeth McLeod²

1. Resigned March 2025

2. Resigned October 2024

Our Leadership Team

Day after day, our leaders bring unmatched experience, elegantly balancing strategic foresight with hands-on care. From shaping strategy to ensuring compassionate, person and family centred care, their vision and empathy keep Zonta House thriving.



Kelda Oppermann
CEO



Anna Scott
Operations Manager



Kombe Musonda
Program Manager -
Outreach



Rebecca Holcroft
Program Manager -
Accommodation



Helen Madders
Accountant



Adinda Nityasari
HR Business Partner

"The training offered by Zonta House has broadened my perspective beyond individual behaviour to the social, cultural, and structural factors shaping safety. That shift has improved my practice, particularly in culturally responsive engagement and collaborative safety planning." ZONTA HOUSE STAFF MEMBER



Staff Recognition

Our incredible people give their all every day, working together as a supportive team to create an environment that is enriching for colleagues and transformative for the people we serve. Each and every past and present team member has shaped the organisation into what we are today.

Through our staff recognition program, we celebrate both the big wins and the small actions that change lives and leave a lasting impact.

Here are some acknowledgements of appreciation shared between colleagues as part of our Staff Recognition Program.

NATALIE, STRATEGIC PROJECT OFFICER

"Natalie always responds respectfully and makes you feel heard and listened to and with such graciousness that alleviates any stress that you may have had when dealing with something that sometimes feels impossible."



DEBRA, WOMEN'S ADVOCATE

"Deb has shown dedication in building rapport with a particular client, whose experience of services has not always been positive. This dedication not only has fostered a trusting relationship but will in time support the client to feel safe to take steps towards changes she feels are needed for her future."

TRAY, SUPPORT COORDINATOR – SAFER PATHWAYS

"Tray's kindness, patience and willingness to listen makes a difference and help create a sense of stability and trust. Tray's dedication has been incredible. Her commitment to doing the best for the program shines through in everything she does."



RACHAEL, SUPPORT COORDINATOR –
PATHWAYS TO JUSTICE

“Rachael is dedicated, positive, motivated, and passionate, with an incredible ability to see things from a broader perspective and assess situations from all angles. She is warm and compassionate in her practice and is always inquisitive and open minded in improving the work, program or service provided to clients.”

LAUREN, WOMEN'S ADVOCATE

“Lauren consistently goes above and beyond, offering deep emotional support to the women we work alongside. Her uplifting and empathetic nature brings a sense of calm and emotional safety to the refuge. She listens with genuine care and without judgement, creating a space where women feel heard, validated, and respected.”



Workforce Snapshot

We are deeply committed to staff wellbeing and development. Our culture is built on our values of care, integrity, and dedication, with every team member playing a role in both living and sharing these values.

Through a supportive environment, investment in growth, and a focus on wellbeing, we strive for staff to feel valued, empowered, and equipped to provide the highest quality support to the people we serve.



53

Nominations for
Staff Recognition
Program



56

Participants
across 6 staff
wellness sessions

637

Participants across
60 in-house
training sessions



39

Participants across
26 external
training sessions



5%

Increase in
staff



14

Students
successfully
completed their
placements
hosted by
Zonta House

In the Community

Our staff actively engage with the community, from attending significant events and networking during Reconciliation Week to networking at key sector gatherings. Through these connections and their leadership roles, they help shape the future of the family and domestic violence sector while strengthening relationships that drive positive change.



Life Matrix Presentation

On 14 May, Zonta House was honoured to present our revised Life Matrix tool at the WACOSS Conference, aligning with the theme “Innovating Together, Leaving No One Behind.”

Anna Scott and Rebecca Holcroft spoke about how our solution-focused approach, encourages goal setting, action planning, and recognises women’s acts of resistance to abuse. Used over several case management sessions, it helps women identify priorities, explore strengths, and envision a safe, connected future.

Leading Impact

Zonta House leadership contribute beyond our services, actively engaging in boards, advisory groups, and professional networks. Their roles span human rights, community safety, multicultural engagement, government advisory and professional practice. These contributions amplify victim-survivor voices, influence policy, and strengthen community connections.

7 Board and committee seats

11 Advisory & working groups

2 Community forums

4 Sector memberships



Fair Play

Zonta House was proud to attend the *Fair Play Fair Day* hosted by the West Coast Eagles as part of the 16 Days in WA campaign. Our Partnering in Prevention team hosted a stall, connecting with community members to raise awareness about our services and the importance of healthy relationships.

Alongside fun activities, food, and entertainment, we had the opportunity to share information on our free community workshops, designed to support organisations and groups in fostering safer, more respectful environments.

Events like this strengthen community engagement and highlight that everyone has a role to play in ending family and domestic violence.



The Reality of Harm

One life is too many.

The impact is too great, the consequence too severe.

No one should be killed, abused, or live in fear.

Family and domestic violence is never the fault of the victim. Responsibility lies solely with the perpetrator, who chooses violence, abuse, and coercive control to maintain power.

Family and domestic violence causes extreme distress, affecting every facet of life and often leaving lifelong impacts, it affects all ages, backgrounds, and socio-economic situations.

Through our risk assessment and safety planning for each client we support, we can demonstrate the reality of harm faced.

90%	Had been threatened or harmed
86%	Had a jealous or controlling perpetrator
83%	Faced worsening or more frequent violence
78%	Were isolated by perpetrator from family, friends or other social supports
73%	Had recently separated or planned to separate
68%	Had been restricted access to money
67%	Faced attempts or threats to kill
63%	Experienced stalking; Had been choked, strangled or suffocated
57%	Assessed at high risk
41%	Had been sexually assaulted
31%	A weapon was used by perpetrator in most recent event
28%	Reported harm or threats to children

These are not numbers, they are real lives.
Real experiences. Real danger. A reminder of the urgent
need for safety, justice, and community action.

Program Delivery

Of all those we supported in 2024-2025:



Zonta House provides flexible, coordinated, and holistic support tailored to each victim-survivor's unique journey.

Our people connect victim-survivors with our services and community programs, to build a strong network or wrap around support.

This includes advocacy with government and non-government agencies, support letters, attending appointments, and guiding women through complex systems to ensure they receive the help they need.

526
ADULTS



210
CHILDREN



387
WORKSHOPS
DELIVERED

2,130
WORKSHOP
PARTICIPANTS

ACCOMMODATION

Supported
Refuge

The demand for refuge accommodation in Western Australia continues to rise, with requests for support far outweighing available beds. This ongoing shortage highlights the urgent need for investment in safe, specialised housing for those impacted by family and domestic violence.

In 2024–2025, Zonta House marked an important milestone with the first anniversary of our purpose-built refuge, Koort Kulaark. With 28 refuge suites, this facility has become a place of calm and safety, offering a warm welcome to those arriving at a time of crisis. It has been a source of pride for staff and residents alike, reflecting our commitment to providing environments that foster dignity, security, and healing.

Alongside Koort Kulaark, our seven-bed Annear House refuge continues to provide a supportive setting where people can rest, stabilise, and begin their healing journey.

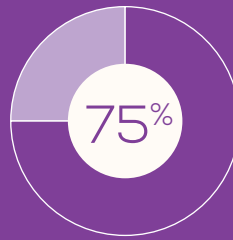
Our refuges are staffed 24/7 by experienced Advocates and Support Coordinators who work alongside each person to create unique safety and support plans.

This includes identifying risks, navigating complex systems, providing advocacy, and referrals for legal, financial, health, and housing services. Strong partnerships with Services Australia, Jacaranda Community Centre, and Palmerston further enhance access to community supports.



118 

Accessed refuge support

Participated in additional
Zonta House programs

Across both facilities, an average of 83% of residents also engaged with other Zonta House programs, ensuring a holistic approach that supports both immediate safety and longer-term recovery.

Refuges remain a cornerstone of our work, offering not only physical safety but also the opportunity to regain strength, rebuild, and move toward a future free from violence.

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

“During my time with Zonta House I always felt deeply supported by a team that was consistently respectful, caring and genuine in their approach. Their kindness and unwavering commitment made significant difference in my experience.”



ACCOMMODATION

Supported
Transitional

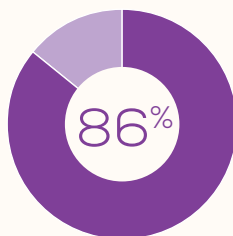
Zonta House's Supported Transitional Accommodation provides medium and long-term housing where individuals and families can continue their recovery journey in safety and stability.

14  3 

Accessed transitional
housing

7

Exited transitional
accommodation



Engaged in two or more
Zonta House programs

Housing stability offers a profound sense of security and the time required to rebuild in ways that suit each person and family. However, the ongoing housing crisis has significantly limited exit opportunities, meaning clients are often required to remain in transitional housing longer than intended.

Our Support Coordinators provide holistic, family and domestic violence-informed case management, prioritising safety, dignity, and wellbeing. This includes tailored support plans, advocacy, and connections to essential services such as health, education, legal support, and housing.

Clients are supported to explore education, employment, and community opportunities, strengthening both independence and long-term safety. Transitional accommodation ensures seamless connections to ongoing supports post-exit, reducing the risk of returning to unsafe environments. It provides not just shelter, but a pathway to recovery and a future free from violence.

Funding was provided by Chevron Australia, as well as Zonta House property income and donations.



ACCOMMODATION

Enrichment Programs



93

Enrichment workshops
delivered

382

Workshop
participants

In addition to housing, refuge and transitional residents benefit from a broad range of enrichment programs designed to enhance wellbeing, health, connection, and reflection. Delivered in partnership with skilled facilitators, activities included art therapy, self-care practices, gentle fitness, personal development, skill building, and multicultural experiences.

These workshops are accessible on-site, ensuring participation is safe, flexible, and trauma-informed. They nurture resilience, foster belonging, and support healing. A highlight this year was a therapeutic farm visit at Koort Kulaark, which complemented ongoing visits from therapy animals.

Workshops were funded by Allens Philanthropic Committee, Jo Kirker, Perth Foundation, SERCO, City of Gosnells, AGIG and ARC Infrastructure.

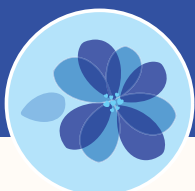
“Absolutely heart-warming experience, shared love in the room, shared experiences, shared culture. Amazing. We had fun we reflected, we harmonised, we danced, and we shook off the traumas. Space and grounds are amazing.”

DRUM BEAT WORKSHOP
FACILITATOR



HEALING & WELLBEING

Positive Pathways



Over 2024 – 2025, Positive Pathways grew in every way. Compared with the year before, the program supported 42% more participants, ran 31% more workshops, and doubled the number of coaching sessions offered.

During the year, Nature Play and a mothers' group was introduced to the program, offering mums and children gentle, joyful ways to connect beyond daily pressures.



183

Participants

71 sessions

1:1 Coaching sessions
37 Participants170⁺

Workshops delivered

60%

Engaged in other Zonta House programs

Another milestone was launching the Lived Experience Advocate Pilot, bringing powerful stories, shared meals, and transformative conversation to life (see pg 22).

At its core, Positive Pathways is about creating safe spaces where victim-survivors can explore, learn and rebuild confidence at their own pace. Workshops are delivered in community spaces, refuges and women's prisons, making support accessible wherever people are in their journey.

Sessions build practical skills, wellbeing, creativity and self-care, all within a family and domestic violence-informed FDV context. Alongside workshops, coaching and warm referrals offer tailored guidance, while guest speakers and partners connect participants with resources that make a real difference in daily life.

Positive Pathways is more than a program, it's a community that adapts to each person's needs, offering encouragement, skills and connection on the path forward.

Funding was provided by Stan Perron Charitable Foundation and McCusker Charitable Foundation. This program has been operating since 2014.

"Thank you for making me feel welcomed and appreciated. The staff were awesome and friendly I came home with a big smile on my face, as soon as possible I jumped on the phone to tell someone how awesome my day was. I felt welcomed and comfortable. Felt like I was loved (cared for) thank you so much"

HEALING & WELLBEING

Recovery
Support
Program

132

Accessed the Recovery
Support program

266

Attended 24 workshops

73%

Average 24% decrease in
mental distress scores

42

Attended 24 peer support
sessions

This year the Recovery Support Program continued to grow as an essential part of the support offered across our programs, delivering 961 unique sessions. The program also facilitated 8 professional development sessions to an impressive 156 attendees.

The program recognises the deep distress and mental health and wellbeing impacts caused by family and domestic violence, designed to reduce stigma, with every person in refuge offered the opportunity support. This small but significant change means more people are able to access help without barriers.

In this program, we walk alongside victim-survivors, offering mental health and substance mis-use support, developing personalised recovery

plans that focus on wellbeing, safety, coping strategies, and connection to community supports. The team provides a mix of one-on-one support, group sessions, and practical strategies that help people feel grounded and in control.

Importantly, the program also recognises the current housing crisis, which limits opportunities for people to safely exit refuge. By strengthening mental health and wellbeing during this uncertain time, we offer stability and hope, while also advocating for access to trusted community services.

Funding was provided by the Mental Health Commission. This program has been operating since 2017.

"I just want to express my heartfelt gratitude for being there for me during the darkest moments of my life. Your support kindness and unwavering belief in me helped me find strength I didn't know I had. Thank you for helping me become more independent confident and hopeful for the future. I will always carry your encouragement with me. It truly made a lasting difference in my life."



SAFETY & SUPPORT

Family Support Program

27

Families supported which included 36 children and young people

The Family Support Program recognises children as victim-survivors in their own right, not just as secondary to their parents.



Family and domestic violence deeply affects children's safety, development and wellbeing, which is why our program provides tailored, holistic support to help children, young people and families heal and rebuild.

The program has already supported many families, with referrals coming from both Zonta House programs and external organisations. Additionally, at least 17 more children were supported indirectly through assistance provided to their parents, without any one-on-one support offered directly to them.

Support includes informal counselling, emotional guidance, individualised activities for children, protective behaviours, parenting support, safety planning, advocacy and community connection. By working alongside parents, the program strengthens family dynamics, builds on existing parenting skills and ensures children have the tools and support they need to recover.

Funding was provided by Chevron Australia and ARC Infrastructure.

SARAH'S FAMILY

"Sarah" came to refuge seeking safety and support after being separated from her children due to family and domestic violence. Pregnant and determined to provide a better life for her family, Sarah worked closely with our team to rebuild. In time, she was ready to transition out of refuge into her own home.

To make the transition special, we reached out to Worthy Australia, who helped furnish her children's bedroom with toys, books and everything they needed to feel at home.

"The children absolutely loved their room when they saw it, and both ran to a bed each. They wanted to open all their presents straight away! I am extremely grateful for the kindness shown by Worthy Australia, who are complete strangers to me, but have allowed me to create a beautiful home to start the new chapter of our lives together- as a mother with all 3 of my children under the same roof. Thank you!"

SAFETY & SUPPORT

Future
Employment
Connections

132

Accessed the
program

181

Attended 39 workshops

72%

Engaged in other Zonta
House programs

24

Participants offered
employment

The Future Employment Connections (FEC) Program continues to grow, with close to 30% more victim-survivors accessing support in 2024–25.

Workshops also expanded to help participants set personal goals, build confidence, and gain practical skills to pursue education, volunteering, or employment. One-on-one coaching complements these group workshops, and warm referrals link participants to partner organisations, training opportunities, and tailored workplaces.

Support includes career planning, job searching, interview preparation, resume and cover letter assistance, volunteering, study pathways, and guidance with workplace requirements such as First Aid and NDIS Worker Screening.

A highlight this year was the Dress for Success Styling and Self-Care Sessions. Professional stylists worked one-on-one with participants to select complete outfits for interviews, work placements, new jobs, or important life events. Each participant received at least two full outfits with accessories, plus access to five additional outfits once they secured employment, helping participants feel confident and prepared for professional opportunities.

Funding is currently provided by the Wheeler Charitable Foundation and Chevron Australia. This program has been operating since 2018.

“They give me support and build my confidence, they give me much information regarding finding a job, how to apply for a job and how to improve my skills. I really appreciate the program and every time they give me support for my career. It is an excellent program, they help me so much. Many thanks.”

“The employment connection program has given me opportunity to get a full-time job now. Thank you.”



SAFETY & SUPPORT

Safer Pathways for Women and Children

In collaboration with the Department of Communities – Housing Authority, Safer Pathways delivers specialist support to families in social housing affected by FDV. The program empowers families to remain safely in their homes where possible or facilitates urgent transfers when safety cannot be assured.

Over the past year, the program delivery has grown alongside ongoing demand for tailored, specialist interventions as FDV continues to impact social housing tenants. Families receive intensive outreach-based case management over a 12-week period, including safety planning, risk assessments, informal counselling, advocacy, referrals to legal and community services, and security upgrades.

The program works closely with Housing Authority staff, WA Police, support and community organisations to strengthen safety networks and deliver coordinated support. Staff also assist in tenant education, appointments, and team meetings, helping build sector capacity to recognise and respond to FDV.

Through these partnerships and targeted interventions, Safer Pathways continues to guide and support victim-survivors, helping them navigate challenging systems and feel safer in their homes and communities.



Funding was provided by the Department of Communities. This program has been operating since 2016.

106 Individuals supported

69 Children supported

88% Supported to remain in tenancy

32% Supported with security installations/upgrades

17% Provided with personal duress alarms

19% Participated in other Zonta House programs

93% Reported average 19% decrease in mental stress

59% Reported average 23% increase in overall wellbeing

SAFETY & SUPPORT

Zonta House
FDV Mobile
Outreach

68

Individuals accessed
Mobile Outreach

105

Children accessed Mobile
Outreach

72%

Reported 32% average
decrease in mental distress

67%

Reported 14% average
increase in wellbeing

The Mobile Outreach program continues to respond to the growing need for family and domestic violence support in Perth's southern corridor.

In 2024–25, approximately 25% more people accessed the service, reflecting steady growth from last year, and with 13% of families still residing with people using abuse and violence, the program continues to address a range of complex safety and wellbeing challenges.

The program provides flexible, FDV-informed support to victim-survivors who cannot or choose not to access refuge accommodation. The program can offer brief interventions, focusing on immediate goals, or longer term support with 6–12 weeks of intensive case management. Both pathways involve comprehensive risk assessments, personalised safety planning, and advocacy, helping victim-survivors connect to specialist services across the community.

The program offers a wide-ranging supports including crisis intervention, legal advocacy, counselling, mental health support, housing assistance, financial empowerment, and home security measures.

Staff work alongside partner organisations such as lead organisation The Lucy Saw Centre and Ovis to ensure women can access safe and practical solutions that enhance independence, safety, and wellbeing.

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

ROSSMOYNE IGA
CHRISTMAS COLLECTION

"The respect I received from Zonta House was amazing. The staff helped restore my sense of self-worth and helped me start new life free from violence. Zonta House staff listen to me and never judged me on basis of my culture and anything else."

SAFETY & SUPPORT

Pathways to Justice

28

Accessed support

1,200

Unique sessions

23%

Engaged in other Zonta House programs

Pathways to Justice launched in 2024 to support victim-survivors involved in ongoing criminal proceedings, to ensure they have access to accurate information, specialist guidance, and holistic support throughout the legal process.

This program is a collaborative initiative between Zonta House, the Sexual Assault Resource Centre (SARC), WA Police, and the Office of the Director of Public Prosecutions (ODPP).

The program works closely with victim-survivors to prioritise safety and wellbeing, offering tailored safety plans, risk assessments, and referrals to additional support services where needed.

Zonta House staff accompany victim-survivors, providing guidance through complex legal processes and liaising with WA Police, ODPP, and other relevant agencies to ensure coordinated and responsive support.

This program highlights the importance of collaboration across services to respond effectively to the needs of victim-survivors navigating the criminal justice system. By combining legal, therapeutic, and practical support, Pathways to Justice offers a holistic approach that reduces isolation, promotes safety, and supports women to engage with the legal process with confidence and care.

Funding is provided by the Department of Justice.

"I matter. I feel that I'm heard and understood. I feel important and I have hope again. I can do this and I deserve it. Thank you"



SAFETY & SUPPORT

Adult Justice,
Reintegration
and Parenting

Reintegration

56 Individuals supported
106 Prison visits
322 Community visits

Parenting Education

191 Individuals supported
93 Workshops delivered
69 Parenting 1:1 support

Zonta House continues to support victim-survivors navigating the complex transition from prison to community life through our Adult Justice and Reintegration programs. Recognising that around 30% of our clients are currently involved in the adult justice system, the program provides tailored family and domestic violence-informed support to address the intersecting impacts of violence and abuse and incarceration.

Our Reintegration Support Coordinator offers intensive case management for up to 12 months post-release, supporting victim-survivors to establish safe, stable, and connected lives. Over the past year, 56 women accessed the program, supported through 106 prison visits and a significant increase in community visits, from 113 last year to 322 this year, reflecting the growing reach and intensity of support.

Parenting education is a cornerstone of our work, delivered both in Bandyup, Boronia, and Melaleuca women's prisons and through one-on-one sessions. This year, 191 women participated in the programs, which cover co-parenting, behaviour strategies, nutrition, healthy routines, pregnancy support, and connection-building with children, all

within a context that values community, safety, and long-term wellbeing.

Through warm referrals, advocacy, and practical support, Zonta House empowers victim-survivors to rebuild relationships, strengthen parenting skills, and create safer, more resilient futures. The remarkable growth in program engagement highlights both the rising need for these specialist services and the impact of a tailored, family and domestic violence-informed approach that walks alongside victim-survivors as they reintegrate into the community and reconnect with their families.

Funding was provided by Centrecare Inc through the Department of Justice, Make A Difference WA, and donations. This program has been operating since 2018.



SAFETY & SUPPORT

Rapid
ReHousing

73

Accessed support

27

Attained private rental

23

Await a housing outcome

As the housing crisis deepens across Western Australia, access to safe and affordable housing remains one of the greatest barriers for victim-survivors, with family and domestic violence remaining as the leading cause of homelessness among women.

Through Rapid ReHousing, families are supported to secure stable housing through advocacy with real estate agents, rental readiness support, financial assistance, and tailored case planning. Education is also provided to landlords and property managers, building awareness about the dynamics and impacts of FDV, and reducing stigma and discrimination faced by survivors in the rental market.

This year, the program has continued to evolve in response to the severe shortage of private rentals, where affordability and

competition make securing tenancies particularly difficult.

Despite these challenges, families have successfully transitioned into private rentals, public housing, and supported accommodation with the program's advocacy and support.

Case management at intake, during housing placement, and post-tenancy ensures each individual has the tools to rebuild their life. By focusing on both immediate needs and long-term goals, the Rapid ReHousing program offers more than a roof, it offers stability, dignity, and a renewed sense of safety.

Funding was provided by the Department of Communities. The program has been operating since 2023.

"Zonta provided me a safe and stable place during a period of upheaval. Knowing I had a place to stay and come back to after work was immensely reassuring. Access to the counselling and other ongoing support services (rapid rehousing, driving, etc) and FEC has been very helpful in trying to navigate this phase of my life. This place was pivotal in providing me a foundation to start over and give me stability."

WALGA CHRISTMAS
DONATION



SAFETY & SUPPORT

Diversity & Inclusion

21

Individuals access specialised support

5

Workshops delivered to 17 individuals

65%

Engaged in other Zonta House programs

This year, Zonta House proudly launched the Diversity and Inclusion program, a dedicated service supporting victim-survivors who identify as LGBTQIA+ and/or are living with disability.

We know people within the LGBTQIA+ and people living with disability often face unique barriers to safety and recovery, from social stigma and discrimination to difficulties in accessing appropriate services. Our program is designed to ensure all individuals feel seen, heard, and supported inclusively and safely, with care tailored to their individual needs.

- Personalised and inclusive advice, information, and support.
- Advocacy with other services to ensure their voices are respected.
- Warm referrals to relevant specialist supports.
- Individualised safety planning and risk assessments.

The program also focuses on education and advocacy across the community, offering workshops on terminology, intersectionality, and the unique experiences of LGBTQIA+ people facing family and domestic violence.

Our Disability team provided support on disability rights and FDV, while also engaging in advocacy with policymakers and service providers to strengthen responses and protections for people living with disabilities.

“I am so very blessed to be at KK. To me it represents Kindness and Kinship ~ because of you. With you, I have started to re-learn, because it is genuine. I see how you go the extra mile; how you treat your work as a vocation, rather than a job. To feel loved and cared for is something I honestly never expected, it is the greatest gift. Here, I discovered that ‘home’ is safety, here feels like finding home.”

Funding was provided by the Department of Communities. The program has been operating since 2024.



AWARENESS & EDUCATION

Empowerment
Through Education

1,312

Participants



61

Workshops

Over the past year, Zonta House has delivered workshops across a broad range of sectors, including youth services, health, aged care, tertiary education, disability, early childhood, and government. Each workshop is designed to be practical and relevant, providing participants with the tools to take action in their own settings.

The Empowerment Through Education program delivers a range of interactive, trauma-informed workshops designed to strengthen prevention, recognition, and response to FDV.

The program engages diverse stakeholders, from community members, businesses, government, to service providers, ensuring that awareness and skills reach every corner of the community.

Workshops are delivered through three key streams:

- FDV Prevention – unpacking the gendered drivers of violence against women and empowering participants to contribute to social and cultural change.
- FDV Awareness – building knowledge and confidence to challenge harmful attitudes, recognise abuse, and provide safe and supportive responses.
- FDV Specialist – sector-specific training to support informed assessments, safety planning, and effective intervention.

Last year, among participant feedback, there was an indicated 47% and 48% increase in being able to confidently respond appropriately and to recognise FDV, respectively.

Funding was provided by Chevron Australia. This program has been operating since 2021.



“This is very valuable training, and as a man I would like to see more men taking this training on. I think more men should be encouraged to do this training, as the burden of domestic violence is largely carried by women and children in society. More men need to come on board to help solve this.”

AWARENESS & EDUCATION

Partnering in Prevention



514

Participants



21

Workshops

The Partnering in Prevention program has continued to build momentum, working with organisations and individuals to address the root causes of family and domestic violence.

Over the past twelve months, the program has partnered with a wide range of workplaces and community organisations, particularly small and medium enterprises, to support them in building safer, more respectful environments. On average, there was a 41% increase in knowledge and confidence across various categories, highlighting the program's strong impact.

Partnering in Prevention provides training that unpacks the gendered drivers of family and domestic violence, explores how inequality is reinforced in everyday interactions, and equips participants with practical strategies to contribute to lasting social and cultural change.

At the heart, is a focus on primary prevention, taking action to stop violence before it starts. Participants learn to recognise harmful attitudes and behaviours, understand what drives violence, and practice strategies for becoming active bystanders. This means knowing how to step in safely

and effectively when witnessing disrespectful or harmful behaviour, and how to promote healthier, more respectful relationships.

The continued growth of the program demonstrates that prevention is not only possible but powerful. With more people gaining the tools to recognise, challenge, and change harmful norms, the ripple effects of this program are extending far beyond the training room.

Funded by the Department of Communities. This program has been operating since 2023.

Describe a part of the workshop which most resonated with you. Were there any light bulb moments?

"The conversation and the societal norms that are often looked. FDV is often considered as individual issues but as a society if we change our norms this contribute significantly in decreasing gendered-based violence."

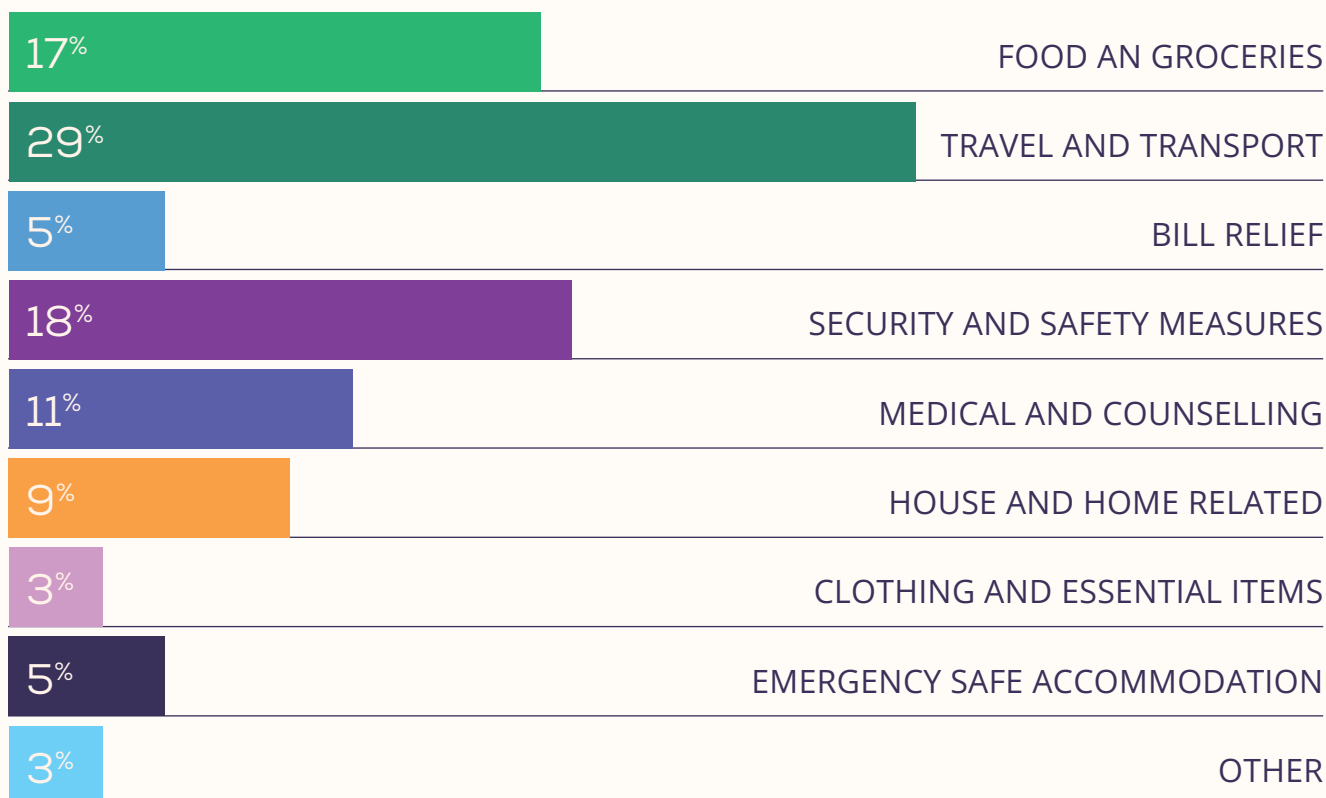
Financial Assistance

Zonta House Emergency Relief and Flexible Support Programs, remain essential to the holistic care we provide to victim- survivors across our services. These programs are more than financial assistance, they are supported by our framework of risk assessment, safety planning, wellbeing, and support coordination, ensuring immediate needs are met, while also contributing to long-term safety and stability.

Each person's journey is unique, and the flexibility of this program allows us to respond with dignity and compassion to a wide range of needs, not only to ease immediate pressures but also enable victim-survivors to better engage with the wraparound supports available through Zonta House.



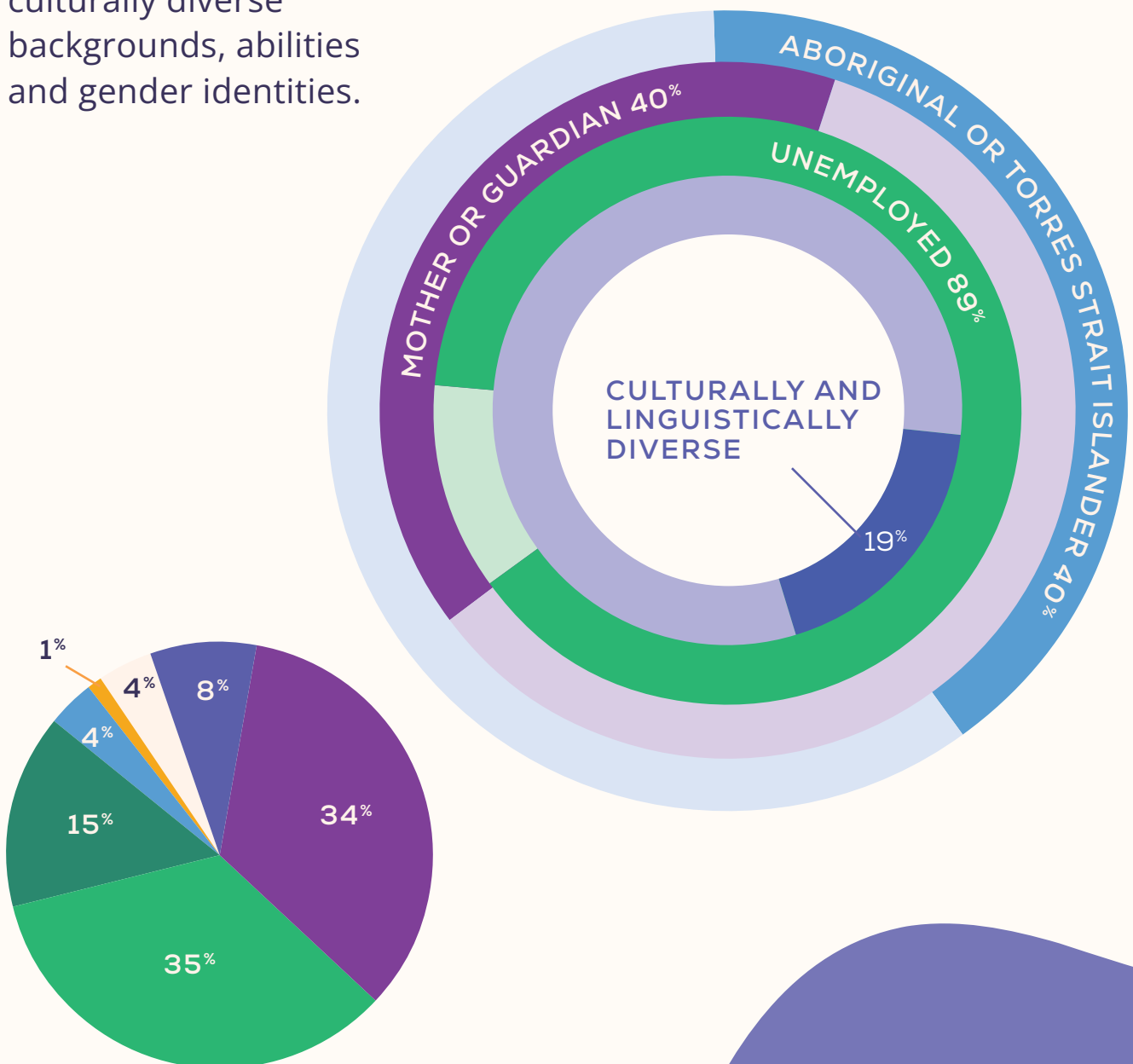
Funded by Department of Communities and Lotterywest.



1,170 INSTANCES OF SUPPORT PROVIDED

Demographics

Zonta House programs are here for all ages, culturally diverse backgrounds, abilities and gender identities.



AGE GROUPS OF PARTICIPANTS

- 18-24 years (8%)
- 25-34 years (34%)
- 35-44 years (35%)
- 45-54 years (15%)
- 55-64 years (4%)
- 65+ years (1%)
- Undisclosed (4%)

Over the years, we've witnessed remarkable outcomes in the lives of the victim-survivors we support. Our commitment to safety and well-being remains steadfast, and our impact is tangible.

Christmas Appeal

Each year, the festive season can be an especially difficult time for those impacted by family and domestic violence. Through the generosity of individuals, community groups, and corporate partners, the Zonta House Christmas Appeal once again provided vital support, care, and comfort during this challenging period.

In 2024, donations enabled us to support hundreds of families, ensuring access to essential items, food, and gifts. These contributions not only alleviated immediate pressures but also helped create moments of safety and dignity at a time when many face heightened stress and hardship.

Corporate partners played a particularly meaningful role, with many organisations encouraging their staff to participate through volunteering, workplace giving, and coordinated collections.

We extend our sincere thanks to all who contributed to the 2024 Christmas Appeal.



WEST COAST EAGLES



RIO TINTO



ZONTA CLUB GIFT WRAPPING



202
INDIVIDUALS
SUPPORTED



27
VOLUNTEERS



257
CHILDREN
SUPPORTED



12
HOURS
OF TIME



RAY WHITE CANNINGTON



GOODSTART HUNTINGDALE

Partnership in Action

The generosity of our supporters is the foundation that enables us to deliver our services and programs.

We thank you all, with deep gratitude, because it is your support that helps us keep the lights on, retain our amazing staff, and directly impact lives affected by family and domestic violence.

While we would love to feature every individual, group, and organisation that contributes to our work, the following stories highlight a cross-section of the partnerships and support we are privileged to receive and nurture in return.

Koort Kulaark Volunteers

At Koort Kulaark refuge, victim-survivors are welcomed with dignity through an onsite boutique offering new and pre-loved clothing, donated by generous individuals and organisations such as Threads for Change.

This year, a dedicated group of volunteers brought fresh energy to the boutique with monthly visits to tidy, fold, and refresh displays.

Their efforts create a welcoming space where women can select clothing with pride and comfort.

More than practical help, this care reflects to women that they are seen and respected. Volunteers ensure meaningful touches are never overlooked, providing kindness, comfort, and hope.

Eddie the Therapy Dog

Thanks to funding from the City of Gosnells, Zonta House partnered with Western Australian Assistance and Therapy Dogs (WAAT Dogs) to introduce animal therapy.

Eddie, a 2.5-year-old therapy dog, visits bi-monthly with his trainer, Carole, who has a professional background in nursing and occupational therapy. Eddie's calm presence provides more than comfort, it reduces stress, lowers blood pressure, and enhances wellbeing.

For victim-survivors, reconnecting with feelings of safety and trust is vital. This innovative program complements traditional therapies, offering a unique pathway to healing while building resilience that extends to families and the wider community.

EDDIE THE THERAPY DOG



Impactful Partnership

Our partnership with Chevron Australia demonstrates the powerful impact of corporate volunteering and giving. In addition to providing crucial program funding, this year Chevron staff spent a day cleaning and preparing a property for a family entering our Supported Transitional Accommodation program, ensuring the mother and child felt truly welcomed.

Their generosity extended further with gift cards and a workplace giving match campaign launched on International Women's Day. Together, staff and company contributions raised an incredible \$19,290 for our services.

As a major funding partner, Chevron continues to strengthen vital programs, standing alongside women and families to create safer, more hopeful futures.

"Zonta House Refuge Association continues to lead the way in delivering innovative, evidence-based responses to family and domestic violence. Chevron Australia is proud to have partnered with Zonta House since 2020, supporting their transformative programs that empower women, strengthen communities, and drive lasting social change. Their impact is felt far beyond the services they provide - they are shaping a safer, more equitable future for Western Australia."

CLAIRE HONEY,
CHEVRON AUSTRALIA
PARTNERSHIP ADVISOR

"Opportunities like this can be quite the reality check. So often we are wound up in our projects and their own importance that we forget that for so many women, a safe home is a vital necessity."

PIERCE GAVIN,
BUILT AUSTRALIA, GRADUATE PROJECT
COORDINATOR

Hands-On Help

Built Australia has been an invaluable source of practical support this year. Their team helped renovate a garden space at one of our properties, creating a more welcoming environment for women and families.

They also undertook a mammoth clean-up at a Subiaco property which was bequeathed to Zonta House and required real grit and determination. The property had fallen into disrepair, and their effort transformed it into a space ready for sale, turning a challenging situation into a new opportunity.

Built Australia's commitment demonstrates how teamwork and determination can provide lasting benefit, directly supporting our mission.



BUILT AUSTRALIA HOUSE CLEAN UP

The Stan Perron Charitable Foundation has been supporting Zonta House since 2018. Over the years we have been a part of the journey to improve the lives of women and their families who have experienced family and domestic violence. In addition to financial support, our staff have dedicated time through annual volunteering days, something which makes our community stronger for everyone.

ELIZABETH PERRON



ATCO PORT TO PUB SWIM FUNDRAISER



PERTH INFERNO HONOURARY JERSEY



BANKWEST VOLUNTEER BUSY BEE

Advocacy and Action

Bankwest continued to be a strong ally in 2024–25, combining advocacy with practical support. During the 16 Days in WA campaign, they partnered with us to create a video highlighting financial abuse, raising awareness and guiding customers toward available support.

Beyond awareness, Bankwest staff also rolled up their sleeves at one of our transitional accommodation sites, tidying and trimming outdoor areas to create a more welcoming space.

This mix of advocacy and hands-on involvement shows their commitment to both systemic change and practical support, standing with women and families in meaningful and tangible ways.

Partners and Funders

Allens Philanthropic Committee
 ARC Infrastructure
 Australian Gas Infrastructure Group (AGIG)
 Australian Institute of Management WA
 Bankwest
 Built Australia
 Caltex Australia
 Centrecare
 Centre for Women's Safety and Wellbeing
 Chamber of Commerce and Industry of Western Australia (CCIWA)
 Chevron Australia
 City of Canning
 City of Gosnells
 Communicare
 Department of Communities
 Department of Creative Industries, Tourism and Sport
 Department of Human Services - Centrelink
 Department of Justice
 Dress for Success
 GRA Partners
 Ground + Co Café
 Holyoake
 Jacaranda Community Services

Jo Kirker
 Langford Aboriginal Association
 Little Learners Early Education and Care
 Loop Upcycling
 Lotterywest
 Lucy Saw Centre for Women
 Make a Difference WA
 McCusker Charitable Foundation
 Mental Health Commission
 MercyCare
 Mettle Women Inc.
 Northern Suburbs Community Legal Centre Inc.
 Palmerston
 REIWA
 Serco
 The Big Issue
 The Perron Charitable Foundation
 Threads of Change
 Voice of Hope
 Volunteering WA
 West Coast Eagles
 Wheeler Charitable Foundation
 Willetton Family Practice
 Worthy Australia
 Zonta Club Perth Foundation for Women





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search Zonta House Refuge Association



www.zontahouse.org.au