Zonta House
REFUGE ASSOCIATION
Safe Supportive Respectful



2025 – 2026

# Annual Report

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



## 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.



This document is available in an online format at zontahouse.org.au/about/

## Acknowledgement of Lived Experience

We listen. We believe.
We walk alongside you.

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

We recognise 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+SB.

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, compassion, and supported 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 their loss.

**We acknowledge with deep sadness the passing of Anne Moore, a remarkable leader whose legacy has left an enduring impact on our sector and community. Anne's lifelong advocacy helped provide safety to thousands and strengthened pathways for support. Her vision, compassion and dedication to creating safer futures were immeasurable. We extend our heartfelt condolences to Anne's family, friends and the team at Lucy Saw.**

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**Cover image:**
This image was taken at a staff event in October 2025, a Kings Park Cultural Walking Tour with Nyungar Tours, to learn about Whadjuk Country, Noongar culture, traditional stories, and the significance of local bush foods and medicinal plants.

# Who We Are Today

Zonta House is a leading specialist family and domestic violence (FDV) organisation delivering 15 programs through a team of more than 80 dedicated staff across Western Australia.

Behind this work is more than four decades of experience supporting individuals and families impacted by FDV. We have developed a deep understanding of the complex realities victim-survivors face, as well as the support and system changes needed to create lasting safety and wellbeing.

We know that meaningful change requires more than responding to immediate crisis. FDV is shaped by individual, community and systemic factors, and effective responses must address each of these levels.

As our services have grown, so too has our capacity to lead, innovate and collaborate across the sector. None of which would be possible without the continued commitment of our funders, partners and community supporters.



Our Leadership Team (see page 27).

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, individuals and families who have experienced FDV.

## Our Values

We **Care**
We have **Integrity**
We are **Dedicated**

# Our Services




**Safe supported refuge and independent housing.**

Providing safe, supportive short to medium-term accommodation, alongside advocacy and comprehensive case management services for women and individuals without children in their care, and families.




**Supporting the individual journey to rebuild, recover, and empower.**

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




**Unique support through specialist assistance for safety at home and in the community.**

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




**Community and workplace education programs.**

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

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

# Snapshot of 2025-26

Our services provide tailored, coordinated, and holistic support for each individual journey from safety to long-term recovery.

**965**
INDIVIDUAL CLIENTS

**792** Adults

**173** Children

**24%**
of all clients accessed two or more Zonta House programs

**174**
Individuals accessed accommodation

**11,312**
Nights of safe accommodation provided

**370**[1]
Requests for safe accommodation that could not be met

INCREASE FROM PREVIOUS 12 MONTHS

**49**
Accessed accommodation

**144**
Supported through outreach programs

1. Victim-survivors were referred to alternative or more appropriate external services where possible. This highlights the critical need for immediate and responsive action by community and government to prioritise victim-survivor safety and support.

## CLIENTS IDENTIFYING AS:

| | | | |
|---|---|---|---|
| Aboriginal & Torres Strait Islander | 27% | LGBTIQA+SB[2] | 4% |
| CALD[3] | 56% | People living with disability | 4% |

## OUR IMPACT

Clients reporting improved wellbeing and life outcomes from intake assessment to service exit.

**42%**

**Average individual decrease in mental health distress**

Using a psychometric screening tool to measure mental health symptoms including levels of depression, anxiety and stress.

**18%**

**Average individual improvement in overall wellbeing**

Using the unique Zonta House Life Matrix tool; a strengths-based, goal setting and achievement measure across 14 life domains.

2. Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, Aromantic and Agender, Sistergirl and Brotherboy
3. Culturally and linguistically diverse

# A message from our Chairperson



Melanie Hay
Chairperson

This year has been one of purposeful progress for Zonta House as we continued to strengthen our foundations while pursuing opportunities for growth and innovation. Guided by our Strategic Plan, we focused on increasing our impact, responding to emerging community needs, and building the capability required to support our long-term vision. Through this work, we have remained committed to delivering meaningful outcomes for victim-survivors while positioning the organisation to extend its reach and influence in the years ahead.

FDV continues to be one of WA's most significant social challenges. Despite greater community awareness, stronger policy responses and ongoing advocacy, rates of violence against women remain deeply concerning. Official data released during the year showed a 20% increase in FDV-related offenders proceeded against by WA police. This trend is reflected in the sustained demand for Zonta House accommodation and outreach services. While awareness and understanding continue to improve, significant work remains to address the drivers of violence, strengthen prevention efforts and ensure victim-survivors can access the support they need.

We remain inspired by the courage and resilience of victim-survivors who overcome extraordinary barriers in pursuit of safety, healing and a better future. Their strength reinforces the importance of our collective commitment to ending gender-based violence and creating a safer, more equitable society.

During 2025-26, Zonta House made strong progress across the three pillars of our Strategic Plan: Impact Focused, Building on Strong Foundations and Always Evolving. Key achievements included further embedding our Lived Experience program and introducing new initiatives such as the Tech Safety Brokerage and FDV First Aid. These initiatives demonstrate our ongoing commitment to innovation and service excellence.

We also continued to advance our Reconciliation Action Plan, making meaningful progress across a range of commitments. This work has been strengthened through the guidance and support of Aboriginal Elders and communities, and we remain deeply grateful for their contribution. Our commitment to reconciliation remains central to who we are as an organisation and to our efforts to create lasting positive change.

A significant milestone this year was achieving accreditation against the National Mental Health Standards for Community Services, which provides assurance that our services are delivered in line with recognised standards of quality and continuous improvement. I would also like to acknowledge the strong level of community engagement demonstrated throughout the year by the organisation, with our commitment to diversity and inclusion reflected through participation in a range of community events that align with our purpose and mission.

Behind the scenes, substantial effort was dedicated to strengthening governance, enhancing systems and processes, improving data and reporting capabilities, and positioning the organisation for long-term sustainability. While much of this work is not immediately visible, it is essential to ensuring Zonta House can continue to expand its reach and maximise its impact in the years ahead.

The year also saw changes to our Subcommittee structure to better align with our strategic priorities and future growth objectives, as well as changes in Committee membership. I would like to sincerely thank Chantelle Thom, Elena Brand and Jasmine Kadic for their valued contributions and dedicated service. I am equally pleased to welcome Sharna Collard to the Committee, and we look forward to working alongside her in the years ahead.

My thanks extend to all Committee and Subcommittee members for the expertise, leadership and commitment they provide. Their guidance helps ensure the organisation remains focused on its purpose while navigating an increasingly complex operating environment.

I would also like to acknowledge and thank our outstanding Chief Executive Officer, Kelda Oppermann, and Operations Manager, Anna Scott, together with our staff and volunteers. Their professionalism, resilience and commitment continue to make a profound difference in the lives of the individuals and families we support.

Finally, I would like to thank our funding partners, donors, supporters and sector collaborators. Your support is invaluable and provides a strong foundation as we continue to implement our Strategic Plan, pursue opportunities for growth and innovation, and expand our impact for those in need of our services.

Reflecting on the year, I am proud of what has been achieved through the collective efforts of our staff, volunteers, committee members, partners and supporters. Together, we have strengthened the organisation and created new opportunities to better support victim-survivors. While challenges remain significant, Zonta House is well positioned to continue making a meaningful contribution through quality services, advocacy, education and innovation.

I thank everyone who has contributed to our success and look forward to building on this momentum in the year ahead.

# A message from our CEO



Kelda Oppermann
CEO

I am proud of the work we have done, the support we have provided and the progress we have made in continuous improvement this year. In a fast-paced, high-risk and ever-changing environment, our team has remained steadfast in delivering quality responses to victim-survivors and advocating and educating for change to prevent FDV.

At the heart of everything we do are victim-survivors. We acknowledge their courage and resistance in the face of violence and abuse and are privileged to walk alongside them, celebrating achievements, supporting progress and holding hope during times of darkness and distress. We also acknowledge the victims who have lost their lives and the loved ones who continue to grieve. We remain committed to helping shape a community where everyone is safe and lives free from violence and abuse.

While awareness of FDV and its impacts continues to grow, rates of prevalence and harm remain unacceptably high. FDV is not mutual, and perpetrating violence is a choice. Accountability and change must sit with those who use violence, while we also address the drivers, enablers and cultures that allow FDV to persist. No one should have to endure violence and abuse, and meaningful change requires sustained commitment, investment and collective action.

The impacts of FDV are profound, with victim-survivors and frontline workers often navigating complex systems that can be difficult to access and inconsistent in their responses. The cost-of-living crisis, housing shortages, increasing service demand, discrimination and systemic barriers continue to compound challenges for those seeking safety. Our teams work tirelessly to overcome these barriers, using every interaction, meeting and advocacy opportunity to drive awareness, change and better outcomes.

I acknowledge our values-driven staff, whose professionalism, dedication and compassion make a difference every day. Their commitment to providing safety, dignity and healing is at the core of our impact, and our supportive and inclusive culture is a credit to our people and leadership team.

I also thank our Reconciliation Leadership Advisory Group for their cultural guidance, helping us strengthen our commitment to being culturally informed, welcoming and inclusive. My appreciation extends to our Committee and Sub-Committee members, led

by the inspiring Melanie Hay, whose generous contribution of time, expertise and unwavering support continues to strengthen our organisation.

The work we do is a collective effort. We thank our partners, funders, supporters and donors whose trust enables us to deliver holistic support to victim-survivors and advocate for lasting change. Every contribution, large or small, directly supports our purpose. To everyone who has supported, learned, championed and partnered with us, thank you. Together, we can create safer communities and meaningful change.

Highlights of the year included:

- Seeing clients achieve goals and progress towards safety and independence.
- Expanding the reach and impact of our training programs.
- Investing in staff capability through training and professional development.
- Contributing to State Government systems reform initiatives and sector engagement activities.
- Achieving accreditation against the National Mental Health Standards for Community Services.
- Delivering on commitments under our Reconciliation Action Plan.
- Advancing our commitment to being a carer-friendly workplace.
- Commencing our Lived Experience Implementation Advisory Group.
- Implementing the Centre for Women's Safety and Wellbeing Code of Practice and embedding of Child Safe Principles.
- Enhancing diversity, inclusion, work health and safety, cyber security, data security, and organisational data capability.

Looking ahead to 2026-2027, we will continue delivering quality responses while progressing our strategic priorities, with key initiatives including:

- Hosting the Dignity Symposium featuring Dr Allan Wade and Dr Shelly Dean from the Centre for Response-Based Practice, alongside partners from the Department of Communities, Centre for Women's Safety and Wellbeing and the FDV Workforce Entity.
- Updating our Social Return on Investment Strategy.
- Seeking funding to continue, expand and pilot life-changing and life-saving programs.
- Expanding long-term accommodation options for victim-survivors.
- Implementing our Lived Experience Advisory Group.
- Continuing our focus on continuous improvement through internal working groups.
- Developing our next Innovate Reconciliation Action Plan.
- Advocating for stronger responses to FDV and increased investment to meet demand.

I look forward to the year ahead and working alongside our stakeholders to deliver safety, dignity and healing for victim-survivors while contributing to a safer, healthier and more equitable community.

# A message from our Treasurer



David-Hickmott
Treasurer

Continued support from the business and philanthropic communities combined with conservative management, has enabled Zonta House to further strengthen its financial position over the last year.

Heightened recognition of the devastating impact of FDV on victim-survivors, has led to a slight increase in the level of Government funding for both our programs and services. Whilst appreciated, there is much more to be done, and more long-term funding solutions are required to provide our clients and staff with greater continuity and certainty.

Whilst our financial results of the last few years, have left Zonta House with increased resilience, our ambition is to help more victim survivors in more ways. As such, we will continue to demonstrate our commitment to excellent service delivery, as the best way to attract and retain funding.

The attached 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 reviewed and applied to the 2025/26 Financial Statements, and as a result a further $139,339 has been provided this year.

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 Allens Philanthropic Committee, ARC Infrastructure, Australian Gas and Infrastructure Group, BDO, Centrecare, Chevron Australia, Lucy Saw Centre, Sisters of St Joseph of the Apparition (WA Community), The Stan Perron Charitable Foundation and Wheeler Charitable Foundation 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, Tanya Hutchings, Natalia Rodrigo and May Chia.

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.

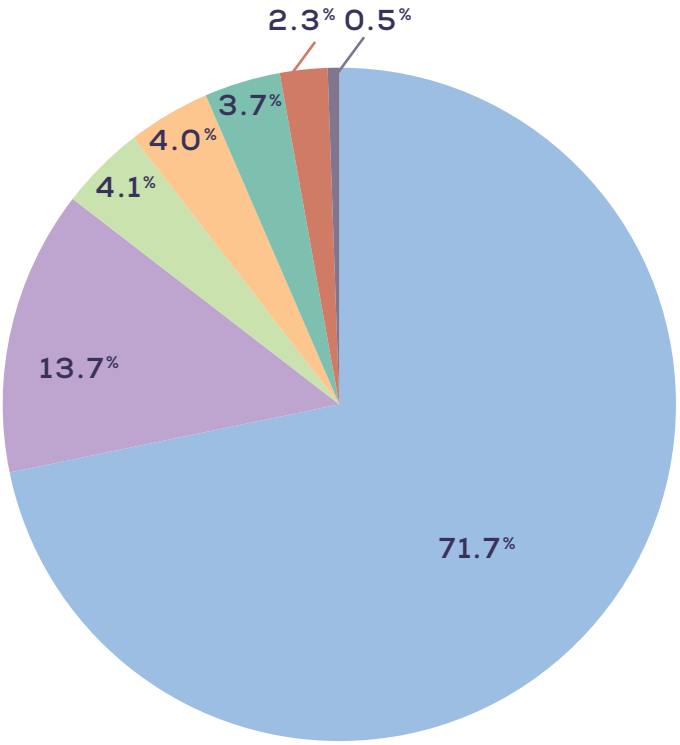
# Financials

Every dollar received helps create pathways to safety, justice, wellbeing and independence for individuals and children experiencing FDV.

Our income is generated through a combination of government funding, grants, donations, fundraising and community support, reflecting the shared commitment of our partners and supporters to creating safer futures.

As community demand for FDV services continues to grow, we welcome opportunities to expand our partnerships and diversify our funding sources.

Increased investment from government, philanthropic, corporate and community supporters would enable Zonta House to reach more individuals and children, strengthen existing programs and create even greater pathways to safety, recovery and independence.




## INCOME DISTRIBUTION

| | |
|---|---|
| State Government | $6,910,448.21 |
| Funding Partnerships | $1,318,930.92 |
| Philanthropic Donations | $394,251.95 |
| Donations & Fundraising | $381,625.00 |
| Rental Income | $352,176.45 |
| Interest on Investments | $219,893.34 |
| Other | $53,391.27 |

Total $9,630,717.14

# 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 PFIIA

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 2026

**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 2026 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:** 7 September 2026

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# Consolidated Financial Report

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 2026

| STATEMENT OF FINANCIAL POSITION<br>AS AT 30 JUNE 2026 | 2026<br>$ | 2025<br>$ |
|---|---|---|
| **CURRENT ASSETS** | | |
| Cash assets | 9,731,119 | 9,246,623 |
| Receivables | 96,832 | 192,707 |
| TOTAL CURRENT ASSETS | 9,827,951 | 9,439,330 |
| Property, plant & equipment | 1,808,704 | 1,913,720 |
| Right-of-use assets | - | 12,725 |
| Intangibles | 129,114 | 144,849 |
| TOTAL NON CURRENT ASSETS | 1,937,818 | 2,071,294 |
| **TOTAL ASSETS** | **11,765,769** | **11,510,624** |
| **CURRENT LIABILITIES** | | |
| Payables | 637,362 | 396,767 |
| Contract liabilities | 2,246,994 | 3,246,243 |
| Lease liabilities | - | 13,009 |
| Employee benefits | 386,510 | 308,195 |
| Provisions | 194,056 | - |
| TOTAL CURRENT LIABILITIES | 3,464,922 | 3,964,214 |
| **NON CURRENT LIABILITIES** | | |
| Contract liabilities | 1,825,198 | 1,497,339 |
| Employee benefits | 115,880 | 63,117 |
| TOTAL NON-CURRENT LIABILITIES | 1,941,078 | 1,560,456 |
| **TOTAL LIABILITIES** | **5,406,000** | **5,524,670** |
| **NET ASSETS** | **6,359,769** | **5,985,954** |
| **EQUITY** | | |
| Retained earnings | 3,870,872 | 3,636,396 |
| Reserves | 2,488,897 | 2,349,558 |
| **TOTAL EQUITY** | **6,359,769** | **5,985,954** |

| STATEMENT OF CHANGES IN EQUITY | | |
|---|---|---|
| Beginning retained earnings | 3,636,396 | 3,267,445 |
| Profit/(Loss) for the year | 373,815 | 840,097 |
| Prior period adjustment | - | - |
| Transfer from / (to) reserves | (139,339) | (471,146) |
| Closing retained earnings | 3,870,872 | 3,636,396 |
| | | |
| Beginning reserves | 2,349,558 | 1,818,412 |
| Prior period adjustment | - | - |
| Asset revaluation | - | 60,000 |
| Transfer (from) / to reserves | 139,339 | 471,146 |
| Closing reserves | 2,488,897 | 2,349,558 |
| **TOTAL EQUITY** | **6,359,769** | **5,985,954** |

| STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME<br>FOR THE YEAR ENDED 30 JUNE 2026 | 2026<br>$ | 2025<br>$ |
|---|---|---|
| Grants | 8,611,004 | 7,995,066 |
| Client contributions | 220,083 | 178,092 |
| Donation & fundraising | 394,252 | 467,771 |
| Interest income | 352,176 | 269,883 |
| Other income | 53,202 | 30,374 |
| Employment expenses | (7,118,399) | (6,131,782) |
| Program expenses | (1,007,414) | (928,335) |
| Administration expenses | (725,088) | (628,808) |
| Motor vehicle expenses | (50,870) | (54,188) |
| Depreciation | (298,070) | (219,642) |
| Consultant fees | (57,061) | (81,019) |
| **PROFIT/(LOSS)** | **373,815** | **897,412** |
| Lotterywest - Capital grants | | |
| Loss on disposal of assets | - | (57,315) |
| Revaluation of land and buildings | - | 60,000 |
| Total comprehensive income | 373,815 | 900,097 |

| STATEMENT OF CASH FLOWS<br>FOR THE YEAR ENDED 30 JUNE 2026 | | |
|---|---|---|
| Cash flows from operating activities | | |
| Receipts from operations | 8,703,026 | 7,753,019 |
| Payments to suppliers and employees | (8,393,102) | (6,131,366) |
| Net cash generated by operating activities | 309,924 | 1,621,653 |
| Cash flows from investing activities | | |
| Purchase property, plant & equipment | (164,595) | (61,788) |
| Interest received | 352,176 | 269,883 |
| Purchase intangibles | - | - |
| Proceeds from capital grants | - | - |
| Net cash generated by/ investing activities | 187,581 | 208,095 |
| Cash flows from financing activities | | |
| Repayment of lease liabilities | (13,009) | (12,441) |
| Net cash generated by financing activities | (13,009) | (12,441) |
| Net increase in cash held | 484,496 | 1,817,307 |
| Cash at beginning of financial year | 9,246,623 | 7,429,316 |
| Cash at end of financial year | 9,731,119 | 9,246,623 |

**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**

**3 September 2026**

# Year in Review

Among our many and varied actions, our teams remained actively engaged across the community, sector and policy landscape, strengthening connections and relationships. Here is a snapshot of some of those events from 2025-26.

### Reconciliation

- Attended the National NAIDOC Ball 2025, celebrating culture, community and connection. ↓



- Joined NAIDOC events at the City of Stirling, Langford Aboriginal Association and Wungening Aboriginal Corporation.
- Proudly joined the Boorloo Walk for Reconciliation, honouring truth-telling, healing and unity while learning more about the history of Galup (Lake Monger).
- Co-hosted a Reconciliation WA Innovate RAP Ring with Jackson McDonald.
- Attended Centrecare's Stretch RAP Launch at Piney Lakes Reserve.
- Participated in National Sorry Day and National Reconciliation Week activities, including joining Yokai Healing Our Spirit at the National Reconciliation Walk in support of truth-telling, respect and justice for Aboriginal and Torres Strait Islander peoples.

### Community Action

- Marked Family and Domestic Violence Awareness Month through participation in a candlelight vigil and a range of community events promoting awareness, reflection and collective action.




- ↑ Proudly stood with the community during 16 Days in WA, attending key events including the March Against Domestic Violence, Economic Abuse Awareness Breakfast, Shakti Project Launch and the 12th Midland March That Matters.

### Systems Reform

- Participated in the WA State Government Systems Reform Working and Project Groups.
- Participated in the NSW consultation on risk assessment and risk management implementation.

- Took part in the Department of Social Services forum on a new approach to programs for families and children.
- Joined a roundtable with Social Services Minister Tanya Plibersek, Assistant Treasurer Dr Daniel Mulino MP and Zaneta Mascarenhas MP to discuss the inquiry into suicide and victims of FDV, and federal financial strategies to support victim-survivors.
- Participated in the two-day Systems Reform Symposium co-hosted by the Department of Communities and Community Sector organisations.
- Took part in national and state advocacy regarding the impact of the cost-of-living and fuel crisis on victim-survivors, staff and services.
- Participated in the State Government Safe Accommodation Review.
- Joined the Philanthropy Australia Leadership Summit and Conference in Canberra.
- Hosted Minister Stojkovski at Koort Kulaark for a tour and Lotterywest Emergency Relief grant presentation.

### Community and Inclusion

- Celebrated PrideFEST WA with a Fair Day stall and joined the Northbridge Parade.



- Attended the Pride in Respect Campaign Launch.
- Took part in the Northern Multicultural Network Forum, focused on community safety and emergency preparedness for culturally and linguistically diverse communities.
- Attended International Women's Day events with partners including Yorgum and Built.
- Hosted a stall at Fair Play Fair Day alongside the West Coast Eagles and Town of Victoria Park to promote engagement and wellbeing.

### Organisational Growth

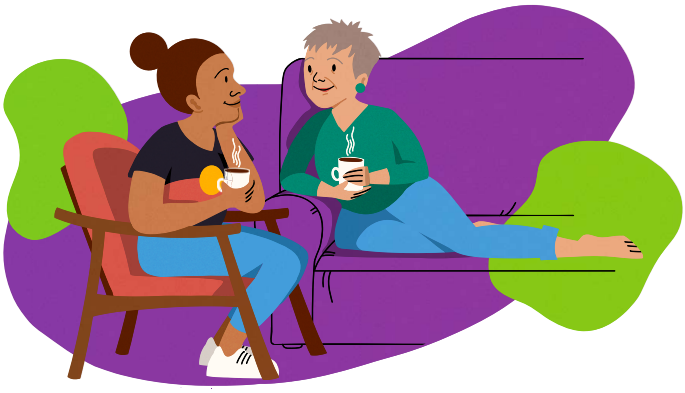
- Hosted our Annual General Meeting, bringing members, stakeholders and staff together to review our impact and strategic priorities.



- Awarded an AIM WA Community Training Grant to help build leadership capacity and strengthen our workforce.
- Brought staff together for a dedicated day exploring the importance of lived experience within our organisation.
- Hosted our annual staff celebration event at Flight Club Fremantle.
- Awarded three year accreditation under National Safety & Quality Mental Health Standards for Community Managed Organisations through the Australian Council on Health Care Standards.
- Undertook a Community Housing Provider Audit by the Department of Communities.

# The Reality of FDV in WA

FDV remains one of Western Australia's most pressing social, health and safety crises. As demand for support grows, specialist services are increasingly relied upon as the state's unofficial fourth emergency service, responding to crisis, supporting recovery and helping victim-survivors navigate complex systems.



Throughout the past financial year, the sector has operated in a challenging environment. Rising demand, workforce pressures, housing shortages and cost-of-living impacts have shaped the experiences of victim-survivors and the services supporting them. At the same time, developments in knowledge, policy and practice have created opportunities to strengthen responses and improve outcomes.

### Housing and Affordability

This crisis remains one of the most significant barriers to safety for victim-survivors. Financial stress, housing insecurity and rising living costs can increase vulnerability, while limited affordable housing often forces people to choose between remaining in an unsafe environment or facing homelessness.

Demand for crisis, transitional and supported accommodation continues to grow, placing pressure on services across the sector. Despite these challenges, Zonta House remains committed to supporting victim-survivors to achieve safety, stability and long-term housing outcomes. Through our Rapid ReHousing, Future Employment Connections and Transitional Accommodation programs, we create pathways to secure housing and greater independence. Partnerships with private agencies, government, community housing providers and sector organisations strengthen these outcomes, while further investment and collaboration could expand housing options and increase choice for victim-survivors.

**473** client risk assessments completed this year demonstrate the prevalence and severity of harm.

| | | | |
|---|---|---|---|
| Attempts or threats to kill | 88% | Faced worsening or more frequent violence | 60% |
| Were isolated by perpetrator from family, or other social supports | 81% | Assessed at high risk | 58% |
| Had been restricted access to money | 74% | Experienced stalking | 55% |
| Had recently separated or planned to separate | 71% | Had been sexually assaulted | 36% |
| Had been threatened or harmed | 67% | Perpetrator used a weapon in most recent event | 29% |
| Had been choked, strangled or suffocated | 64% | Reported harm or threats to children | 25% |

### Shining a Light on Hidden Harm

This year brought growing recognition of the long-term impacts of acquired brain injury (ABI) resulting from FDV.

Emerging research is increasing understanding of how repeated assaults and head trauma can affect memory, cognitive functioning, emotional regulation and overall wellbeing. Many victim-survivors may be living with an undiagnosed injury, as symptoms often emerge weeks or months after an incident.

As ABI awareness grows, Zonta House continues to explore funding opportunities and partnerships that contribute to research, education and resource development, increasing understanding, support and pathways to justice for victim-survivors affected.

### Building Better Practice

Important developments have strengthened the sector's capacity to respond to FDV. The release of *Our Ways – Strong Ways – Our Voices*, a national 10-year plan centred on the voices and leadership of Aboriginal and Torres Strait Islander women and children, represents a significant step towards culturally-led solutions.

In Western Australia, the Centre for Women's Safety and Wellbeing introduced a new Code of Practice for best-practice specialist FDV service delivery. At Zonta House, we continue to embed these 10 principles and Response-Based Practice across our services, strengthening person-centred support and creating safer pathways to recovery, healing and long-term wellbeing.

# Our RAP One Year On

In 2024-25 we launched our first Reconciliation Action Plan (RAP). Now, one year on, we reflect on meaningful steps taken to strengthen cultural understanding, allyship and reconciliation.

The RAP has provided a foundation for building on respectful relationships, deepening cultural knowledge, and embedding reconciliation into our organisational culture, decision-making, and service delivery.

**4 RAP Leadership Advisory meetings**

**Over 300 attendances in a staff Cultural Learning Program**

**56 community awareness and education social media posts**

**$45,200 value of procurement from Aboriginal and Torres Strait Islander businesses and organisations**



(clockwise from top left) Amber Ugle-Hayward, Kelda Oppermann, Lorraine Pryor, Marissa Verma and Aunty Robyn Collard.

This year, we developed and implemented an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy and cultural learning strategy, as well as creating opportunities for staff, stakeholders, and community members to participate in a range of initiatives designed to foster learning, reflection, and meaningful engagement.

These opportunities encouraged greater understanding of the ongoing impacts of colonisation, the importance of truth-telling, and the role we all play in advancing reconciliation.

During NAIDOC Week 2025, we hosted a special storytelling event featuring Aunty Robyn Collard, Lorraine Pryor, Amber Ugle-Hayward, and Marissa Verma. Sharing lived experiences and perspectives across three generations, the speakers offered powerful reflections on culture, identity, resilience, and hope for the future. The event created

a valuable opportunity for connection, learning, and listening.

In October 2025, staff participated in a Cultural Walking Tour at Kings Park led by Nyungar Tours, deepening understanding of Whadjuk Noongar Country, traditional ecological knowledge, and the enduring connection between people, culture, and Country. The experience encouraged participants to reflect on the significance of place and the importance of caring for Country.

In March 2026, staff and stakeholders attended a screening of *Genocide in the Wildflower State*, followed by a thought-provoking panel discussion with Uncle Jim Morrison, Aunty Marie Pryor, Dr Hannah McGlade and Alan Carter, exploring truth-telling, healing, reconciliation, and the ongoing challenges experienced by Aboriginal communities. The event prompted important conversations about history, accountability, and pathways forward.

These initiatives represent only part of our ongoing commitment. As we continue our reconciliation journey, we remain dedicated to listening, learning, and taking meaningful action to create culturally safe, respectful, and inclusive environments while strengthening relationships with Aboriginal and Torres Strait Islander peoples and communities.




Read more about our RAP

Staff with Nyungar Tours Guide Aunty Kerry-Ann Winmar on our Cultural Walk of Kings Park.





Staff and committee members with '*Genocide in the Wildflower State*' film makers, Elders and Dr Hannah McGlade.

# FDV First Aid

In June 2026, Zonta House launched FDV First Aid, an education program designed to equip everyday community members with the knowledge and confidence to recognise and respond to FDV.

Developed to make FDV education practical, accessible, and actionable, the program acknowledges that family members, friends, colleagues, neighbours, and community members are often the first people a victim-survivor turns to for support.

Research and lived experience consistently show that the response received during a first disclosure can significantly influence a person's safety, wellbeing, and willingness to seek further help. Yet many people want to help but feel uncertain about what to say or do.

FDV First Aid bridges the gap between concern and action by providing practical, trauma-informed guidance that empowers participants to respond safely, confidently, and compassionately.

Built around Zonta House's SAFE approach, participants learn to recognise the signs, dynamics, and impacts of family and domestic violence; acknowledge and affirm someone's experience without judgement; follow a person's lead while respecting their autonomy and choices; and encourage safe support through connections to appropriate services and resources.

Designed for community members, workplaces, volunteers, educators, frontline staff, and leaders, the training helps participants understand their role, maintain healthy boundaries, and support others while protecting their own wellbeing.

On June 4 2026, Zonta House celebrated the program's launch alongside sector leaders, Chevron Australia, and the Minister for Child Protection and Prevention of Family and Domestic Violence.

FDV First Aid is now a permanent offering within our Empowerment Through Education program, proudly funded by Chevron Australia, helping to build safer, more informed, and more supportive communities.

Family + Domestic Violence FIRST AID

Learn more about FDV First Aid



Chairperson Melanie Hay at the smoking ceremony with Uncle Trevor Stack.



Guests at the FDV First Aid launch event.




Information pack given to guests.




Hon Jessica Stojkovski and Chevron's Kate Gilomen.

# Responding to Emerging Need

As the FDV landscape evolves, so too must the services designed to support victim-survivors. At Zonta House, our strategic focus is guided by the experiences, challenges and aspirations of the people we support. By listening to victim-survivors, identifying emerging needs and responding to gaps in service systems, we continue to develop innovative programs that enhance safety, strengthen recovery and create opportunities for meaningful change.



The majority of women dealing with domestic, family and sexual violence experience part of the violence online or through digital technology.

**Source: eSafety Commissioner**




### Technology-Facilitated Abuse

As technology becomes increasingly embedded in everyday life, perpetrators are finding new ways to use it as a tool of coercion, control and surveillance. Technology-facilitated abuse can include location tracking, unauthorised access to devices and accounts, spyware, hidden cameras and other forms of digital monitoring.

Recognising the growing prevalence and risk of this form of abuse, Zonta House established a specialised Tech Safety Brokerage Program to help victim-survivors identify and respond to technology-related safety concerns. Through device sweeps, digital safety measures and detailed reporting, clients receive practical support to strengthen their safety and inform future planning.

The program has already highlighted the significant risks some victim-survivors face (see page 47). Regardless of whether malicious activity is detected, participants gain greater confidence, peace of mind and knowledge to better protect themselves into the future.

Initially funded by The Sisters of St Joseph of the Apparition (WA) the program has expanded its reach to both Zonta House clients and sector partners.

We continue to seek sustainable funding to ensure this critical service remains available to those who need it most.




### Lived Experience and Advocacy

Victim-survivors hold invaluable expertise and knowledge that can help shape and improve service and system responses to FDV. Throughout this past year, our internal working group continued to focus on progressing three priorities areas:

1. Seeking funding to deliver the innovative *Rising Together – Lived Experience Support Program*;
2. Improve staff recognition and support of Lived Experience within our workforce; and
3. Implement a Zonta House Lived Experience Advisory Group.

A Lived Experience Implementation Advisory Group has commenced which will support developing the foundations of a longer term working group in the year ahead. Through our working group, leadership team, support and advocacy we are committed to ensuring victim-survivors play an active role in shaping services, informing policy and driving meaningful change across the FDV sector and our community.

# Our Committee

Our Board, Committees and Leadership Team play a critical role in shaping the direction and good governance of Zonta House. Through their knowledge, stewardship and shared purpose, they help ensure we remain focused on our shared commitment towards a future free from fear, abuse and violence.



**Melanie Hay**
Chairperson



**Sarah Josey**
Vice Chairperson



**David Hickmott**
Treasurer



**Mandy Brown**
Secretary



**Jodie Wyatt**



**Gail Curtis**



**Rebecca Taseff**



**Sharna Collard**

Committee member resignations
Chantelle Thom, Jasmine Kadic, Elena Brand

## SUBCOMMITTEES

### Finance

**David Hickmott** Chair
**Sarah Josey**
**Gail Curtis**
**Kelda Oppermann**
**Anna Scott**
**Helen Madders**
**Tanya Hutchings** Finance Officer

### Strategic Projects & Partnerships

**Melanie Hay** Chair
**Fiona Lethbridge**
**Mark Trupp**
**Kelda Oppermann**
**Sharna Collard**
**Hannah Peeler**
Quality & Strategic Projects Officer

# Our Leadership Team



**Kelda Oppermann**
Chief Executive Officer



**Anna Scott**
Operations Manager



**Kombe Musonda**
Program Manager - Outreach



**Rebecca Holcroft**
Program Manager - Accommodation



**Helen Madders**
Finance Manager



**Adinda Nityasari**
People & Culture Manager

Learn more about our team and committee members

## Risk & Compliance

**Rebecca Taseff** Chair
**Janice Dudley**
**Priscilla Nguyen**
**Mandy Brown**
**Kelda Oppermann**
**Adinda Nityasari**
**Anna Scott**
**Lucy Moran**

## RAP Leadership Advisory

**Kelda Oppermann** Co-chair
**Jodie Wyatt** Co-Chair
**Aunty Marie Pryor**
**Aunty Carol Ryder**
**Aunty Lennette Sandy**
**Aunty Robyn Collard**
**Nan Catherine Bynder**
**Janieka Eades**
Women's Advocate
**Irene Narrier**
Women's Advocate
**Anna Scott**
**Kombe Musonda**
**Adinda Nityasari**
**Hannah Peeler**
Quality & Strategic Projects Officer



# Our People

Our people are at the heart of everything we do. Through their compassion, expertise and dedication, they create meaningful change for individuals, children and families impacted by FDV.

Through our Staff Recognition Program, colleagues celebrate the everyday actions, achievements and contributions that strengthen our organisation, support our clients and embody our shared values.

**This year, 94 nominations were received.**

**Rhiannon** "Rhiannon's thoroughness and attention to detail sets a high standard of quality. What stands out most, is her attentiveness to clients, bringing genuine care and generosity to each engagement, never hurried, making people feel truly seen and supported. Consistently going that extra step to ensure clients feel cared for, her dedication to doing the right thing by the people she works with is evident in the quality of her work and the way she shows up for others."

**Peruth** "Peruth is always present, with a smile on her face, positive attitude, and commitment to supporting clients to achieve their best outcomes. There is no obstacle too great for Peruth, she always finds a solution to whatever the challenge may be! Peruth's strength is allowing a safe and non-judgemental space for healing, her support never waivers and she demonstrates calm and strength in these moments to help her clients."

**Emma** "Emma's dedication to educating our community is an outstanding quality that should never be overlooked. The time and effort that Emma puts into ensuring that each workshop delivery is at the highest standard is wonderful and keeps each presentation fresh and up to date, while bringing knowledge to people, not only in the sector but across businesses, corporations and the general public."

## 81 staff
## 6.6% growth

in staffing to support increasing service demand

### Staff Development

**778**
unique attendances

**2934**
staff hours

**36.2**
average hours per person

**94%**
satisfaction of learning

### Staff Initiatives

**29**
Participants across 4 staff wellbeing events

**54**
Participants across 5 team building events

### Shaping Our Future Workforce

We are proud to continue welcoming students, helping to strengthen the future workforce's understanding of FDV-informed services. Students make valuable contributions to our work, with many going on to become part of our team; one transitioned into volunteering while four others were offered employment opportunities.

**13** students supported through placement or internship program hosted by Zonta House

*"This experience has given me invaluable insights into both the human side of this work and the professional expertise required to support women through such challenging circumstances."*

- Annear House Intern

# In the Community

Our staff play an important role in building connections across the sector and community. Events, networking and collaborative initiatives, provide opportunities to strengthen partnerships, exchange insights and contribute to collective efforts to create a safer future.




**National DFSV Recovery and Healing Conference**

In April 2026, Zonta House Operations Manager Anna Scott was invited to speak at the Second National Domestic, Family and Sexual Violence Recovery and Healing Conference in Brisbane. Anna contributed to panel discussions and presented on the critical links between housing, employment and community awareness in supporting recovery from FDV. The conference brought together national leaders, practitioners, advocates and researchers to share knowledge and advance approaches that promote healing and long-term recovery for women, children and young people.

**CEO Sleepout Fundraiser and Panel Discussion**




Our Accommodation Program Manager, Rebecca Holcroft represented Zonta House at a fundraising event supporting the Vinnies CEO Sleepout, which raised awareness of the growing number of women experiencing homelessness. As part of a panel discussion alongside representatives from Vinnies WA and Ruah Community Services, Rebecca shared insights into the intersection of FDV, housing insecurity and economic independence. The event provided an opportunity to explore practical solutions, strengthen cross-sector connections and highlight the role workplaces and communities can play in supporting women's safety and long-term wellbeing.




**PrideFEST Fairday and Parade**

Zonta House proudly participated in PrideFEST 2025 through both the Fairday community event and the Pride Parade, celebrating inclusion, diversity and connection with the LGBTQIA+SB community. Staff engaged with hundreds of attendees at the Zonta House stall, making friendship bracelets and sharing information about our services. In preparation for the parade, staff came together to learn a choreographed routine, performed in the parade complete with illuminated wings, leading the way for our Zonta 'House' float carrying our wonderful, waving Kombe Musonda.

**16 Days in WA**

As part of the 16 Days in WA campaign, Zonta House staff joined community members and sector partners on 25 November in the Silent March through Perth's CBD hosted by Centre for Women's Safety and Wellbeing, and together mourned and connected with our community at the accompanying rally. Staff also joined the Midland March That Matters organised by our partners from the Swan Family and Domestic Violence Network Committee and attended the Business Breakfast where we listened to an impactful address by Tarang Chawla.




**5** Board & committee seats

**9** Sector meetings

**10** Advisory & working groups

**6** Consultations

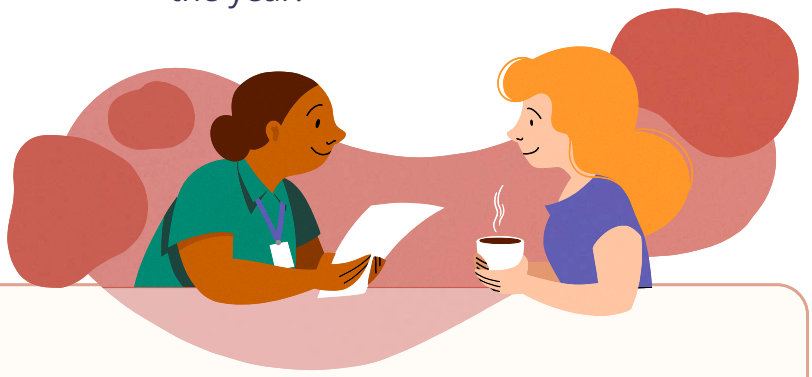
# Program Delivery

In 2025–26, Zonta House delivered 15 specialist programs supporting victim-survivors of FDV across Western Australia.

Throughout the year, we responded to growing demand for services across crisis response, accommodation, outreach, advocacy, therapeutic support and prevention.

As more individuals and families sought support, our services reached diverse communities and demographic groups across the state.

The following provides an overview of our program delivery, the number of clients supported, and the communities represented across our services during the year.



## Accommodation

| | |
|---|---|
| Communal refuge: 17 | Refuge independent living: 18 |
| Units for over 55's: 5 | Family homes: 3 |

## Number of programs 15

Change from previous year: +1

## Client appointments 19,341

Staff hours: 7,899

## Client workshops delivered 323

Total participants: 2,795

## Average service satisfaction 96%

Rating of 4.8 out of 5

# Financial Assistance

As cost-of-living pressures intensified throughout 2025-26, demand for financial assistance increased significantly. Following sharp fuel price rises, requests for support doubled, while the nature of assistance sought shifted towards essential living expenses such as fuel, groceries, utilities and transport.




Kelda Oppermann with the Hon Jessica Stojkovski and Anna Scott.

Through our Emergency Relief and Flexible Support Programs, Zonta House provides more than financial assistance. Delivered alongside risk assessment, safety planning and support coordination, this support helps address immediate needs while strengthening longer-term safety and stability.

By responding quickly and flexibly to individual circumstances, we help remove practical barriers to safety, recovery and engagement with broader support services.

**TOTAL PROVIDED $299,761**

| | |
|---|---|
| 35.5% | SECURITY AND SAFETY MEASURES |
| 20.9% | MEDICAL AND COUNSELLING |
| 16.3% | HOUSE AND HOME RELATED |
| 10.5% | TRAVEL AND TRANSPORT |
| 5.4% | CLOTHING AND ESSENTIAL ITEMS |
| 3.5% | BILL RELIEF |
| 1.1% | EMERGENCY SAFE ACCOMMODATION |
| 0.2% | FOOD AND GROCERIES |
| 6.6% | OTHER |

Financial brokerage funding is provided by Lotterywest and the Department of Communities.

Accommodation

196

Clients supported

## SUPPORTED REFUGE

Demand for crisis accommodation remained at unprecedented levels, reflecting the ongoing housing and FDV crises across Australia.

Operating at full capacity, our refuges continued to provide safety, stability, and compassionate support for women seeking freedom from violence.

Staffed 24/7 by experienced Advocates and Support Coordinators, our refuges offer more than emergency accommodation. Through personalised safety and support plans, advocacy, and connections to legal, financial, health, and housing services, residents are supported to regain stability and move forward with confidence.

Partnerships remain central to our holistic service model, including a new collaboration with Black Swan Health to provide a mobile GP clinic for residents.

This year, 84% of clients reported improved wellbeing, 80% reported they built new skills and helpful knowledge, while 65% transitioned to safe accommodation, and upon exit 100% of clients would recommend Zonta House to others in need.

*"They listened respectfully, understood my situation, and helped me access the services and information I needed."*





**Established 1984.** Funding is currently provided by the Department of Communities, Chevron Australia, rental income and donations.

Accommodation

17

Clients supported

50

WEEKS

Average duration of housing stay (Up from 48 weeks last year)

## SUPPORTED INDEPENDENT LIVING

Our Supported Independent Living accommodation continued to play a vital role in helping victim-survivors, amid ongoing safety risks and the housing crisis, which has resulting in longer stays and sustained demand.

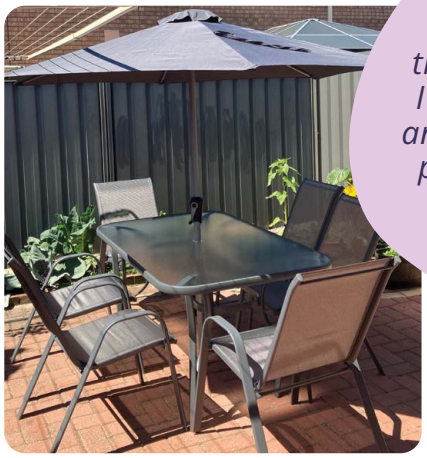
Through five units for women aged over 55, and three family homes, we provide safe, stable housing for individuals and families requiring ongoing support following their stay in refuge accommodation.

Residents are supported by dedicated Support Coordinators through personalised, trauma-informed case management, including advocacy, tenancy support, tailored support plans, and connections to health, education, legal, housing, and other essential services.

This year, we accommodated 12 adults and 5 children. More than accommodation, these homes provide stability, dignity, a pathway to recovery and a future free from violence.

A memorable highlight last year was Christmas Eve lunch by the Derbarl Yerrigan, filled with laughter, shared conversations, and the inviting aroma of a lovingly prepared meal, immensely appreciated be all.





*"It is not the ongoing help I value so much; it is the kindness and compassion I am shown. They go above and beyond for me. I can't praise the whole staff enough."*

**Established in the 1990s.** Funding is currently provided by Chevron Australia, as well as Zonta House property income and donations.

Accommodation

350

Client attendances

90

Workshops delivered

## RESIDENT ENRICHMENT PROGRAMS

Resident Enrichment programs continued to support recovery, wellbeing, and connection for women residing in our refuge and supported accommodation programs.

Guided by resident feedback and delivered in partnership with skilled facilitators, activities included visits from Eddie the therapy dog, yoga, sound healing and meditation, creative arts and crafts, practical life-skills workshops, and community outings.

A strong focus on culture and diversity provided opportunities for residents to share experiences, learn from one another, and celebrate different traditions through activities such as basket weaving, Bollywood dance, Chinese dumpling making, kintsugi, and NAIDOC Week events.

Accessible, trauma-informed, and delivered in safe environments, these programs foster resilience, build confidence and independence, strengthen social connections, and encourage personal growth.

By providing opportunities for creativity, learning, and meaningful participation, they support victim-survivors on their healing journey and help foster a sense of belonging and hope.

*"You have introduced a new healing experience in my life."*





**Established 2024.** Funding is currently provided by Allens Philanthropic Committee, AGIG, ARC Infrastructure, and BDO.

Healing & Wellbeing

## POSITIVE PATHWAYS

This long-running program surpassed every key performance indicator it set out achieve, while sustaining strong continuity of care for victim-survivors already engaged with the service and meeting significant new demand.

**207**

Clients supported

**172**

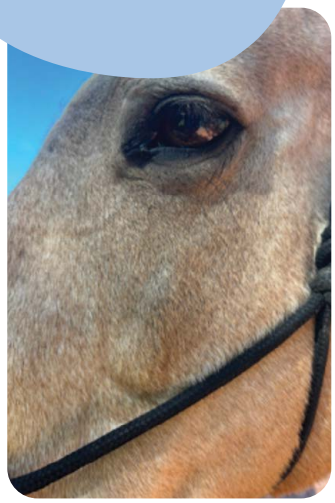
Workshops delivered

Annual targets of 65 workshops and 150 clients were substantially exceeded (see left), to facilitate 868 unique attendances, with participants attending an average of more than five sessions each. The composition of new (55%) and returning clients (45%) reflected the program's dual goals; providing continued support for those already engaged in their healing journey while remaining accessible and responsive to victim-survivors seeking support for the first time.

Positive Pathways delivers trauma-informed, culturally safe healing and support workshops to victim-survivors, including those engaged through community-based outreach and within the prison system.

One standout experience this year was out on Country with Aunty Kerry Stack and Helen Whalley-Stack, in an immersive cultural learning experience that for one Aboriginal client in particular, became a space for real healing and connection to mob, country and ancestors; a privilege to be part of.

*"Grateful for this experience today. Been struggling for weeks. A bit of something has shifted and I feel lighter."*







**Established 2014.** Funding is currently provided by Stan Perron Charitable Foundation.

Healing & Wellbeing

## RECOVERY SUPPORT PROGRAM

This program continues to play an important role in supporting victim-survivors to strengthen their mental health, wellbeing, and recovery following experiences of FDV.

**114**

Clients supported

**597**

Individual sessions

Recognising the profound impact violence can have on emotional wellbeing, confidence, and daily functioning, the program provides trauma-informed support tailored to individual needs.

Through one-on-one sessions, practical strategies, wellbeing planning, and connections to specialist and community services, participants are supported to build resilience, develop coping skills, and work towards their personal goals. In addition to the individual sessions (reported left), 27 workshops were delivered this year.

The program complements our broader service response by helping individuals navigate challenges, reduce isolation, and strengthen their sense of safety and self-determination.

*"I tried progressive muscle relaxation, and it works. I will now make it my routine and combine it with a grounding technique. Thank you for helping with clearing my self-doubt and I felt I learnt a lot from the healthier boundary conversation in the workplace."*





**Established 2017.** Funding is currently provided by the Mental Health Commission.

Safety & Support

# FAMILY SUPPORT PROGRAM

Children are victim-survivors of FDV in their own right, often experiencing significant impacts on their emotional wellbeing, sense of safety, development, and relationships.

**23**

Adult clients supported

**45**

Children supported

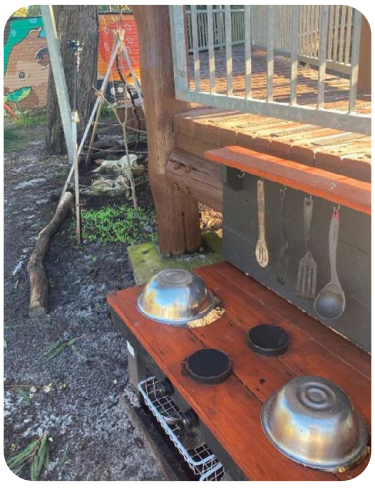
This program provides tailored support to families, recognising the unique needs of children and their protective parent or guardian. The Family Support Coordinators help parents build understanding of how FDV affects children's behaviour, wellbeing, family relationships, and connections within the community.

Support also includes referrals to specialist services, advocacy, and wellbeing-focused activities, such as our highlight from the past year, a family farm outing, which strengthened social connection and positive family relationships.

Throughout the year, more than $14,400 was provided to families for tailored support including children's counselling, swimming lessons, furniture, baby essentials, fitness and group activities.

With demand continuing to grow, the Family Support Program remains an important part of our service response.

*"I needed support in all areas of my life - financially, mentally and physically. Zonta House has ensured that all my needs have been met for myself and my children. When they were not able to help personally, they have helped me with referrals and finding other services that can."*





**Established 2024.** Funding is currently provided by Chevron Australia and ARC Infrastructure.

Safety & Support

**195**

Clients supported

**265**

Participants across **34** workshops

## FUTURE EMPLOYMENT CONNECTIONS

The Future Employment Connections (FEC) program continued to deliver high-quality, FDV-informed employment and education support to victim-survivors.

Recognising that sustainable employment is often one outcome within a broader recovery journey, the program supported participants to build confidence, work readiness, financial capability and connections to education and employment opportunities.




Dress for Success client workshop.

Through a diverse program of workshops, participants developed practical skills and knowledge in areas including employability, financial literacy, workplace rights, wellbeing, resilience and community engagement.

*"The FEC program has helped me to work towards my study and employment goals. I was able to enrol in and complete my Cert III. My case worker supported me with networks, helping me applying and encouraging me to keep going towards stable work."*

This year, we assisted 30 individual clients into employment, 24 into work experience or volunteer roles, and 26 to enrol in education, in addition to our group workshops.

The program also strengthened partnerships with employers, education providers and other services, creating more opportunities for victim-survivors to access training, employment pathways and coordinated support on their journey towards greater independence.

**Established 2018.** Funding is currently provided by the Wheeler Charitable Foundation and Chevron Australia.

Safety & Support

## SAFER PATHWAYS

This program continued to provide specialised support to social housing tenants experiencing FDV, helping families improve their safety, stability, and wellbeing while navigating complex circumstances.

**110**

Adult clients supported

**50**

Children supported

Delivered in partnership with the Department of Communities and Department of Housing and Works, the program offers intensive outreach-based case management tailored to each family's needs, empowering victim-survivors to make informed choices and move forward with greater safety, confidence, and independence.

Support includes home security strengthening, safety planning, risk assessment, advocacy, informal counselling, refuge accommodation, priority transfers and referrals to legal and community services and financial support.

Working closely with Housing and Works staff and community service providers, the program helps families remain safely in their homes or access alternative housing when required; this year assisting 100% of families in the program to successfully remain in their tenancy, and 28 families to strengthen home security.

*"I am so glad you would travel (to me) to offer community support. I really appreciate the additional support to take me to AOD counselling and for all the other help".*




Staff at the 12th Midland March that Matters.

In 2026, a collaboration with our Empowerment Through Education program delivered tailored workshops to Housing Support Officers to develop greater understanding of FDV-informed, best practice responses to screening interventions when supporting tenants that maybe experiencing or at risk of experiencing FDV.

**Established 2016.** Funding was provided by the Department of Communities.

Safety & Support

## MOBILE OUTREACH

The Mobile Outreach program continued to provide flexible, trauma-informed support to victim-survivors who could not, or chose not to, access refuge accommodation.

**61**

Adult clients supported

**90**

Children supported

Demand increased significantly throughout the year, reflecting both growing awareness of the program and the complex challenges facing victim-survivors, including housing insecurity, financial stress, legal issues and social isolation.

Meeting this demand, Mobile Outreach delivered tailored support to clients, including risk assessment, safety planning, advocacy, practical assistance, coordinated referrals and specialist case management; of which 61% were primary carers of dependent children, who are victim-survivors of FDV in their own right.

The program achieved strong outcomes, with 76% of clients reporting improved wellbeing and 74% experiencing reduced psychological distress.

Working alongside The Lucy Saw Centre and other community partners, Mobile Outreach continues to support adults and children to strengthen safety, build resilience and move towards long-term recovery.

*"Zonta House staff are always with me in the important times. They help me to analyse the situation, to organise evidence and to advise me what to do next and what might be helpful for me. They have taken me to court. They have arranged helpful services to check my house and car to make me feel safer. They have also provided me a lot of helpful information in terms of mediation and court process which I had no idea before."*



City of Melville community donation.

**Established 2020.** Funding is currently provided by the Lucy Saw Centre through the Department of Communities.

Safety & Support

## PATHWAYS TO JUSTICE

Pathways to Justice supported an increasing number of victim-survivors to progress through criminal proceedings and achieve outcomes that enhanced their safety, wellbeing, and perpetrator accountability.

**90**
Clients supported

**2736**
Unique sessions of support

Delivered in partnership with the Department of Justice, Sexual Assault Resource Centre (SARC), WA Police, and the Office of the Director of Public Prosecutions (ODPP), the Pathways to Justice program provides coordinated, holistic, trauma-informed support tailored to individual needs.

Support prioritises safety and wellbeing through risk assessment, safety planning, referrals, and connections to additional services, with 100% of clients referred to further supports to help achieve their goals.

Support is provided across multiple court jurisdictions throughout the legal process, as well as practical, and emotional support, guiding clients through complex justice processes while facilitating collaboration between key agencies.

This year, the program saw an increase in male clients accessing support. The majority of clients reported non-fatal strangulation, with most being assessed as at high risk of serious harm at the time of referral.



*"If this program hadn't been in life, I would have been stressing out not knowing what to do. If I wasn't in the program, I am unsure if I would have supported criminal proceedings and may have dropped charges. There were so many times I should have left him; the program has probably helped me make the right decision this time."*

**Established 2024.** Funding is provided by the Department of Justice.

Safety & Support

## ADULT JUSTICE, REINTEGRATION AND PARENTING

This year, our programs supported 101 women and individuals within in the adult justice system to prepare for release, reconnect with family, and build foundations for safer, more stable futures.

**83**

Clients supported with reintegration

**18**

Clients supported with parenting education

Recognising the intersecting impacts of FDV and incarceration, this program provides tailored, trauma-informed support before and after release.

Through intensive case management, advocacy, warm referrals, and practical assistance, women are supported to access housing, services, and community connections that promote long-term wellbeing and independence.

Parenting education remains a cornerstone of the program, helping victim-survivors strengthen relationships with their children and develop confidence in their parenting role.

By walking alongside victim-survivors throughout their reintegration journey, the programs reduce isolation, strengthen resilience, and empower participants to rebuild their lives with healing, dignity, and safety.

*"Zonta provides women with an extraordinary gift with much needed support, education and social support for those who are/have suffered at the hands of abusive people."*



**Established 2018.** Funding is currently provided by Centrecare Inc through the Department of Justice, Make A Difference WA.

Safety & Support

## RAPID REHOUSING

As housing affordability and rental availability continue to challenge victim-survivors, the Rapid ReHousing program remains a critical pathway from refuge to safe, stable and sustainable housing.

**103**

Clients supported

**29**

Leases secured. **17** more await housing outcomes.

Guided by a Housing First and FDV-informed approach, the program supports victim-survivors to secure and sustain accommodation through rental readiness assistance, advocacy, financial support and up to 12 months of ongoing case management. During the year, we supported 22 clients to secure new lease agreements, and 7 more in lease renewal.

This year, the program delivered two Rental Readiness Workshops, including a Zonta House-developed workshop designed to equip victim-survivors with the practical knowledge, confidence and skills required to navigate the private rental market and establish successful tenancies.

The team also strengthened engagement with the private rental sector through FDV awareness training for real estate professionals, ongoing participation in The Property Collective's real estate networking events, and the development of relationships with property managers and agencies to improve housing opportunities for victim-survivors.

These initiatives continue to strengthen partnerships, reduce barriers and create more housing options for victim-survivors.

*"The support has been amazing, and I appreciate it being able to help me get into a home and finally, I got it this time."*



*Education Through Empowerment* workshop for real estate professionals.



**Established 2023.** Funding is currently provided by the Department of Communities.

Safety & Support

67

Clients supported

7

LGBTQIA+SB allyship workshops delivered

## DIVERSITY AND INCLUSION

The growth of this program is building connections across the FDV, disability, health, housing, and community sectors to strengthen support and referral pathways between services.

The program supports victim-survivors who identify as LGBTQIA+SB and/or are living with disability, recognising that many face complex and intersecting circumstances that can create additional barriers to safety, support, and recovery.

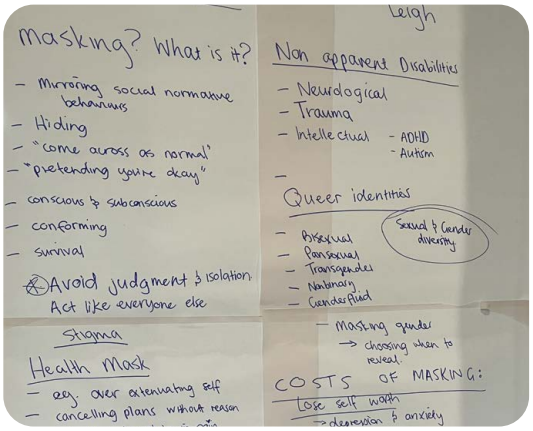
Responding effectively often requires coordination across multiple agencies and services to ensure individuals receive inclusive, accessible, and person-centred support.

Through advocacy, tailored safety planning, information and referrals, the program helps individuals navigate systems and access the supports they need.

Ongoing collaboration, education, and sector engagement continue to strengthen service responses, helping ensure all victim-survivors feel seen, respected, and supported on their journey toward safety and wellbeing.



*"Over the past 9 months, engaging with the team through this program has been a positive and validating experience. I felt listened to, supported, with clear and honest communication. The team responded in a timely manner and, when answers were not immediately available, they followed up and ensured I was connected to appropriate supports."*




**Established 2024.** Funding is currently provided by the Department of Social Services through the Department of Communities.

Safety & Support

## TECH SAFETY BROKERAGE

This year, Zonta House launched the Tech Safety Brokerage support program, recognising the growing role technology can play in coercive control, surveillance, and abuse.

**38**

Clients supported

**105**

Sweeps completed

The program fills a critical gap in FDV services by providing specialist support to help victim-survivors identify, respond to, and recover from technology-facilitated abuse.

Through partnerships with specialist providers, the program offers home and vehicle sweeps, device audits, account security support, and detailed reporting to identify and address potential safety risks.

Clients have benefited from strengthened security across personal devices, children's technology, and home Wi-Fi networks, helping to improve both digital and physical safety.

So far, 20 cars, 16 homes and 69 device sweeps have been completed, revealing 6 that had been compromised.

By providing specialised audits and sweeps, we have achieved a 10/10 impact rating. Whether surveillance or risk was uncovered, we have helped restore victim-survivors' physical safety and the peace of mind needed to sleep through the night.

*"The process was managed smoothly and respectfully during a very stressful time, and the assistance provided gave me significant reassurance and peace of mind regarding my safety. I greatly appreciated the responsiveness, and support shown throughout the process, and the service made a meaningful positive difference to my wellbeing and peace of mind."*



**Established 2025.** Funding is currently provided by Sisters of St Joseph of the Apparition (WA Community).

Awareness & Education

741

Participants

52

Workshops delivered

# EMPOWERMENT THROUGH EDUCATION

This year marked a significant period of growth for the Empowerment Through Education program, with the introduction of three new courses that strengthen awareness, prevention, and responses to FDV in our community, workplaces and professional sectors.

*Understanding Coercive Control*, a short course that builds understanding of patterns of abuse and control, ***FDV Specialist Response***, supports practitioners working within the CRARMF to better support clients experiencing FDV, and ***FDV First Aid*** is a pioneering community education program that equips people with the knowledge and confidence to recognise and respond safely to people they know who are experiencing FDV.

Early feedback from participants has been overwhelmingly positive, highlighting the practical relevance, accessibility, and immediate application of the training.

Together with our existing training suite, these programs strengthen prevention, early intervention, and specialist practice while helping to create safer, more informed communities and workplaces. This year, participants reported an average improvement of 27.2% in their ability to recognise and respond to FDV after workshop completion.

*"(As a result of participating, I will) share the messaging with my team to not only set expectation in the workplace, but to broaden their knowledge in the hope it impacts structural change required ... one person at a time."*




FDV First Aid pilot workshop.



Prevention workshop with Man Up.

**Established 2021.** Funding is currently provided by Chevron Australia.

Awareness & Education

## PARTNERING IN PREVENTION

This education program continued to strengthen community awareness and understanding of FDV through targeted workshops, engagement, and capacity-building initiatives.

**443**

Participants

**25**

Workshops delivered

*"As a mother of sons I will continue to educate and share information with them. I feel it is important for their growth as it is mine. When you better, you do better."*

Working alongside workplaces, community organisations, and local groups, the program delivered education that explores the gendered drivers of violence, challenges harmful attitudes and behaviours, and promotes equality, respect, and safe relationships.

Through interactive discussions and practical learning opportunities, participants gained skills to recognise FDV, respond appropriately, and contribute to positive social and cultural change. This year, participants reported an average improvement of 21.3% in recognising gender stereotypes and drivers of violence.

A continued focus on outreach enabled the program to engage with diverse audiences across the community, extending the reach of prevention messages beyond traditional service settings.

By empowering individuals and organisations with knowledge and practical tools, Partnering in Prevention continues to play an important role in fostering safer, more respectful communities and supporting the prevention of violence before it occurs.



Workshop at the City of Canning.



Primary Prevention Community of Practice with Preventing Violence Together.

**Established 2023.** Funding is currently provided by the Department of Communities.

# Appeals & Donations

This year, we are grateful for the many individuals, community groups and corporate partners who came together to support individuals, children and families accessing Zonta House services.

Through our seasonal appeals, their generosity helped provide practical assistance, comfort and moments of connection throughout the year.

## 2025 Christmas Appeal

The festive season can be particularly challenging for people experiencing FDV. Thanks to the incredible generosity of our supporters, we provided gifts, food hampers, vouchers and essential items that helped create moments of joy, dignity and belonging.

We extend our sincere thanks to all who gave generously, and to Mineral Resources for their significant contribution to the appeal, Tucker Fresh IGA Rossmoyne and their community for their ongoing support over the past five years and the volunteer team from BDO Australia, whose efforts helped pack and deliver hampers to our office.



Tucker Fresh IGA Rossmoyne.

*"This is amazing.... The kids are going to be so happy... I really appreciate it."*



Mineral Resources.

Supported **176** individuals and **245** children

Received over **$23,000** to purchase gifts and vouchers for clients

Received gift and voucher contributions from **76** unique donors

**130** food hampers delivered to families in need



Atlantis Group and Tall Tree Early Learning.

## Mother's Day Appeal

Through the generosity of our community, our Mother's Day Appeal raised more than $2,800, enabling women to receive thoughtful gifts including craft kits, gift vouchers and gratitude journals that promoted self-care and wellbeing.

We thank Bunnings, Women in Tech, Seer Financial Group, the Perth Macquarie Group office, Applecross Senior High School staff, Atlantis Group and Tall Tree Early Learning, Matrix, Richard Noble & Company, and the Family and Domestic Violence Team at the Perth Magistrates Court for their support.

## Easter Appeal



Marius and Torsten.

Our Easter Appeal raised $1,600 in financial donations, alongside a wonderful collection of Easter eggs, toys, activities and gifts. These contributions supported more than 110 clients and 76 children and helped bring extra joy to Easter celebrations across our refuge sites.

We thank Pandora Projects, Woolworths Southlands and Riverton, the HSEC team at Rio Tinto, Matrix, and young philanthropists Torsten and Marius, whose school-based campaign raised funds to purchase and donate almost 100 soft toys.

Together, these appeals provided more than practical assistance.

They reminded victim-survivors they are valued, supported and connected to a community that cares.

Find out how you can help.

# Our Community

We extend our sincere thanks to the many individuals, community groups and organisations that supported Zonta House throughout the year. There have been so many! Here are mention of a few:

- 44 Rooms, a women's giving group led by Jodie Pyke, funded welcome packs providing comfort and care to clients entering refuge.
- West Coast Eagles for ongoing donations of clothing, gifts and collectables for clients and fundraising.
- KPMG for hosting a fundraising quiz night that raised both funds and awareness for our services.
- Threads of Change for doubling their impact through a matched giving campaign.
- Hayward Studio for donating exhibition proceeds and bringing the community together through art.
- Year 6 student Tahlia collected essential items for our clients for her citizenship project and gifted us a very special artwork.
- Sylwia Renata for fundraising in support of Zonta House while climbing Mount Kilimanjaro.
- Amnesty UWA and the UWA Arts Union for dedicating their annual Charity Gala to supporting our work.
- HBF Run for a Reason participants for raising funds and awareness while championing our cause.

Each contribution, whether through fundraising, donations, volunteering or advocacy, has been gratefully received by our team and clients.



*"We share Zonta House's vision for a safe and equitable community, and we are extremely proud to support this vital work empowering those affected by FDV. The club recognises the individual and community wide impact of FDV and strives to foster a community free from abuse. We are so thankful for the meaningful work Zonta House does."*

Richard O'Connell, West Coast Eagles Executive General Manager - Community & Game Development

# Partnership in Action

Our supporters and partners continue to play a vital role in helping us respond to the evolving needs of victim-survivors and strengthen outcomes across our services. Here are some of the partnerships that highlight the many ways individuals and organisations have stood alongside Zonta House this year.

The **Stan Perron Charitable Foundation** remains a valued partner, supporting our work through volunteering and ongoing funding. Their commitment to listening, learning and responding to emerging needs has helped strengthen existing programs and explore new opportunities for impact.

*"Thank you for the experience and we are happy to help. Helping others, seeing the transformation and working within a team has the most rewarding and impactful part of the experience."*

The Stan Perron Charitable Foundation volunteer



**Chevron Australia** once again demonstrated the power of partnership through volunteering, matched giving initiatives, appeal support and responsive funding. This year, Chevron stood alongside us as we launched FDV First Aid and renewed its commitment for a further three years, supporting key programs including Emergency Therapeutic Engagement, Family Support Services and accommodation services.



*"Creating safer communities starts with awareness, education and action. Chevron Australia is proud to partner with Zonta House and the important work it does to help women and families impacted by family and domestic violence. Our support for initiatives, including the launch of FDV First Aid, is equipping more Western Australians with the knowledge to recognise and respond to family and domestic violence."*

Jill Byrne, Chevron Australia Community and Reputation Manager



**BDO** contributed through volunteer busy bees, Christmas hamper packing, resident enrichment activities and Mother's Day fundraising, bringing energy and commitment to every initiative.

*"BDO is proud to support Zonta House because of the vital role they play in helping women and families in our community. For me, it is also deeply personal, having experienced firsthand the difference Zonta's support can make. BDO is honoured to contribute to their mission of helping women and families to build safer, stronger futures."*

Karyn Lander, BDO Partner, Advisory



*"Built is proud to support Zonta House and the incredible work you do for women and families in our community. We value the opportunity to contribute in practical ways, using our hands-on skills, expertise, and resources to help create safe, supportive environments where women can rebuild their lives and thrive. It is a partnership that reflects our commitment to making a meaningful and lasting impact beyond the projects we deliver."*

Natalie Curran, Built Executive Assistant

Practical support has also made a meaningful difference. **Built** generously contributed furniture, installation services, property improvements and volunteer support throughout the year, while also supporting our Christmas and Mother's Day appeals.

**Australian Gas Infrastructure Group (AGIG)** have gone above and beyond, championing the national rollout of FDV training across its workforce, as well as donation collections and Resident Enrichment Program support.

**ARC Infrastructure** continued its support of resident enrichment activities and Family Support Programs, while participating in FDV First Aid training, helping build awareness and capacity within the community.

Through skilled volunteering, **Bankwest** shared specialist expertise to strengthen organisational capability and workforce knowledge. Workshops on technology-facilitated abuse, cyber safety, scams and fraud promoted safer digital practices, while support for awareness initiatives, including the 16 Days in WA campaign, helped amplify important conversations about FDV.



*"Bankwest is proud to support Zonta House and the vital work it does for women and families impacted by FDV. This partnership reflects our shared commitment to fostering practical support, deeper understanding and safer, more connected communities across Western Australia."*

Rob Cory, Bankwest Head of Corporate Affairs

# Partners and Funders

Allens Philanthropic Committee
ARC Infrastructure
Australian Gas Infrastructure Group
Australian Institute of Management WA
Bankwest
BDO
Built
Centrecare
Centre for Women's Safety and Wellbeing
Chevron Australia
City of Canning
Department of Communities
Department of Housing and Works
Department of Human Services – Centrelink
Department of Justice
Development WA
DLA Piper
Dress for Success
Black Swan Health
Jacaranda
Langford Aboriginal Association
Little Learners Early Education and Care
Loop Upcycling
Lotterywest
Lucy Saw Centre for Women
Make a Difference WA
Mental Health Commission
Mettle Women Inc.
Mineral Resources
Palmerston
Pandora Projects
REIWA
Sisters of St Joseph of the Apparition (WA)
The Stan Perron Charitable Foundation
Threads of Change
Voice of Hope
Volunteering WA
West Coast Eagles
Wheeler Charitable Foundation
Worthy Australia

**Together, these partnerships demonstrate how shared expertise, resources and compassion can help create safer, stronger futures for individuals, families and communities.**




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