Supporting Women and Children at risk of Experiencing Family and Domestic Violence:

HOLISTIC CROSS-PROGRAM QUANTITATIVE ANALYSIS OF
THE IMPACT OF ZONTA HOUSE

Purpose

Zonta House Refuge Association
Safe Supportive Respectful

This CSI UWA impact analysis involved an innovative cross-program quantitative analysis, linking and cleaning of multiple datasets, and synthesising outcomes from each Zonta House program *to provide an assessment of the overall impact of Zonta House on women experiencing or at risk of experiencing FDV.* The high levels of engagement across program types and referrals to complementary and wraparound supports reflect the broad range of needs of women experiencing or at risk of experiencing FDV.

Services

SUPPORTED REFUGE ACCOMMODATION
ZONTA HOUSE OFFERS 24/7, REFUGE ACCOMMODATION FOR UP TO SEVENTEEN WOMEN OVER 18, WHO CURRENTLY DO NOT HAVE CHILDREN IN THEIR CARE.

SUPPORTED TRANSITIONAL ACCOMMODATION
ZONTA HOUSE HAS 27 SHORT, MEDIUM TRANSITIONAL AND LONG-TERM BEDS.

SUPPORT WITHIN REFUGE
SUPPORT WITHIN REFUGE IS ABLE TO FACILITATE AND PROVIDE INTEGRATED AND COORDINATED SERVICES RELATING TO AOD, FDV AND MENTAL HEALTH SUPPORT WITHIN REFUGE.

POSITIVE PATHWAYS TO SAFETY FOR WOMEN AND THEIR CHILDREN
SPECIALIST PROGRAM THAT PROVIDES FREE TAILORED WORKSHOPS FOR WOMEN IN THE COMMUNITY AIMED AT DECREASING THE IMPACT AND BREAKING THE CYCLE OF FDV BY FOCUSING ON A WOMAN'S RECOVERY, SAFETY, AND WELLBEING.

FUTURE EMPLOYMENT CONNECTIONS
PROGRAM PROVIDES TAILORED AND COMPREHENSIVE EMPLOYMENT AND TRAINING SUPPORT FOR WOMEN WHO HAVE EXPERIENCED FDV WITH THE OVERALL GOAL OF ECONOMIC INDEPENDENCE.

SAFER PATHWAYS FOR WOMEN AND CHILDREN
SPECIALIST SUPPORT TO WOMEN WHO ARE DEPARTMENT OF COMMUNITIES HOUSING AUTHORITY TENANTS IN THE SOUTHEAST METROPOLITAN AREA WHO ARE RESIDING SEPARATELY FROM THEIR PERPETRATORS AS WELL AS WITH WOMEN WHO ARE RESIDING WITH PERPETRATORS.

ZONTA HOUSE FDV MOBILE OUTREACH
SPECIALIST SUPPORT TO WOMEN IN THE SOUTH-EAST CORRIDOR OF PERTH WHO ARE RESIDING SEPARATELY FROM THEIR PERPETRATORS AS WELL AS WITH WOMEN WHO ARE RESIDING WITH PERPETRATORS.

ADULT JUSTICE ACCOMMODATION: REINTEGRATION AND PARENTING
PROVISION OF A 4-BED ACCOMMODATION SERVICE, A REINTEGRATION OFFICER WHO PROVIDES INTENSIVE CASE MANAGEMENT SUPPORT, AND A PARENTING COUNSELLOR TO WOMEN EXITING PRISON WHO HAVE EXPERIENCED FAMILY AND DOMESTIC VIOLENCE.

EMPOWERMENT THROUGH EDUCATION
INCREASE AWARENESS AND IMPROVE RESPONSES TO DOMESTIC VIOLENCE THROUGH PRIMARY INTERVENTION, EARLY INTERVENTION AND CRISIS RESPONSE.

Clients

PROFILE

92% HIGH RISK/RISK OF SERIOUS HARM FROM PARTNER, SPOUSE, EX-PARTNER

94% WOMEN, CHILDREN OR FAMILY THREATENED OR EXPERIENCED HARM

81% REPORT BEING TERRIFIED OR AFRAID

ORIGIN

29% ABORIGINAL AND TORRES STRAIT ISLANDER

16% CULTURALLY AND LINGUISTICALLY DIVERSE

78% BORN IN AUSTRALIA

CHALLENGE

53% DIAGNOSED MENTAL HEALTH ISSUE

17% LEGAL ISSUES

29% SUBSTANCE ABUSE

AGE

3% UNDER 18

9% 18-24

31% 25-34

30% 35-44

16% 45-54

7% 55-64

4% 64+

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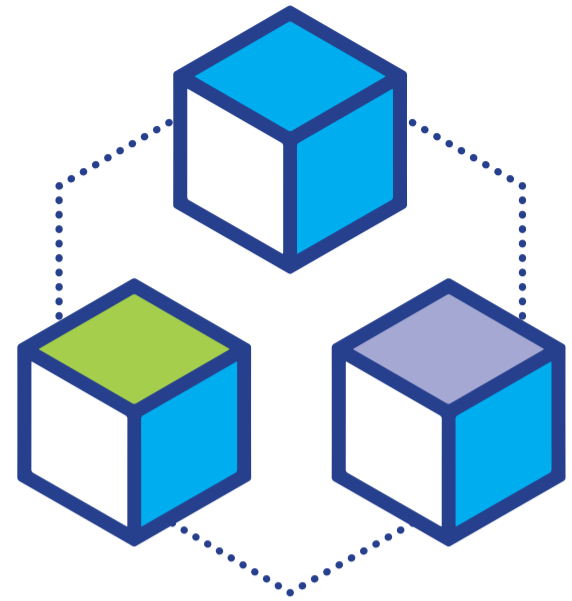# HOLISTIC CROSS-PROGRAM QUANTITATIVE ANALYSIS OF THE IMPACT OF ZONTA HOUSE

Data

INTEGRATED ANALYSES OF DATA

As with many community agencies, Zonta House manages a number of programs and uses different platforms to capture data. Zonta House's internally and externally housed quantitative data collections, when linked, enable us to go deeper and build a cross-program holistic understanding of the impact of Zonta House.

IMPACT ANALYSIS:

- OPERATIONALISATION OF ZONTA HOUSE'S PROGRAM LOGICS (WHICH DETAIL THE RELATIONSHIPS BETWEEN RESOURCES, ACTIVITIES, OUTPUTS AND OUTCOMES) THROUGH MAPPING CLIENT OUTCOMES TO MEASURES AND DATA COLLECTIONS
- EXTRACTION OF DATA FROM SHIP AND PENELOPE, DATA CLEANING AND DATA LINKAGE
- VALIDITY AND RELIABILITY ASSESSMENT OF THE INNOVATIVE ZONTA HOUSE LIFE MATRIX TOOL
- CLIENT OUTCOMES AND IMPACT ANALYSIS.

Results

ANALYSIS OF IMPACT

Analysis of outcomes in the following 5 key areas indicate the wraparound support, complementary programs, and referral pathways offered by Zonta House are helping to secure a sustainable, safe future for women.

SAFE ACCOMMODATION

- BETWEEN 2015 AND 2020, ZONTA HOUSE PROVIDED OVER 500 WOMEN (AND THEIR CHILDREN) WITH SAFE CRISIS OR TRANSITIONAL ACCOMMODATION
- MANY OF THESE WOMEN ENGAGED WITH MULTIPLE OTHER SERVICES WITHIN ZONTA HOUSE AND WERE ALSO REFERRED TO OTHER SERVICES

IMPROVED WELLBEING

WOMEN COMPLETING ZONTA HOUSE PROGRAMS REPORT:

- SIGNIFICANT DECREASES IN DEPRESSION, ANXIETY AND STRESS
- SIGNIFICANT POSITIVE INCREASES IN THE LIFE MATRIX DOMAINS – PHYSICAL HEALTH, MENTAL HEALTH, EMOTIONAL WELLBEING, SOCIAL WELLBEING AND COMMUNITY/ CULTURAL INVOLVEMENT

INCREASED INDEPENDENCE

- INCREASED INDEPENDENCE IN THE FORM OF THEIR OWN INCOME SOURCES
- INCREASED CONFIDENCE AND CAPACITY IN TERMS OF JOB SEEKING AND EMPLOYMENT

BETTER FAMILY RELATIONSHIPS

- POSITIVE CHANGE IN THE SCORES FOR THE PARENTING AND CHILDREN DOMAIN OF THE LIFE MATRIX

BREAKING THE CYCLE OF FDV

- MOST WOMEN ONLY ACCESSED CRISIS OR TRANSITIONAL ACCOMMODATION ONCE
- HIGH RATES OF ENGAGEMENT ACROSS ZONTA HOUSE PROGRAMS AND REFERRAL TO SERVICES TO SUPPORT WOMEN'S RECOVERY FROM FDV INCLUDING LEGAL SERVICES

Vision

FACILITATING THE MEASUREMENT OF AGENCY IMPACT IN THE COMMUNITY SECTOR

It is imperative for organisations within the community sector to more effectively tell the story of the impact of their programs. Existing qualitative evidence of impact and quantitative program-by-program quantitative analysis are important ingredients to understanding the impact of community programs. Investment by government and other funders is needed to facilitate the measurement and evaluation of program outcomes and capacity building in the community sector to:

- improve program efficacy
- inform decisions about future program development
- provide high quality services to meet the needs of its clients
- facilitate an economic evaluation to estimate the economic value to the broader WA community of investment in Family and Domestic Violence services.

CYCLICAL FOUNDATIONS FOR FDV RECOVERY

01. INPUT BY GOVERNMENT AND OTHER FUNDERS
02. MEASUREMENT AND CAPACITY BUILDING
03. EVALUATION OF PROGRAM OUTCOMES
04. IMPACT OF COMMUNITY PROGRAMS
05. IMPROVED PROGRAM EFFICACY

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CENTRE for SOCIAL IMPACT

THE UNIVERSITY OF WESTERN AUSTRALIA