

Committed to providing the best support

Annual Report 2021/22



Contents

Chair's Report	4
CEO's Report	5
Our Impact	6
Eastern Refuge Renovations	8
Continuity of Care	9
Refuge Accommodation Property Renovations	10
Indigenous Art in Refuge	12
Safety and Security	12
Partners and Key Stakeholders	14
Donations and Gifts	15
Treasurer's Report	16
Financial Summary	17
Board of Directors 2021/22	18
Our Supporters	20



Refuge Victoria acknowledges the Aboriginal and Torres Strait Islander people as the traditional owners and custodians of the lands and waters on which we live and work. We pay our respects to their Elders past, present and emerging and acknowledge that sovereignty has never been ceded.



We recognise intersectionality and celebrate the diverse identities within and between the sex, sexuality, and gender diverse communities. We are committed to supporting, encouraging and ensuring our staff and clients feel safe and celebrated.



Refuge Victoria is a not-for-profit organisation, primarily funded by the Victorian Government, along with intermittent grants and donations from other sources.

About Us

Refuge Victoria is the largest family violence refuge provider in Victoria.

We have a long history of providing accommodation and support for people escaping family violence, starting out as a grassroots organisation run by community members and volunteers who knew there were women and children in the community who were unsafe in their homes and needed a safe place to stay, right up to current times when we are recognised for our purpose-built properties and excellence in service delivery.

From our infancy in 1976, when we opened our first refuge to help women and children in our community, we have seen growth and transformation. We now operate three core and cluster facilities, 15 refuge accommodation properties, and have nomination rights to 35 transitional homes, supporting, enabling, and empowering over 1,000 people each year.

Refuge Victoria supports people experiencing homelessness from the impacts of family violence, providing refuge and crisis accommodation along with a range of supports to enhance their safety and wellbeing. Clients are referred to our service by Safe Steps, the statewide refuge referral service.

Our highly skilled teams work alongside our clients to help form their tailored plans to achieve their goals towards a safer and better life. Our staff are experts in assessing and monitoring family violence risk. We work alongside our clients and focus on their wellbeing, all the while supporting their pathway to a safer future.

"The safety, wellbeing and happiness of our clients as they move to a safer future is the primary focus behind everything we do at Refuge Victoria."

Janet Jukes, CEO





It was a year when Refuge Victoria took stock of our accommodation properties, the support services we offer, and the way we deliver our care.

It was also the year we took action.

One of our core and cluster refuges and most of our individual refuge accommodation properties underwent major renovations. We also designed and implemented new processes to enhance the way we deliver services to families escaping violence.

Our clients have been at the heart of everything we achieved this year. The renovations and the improvements to our service delivery all mean that people staying with us are now better placed to receive the support they need, when they need it, and in a way that best supports them.



Purpose

To provide refuge and support for those escaping family violence.

Vision

For people escaping family violence to live safe and free.

Mission

To help people escaping family violence on their journey to safety with individualised support and crisis accommodation.



Refuge Victoria supports and empowers victim survivors on their journeys to safety and freedom



Values

Working with Compassion

We care deeply about the work we do and who we do it for.

Empowering People

We empower people to become more confident and make informed decisions.

A Collaborative Approach

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

Act with Integrity

We are respectful and transparent and will always hold ourselves to account.

Commitment to Progress

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

Strategic Action Priorities

1

Governance & Risk

We reaffirm our commitment to governing innovatively and ethically in line with our mission, vision, purpose and values.

2

Community Connections

To build our community partnerships and networks to enable holistic and tailored support of clients.

3

Sustainability & Finance

Maintain a highly skilled, capable, stable team and remain financially sustainable.

4

Growth

Continuously look for opportunities to grow our service, enhancing the safety and support of those escaping family violence.

5

People & Culture

Create and maintain a highly skilled, capable, stable team of staff and Board members.



Chair's Report

Recently, Refuge Victoria CEO Janet Jukes and I spent a day visiting two of our three core and cluster refuges and refuge accommodation properties.

We spoke with refuge staff and were able to see first-hand the accommodation and services we provide. Both were full, one of the refuges was supporting five women and 15 children.

The visit was so important and made a profound impact on me. It was a moment when all the information and data we work with daily suddenly came to life. It's one thing seeing numbers of clients we support on a spreadsheet, quite another to see children playing in the refuge garden, knowing that they should be at school with their friends and how impacted their lives are, living in fear of violence in their own homes.

As you will read in this annual report, this year Refuge Victoria made a significant investment into renovating our first Eastern Refuge and I feel strongly that it was funding well-spent.

A stimulus funding grant from the Victorian Government also made it possible for us to update most of our refuge accommodation properties.

When a person escaping family violence walks into a homely, contemporary refuge property, fitted out with new, quality appliances and furniture, it sends a strong message that they are deserving of good things. This is a message that many of them haven't heard in years.

The renovation project was huge and spanned many properties and I want to thank all the Refuge Victoria staff involved.

Working in the family violence sector can be challenging, and speaking with staff during my visit, I could see the passion and commitment that drives them. It's inspiring for me and for the whole Board.

It's been a year of change for the organisation, but I am so pleased that we have Janet Jukes in the role of CEO and the experience she brings in supporting youth and the provision of therapeutic services.

I want to take this opportunity to thank former CEO Paula Piccinini and Interim CEO Ellen Matusko for their wonderful contributions this year, and also the staff, for maintaining their high standards of work throughout.

I also want to thank our exceptional Board Directors, each who bring a range of diverse experiences and expertise, and who work tirelessly to lead Refuge Victoria. It is my honour and privilege to work with you.

I would particularly like to thank and acknowledge Pradeepa Jayawardena York, who joined the Board in 2018 and stepped down in October 2021.

Emily Ryder
Chair



CEO's Report

When I was appointed CEO of Refuge Victoria in June, there was much I already knew, and much I was to discover.

Of course, I have been aware of Refuge Victoria and the outstanding work the organisation continues to do supporting people escaping family violence. What I discovered was an organisation of people passionately committed to supporting vulnerable people. The staff are highly qualified, and experienced professionals, recognised as innovators and leaders in their fields.

It quickly became clear that I have joined an organisation that over the previous year had been fortunate to have been led by exceptional women in Paula Piccinini and Ellen Matusko.

In the years since 2013, the organisation has experienced significant growth, thanks in large part to the commitment of the Victorian Government.

As a specialist family violence service, we have expertise in supporting women and children and we remain committed to growing services in partnership with our clients and the communities we serve. Key to this expertise, is our understanding of how technologies can be used to perpetrate violence, but also how we can use technology to improve safety and security. We continue to invest in technologies to support our work.

We understand how trauma can impact children and young people and we want to see more focus on support for children so that they don't experience disadvantage over their lifetime.

A key challenge we face, in this post-COVID era, is how to attract and develop our workforce while responding to increasingly complex and challenging work.

We also have expertise in working with diverse family groupings including LGBTIQ+ led families, families without permanent residency with a member who has a disability, and sibling groups escaping violence. I'd like to acknowledge the many key partnerships that support our ability to respond flexibly and intersectionally to our clients' diverse needs.

It's not in our DNA at Refuge Victoria to stand still. Now is the time to focus our resources and redouble our efforts to help people escaping family violence to safety.

This annual report details the work Refuge Victoria – the Board, staff, volunteers, partners, funders, and clients, have achieved by working together. I'd particularly like to acknowledge the Victorian Government for their trust and investment in our organisation.

There's a lot of work still to do, but perhaps the most encouraging thing I have learned since commencing my role, is that together we are more than equal to the task.

Janet Jukes OAM
Chief Executive Officer

Our Impact

Family size



15%

of our clients come into our service alone



85%

of clients were comprised of adult (head of household) with (at least) 1 or more child/ren



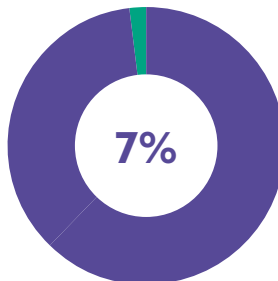
43%

of those clients had 3 or more children

19%

had 5 or more children

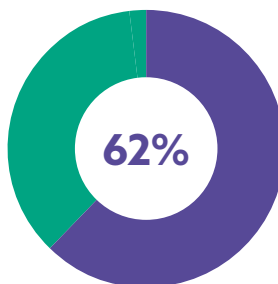
Number of clients by Indigenous status



47

or 7% of our 677 clients identified as Aboriginal

Number of clients under 18 years of age



420

or 62% of our 677 clients are under 18 years of age



Support provided

86,000 days

Across all of our services we provided over 86,000 days of support to all of our clients collectively over the last financial year.

Year of arrival in Australia



9%

of our clients had been in Australia less than 5 years

20%

had been in Australia less than 10 years

70%

of our clients were born in Australia



Top Languages spoken

(other than English)

10	Arabic
9	Vietnamese
8	Nuer
7	Turkish
6	Kannada
5	Samoan
4	Somali
3	Indonesian
2	Thai
1	Khamir



Top Countries of Birth

(other than Australia)

10	New Zealand
9	India
8	Iran
7	Vietnam
6	Iraq
5	Cambodia
4	Afghanistan
3	Malaysia
2	Nigeria
1	Philippines

Eastern Refuge Renovations

There were a number of reasons why our first Eastern Refuge was in need of a renovation.

The facility hadn't had an upgrade since 2011 when Refuge Victoria built two, two-bedroom units onsite and converted the existing dwelling into three units and a children's room.

Fast forward a decade and the office was tired, dark and dingy, and struggling to accommodate increased staffing needs.

Refuge Victoria's leadership recognised the need for investment into the renovations, which were undertaken and completed this year.

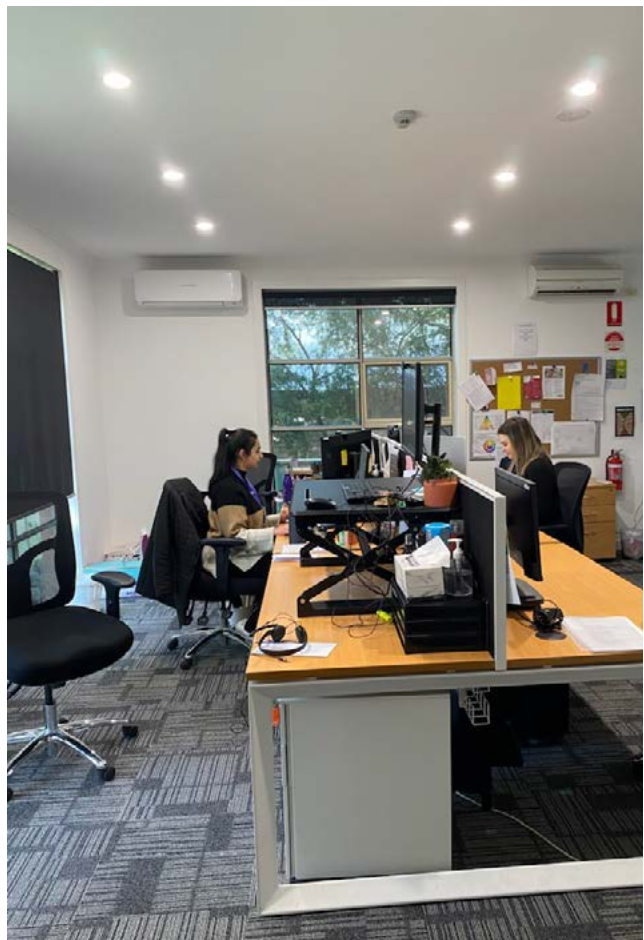
We engaged the expert services of Kingdom Constructions and they set to work creating a new kitchen and bathroom, as well as a larger office space. New storerooms were created, and new lighting and air conditioning installed throughout.

Importantly, we opened up the windows in the main office to provide staff with a better line of site to clients.

Yet, the renovations undertaken were more than just a facelift – they were essential to achieving the goal of turning the refuge into a 24 hour / seven day a week facility.

To accommodate this aspiration, it was necessary to build a staff centre, including a staff bedroom, kitchen and bathroom facilities.

For the dedicated staff of this refuge the renovations mean saying goodbye to the once dark cramped conditions. For the clients we support, they mean greater security and peace of mind.



Continuity of Care

In the past 12 months, Refuge Victoria has implemented a number of improvements to the way we care for our clients.

They are changes clients don't know about and don't see – but changes that are making a world of difference to the quality of care they receive and the quality of their experiences with us.

Most significantly, we have improved the process for continuity of care. During their stay with us and as their situations change and improve, clients move from refuge to longer-term transitional properties. For families escaping violence that may have spent years living in fear, change can be traumatic. Being supported by new case workers can mean trust has to be built again from scratch, and the benefits that came from the connection between the initial case worker and client are lost.

Every time a client has to re-tell their story is also traumatic and can perpetuate post-traumatic stress, and inhibit their ability to separate from the injury, trauma and grief. Minimising the need to re-tell and relive their situation is how every specialist family violence service should operate.

Refuge Victoria recently changed its internal processes to allow clients, as much as possible to remain with the one case worker, even as they transition between our properties. Providing certainty and surety, at a time when this is least possible, is just one of the ways that we provide quality care and support to our clients escaping family violence.



Refuge Accommodation Property Renovations

In addition to its three large core and cluster family violence refuges, Refuge Victoria operates 15 individual refuge accommodation properties.

As with every home, over the decades these properties had begun to show their age and were in need of major renovations.

In October 2021, Refuge Victoria submitted a funding application to Homes Victoria, which approved \$518,000 in funding upgrades for 12 of the homes.

Once the funding was approved, the renovations begun, presenting unique challenges. While construction of one of the properties could be done while a family was in residence, most of the work – such as the replacement of windows, or the installation of new carpet – had to be scheduled around when the homes were vacant.

In addition, there were pandemic-related construction hurdles to overcome such as building delays and shortages of materials.

The rolling schedule of the major upgrades took place from January 2022 through to August 2022.

The refuge accommodation properties have had major renovations as a minimum, including being painted throughout, the installation of new lighting, and the laying of new flooring. We also built seven new bathrooms and seven new kitchens.

The renovations also feature new sustainability elements, such as energy efficient lighting, which are expected to result in cost savings, as well as positive environmental outcomes.

The renovations are necessary for the structural health of the buildings, but perhaps most importantly, they send a strong message to the families who, for a short period of time call them home, that they are deserving of good quality, newly upgraded temporary housing.





Freda's story

When 37-year-old Freda entered refuge with her two children, Michael (8) and Roman (4) in August 2021, she didn't consider herself as being in a family violence situation – she was just concerned about the safety of her boys.

Freda became at risk of becoming homeless when Michael, who is on the autism spectrum, reported that he had seen his father sexually assault Roman. Freda contacted Child Protection and police who initiated their investigations. It was no longer safe for the family to remain in their home.

Once in refuge, Freda began to realise that she was in a family violence relationship, and she was given emotional and educational support to understand her own experiences. During this time, her partner tried to contact her in multiple ways, including contacting the children's school.

Freda was working hard with housing support services to exit refuge in October 2021 when her former partner started Family Law Court proceedings. This increased the family's risk level, as Freda was being approached by the legal team of the children's father requesting immediate access as well as the children's location.

Refuge Victoria staff supported Freda to get legal assistance through Victoria Legal Aid and during the court process Freda was supported to advocate to authorities the need to accommodate Michael's communication needs.

During January Freda was working with housing support services to find housing for her family, however her applications were continually being rejected. At the beginning of February, Freda's case manager advocated to a real estate agent, and Freda was finally able to secure private rental for her family.

As part of her exit plan from our service, Refuge Victoria linked Freda and her children with local family violence and family services in her new neighbourhood.

Indigenous Art in Refuge

One of the first things clients notice when they enter refuge is the indigenous artwork that holds pride of place in each of our refuges and our head office. Beautiful to the eye and calming to the soul, the significance of these exquisite pieces of art goes well beyond the aesthetic.

Refuge Victoria is pleased to be able to elevate the work of some exceptional female Indigenous artists, and for First Nations families in refuge, familiar cultural imagery is welcoming and tells them that their stay will be in a culturally safe environment.

The artwork that sits proudly in the boardroom of our head office is called *My Country / Yam Seeds Dreaming*, and was created by artist Joy Purvis Petyarre (Pitjara). Joy Purvis Petyarre was born in Boundary Bore, Utopia, and is the daughter of acclaimed artist Glory Ngarla. Her work features fine dotting style and subtle shades of colour.

Rosemary Petyarre, the artist who created the painting *Bush Medicine Leaves* at our second Eastern Refuge is also from Utopia and was one of a group of Anmatyerre women at the forefront of the Utopia art movement.

An original work by Michelle Possum Nungarrayi is displayed in our Western Refuge foyer for our clients and staff members to enjoy and celebrate.

Michelle Possum Nungarrayi is the younger daughter of Luritja woman, Emily Nakamarra Possum, and the famous Clifford Possum Tjapaltjarri, renowned for being one of the founding artists of the contemporary indigenous art movement.

Michelle Possum Nungarrayi's work carries on the traditional stories and represents women's ceremonial stories and other women's dreamings.

Our first Eastern Refuge is home to a stunning piece by Indigenous artist Jeannie Petyarre. The work is titled *Bush Medicine Leaves* and is particularly relevant given the leafy surrounds of the refuge.

Safety and Security

It was a part of the first Eastern Refuge upgrade that had security at its heart, but what staff hadn't realised was the many forms this security would take.

In addition to upgraded security cameras, new locks and a lot more night lighting, a large window was installed in the office building that looks out to the refuge units, the playground, and the main entrance. The new window allows refuge workers clear line of sight. They can see who is coming and going, become aware of any conflict or visible distress in clients, and generally see that all is well or if intervention is required.

Importantly, the window makes our clients feel safe.

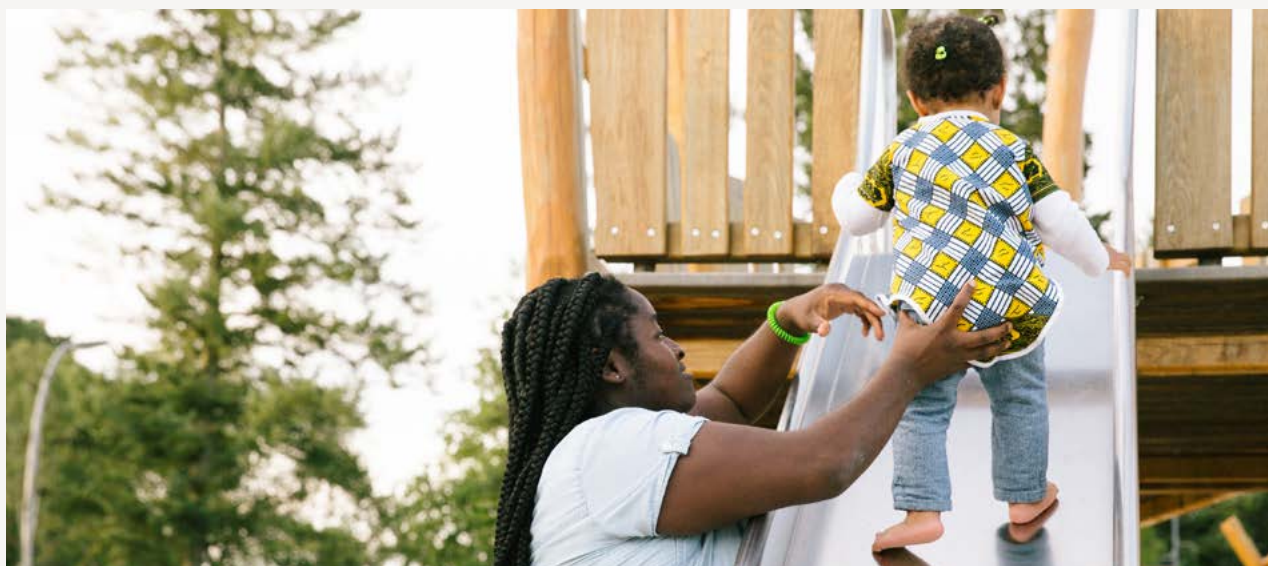
Clients sometimes don't feel able to leave their units when they feel unwell or unsafe around others. The new larger window means they can stay in their unit and stand at their window, making eye contact and waving at refuge staff to indicate that they are okay or if they need assistance.

For one little boy named Jack, though, the window meant something else.

It started with refuge staff noticing a Lego figure on the windowsill and after a passing comment, it was forgotten – until the next day when a new Lego creation appeared on the windowsill. From that day on, every day young Jack would place a Lego building or person on the windowsill. He would knock on the window, wave to staff, and deposit his latest creation.

The Lego was Jack's way of saying thanks; a small gesture that gave power back to a young child whose life had until then been chaotic and powerless. It also highlighted another element of safety easily overlooked: emotional safety.

The large window helps keep clients physically safe, but importantly, also increases a sense of emotional wellbeing by fostering connectedness between clients and refuge staff, something that's essential to positive client outcomes.



Yetunde's story

Yetunde arrived in Australia in 2020 from Nigeria and shortly after gave birth to her son Akin. She is deaf and non-verbal, and the perpetrators of violence towards her used this to harm her.

Yetunde had two perpetrators: her husband, and his sister. Yetunde lived with them both, and they worked together to isolate her.

Yetunde was not given any food or money and was not allowed to leave the house, leaving her with minimal understanding of even the most basic living skills. She was subjected to violence that included physical harm, strangulation, sexual assault, financial abuse, isolation and controlling behaviours.

In July 2021, Yetunde attended a hospital after fainting, due to being on the verge of starvation. It was at the hospital that Yetunde was able to disclose her experience of family violence.

By the time Yetunde arrived at refuge, Refuge Victoria staff had arranged an account with an AUSLAN and International Interpreting Service, which allowed them to complete an intake with Yetunde.

Her Refuge Victoria Case Manager and Specialist Children's and Young Person's Practitioner established a care team with NDIS, Refuge Victoria, and Child Protection.

Refuge Victoria staff were able to access clothing for Yetunde and Akin through The Generosity Collective and Geelong Mums and she was supported to access Centrelink payments and to open a new bank account, as her old bank account was previously accessed by her sister-in-law.

Yetunde was overwhelmed at the prospect of independent living, and refuge staff provided ongoing support and education so she could learn basic living skills, such as grocery shopping, budgeting, cooking and meal planning.

In refuge, staff were able to access specialist equipment for her unit, which included aids to alert her if Akin was awake, fire alarms and a light up doorbell.

Refuge Victoria advocated for Yetunde to receive support from Unison Community Housing's Private Rental Access Program team and in December, Yetunde was accepted into a private rental.



Partners and Key Stakeholders

During their stay in refuge, families escaping violence work closely with case managers and support workers as they create and navigate a path towards a safer and happier future. What they often don't see are the many people and organisations working behind the scenes to support them in achieving their goals.

We would like to recognise the expertise of our many partners and stakeholders and thank them for the valuable roles they play in the service we deliver.

Safe Steps is one of the first points of contact for women escaping family violence and the tireless work of its staff is greatly appreciated. We would particularly like to thank the Brief Intervention Team who refer clients to us and then collaborate with us in risk assessment and safety planning.

Once a client is settled into refuge, we work with many partners who provide fundamental support, including Centrelink and Victoria Legal Aid, who help our clients navigate sometimes complex aspects of support, while removing considerable stress.

Other community legal services, financial counselling services, and employment agencies such as Fitted for Work and the Red Cross also provide valued support to our clients.

Our staff regularly reach out to our partners when specialist assistance is required. This can include counselling from Centres Against Sexual Assault, visits and advice from culturally specific organisations including InTouch, the Victorian Aboriginal Child Care Agency and Boorndawan Willam Aboriginal Healing Service, and consultations and case planning from Rainbow Door and Pride Disability Services.

Children require specific supports and our specialist children's and young people's team works closely with NDIS providers, enhanced maternal and child health practitioners, paediatricians, child protection services and with the education system. We would like to acknowledge the work of enrolment officers, school counsellors, teachers, and student wellbeing officers, who all provide essential assistance to support children and young people who are escaping family violence.

We are truly thankful for all our partners, funders and supporters who provide financial and material aid to our clients. Oz Harvest's supply of fresh fruit, vegetables and other pantry items is greatly appreciated, as is the clothing provided by St Kilda Mums and The Generosity Collective.

Women's Health West and EDVOS assist us with funding for clients through the Flexible Support Package Program via the Victorian Government. We are also supported by organisations such as Eastern Emergency Relief Network, various foodbanks and St Vincent De Paul and the Salvation Army.

Housing services are crucial to our work to support women and children escaping family violence once they leave refuge. Our partnership with Uniting, which provides Housing Connect in-reach support, is invaluable and facilitates a pathway to the private rental market for many of our clients in the Eastern region.

Our alliances with Community Housing Ltd, Eastcare and Women's Housing Ltd allow us to provide short to medium-term housing options for our clients, and our collaborations with Uniting, EACH, Family Access Network and the Australian Childhood Foundation provides therapeutic intervention through the Pathways to Resilience Program in the Outer East.

On behalf of our clients, whose thanks you will never hear but in whose lives you make a world of difference, we would like to say thank you.



Donations and Gifts

When members of the Rotary Club of Croydon & Montrose showed up at the head office of Refuge Victoria with two large carloads of presents for children destined to spend Christmas in our refuges and crisis properties, we were filled with such gratitude, knowing what the gifts would mean to these wonderful children who already, in their short lives have endured so much.

Yet, what was really wonderful was that the carloads of gifts, collected by Ray White Real Estate Croydon from families and businesses as part of the Little Ray of Giving Christmas initiative, were the latest of several really amazing donations Refuge Victoria received in the lead up to Christmas.

Refuge Victoria had also received gift packs made up specifically for older children and teens by The Generosity Collective.

One generous and community-minded family delivered 20 Christmas gift packs for families in refuge, with items selected and packed by the kids, with help from their parents.

A former Refuge Victoria staff member also popped in with a stunning gingerbread house to pass on, thinking it might brighten one family's day.

Of course, the needs of families living in refuge and crisis accommodation go well beyond presents for Christmas. We'd like to give a particular shoutout to Maroondah City Council staff for donating their workplace giving funds, Priority 1 Wealth Management and Outer East ECIB – Department of Education & Training for their financial contributions, Share the Dignity and IMPACT for the much-needed donations of everyday necessities and Philip Webb Real Estate for the donation of 20 food hampers.

However, the generosity extended to families in refuge wasn't restricted to Christmas, and it didn't just come from businesses and families – this year, crafting groups also got on board.

Knitting for the Needy created 180 gorgeous hand-knitted Easter chickens and chocolate eggs to spread some much-needed cheer to the families in refuge.

As winter kicked in, Knitting for the Needy donated 50 hand-knitted woollen blankets, each having been lovingly knitted by someone who spent hours of their time creating something beautiful and totally unique.

Our friends at BJ Quilters made several donations of gorgeous handmade quilts throughout the year. Each quilt took hours to create and was made from a mix of vintage prints and high quality new fabrics. The designs were intricate and the craftsmanship flawless.

For many of the women and children in refuge, being gifted a quilt, a blanket, or a cute little knitted duck holding an Easter egg is an act of unconditional kindness that has been missing from their lives for sometimes years. It tells them that they are loved; but it also tells them they are deserving of something quite special.

We want to thank everyone who has donated to Refuge Victoria over the past year for their kindness and the warmth their beautiful gifts bring to our families in refuge.





Treasurer's Report 2021-22

It is with pleasure that I present my second report as Treasurer of Refuge Victoria.

The financial year commenced with Refuge Victoria still experiencing the effects of the COVID-19 pandemic and ended with the slow journey back to what is now being referred to as COVID normal. Throughout the official pandemic period Refuge Victoria continued to operate, securing safety for and rebuilding the lives of those who utilised our services. It has been an honour to be involved in an organisation that can change lives for the better every single day.

Despite early challenges, Refuge Victoria has reported an operating surplus of \$1,258,758. Income for the year increased by more than 19% to \$7,498,833. The Executive together with the finance team were able to consistently recognise opportunities to improve the facilities and support service delivery staff in their roles. Funding from the Department of Families, Fairness and Housing as well as other generous supporters and donors contributed to this excellent result. Additional funding under the Homes Victoria Building Stimulus Program also allowed staff to identify properties that were long overdue for upgrades. Improvements included new kitchens, bathrooms, flooring, painting and installation of additional facilities to make properties safer for those needing to use the service.

Expenses for the 2021-22 financial year increased by more than 23% to \$6,240,075 with the increase attributable to the property upgrades and employment costs. This financial position is the result of careful stewardship over several years as the Executive, with the support of the Board, continued to manage the finances of Refuge Victoria to ensure our work is supported by a strong financial system with best practice in the governance of funds that have been granted to the organisation.

Finally, I would like to take this opportunity to thank those who assisted during the year including the members of the Board Finance and Audit Sub Committee and particularly the Finance Manager, Bhavna Joshi, who has worked tirelessly over the term of her employment. At the completion of the audit Bhavna advised that she would be taking time out of her career to pursue other interests. We are immensely grateful for the contribution Bhavna has made working to turn around an organisation that was struggling financially. The Board wishes Bhavna well in her future endeavours.

A handwritten signature in black ink, appearing to read 'Kerrie McMahon', followed by a horizontal line.

Kerrie McMahon
Treasurer

Financial Summary

Refuge Victoria Inc

for year ending 30 June 2022

	2022 (\$)	2021 (\$)
Total Income	7,498,833	6,289,305
Expenditure		
Salaries and oncosts	4,288,552	3,452,883
Operating Costs	1,951,523	1,612,263
Total expenditure for the year	6,240,075	5,065,146
Total comprehensive income for the year	1,258,758	1,224,159
Summary Balance Sheet as at 30 June 2022		
Current Assets	4,181,402	4,639,545
Non Current Assets	3,022,581	3,021,361
Total Assets	7,203,983	7,660,906
Current Liabilities	695,153	2,351,739
Non Current Liabilities	204,436	263,532
Total Liabilities	899,589	2,615,271
Net Assets	6,304,394	5,045,635
Equity		
Retained Earnings	6,304,394	5,045,635
Total retained Earnings and Reserves	6,304,394	5,045,635

To obtain a copy of the full financial reports for the year, please visit our website at:

www.refugevictoria.org.au

Highlights of the financial year

\$7.4M

Income

\$4.2M

Salaries and Oncosts

\$1.9M

Operational Costs

Board of Directors 2021/22

Refuge Victoria is governed by a voluntary Board of Directors; a skilled group of professionals who are leaders in their chosen fields. We are grateful to our Board Directors for sharing their time and expertise to provide the governance and strategic guidance that enables our team to help people escaping family violence on their journey to safety.



Emily Ryder
Chair
Director since 2019
Appointed Chair July 2021



Raymond Burnett
Deputy Chair
Director since 2018
Appointed Deputy Chair July 2021



Kerrie McMahon
Treasurer
Director since 2018
Appointed Treasurer 2021



Professor Karen Smith
Secretary
Director since 2020
Appointed Secretary 2021



Bernadette Dobeli
Director
Joined the wider Brenda House collective in 1990
Chair 2013-2017
Deputy Chair 2018-2021



Pradeepa Jayawardena York
Director
Director since 2018
Retired from Board October 2021



Kerryn McLean
Director
Director since 2020



Bridget Thakrar
Director
Director since 2021



Lino Sinni
Director
Director since 2021



Mannie Kaur Verma
Director
Director since 2022

Our Staff

Rolling up our sleeves

When all the building is complete, it's time to move in. Following the renovations at our first Eastern Refuge, our wonderful staff took part in a working bee, clearing out the old to make way for the new, moving furniture (and sometimes assembling it!), organising cupboards, setting up workstations, and making the refuge a warm and welcoming space for staff and clients.



Our Supporters

Refuge Victoria's work would not be possible without the support of the Victorian Government and the generosity of the following individuals, trusts, organisations, community groups and businesses who have helped us to provide advocacy, additional services, referral, and practical support for the people in our care who are rebuilding their lives, self-esteem and resilience, and taking charge of their futures.

Community Partners

- Anglicare
- Australian Childhood Foundation
- Boorndawan Willam Aboriginal Healing Service
- Centrelink
- Child Protection services across Victoria
- Community Housing Ltd
- Department of Families, Fairness, and Housing and Department of Immigration
- EACH
- Eastern Health
- ECASA
- EDVOS
- Enhanced Maternal and Child Health Nurses
- Family Access Network
- Family Safety Victoria
- Eastern Emergency Relief Network
- Eastern Regional Family Violence Partnership
- Fitted for Work
- GenWest
- InTouch
- Koori Heritage Trust
- Odyssey House
- Outer East ECIB, Dept of Education & Training
- Pride Disability Services
- Queer Family Violence Sector Network
- Rainbow Door
- Risk Assessment Management Panels
- Rumbalara Aboriginal Co-operative
- Australian Red Cross
- Safe + Equal
- Safe Steps
- Share the Dignity
- St Vincent De Paul
- Statewide Children's Resource Program
- The Salvation Army
- The Orange Door
- Uniting – Family Violence Housing Connect
- Uniting – Pathways to Resilience program Outer East
- Uniting – Housing Services

- VACCA
- Victoria Legal Aid
- Victoria Police
- WESNET
- Western Emergency Relief Network
- West Justice
- Western Regional Family Violence Partnership
- Women's Health West
- Women's Housing Ltd

Community Support

- BJ Quilters
- Gracedale Knitting Circle
- Knitting for the Needy
- Only About Children Woori Yallock
- Oz Harvest
- Ringwood Clocktower Probus Craft Group
- Rotary Club of Croydon & Montrose
- Rotary Club of Maroondah
- St Kilda Mums
- The Generosity Collective
- Warrandyte Gardens Knitting Circle

Corporate Support

- Better Place Australia (Croydon)
- Eastern Homewares
- Philip Webb Real Estate
- Priority 1 Wealth Management Group
- Ray White Real Estate (Croydon)
- Silverchain
- The Acorn Bar & Restaurant

Individuals

- M Anderson
- R Carter
- T Eastwood
- K Harbert
- Haywood family
- J Hill
- A Jackomos
- J James
- A King
- H Leaf
- Maroondah City Council staff (Workplace Giving)
- R Purcell
- S Rangkla
- D Rankin
- A Rehana
- M G Thomas
- J Turner
- P Wiryana
- K & D Yong

Philanthropic Support

- Alannah and Madeline Foundation
- Australian Communities Foundation in partnership with Paul Ramsay Foundation
- Impact
- StreetSmart
- Persephone Foundation



For confidential support and
information call (03) 9877 0311

All donations of \$2 or more are
tax deductible. Refuge Victoria is
a Deductible Gift Recipient.

PO Box 12
Ringwood VIC 3134

www.refugevictoria.org.au