



Towards Tomorrow

Empowering Lives
After Violence

Refuge
Victoria

ANNUAL REPORT 2024-25

" The Refuge Victoria model is based on the principle of 'voice and choice', where self-determination and the perspective and views of the family, including that of the child or young person, must be given primary importance during all phases of service delivery. " Janet Jukes, CEO

Refuge Victoria

Refuge Victoria is one of the largest specialist providers of family violence refuge accommodation in Victoria. We support and empower people at serious risk due to family violence on their journeys to safety and freedom.

From our beginnings 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 standalone refuge accommodation properties, and have nomination rights to 35 transitional homes, supporting, enabling, and empowering over 500 people each year.

Clients are referred to our service by Safe Steps, the statewide refuge referral service. We provide refuge and crisis accommodation, risk assessment and management, case management support and outreach case management support to clients in refuge and transitional properties.

Our experienced staff work with clients to help equip them with the skills and confidence to reconnect safely back into the community. Our staff have expertise in working with diverse family groupings including LGBTIQ+ led families, families without permanent residency, with members who have a disability, and sibling groups escaping violence.



Refuge Victoria acknowledges the Aboriginal and Torres Strait Islander peoples 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, and supported by occasional grants and generous donations from individuals, families, companies and community organisations.

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Towards a Better Tomorrow



Our primary driver this year was excellence in service delivery. The entire team are committed to provide the very best service to vulnerable families requiring protective hiding.

We reviewed and strengthened our practice framework, introduced new programs, and formed partnerships that helped us make significant advances in our delivery of services and support.

Clients continued to be at the heart of all our work and aspirations, and this year we focused on inclusivity, developing programs and practice that are culturally sensitive and particular to the needs of diverse groups. We strive to provide everyone staying with us with all they need to set them on the road to achieving their dreams.

Above all, we aspire to provide them with respect, dignity, support and hope.

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 and freedom with individualised support from refuge to recovery.

Refuge Victoria supports people who require protective hiding due to family violence, providing refuge and crisis accommodation, risk assessment and management, case management support and outreach case management support.

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 nurture an experienced, reliable team of staff and Board members.

Chair's Report

As Chair of Refuge Victoria, I am honoured to present the 2024-25 Annual Report.

This year has been one of both steady progress and forward planning, as we continue to uphold the vital responsibility of providing safety and pathways to independence for women and children experiencing family violence.



Governance remains at the heart of our role as a Board. Our focus this year has been on strengthening oversight, ensuring sustainability, and preparing the organisation for its next chapter. Together with the CEO and Executive Team, the Board has commenced work on the Strategic Plan for 2026, which will set ambitious directions for service growth, innovation and advocacy. This plan will build on strong foundations and position Refuge Victoria as a sector leader well into the future.

We have also overseen significant milestones. The opening of our new head office created a central hub for collaboration and innovation, reflecting both our values and aspirations. The Board has also prioritised forward-looking initiatives, including strengthening cyber security to safeguard client confidentiality and exploring the positive but safe use of artificial intelligence to improve efficiency while ensuring ethical practice.

This year also saw important change within the Board. I extend my heartfelt thanks to our outgoing Treasurer, Lino Sinni, for his dedicated service and invaluable stewardship of our finances.

We warmly welcome Hamish Wood, who joined earlier this year and has already made a significant impact by strengthening financial reporting and engaging with Koda Capital to develop an ethical investment strategy.

We also thank Payal Tiwari, who stepped down during the year, for her commitment and service. Our participation in the Board Observership Program continued into its second year, and we were pleased to welcome Shabnam Daliri as our 2024-25 Observer.

The Board is deeply committed to supporting the people who make Refuge Victoria what it is. This year, we were proud to endorse significant work on staff development and wellbeing, recognising that sustaining a strong, resilient workforce is central to sustaining safe and effective services.

On behalf of the Board, I extend my deepest thanks to our CEO, Janet Jukes, for her leadership and vision; to our staff team for their professionalism and dedication; and to my fellow Board Directors for their expertise and commitment.

I also warmly thank our donors, service partners, and community supporters whose generosity sustains our work.

Together, we are building not only for today but also Towards Tomorrow – creating pathways for women and children to live safe and free from family violence.

A handwritten signature in black ink, appearing to read 'Bridget Thakrar', with a stylized arrow pointing upwards and to the right.

Bridget Thakrar
Chair, Refuge Victoria

CEO's Report

As we reflect on 2024-25, I am proud of the progress Refuge Victoria has made in delivering safe refuge, innovative programs, and compassionate support for women and children escaping family violence. Guided by our theme **Towards Tomorrow**, this year has been one of both consolidation and preparation for the future.



Over the past year, more than 400 individuals engaged with our services, with children making up just over half of all clients. Our role begins with providing refuge and safety and extends to walking alongside families and individuals as they build stability, independence, and future security.

Children remain central to this work. Initiatives such as the Breakfast Club have provided connection and routine during disrupted school days. The Play Therapy Program, launched in 2024 and evaluated this year, has already shown strong outcomes, strengthening family bonds and supporting children to build resilience. Our donor-funded Equine Therapy Program has given children and their mothers a unique experience that fosters confidence, joy, and lasting positive memories. These initiatives are not simply programs, they are pathways that help children and families move forward with strength and dignity.

We also recognise that those who come to us bring diverse backgrounds, identities, and experiences. Our clients include Aboriginal and Torres Strait Islander women and children, people from migrant and refugee communities, non-permanent residents, and those who identify as LGBTIQ+.

Each face unique and often overlapping challenges, and we are committed to responding with an approach grounded in respect, cultural safety, and intersectionality. This commitment was recognised in May 2025, when our Refuge to Recovery program – developed in partnership with Thorne Harbour Health, Switchboard, and Family Access Network – received the Outstanding Advocacy Award at the Victorian Pride Awards for its groundbreaking support of LGBTIQ+ victim-survivors.

This year also brought significant organisational milestones. The opening of our new head office created a central hub for collaboration, innovation, and leadership.

Our strong partnerships and community connections continue to enhance our reach and impact. Equally, the professionalism, compassion, and dedication of our staff and leadership team remain the foundation of everything we do.

We have invested significantly this year in staff development and wellbeing, recognising that those who support others in times of crisis must themselves be supported, valued, and cared for.

Looking ahead, work is already underway on our Strategic Plan for 2026. This plan will set ambitious directions for service expansion, innovation, and advocacy and will set us on a path to centre the voices and experiences of those we support.

A central feature will be the introduction of the Empowerment Star, an internationally recognised tool that enables clients to define and measure their own progress. Implementation will begin in 2026, ensuring our approach continues to centre clients in shaping their futures.

The challenges of family violence remain significant, but our commitment is unwavering. With the support of our staff, partners, donors, and community, Refuge Victoria will continue to create pathways for our clients to live safe and free from family violence.

A handwritten signature in blue ink, reading 'Janet Jukes'.

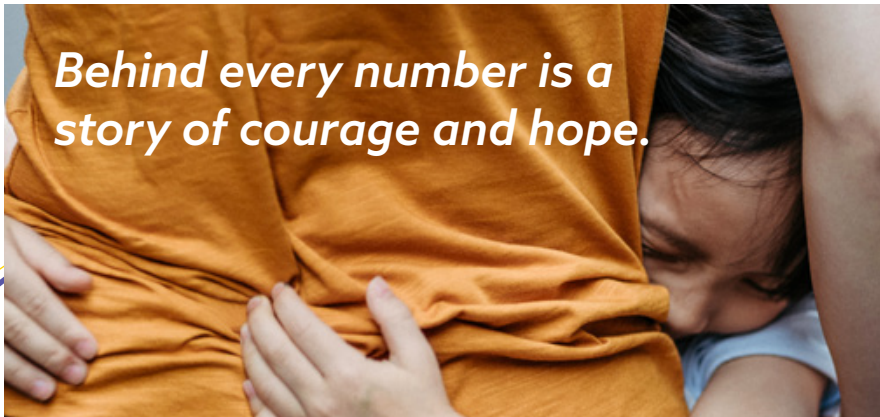
Janet Jukes OAM
Chief Executive Officer

Our Impact

In 2024-25, Refuge Victoria supported 410 individuals, including 286 women, 123 men, and one person of another gender identity. More than half were children, with the largest group aged under 12.

Across our properties, we provided 33,288 nights of safe accommodation, alongside tens of thousands of outreach calls and counselling hours. We supported Aboriginal and Torres Strait Islander families, people from culturally diverse communities, and those needing interpreters.

Behind these numbers are stories of courage – families rebuilding their lives, young people returning to school, and women taking their first steps towards independence. Every statistic represents a journey from crisis to hope, and a tomorrow free from violence.



Behind every number is a story of courage and hope.

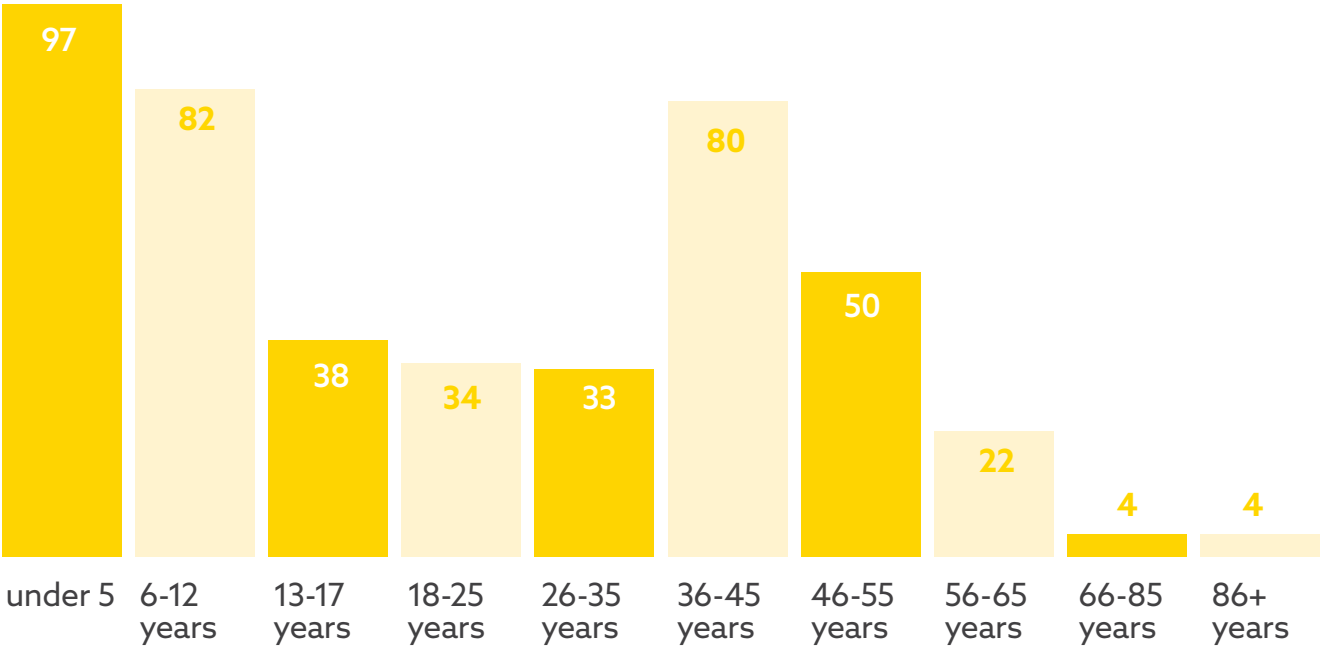
Number of clients

410



75,161 Total recorded contacts made by Refuge Victoria

Age of Clients



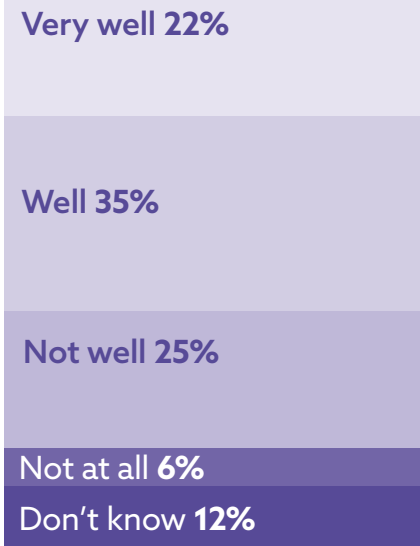
First Nation Clients



Top 5 Languages spoken by clients other than English



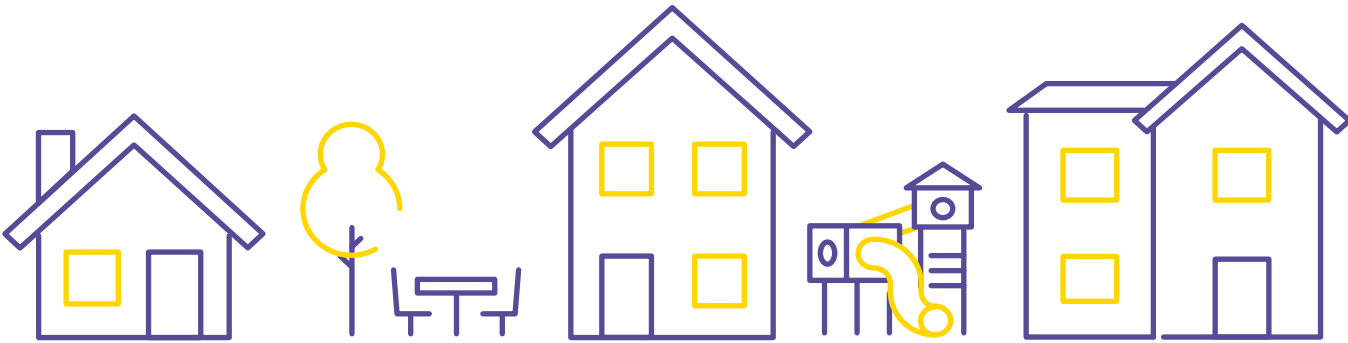
English Proficiency for those who speak English as a 2nd language



Number of clients who required an interpreter



Number of nights people escaping family violence had a secure place to sleep



33,288



Towards Tomorrow



This year, our theme **Towards Tomorrow reflects both the journeys of the families we support and the vision that guides Refuge Victoria. For every woman and child who enters our doors, tomorrow represents more than time ahead, it symbolises safety, healing, and the chance to rebuild.**

Throughout this report, you will read stories of hope and resilience: children finding comfort in Play Therapy and Breakfast Club mornings, mothers watching their children flourish through Equine Therapy, and families welcomed into refuges transformed by community generosity. You will see how partnerships, advocacy, and innovation from new programs are laying stronger foundations for a future free from violence.

Towards Tomorrow is not just a theme. It is our commitment: to walk alongside families today, to create pathways out of crisis, and to ensure every tomorrow holds the promise of safety, freedom, dignity and hope.

Therapeutic Interventions

This year, we have been privileged to offer families the care and expertise of Eugenia, who provides family violence counselling within our refuges.

Meeting clients in a space that feels safe, Eugenia creates the opportunity for women to pause, reflect, and imagine what their tomorrow might hold – sometimes for the very first time.

With compassion, creativity, and even moments of craft and dance, she guides each person through a process of discovery, helping them begin to heal and dream again.

Alongside this, we partner with the **Pathways to Resilience** program, delivered with sector organisations to support children impacted by family violence.

Practitioners use therapeutic play, activities, and tailored strategies to help children process their experiences and strengthen their ability to navigate life after trauma.

Both services plant seeds of hope, empowering our clients to move beyond survival and take their first steps on their journey of healing.

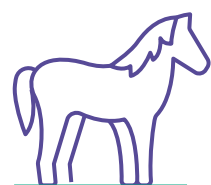


Equine Therapy

We are excited to share a generous opportunity that has been funded through donations to support the children and women in our care through Equine Therapy. With heartfelt thanks to the Didi's family and friends, we are able to offer this unique and healing experience.

Each week, families travelled to a tranquil bushland setting in the Dandenongs. Surrounded by trees and fresh air, they learnt to connect with horses, building trust, confidence, and emotional resilience. Research shows Equine Therapy strengthens emotional regulation and social skills, and the impact was clear in the joy of children returning home, eager to go back.

Mothers also felt uplifted, watching their children experience freedom and joy in such a simple yet powerful way. Integrating this meaningful experience into their time in refuge helps to create a positive, lasting memory, one that can offer hope and strength during a challenging period in their lives.



Lucy's Story

Lucy was forced to leave her home due to serious and sustained family violence from Lucy's ex-partner. This is her story.*

When I met my ex-partner, I was struggling with drug addiction and social anxiety. I was divorced and estranged from my children and family. I'd experienced domestic violence in my marriage. I didn't have much confidence, I felt isolated and alone.

I was in that relationship for four years. For some of that time my ex-partner was in jail, but he still controlled everything I did. It began with psychological and coercive control but soon escalated into violence.

It was pretty bad; I was hospitalised several times. It was during my first hospital visit that I was connected to Safe Steps, who told me about Refuge Victoria.

I knew I wanted to leave, but it took time to trust that there was a place where I could truly feel safe. I still had a little bit of love for myself, and I managed to emotionally detach from my abuser.

Things were getting worse; I knew this time – my fifth attempt to leave – was probably my last chance. I knew I'd have to run for my life, so I began secretly building up my strength by doing squats in the bathroom.

One night, I seized a moment of chance and escaped. I really did run for my life. I collapsed in the street, and a lady brought me to safety and called the police.

When I first arrived at Refuge Victoria, I was experiencing addiction, trauma and severe anxiety. I was scared to be alone and afraid in the community.



My goals were to get off drugs, heal from an eating disorder, and be able to go shopping by myself. Refuge Victoria supported me every step of the way. I received drug and alcohol support, care for my mental and physical health, dental care, sexual assault support and one-on-one counselling. They helped me reconnect with my children and they cared for my dog, Cooper, with vaccinations, food and desexing.

My Support Workers, I call them my angels. They worked at my pace, helping me build my confidence. I began making friends and slowly gained social confidence. I was even able to give police statements from the safety of the refuge. Support Workers walked beside me in shops, then behind me, until I was ready to go alone. Then they waited outside. They encouraged me to make eye contact with people and say hello.

After several months, I was able to move into transitional housing, and later, my own home. Today, I feel positive about the future. I'm writing a book about my healing journey. I've started a women's support group, and I want to become an advocate or support worker. I've reconnected with my children and family, and I'm in recovery from addiction.

Refuge Victoria gave me more than safety. I learned I am worthy; I am strong. They helped me achieve my goals and now I'm building a new life.

- Lucy

*Name has been changed to protect Lucy's identity.

Play Therapy Review

Family violence leaves deep and lasting impacts on children. To help them heal, Refuge Victoria introduced a Play Therapy Program at our Western refuge in July 2024, delivered by a qualified therapist and supported by Victorian Government funding.

Through play, children explore feelings, build resilience, and strengthen bonds with their parents. In 2025, an evaluation confirmed what families had already seen: children were developing stronger emotional regulation, resilience, and confidence, while parents felt more connected and supported.

Play Therapy is more than an intervention, it is a safe space where trauma can be worked through, and hope restored. It gives children tools for today and a foundation for tomorrow.

Play is helping children heal, connect, and believe in tomorrow.



LGBTIQA+ Honour

In May 2025, the **Refuge to Recovery Program** was honoured with the **Outstanding Advocacy Award** at the 11th Victorian Pride Awards to Thorne Harbour Health.

As Victoria's first dedicated pathway linking LGBTIQA+ family violence victim-survivors with specialist crisis accommodation and support, Refuge to Recovery represents a groundbreaking collaboration.

Developed in collaboration with Thorne Harbour Health, Switchboard, and Family Access Network, the program is addressing a long-standing gap in services.

The award recognises initiatives that create meaningful social change. Shifting attitudes, dismantling barriers, and opening doors for LGBTIQA+ people. For us, it also symbolises a step to a future where every person can seek refuge without fear of exclusion, and where safety, dignity, and equality are realities for all.

Breakfast Club

Getting children to school can be a challenge for any family. When families relocate to a refuge, disrupted routines make mornings even harder. At one of our East Refuges, we trialled a Breakfast Club a few mornings each week. What began as a small experiment quickly became something families looked forward to.

With Nutella on toast, eggs for those less sweet-toothed, and support workers chatting about the day ahead, mornings felt lighter.

For many mums, the stress of motivating teenagers eased, while young people found a warm, welcoming start.

Attendance at school improved, but the impact went further when teenagers who once felt withdrawn began opening up, connecting with staff in a safe, relaxed way.

What started as a trial touchpoint has grown into a meaningful ritual. The Breakfast Club reminds us that small, thoughtful changes can transform daily life, giving children not just a meal, but a sense of belonging today and confidence for tomorrow.



A Central Step Towards Tomorrow: New Head Office Launch

In September 2024, Refuge Victoria proudly opened the doors to its new head office, a milestone that symbolises a central step Towards Tomorrow.

Centrally located in Melbourne, the space provides easier access for staff across all refuges, strengthening collaboration and service delivery. The launch was marked with a Smoking Ceremony led by Traditional Owners, grounding our work in cultural respect and shared responsibility. It was a moment of reflection, connection, and commitment to walking alongside Aboriginal and Torres Strait Islander communities.

The new office is a warm, modern space designed with a people-first approach. Open-plan workspaces, quiet zones, breakout areas, and natural light create a balance of collaboration and calm. More than a workplace, it is a hub where strategic leadership, sector partnerships, and innovation come together to shape the future of our family violence response.

We launched an internal outcomes logic for case management across the organisation and look to 2025-26 to launch our practice framework and case management tools.

This move is more than a change of address, it positions Refuge Victoria to grow sustainably, strengthen our workforce, and expand our impact, helping us build a safer tomorrow.



Our new home is a hub for hope, innovation and collaboration.

Rebecca's Story



Rebecca is a transgender woman who was forced into homelessness due to family violence from her ex-partner.*

The violence Rebecca experienced during her relationship followed a history of trauma in her country of origin, where Rebecca was persecuted and imprisoned for her gender diversity. In prison she contracted an STD.

Rebecca originally entered Australia as an asylum seeker and spent two years in detention. Even though she is now a permanent resident, without Australian citizenship she does not have access to full government support. This left her in a vulnerable position – one which Rebecca's ex-partner exploited.

After Rebecca was able to leave the relationship, she experienced homelessness. She developed pneumonia while sleeping rough and was eventually hospitalised. In hospital she was put in touch with Safe Steps, who deemed her in need of serious protection and connected her with Refuge Victoria.

Rebecca's goals when she arrived at Refuge Victoria were to find a safe home and a sense of security. She needed access to dental and medical care and essential medication and wanted to rebuild her independence.

Her Support Worker immediately focused on making her feel welcome and secure, ensuring she had housing, food, and the basics required to rest and recover.

We supported Rebecca with urgent dental care, and access to medication to manage her wellbeing. We supported her to attend medical appointments, find bulk-billing doctors, and connect with pharmacies that could reliably supply her prescriptions.

Knowing that these essential health needs would be met gave Rebecca a sense of stability that had long been missing.

We secured permanent, long-term housing for Rebecca which was a major turning point after the insecurity and stress of experiencing homelessness.

We also supported Rebecca to explore training and employment opportunities and ensured she had access to counselling and mental health support.

Over time, small steps have added up to major changes. With the stability of safe housing and consistent support, Rebecca's confidence has begun to grow.

She gained work experience through volunteer opportunities and is pursuing job readiness programs.

Looking ahead, Rebecca feels optimistic. She has secured long-term housing, is exploring employment opportunities, and continues to access counselling and health care. Most importantly, she feels safe, hopeful and in charge of her life again. She hopes to return to university studies and is pleased to have her life back on track.

- Rebecca



Every act of kindness builds a pathway out of violence – helping women and children find refuge today and thrive in freedom for all their tomorrows.

Partners & Key Stakeholders

Looking Out to Look In

Creating a tomorrow where every individual can live safe, free, and hopeful is only possible when communities come together with compassion, commitment, and a shared vision.



This year, our journey towards tomorrow has been strengthened by the generosity, expertise, and dedication of our partners, donors and funders. Each plays a vital role in supporting women and children as they escape family violence and take steps toward rebuilding their lives.

Safe Steps remains one of the first points of contact for women in crisis, with the Brief Intervention Team working closely with us on referrals, risk assessments and safety planning. Once families enter refuge, Centrelink and Victoria Legal Aid step in to help navigate complex systems, while community legal services, financial counsellors, and employment programs such as Fitted for Work and the Red Cross ease the path toward independence.

Specialist support has been invaluable. FVREE has enabled access to Flexible Support Packages at critical moments, while Zephyr Education ensures children can return to school with confidence.

ECASA provides therapeutic counselling for women, and Wanyaari Aboriginal Consultancy Services deepens our team's cultural awareness so we can better support Aboriginal clients.

Our work is also enriched by many organisations including InTouch, the Victorian Aboriginal Child Care Agency, Djirra, Boorndawan Willam Aboriginal Healing Service, Rainbow Door, and Pride Disability Services, who bring specialist knowledge and care to diverse communities.

Children and young people benefit from the expertise of NDIS providers, maternal and child health practitioners, paediatricians, child protection services, and schools, where enrolment officers, counsellors, teachers and wellbeing staff all play a part in restoring stability. Partnerships with the Australian Childhood Foundation, EACH, Family Access Network, and Uniting through the Pathways to Resilience Program provide further therapeutic support.

Practical and material support has also made a profound difference. Kind Hearts Collective brought joy with gifts at Christmas and Mother's Day, while The Generosity Collective and Our Village helped meet clothing needs. Eastern Emergency Relief Network, FoodBank, St Vincent de Paul, and the Salvation Army provided essential supplies, while VML's volunteers and Bunnings' donations transformed one of our refuge spaces.

Safe and sustainable housing is central to recovery, and we are grateful to Uniting's Housing Connect in-reach program, along with Community Housing Ltd, Eastcare, and Women's Housing Ltd, for enabling pathways beyond refuge.

To all our partners, funders, and supporters, we extend our heartfelt thanks. Every act of compassion, whether through advocacy, resources, care, or hands-on support, builds pathways out of violence. Together, we are helping people find refuge today and thrive in freedom for all their tomorrows.

*Name has been changed to protect Rebecca's identity.



Donations & Gifts: Strength in Community Generosity

This year, we have been reminded time and again of the kindness that surrounds Refuge Victoria. Our supporters – individuals, community groups and businesses – give so much more than money or goods. They give moments of joy, dignity, and hope to families rebuilding their lives after violence.

On Mother's Day, the Kind Hearts Collective (the same generous hearts who delivered Christmas presents to mums and children in refuge) returned to create another moment to remember. In a sunlit venue overlooking parkland, the air was filled with laughter and the scent of fresh flowers. Mums were treated to a delicious buffet and a pampering station, while children played, created, and carefully chose flowers to gift their mums at the floral bouquet station.

Our friends at The Blind Factory marked the opening of their new Footscray showroom in an extraordinary way by sharing their celebration with us. They invited our CEO, Janet, to join them on 3AW radio to rally support for families in refuge. Their generosity shone through with a \$7,500 donation from their opening week's takings, along with \$20,000 worth of blinds to help make our refuges feel like home.

Ecostar dedicated an entire Month of Fundraising to our cause, raising \$2,700, and we were humbled by the \$25,000 gift from the Troha – Business Concepts Group Foundation.

This funding will help meet the needs of children in refuge, non-permanent residents that are clients, and pets in refuge.

VML volunteers rolled up their sleeves to transform a worn-down garden into a peaceful, welcoming space.

One of the most moving moments of the year came at our Friends of Refuge Victoria afternoon tea. Held at Head Office, the gathering brought together community partners, corporate and individual donors, and volunteers, both new and long-standing.

Janet spoke warmly about the diversity of people and organisations who stand with us. Then, a former client rose to speak. She shared her story about the fear, the uncertainty, and then the safety and support she found here. By the time she finished, there was barely a dry eye in the room.

To every supporter: thank you. Your kindness does more than sustain services, it helps families heal today and walk towards freedom tomorrow.

Help us make an impact

Donate today to bring safety, dignity, and hope to women and children experiencing family violence. Every gift changes lives. Visit: refugevictoria.org.au/donate



AFL generosity

The AFL's Sir Doug Nicholls Round (formerly Indigenous Round) celebrates and honours the contributions of Aboriginal and Torres Strait Islander peoples to Aussie Rules. It's a huge weekend every May and all games sell out quickly. The AFL, which provides Refuge Victoria with tickets to matches, told us in advance that there'd be no tickets available that weekend. Fair enough.

For one Indigenous family in refuge, the Sir Doug Nicholls Round had special meaning. Unable to afford tickets for her large number of kids, every year her family attends the pre-game march, and then sits outside the stadium in the carpark and listens to the match happening inside. They just want to feel part of it.

The son of another Indigenous woman in refuge was due to play in the half-time Auskick match – she was desperate to see him run out onto 'the G', but had been unable to secure tickets.

Despite being told there were no tickets for the Sir Doug Nicholls Round, we contacted the AFL and told them these stories – and they responded with free tickets for both families.



The Blind Factory with Refuge Victoria Leadership.



Counselling room.



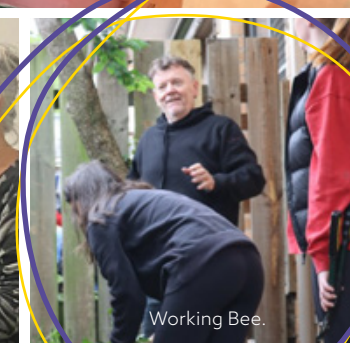
Janet talking on 3AW.



Janet with The Blind Factory donors.



Donor event.



Working Bee.



Kind Hearts Collective event.



Treasurer's Report



It is with pleasure that I present the Treasurer's Report for Refuge Victoria for the 2024/25 financial year.

The operating surplus for the year was \$49,826, with a total comprehensive income of \$221,133. The higher comprehensive result reflects not only careful financial management during the year, but also the impact of a property revaluation undertaken in May 2025 on one of the refuge properties land and buildings, which added \$171,307 to reserves.

Total income for the year was \$8,004,433, representing a modest increase of 1.3% compared to the prior year. The majority of funding continued to come from the Department of Families, Fairness and Housing, supplemented by other government grants, as well as the generous support of donors. While private donations were lower than in the prior year, government funding increased by 6.9%, which ensured that core services could continue uninterrupted.

Total expenses for the year were \$7,954,607, broadly in line with last year. Salaries and related oncosts of \$5,896,106 represented the largest portion of expenditure, reflecting both the increasing demand for services and the organisation's commitment to invest in its staff. Property expenses rose to \$927,044, largely due to higher lease and occupancy costs, while administration and other expenses decreased compared to the prior year, reflecting continued prudent cost control.

At year end, Refuge Victoria held \$5.2 million in cash and financial assets, including term deposits, providing the organisation with strong liquidity and reserves to manage future commitments. Total equity increased to \$6.79 million, underpinned by the year's operating surplus and the property revaluation.

The Board and Leadership Team remain committed to careful stewardship of the organisation's financial resources, ensuring that government and donor funds are managed responsibly and directed towards Refuge Victoria's mission of supporting people experiencing family violence.

I would like to thank former Treasurer Lino Sinni, my fellow Board members, the Finance, Risk and Audit Sub-Committee, and in particular Betty Wu, Director of Finance and Corporate Services, for their dedication and support throughout the year.

It has been a privilege to serve as Treasurer for Refuge Victoria to support people escaping family violence to live safe and free.

Hamish Wood
Treasurer

Financial Summary



	2024-25	2023-24
Refuge Victoria Inc for year ending 30 June 2025		
Total Income	8,004,433	7,820,380

Expenditure		
Salaries and Oncosts	5,896,106	5,654,279
Operating Costs	2,058,501	1,995,972
Total Expenditure for the Year	7,954,607	7,650,251
Total Comprehensive Income for the Year	49,826	170,129

Summary Balance Sheet as at 30 June 2025		
Current Assets	5,282,906	5,049,059
Non Current Assets	3,486,267	3,378,709
Total Assets	8,769,173	8,427,768
Current Liabilities	1,413,860	1,386,666
Non Current Liabilities	563,113	470,035
Total Liabilities	1,976,973	1,856,701
Net Assets	6,792,200	6,571,067

Equity		
Retained Earnings and Reserves	6,792,200	6,571,067
Total retained Earnings and Reserves	6,792,200	6,571,067

Highlights of the 2024-25 Financial Year		
\$ 8M	\$5.9M	\$2M
Income	Salaries and Oncosts	Operational Costs

Board of Directors 2024-25

Refuge Victoria is governed by a voluntary Board of Directors; a skilled group of professionals who are leaders in their chosen fields.

Thank you to our Board Directors for sharing their time and expertise to provide the governance and strategic guidance in line with the organisation’s purpose, vision and mission.



Bridget Thakrar
Chair



Funda Ozenc
Deputy Chair



Lino Sinni
Treasurer
(until Nov 2024)



Hamish Wood
Treasurer
(from Oct 2024)



Professor
Heather Douglas
AM
Secretary



Antoinette Masiero
Director



Payal Tiwari
Director



Sandra
Treadwell-Monk
Director



Dr Kim Robinson
Director
(from Aug 2024)



Jessica Wolff
Board Observer
(The Observership
Program participant
until Dec 2024)



Shabnam Daliri
Board Observer
(The Observership
Program participant
from Jan 2025)

Our People

Our people are the heart of Refuge Victoria. Every day, staff bring compassion, resilience and creativity to their work, creating safe, healing spaces for families.

Together, we marked important days of awareness and solidarity. On IDAHOBIT and Wear It Purple Day, we celebrated inclusion and stood with LGBTIQ+ communities. During NAIDOC Week, we honoured Aboriginal and Torres Strait Islander peoples with the call to ‘Keep the Fire Burning’. And at year’s end, we came together at a barefoot bowling Christmas celebration, recharging for the year ahead.



Volunteers & Supporters

Community

Aboriginal Wellness Foundation
BJ Quilters
Community Housing Ltd
Croydon Labour Branch – Womens Group
Cuddy Brae Equine Therapy
CWES
Djirra
EACH – East
Eastcare
ECASA
Encore Logistics
Enhanced maternal child health nurse
EPlus Local – employment support
Friends with Dignity
FVREE
Generosity Collective
GenWest
GP Community Centre
Haven Homesafe
Impact Bags
InTouch
Legal Aid
Lions Club of Boorondara
Next Steps Australia
Northern Community Legal Service
Our Village
Q Program, Maternal and Child Health
RizeUp Australia
Rotary Club
Safe Steps
St Kilda Mum’s
Street Smart
The Nappy Collective
Uniting FPR
Uniting FVHC
Zephyr Education

Corporate

AFL
AstraZeneca
B2C Community IT Recyclers
Baker & McKenzie Law Firm
Bellview Holdings
Bunnings
Contour Consultants
CorePlus Pilates Malvern East
EcoStar
Fernwood Chirnside Park
Goodstart Early Learning
Hermosa Athletica
Kind Heart Collective
L&M Home
Microbiology Department
Mitre10
Monash University
Outer East APSSS Team
PulseZine
RayWhite Real Estate Croydon
Rider Levett Bucknall
Rob Dolan Wines
Robyn Rich Creations
Rothwell Lawyers
Seven Network
The Blind Factory
Thirty Two Records
Tina the Musical
Web Aware Pty Ltd
Woolworths Glen Waverley
Tweddle – early parenting support
Unison
Monash Gender Clinic

Philanthropic

Australian Communities Foundation in Partnership with Paul Ramsay Foundation
Philip Webb
Tennis Australia foundation

Trusts and Foundations

Business Concepts Group
Harry Cohnery Charitable Foundation

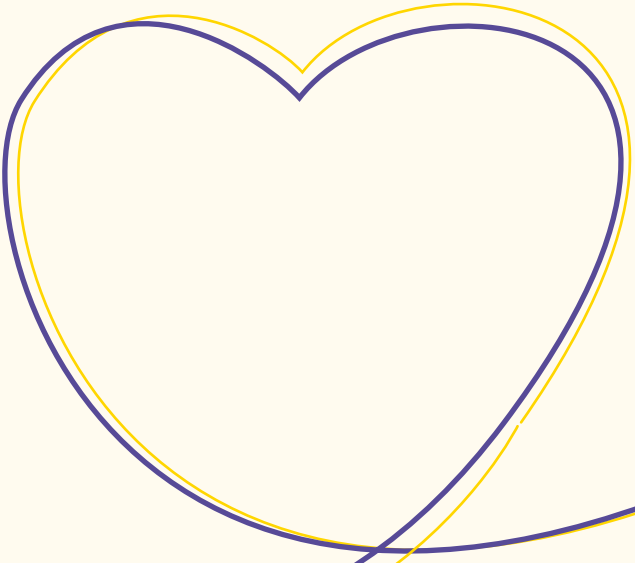
Individuals

A De Alwis
A Jorgensen
A McCracken
A Megna
A Si
A Watts
B Hudson
B Sese
B Thompson
C Johnson
C Totino
D Jobson
D Williams
E Carr
E Ryder
F Sims
G Barratt
G Crosthwaithe
G Goh
H Liao
H McCann
H Metcalf
H Walsh
Haywood Family
I Elgar
Individual and family donors in memory of Apiradee

J Ebzery
J Jamieson
J Noyce
K Holmes
K Hunt
K Liebke
L Ash
L Syme
O Smiles
P Wilson
R Hammond
R O’Toole
S Bennett
S Body
S Cox
S Steinbruckner
S Thompson
S Young
V Patel
Y Ko

Volunteers

F Kos
Kind Heart Collective Team
L Wilson
Lou – CorePlus Pilates Malvern East
T Sevcik
VML Marketing





Specialist Family Violence Service

For confidential support and
information call **(03) 9877 0311**

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