



ANNUAL REPORT 2025

GROWING TOGETHER
FROM SAFETY TO STRENGTH



GOOD SAMARITAN INN

MAKING A HOME FOR WOMEN AND CHILDREN

Acknowledgment of Traditional Owners

Good Samaritan Inn acknowledges the Wurundjeri people as the Traditional Custodians of the land on which its services are based. We recognise that this land was never ceded, and the experience of colonisation and loss continues to affect the lives of First Nations Peoples and communities today.

Despite this, First Nations peoples' connection to land, sea and community is strong and continuing. We pay our respects to Elders past and present, and to the First Nations children and future leaders, for they hold the memories, the traditions, the cultures, and hopes for First Nations peoples.



Artwork 'Wayaparra' by Madison Conners.

Commitment to Inclusive Practice

Good Samaritan Inn has a deep commitment to welcoming and providing respectful support to all cisgender and trans women, non-binary, and gender non-conforming/gender diverse people, including trans, non-binary or gender diverse children and young people.



Cover artwork from GSI art therapy program.



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Chair's Report

It is my privilege, as Chair of the Good Samaritan Inn Board, to present this report for 2024–2025. This last year has marked a period of significant growth, deep reflection, and renewed commitment to our mission of providing safety, dignity, and pathways of hope for women, gender diverse people and children experiencing family violence and homelessness.

The Board has remained deeply engaged in ensuring that our governance structures are strong, transparent, and aligned with best practice. We have worked to balance our responsibilities for compliance and risk management with our responsibility to nurture the mission and charisma that give GSI its unique identity. Our focus has been on strengthening financial sustainability and accountability, expanding our reach through major capital projects, and building stronger partnerships with government, councils, parishes, and community organisations.

One of the most significant achievements of this period is the soon to be completed Banyule Project, our new purpose-built facility providing safe, dignified, and welcoming accommodation for up to 12 months. The project demanded careful attention to funding, compliance, and design, but the outcome is a residence that not only provides shelter but also promotes healing and recovery.

The landscaping, community spaces, and thoughtful integration of art and environment are testimony to our commitment to creating more than just buildings—they are places of renewal and hope. We are deeply grateful to Asher Greenwood, the architect whose creativity and sensitivity to our mission shaped Banyule into a place where victim-survivors can begin to rebuild their lives. His commitment to understanding GSI's values and translating them into the design of the facility has been invaluable.

Our Darebin project (currently in development) represents the next stage of our growth. Planning is well advanced for a two-level facility that will increase capacity to provide crisis and transitional housing, while also meeting high standards of design and safety. The Board has carefully weighed the implications of this opportunity, commissioning costings, governance reviews, and risk assessments to ensure any expansion remains viable and consistent with our mission. Both Banyule and Darebin projects stand as clear signs of GSI's commitment to grow sustainably, to steward our resources wisely, and to provide more women and children with the dignity of a safe home.

At the heart of GSI's mission are our staff. Each day, they accompany clients through some of the most difficult moments of their lives, offering not only shelter but also compassion, advocacy, and hope for new beginnings. Their dedication embodies the Good Samaritan story and gives life to our mission in tangible ways. On behalf of the Board, I extend our deepest gratitude to Julie, our Interim Executive Director, and to every member of the GSI team—frontline staff, outreach workers, program leaders, and those in operational and administrative support.

This reporting period also marks the conclusion of Felicity Rorke's tenure as Executive Director. Felicity's leadership over many years has been instrumental in shaping GSI into the organisation it is today. Through her vision and commitment, GSI has expanded its services, and pursued bold growth through the Banyule and Darebin projects. She has built enduring partnerships across the government, community, and church sectors, and has ensured that our clients remain at the heart of all we do. Felicity's capacity to combine strategic foresight with compassion has left an indelible mark on GSI. Her contribution has been not only organisational but also deeply personal, as she has inspired and supported staff, worked collaboratively with the Board, and engaged with the wider community with generosity and wisdom. On behalf of the Board and the entire organisation, I thank her for her extraordinary contribution and wish her every blessing in the next chapter of her life.

I also wish to acknowledge the Board of Directors whose commitment, diligence, and wisdom have guided GSI through this period of growth and change. Their careful attention to governance, risk, and strategy has ensured that decisions are not only responsible but also courageous, allowing the organisation to take forward steps that are ambitious while remaining grounded in mission. Their voluntary service represents a profound gift to the women and children we serve.

We are profoundly grateful to the many partners and supporters who make our work possible. Our government partners, particularly through the State Government Department of Family, Fairness and Housing the Commonwealth Department of Social Services, have recognised the urgency of our work and provided essential funding to support our capital programs. Local councils and community organisations have walked alongside us in service of vulnerable families.

Philanthropic supporters and donors, including the Dominican Sisters, the Freemasons and many others, have made generous contributions to our projects. We also value the way in which our service partners continue to strengthen our capacity to imagine new and innovative responses to homelessness and family violence. We are particularly grateful to Djirra for their agreement and early collaborative work to establish a formal partnership, which will bring deeper meaning and accountability to our commitment to First Nations family violence victim-survivors. We are also very grateful to the parish communities of Sacred Heart, Preston, and Mary Mother of the Church Parish Ivanhoe, who continue to support us through the leasing of their properties. Their contribution has been a reminder that GSI's mission is not undertaken alone but is sustained by the wider Church community walking alongside us.

I also want to acknowledge the support of the Sisters of the Good Samaritan, in particular, Sr Catherine McCahill Superior, her Council, and our Company Members including Sr Meg Kahler, Chair of Members. Their encouragement, financial support and confidence in our work have been invaluable. They continue to inspire us with clarity of purpose and with the strength of the Good Samaritan charism, which remains at the heart of all that we do.

As we enter the next phase of our journey, we remain committed to shaping a future where GSI is recognised not only as a safe haven but also as a leader in reimagining responses to family violence and homelessness. We will continue to ask hard questions, take thoughtful risks, and place the needs of victim-survivors at the centre of every decision.

On behalf of the Board, I thank all those we partner with, for your trust, support, and belief in our mission. Together, we will continue to ensure that Good Samaritan Inn is a place where compassion becomes action, and where new possibilities can be imagined.

Patricia Bergin
GSI Board Chair

Acting Executive Director's Report

What does it truly take to address the issue of family violence and the specific needs of victim-survivors?

We all know commitment from Commonwealth and State governments is fundamental for continuing to embed the reform agenda of the 2015 Royal Commission into Family Violence – in the form of resourcing and legislative and structural change. As such, GSI values, and has actively participated in, sector advocacy for adequate resourcing and ongoing reform at all levels.

What we also know, is the difference that our service makes at a micro level – in the lives of victim-survivors.

This happens through the work of our skilled practitioners, who truly understand putting the client at the centre. This includes through applying a trauma informed lens to creating safe, warm and positive spaces for our guests; through management and leadership that supports our practitioners, while also striving to grow and strengthen the organisation and its service scope; and through the wisdom and support of our committed Board of Directors. Yet again in this past year, that combination of skills, expertise and commitment made a real difference to so many who seek refuge, crisis accommodation and support with us.

As you will see throughout this report, our practitioners have worked with individuals and families across a range of ages and cultures. Each with their own specific needs and circumstances that required the personalised and compassionate support our practitioners are so adept at providing.

While there has been much progress towards the opening of GSI's second site – our healing and recovery centre in the Banyule LGA – The Inn remained our primary site for crisis accommodation and client support services in 2025. At The Inn, we welcomed new babies, sometimes supporting mothers through pregnancy journey as well. And we helped enrol and engage children in education, with the support of nearby schools.

As well as compassionate case management, our additional service offerings continue to build capacity and support in the healing of our guests.

- Our Outreach Program is for those who have left The Inn but require continued support and connection with practitioners as they enter the post-crisis phase, helping them navigate their way in new settings.
- The Sensory Garden and Art Therapy programs and the availability of counselling are each highly-valued and important elements of working with adults and children who have experienced trauma.
- Women in Work is a program that provides coaching and employment support to clients who are ready to address longer term goals and want to achieve economic independence. Through this program, we see remarkably positive outcomes (more on page 13) that have informed our decision to offer this coaching model to all clients in the recovery setting.
- Our healing and recovery (Banyule) site will consist of 10 self-contained units and will offer therapeutic programs, coaching and counselling for up to 12 months. This site is for residents who are no longer in crisis but have additional needs to be met before exiting our service.

At this point, I would also like to acknowledge the vision and leadership of Felicity Rorke, without whom we would not be engaging in the thinking and work relating to both the healing and recovery facility and our new crisis accommodation facility.



One therapist tells the following story, truly highlighting the value and practitioner care I have already commended:

"There are moments of awe, grounding and connection in most sessions. On one occasion, four women are gathered around the kitchen table filling muslin bags with lavender from the garden. We discussed the soothing qualities of the lavender scent sharing three languages and five cultures. One woman says – 'I will keep this so that I can remember today'."

I also give offer a special thanks to our dedicated cooks and cleaners, who make significant and meaningful contributions to the environment and atmosphere at The Inn. We are also very grateful to our volunteers who generously and selflessly give their time to contribute to the well-being and safety of our guests.

Finally, I must acknowledge the role of the broader system and the partners who work alongside GSI. A noteworthy achievement amid the current housing crisis is the securing of housing for many of our clients, due to the solid relationships we have built with housing providers. Adding value to these placements has been our partnership with You Matter, who have set up the spaces for our former guests to create comfortable and inviting homes.

We are equally grateful to Regenerate, who have generously entered a partnership with us to provide ongoing support in the form of new linen and welcome packs for our guests at The Inn. These offerings of comfort and dignity are most importantly resources that belong to each guest, with all items being available for them to take when they leave. Regenerate have also committed to furnish the units at our soon to be opened healing and recovery centre. As always, we are also fortunate to maintain the support of Berry Street, who provide programs and engagement with adults and their children, as well as reflective practice sessions to support our practitioners in their demanding and sometimes challenging work.

To all who have contributed to the steps and achievements of Good Samaritan Inn over the past year and to the Sisters of the Good Samaritan who continually support us, I offer my sincere thanks. It has been an absolute privilege (and sometimes a personal and professional learning experience!) to have shared some of this journey with you all.

Please continue reading for further insights and reflections on the year that was...

Julie Jenkin
Acting Executive Director (since May 2025)

Our People

GSI Board Members

- Patricia Bergin, Chair
- Kate Jackson, Deputy Chair
- Donna Hargreaves, Company Secretary
- Helen Scotts
- Sr Kerin Caldwell
- Kristen Beadle
- Manasi Wagh
- Michael Roberts
- Ronnie Egan
- Scott Hartley
- Tuba Boz

GSI Board Committees

- Governance & Standards Committee
- Development Committee
- Finance, Audit & Risk Committee

GSI Company Members

- Meg Kahler SGS, Chair of Members
- Veronica Hoey SGS
- Marie Mohr
- Mary Fitzgerald
- Noel Kennedy

Case management/support practitioners, therapeutic facilitators, facility management and operations

- | | |
|------------|--------------|
| ● Ally | ● Marika |
| ● Anne | ● Milva |
| ● Annette | ● Nisha |
| ● Bernie | ● Sarah F |
| ● Ella | ● Sarah S |
| ● Erin | ● Vanessa |
| ● Gurinder | ● Vesna J |
| ● Hannah | ● Vesna S |
| ● Irena | ● Wimarshani |
| ● Isabel | ● Yvonne |
| ● Jess | |

GSI Staff

Executive Director and management

- Felicity Rorke, Executive Director (until May 2025)
- Julie Jenkin, Acting Executive Director (May – October 2025), Strategic Advisor (until May 2025)
- Beverley Johnston, Finance & Risk Manager (from October 2024)
- Cymantha Thompson, Client Services & Practice Manager
- Janet Ryan, People & Quality Manager (until January 2025)
- Jennifer Hall, People & Quality Manager (January – June 2025)
- Katrina Koh, Finance & Risk Manager (until September 2024)
- Nardine Keriakous, Service Planning & Development Manager
- Elise Fitzpatrick, Acting Client Service and Practice Manager (December 2024 – January 2025)

Special thanks to our dedicated volunteers, who continually support us at The Inn:

- Tim Rankin
- Fiona Tinney
- Shani Shafir



Photos by Erin S.

Our Impact



NUMBER OF CLIENTS SUPPORTED AT THE INN
TOTAL 36
ADULTS 23 | CHILDREN & YOUNG PEOPLE 13



TOTAL NUMBER OF BED NIGHTS PROVIDED
1851



NUMBER OF SERVICE HOURS PROVIDED
3836 HOURS



PROPORTION OF CLIENTS WITH CHILDREN **36%**



AVERAGE LENGTH OF STAY FOR ALL CLIENT **80 DAYS**




AVERAGE LENGTH OF STAY OF CLIENTS WITH NO PERMANENT RESIDENCY **156 DAYS**




AVERAGE LENGTH OF STAY OF CLIENTS WITH PERMANENT RESIDENCY **68 DAYS**


"The complexity of the life circumstances of some guests together with limited availability of housing, means we are housing guests for longer to keep them safe and supported."
– Julie, Acting ED



ABORIGINAL AND/OR TORRES STRAIT ISLANDER.
13.8% OF TOTAL CLIENTS




CLIENTS WITH TEMPORARY VISA STATUS **19.4%**




CULTURALLY AND LINGUISTICALLY DIVERSE CLIENTS **13.8%**


"We've seen many pregnant clients from culturally and linguistically diverse backgrounds, which has led to building relationships with local community services and members and enabled us to support mothers with culturally appropriate resources."
– Irena (Family and Child Case Manager) and Noeline (Case Manager).




39 CLIENTS WERE SUPPORTED TO ACHIEVE LIFE-CHANGING ACHIEVEMENTS THROUGH OUR WOMEN IN WORK PROGRAM



16 CHILDREN AND 12 ADULTS ENGAGED IN 74 GARDEN THERAPY SESSIONS



23 ADULTS AND YOUNG PEOPLE ENGAGED IN PLAYFUL & THERAPEUTIC ART SESSION



50 CLIENTS WERE SUPPORTED THROUGH OUR OUTREACH PROGRAM, WITH A TOTAL OF 1046 SERVICE HOURS PROVIDED

"Parents whose children are part of the program express gratitude that their children have the opportunity to play and to be physically active. The parents can both participate in activities or use the time their children are in the garden for tasks that need to be attended to, or to rest and regroup. On one hot day both Mum and child were immersed in a water fight. The child said, 'this is the best day of my life'.
– Anne (Sensory Garden Facilitator)

Sharing culture. Cultivating connections

For many clients, *The Inn* provides a place to build, rebuild or reframe what community and connection means to them.

"This year, we began asking guests at *The Inn* 'would you like to make a meal with our cook?'. This simple question became an invitation for guests be supported in preparing a meal for the household. It could be a traditional meal, something that feels comforting to them or something new they want to try. The meal has often been then shared with the whole household in the evening."
– Erin (Facilities and Volunteer Co-ordinator)



With special thanks to the Maureen Bedson Foundation, we've hosted a variety of events, workshops and outings to mark significant dates – particularly those meaningful to our guests and GSI staff.

- NAIDOC Week
- Wear It Purple Day
- Christmas celebration
- Invasion Day – began commission of original First Nations artwork for GSI spaces.
- National Apology to the Stolen Generation Anniversary
- Ramadan – Traditional foods made available and shared among guests, paper lantern making activity.
- Eid al Fitr
- Easter Sunday
- Mother's Day – morning tea gifts and flowers provided at *The Inn*
- Regular shared traditional meals – led by guests or GSI staff



Photos by Erin S.

A pathway to recovery

Follow the journey a client may take while engaging with services at GSI.

Each step reflects the transformative impact of person-centred, flexible and long-term support – and is consistent with best practice requirements.

SAFETY

Personalised safety planning & case management; a welcoming environment.

Coordinated, trauma-informed service responses tailored to the client's immediate needs and life circumstances.

Collaborative safety planning that empowers clients to define their own goals.

Signalling safety, care and belonging from the first moment: welcoming staff, inclusive spaces, and thoughtful gestures at *The Inn*.

CONNECTION

Fostering meaningful connections – with services, the community, and fellow guests.

GSI staff build referral pathways and offer systemic advocacy that aligns with each client's goals and preferences.

"Reengaging children and young people with education has been very impactful for our practice this year. We have had clients who have been long term stays, and the children have been able to attend a local primary and secondary college to enhance not only their learning but their social skills."
- GSI Case Manager

CONFIDENCE & AGENCY

Discovering strength through healing-centred programs and personalised support.

Art therapy has supported adults and children by providing opportunities to participate in mindfulness, find respite, nurture self-esteem, improve emotional regulation and process memories. Art Therapy gave one guest *"something to look forward to every week"*.
- Hannah (Art Therapy Facilitator).

Strengthening financial skills and confidence
"We have introduced financial counselling sessions to allow clients to set financial goals for when they move to the next part of their journey."
- Nardine (Service Planning & Development Manager)

Through gardening, clients experience acceptance, agency.
"I want to do gardening – I can't get gardening wrong' and agency 'I just realised I just made something grow – that is so cool. It's alive."
- Client feedback from a gardening session

GROWTH & HEALING

Sustained wellbeing through ongoing support, stability, and strengthened self-worth

Through play and imagination, children can process their experiences.
"We've introduced a costume box at The Inn. Lots of children love spiderman. One told his case manager that he wasn't scared of spiders, as he was Spiderman."
- (Noeline, Case Manager.)

Employment supports financial independence, personal empowerment and identity restoration.
"I was a different person before I got the job. It's bringing my courage back."
- Women in work participant

Planting for the future
Providing tubs of herbs for people to take to their new homes.

"A tradition has started at The Inn where people write their names in chalk on the walls outside as they leave. This is a ritual that reassures them that they will not be forgotten."
- Anne (Sensory Garden Facilitator)

Branching out – wraparound services for clients and families

Riya's journey is just one example of the depth and flexibility of GSI's person-centred approach. Support that not only responds to immediate safety needs, but also empowers long-term healing, independence, and hope for the future.

Riya arrived in Australia in 2021 and was referred to GSI along with her young son, after experiencing persistent emotional abuse from her ex-partner and his extended family. The trauma had left her feeling overwhelmed and unsure of her ability to care for her child alone.

Without support from GSI, Riya may have felt forced to return to an unsafe and abusive environment – a decision that could have led to ongoing trauma, deepening social isolation and long-term risks for her son.

While at GSI, Riya received over **100 hours of dedicated case management** and was provided with **90 days of safe accommodation and nutritious meals** — a critical foundation for her recovery.

In addition, Riya accessed a broad range of supports tailored to her needs:



Women in Work



Earlier this year we were delighted to receive the final report of the evaluation of our Women In Work program. This evaluation was conducted by Dr Christine Craik AM and Jess Findling from RMIT.

The report was extremely positive about the concept, outcomes and the role played by the Coach delivering that component of the program. It noted that there are very few recovery programs available to family violence victim survivors and emphasised the importance of such programs to work from a trauma informed lens which also understands the structured, gendered barriers experienced by adults recovering from family violence and the impact of these.

Participants in the program spoke of how the program gave them time, space and guidance to reflect on what they wanted for themselves and their children, and that it helped them believe they could achieve change.

"Someone to understand, someone who listens, help us rebuild ourselves again... build up my mind not just my career."

The report was clear in its recognition of the program's value and its strong potential to further support the healing, recovery, and rebuilding of the lives of the women we work with.

The evaluation findings are inspiring and affirming of the program. The constructive recommendations are especially important as they closely align with the philosophy and intent of our soon-to-be operational Healing and Recovery facility in Banyule.

Words by Julie Jenkin

"I wanted it to give me hope, and it worked for me in that way"



Read the full report on our website:
<https://www.goodsamaritaninn.org.au/women-in-work/>

Our Supporters

With special thanks to:

The Victorian State Government

Department of Families, Fairness and Housing
Family Safety Victoria

The Australian Commonwealth Government

Department of Social Services (Safe Places Grant Funding)

We would like to extend our grateful thanks to generous individuals, parishes, community groups, businesses and schools who have supported our important work.

Community partners

Aesop Foundation	Kim Malkoun
Birth for Humankind	Lynne Collins
Country Women's Association – Alphington Branch	Mary Mother of the Church Parish
Darebin Intercultural Centre	Maureen Bedson Foundation
Regenerate	MF Foundation
RMIT University	Myer Community Fund and Staff at Myer Melbourne Store
Share the Dignity	Peter Cusack
Sheridan SleepSafe	Riverview Ladies Golf Club Riverview Ladies Golf Club
Thread Together	Sacred Heart, Preston
You Matter	Sisters of the Good Samaritan
	Sovereign Order St John
	- donation St John of Jerusalem
	The Rotary Club of Preston
	Virtue Concrete and Building Pty Ltd
	Women's Integration Network

Our Major donors

Banyule Council
Carolyn Walker
Catholic Social Services Victoria
Constable Family
Dominican Sisters
Estate of Julia Douglas
Father Kevin Broderick Memorial Trust
Fr John McCarthy
Frank Hargrave Fund
Freemasons Foundation
Good Samaritan Foundation
Joseph Konynenburg
Julie Ryan
Karen Hart
Kerrin Considine

Supporting Schools

Loyola College
Mercy College
Mount St Benedict College
- parents, friends and students
Parade College
Sacred Heart Primary School
Santa Maria College and Santa Maria
- Parents and Friends
St Columba's College Essendon
St Mary's College Wollongong
Watsonia North Primary School

Our Financials

Good Samaritan Inn Limited

Profit and Loss

For the year ended 30 June 2025

Income	2025	2024
Government Grants Recieved	1,992,143	1,941,024
Donations	339,389	115,167
Interest	111,491	111,088
Good Samaritan Funding	310,000	221,349
Other Income	123,481	184,966
Total Operating Income	2,876,506	2,573,594

Income	2025	2024
Employee Expenses	2,027,317	1,900,165
Guest Services	208,200	169,884
Occupancy Expenses	134,685	110,190
Interest Expenses	164,435	0
Administration and Other Expenses	154,162	181,701
Total Operating Expenses	2,688,799	2,361,940
Net Operating Surplus	187,707	211,654
Total Capital Funding	1,311,577	686,364
Total Net Surplus	1,499,284	898,018



Photos by Erin S.



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