

2018- 2019

Year in Review



Good Shepherd
Australia New Zealand

**“What are we doing
in this world, and
why are we here,
if not to contribute
to the wellbeing of
our neighbours?”**

Sister Mary Euphrasia
Founder of Good Shepherd

Contents

The Year in Review from our Chair and CEO	1	Our Heritage Engagement Program	10
Safety and Resilience	2	Quality and Safeguarding	12
Education Pathways	4	The National Redress Scheme	13
Economic Wellbeing	6	Governance	14
Research and Policy Advocacy	8	Financial Summary	16
		Thank You to Our Supporters	17



We respect the living culture and heritage of First Nations Peoples. We will walk together with the First Peoples of Australia and New Zealand, acknowledging their stories and spiritualities, honouring their heritage and advocating for social justice for all.

The Year in Review from our Chair and CEO



It has been another wonderful year at Good Shepherd Australia New Zealand.

Late last year, the Board, in partnership with the Executive team, completed a strategic review of the organisation. The purpose of the review was to strengthen our organisation and explore new ways to innovate for an even greater impact.

The Board also oversaw a review of the Good Shepherd Network, including Good Shepherd Microfinance, Good Shepherd New Zealand and The Trading Circle, which was designed to explore and identify key issues

limiting the reach and impact of all our programs and services across Australia and New Zealand.

Following the review, it was concluded that a unified organisation was the best way to achieve network alignment and integration, particularly for the Australian-based organisations. The transition process began in May and will take some time, but we believe this decision places the community at the heart of everything we do and ensures our clients have access to the range of services they may need in a seamless and consistent way.

We will continue to make a difference to people's lives, with the support of our Board, donors, partners, employees and the entire Good Shepherd network. Through every program and service we provide, Good Shepherd Australia New Zealand is focused on ensuring the people we work with are safe, well, strong and connected.

– **Alison McClelland AM, Chair**

It's been a year of change and renewal for Good Shepherd Australia New Zealand. As CEO, I am proud that every day we support women, girls and families to feel they are capable, strong, connected and can take control of their futures.

Last year, we launched our 2019–2022 Strategic Plan, which outlines our ambitious plans for the next three years. Our purpose to enable fullness of life for women, girls and families remains constant, but we recognise and are responding to the changing environments we find ourselves in.

Our strategic plan will guide us as we seek to make a difference in areas where there is emerging need, as the Good Shepherd Sisters have always done in the past.

We are also keen to expand our reach and impact for the communities we work with. The recently completed Network review of the Good Shepherd Network explored how we could best do this and also identified ways to strengthen collaboration, provide clarity of responsibilities and improve the effectiveness of the Good Shepherd offerings.

With the decision to move to a unified organisation, our delivery of services and programs will be unchanged. We have many opportunities ahead of us, and I know we will work together to realise these as we move forward on this transformation journey.

– **Stella Avramopoulos, CEO**

Safety and Resilience

We work with women, girls and families to equip them to overcome the challenges they face, and to live free of violence.

Parenting Support

We provide a range of programs and services for parents and carers to support them to strengthen their relationships with their children, and to develop their parenting skills.

- **Young Parents** – Our programs in Victoria and NSW assist young parents aged 15 to 25 years to develop the skills and confidence they need to create a supportive, nurturing environment so their family can thrive. The programs worked with over 100 parents and 90 children in 2018-19.
- **ParentWise** – This six-week parenting course for parents and carers of children aged 12 to 17 years is facilitated by experienced adolescent and family workers. The program supports parents to strengthen their relationship with their teenager.

Counselling Services

Counselling is an integral part of our suite of services in Victoria and NSW. We provide counselling to children, young people and families including specialist therapeutic support for victim survivors of domestic and family violence and sexual assault counselling

for victim survivors. We also provide adolescent and family counselling to people who have experienced trauma that affects their ability to participate fully in their relationships and communities. Counselling for parents enables them to overcome barriers and develop their parenting skills, so they can provide a safe, nurturing environment for their children. In 2018-19, we supported 280 families in our counselling services.

In December 2018, we also began delivering counselling services in NSW in partnership with the Lillian Howell Project. Lillian's, as it's known, is a specialist homelessness service that provides supported housing for girls and young women aged 13 to 17 years in Sydney's Inner West. Our counselling services have been delivered on site, which has enabled us to look at the impacts of trauma and start supporting post traumatic growth, knowing that the young women we're working with are safe in secure housing. This financial year, we worked with six young women through Lillian's, and hope to continue and expand these services in 2019-20.



Nazia's Story

Nazia* began counselling in February 2019, initially at Lillian's, before moving to Good Shepherd Australia New Zealand when she secured a placement in independent accommodation via the Project. Nazia left her family home as a result of her older brother's physical and psychological abuse. Her mother, Abida*, was supportive of her decision. Nazia was concerned for her mother's safety though, given her brother was still in the home. Abida agreed to counselling and was eventually referred to Sydney Women's Counselling Service. She also spoke to her brother about her son's abuse and her brother has now taken an active role in supporting Abida and Nazia's physical and emotional safety. This has had a significant positive impact on Nazia's mental health.

** The names in this story have been changed to protect our clients.*



Youth Homelessness

In Victoria and NSW, we provide support to young people who are homeless or at risk of homelessness. In NSW, our services target young parents and are delivered in partnership with Launchpad and the YWCA. In 2018-19, we provided support to 278 young people and children.

Family Violence Response Services

We provide a comprehensive suite of family violence response services and have supported approximately 1500 victim survivors of family violence (not including those via The Orange Door). Our services include:

- Outreach case management
- Refuge support
- Children's counselling
- Alexis Family Violence Response Service (a family violence specialist worker embedded within a Victoria Police Family Violence Unit)
- After Hours Face to Face Crisis Response

- Strength2Strength (therapeutic services delivered in partnership with Family Life, The Salvation Army, SECASA and Peninsula Health)
- Family Violence Capacity Building Advisor (collaborating with mental health & Alcohol and Other Drug services)
- Personal Safety Initiative – coordinating safety devices and technology to keep women & children safe
- RAMP – Coordination and Co-Chair – Risk Assessment and Management Panel (for high-risk family violence cases)
- Orange Door – Access point for services that support victim survivors of family violence and families in need of support with the care, wellbeing and development of children
- Dame Phyllis Frost Centre – Family Violence information and support service for women in prison

Family Services

In addition to the counselling we offer, we also provide information, advice and case management support to families in Victoria and NSW. Using a strength based, trauma informed approach, our supports address the underlying drivers of vulnerability to achieve safety, stability and development for children, young people and families. Our aim is to build their capacity and resilience. Our services can be office based, in the home, in schools or in the community. In 2018-19, we provided information, advice and case management support to 950 families.

Education Pathways

We assist young people and adults to increase their skills, choices and opportunities in life.

Waranara School

Waranara School provides an environment for young people aged 14 to 18 years experiencing mental health issues and significant life challenges to re-engage with education. Students have access to intensive learning and wellbeing support from a team of specialist teaching staff and wellbeing support workers, as well as the assistance of volunteer tutors recruited through The Centre for Volunteering, Sydney.

In 2018, 81 students were enrolled over the year, with 55 to 63 students being enrolled at any one time. Students transition out of Waranara School when they feel ready to move to a different educational setting. Across the year, the total student enrolment consisted of:

- Young women made up 63 per cent of enrolments
- 15 per cent of our young people are Aboriginal or Torres Strait Islanders
- 12 per cent of our young people are from a culturally and linguistically diverse background

In 2018, 24 students were awarded their Year 10 Record of School Achievement (RoSA). Twenty-two students also completed senior courses towards the NSW Higher School Certificate, with 52 per cent of all students placing in Bands 3-6 (60-100 marks) and 9 students completing the required course load to complete their HSC.

Community Houses

Good Shepherd Australia New Zealand runs community houses in Hastings and St Albans.

The Community Houses provide a place for the community to connect, make friends, learn skills and build their confidence.

They also offer a variety of parenting and education programs, including supported playgroups, beginners Vietnamese-English classes, local Aboriginal Elders meetings, arts space and beginners and intermediate sewing programs.



Good Shepherd
Australia New Zealand

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Red flags

Control	Isolation	Jealousy	Blame
Intimidation	Stalking	Force	Self-harm
Threats	Sexual violence	Substance use	Blame
Stalking	Sexual violence	Substance use	Blame



SIGNS AND SYMPTOMS OF STRANGULATION



Rene Ploegmakers,
Financial Counselling team

Economic Wellbeing

We work with women, girls and families to enable them to be economically strong.

Financial Counselling

Our financial counsellors support people to deal with debts, fines, to dispute and resolve unfair lending processes, deal with financial contracts, advocate reasonable payment terms, debt waivers, and equitable process. This work involves detailed negotiations with lenders, utilities companies, complaints and consumer representative bodies, all levels of government and legal services. The Good Money Financial counsellors joined us this year and have been a very welcome addition to our team, bringing new skills, knowledge and networks.

Our Work:

- Financial counsellors working across Brimbank, Melton and Bayside-Peninsula supported over 3500 people, through our Consumer Affairs Victoria funding;
- Our NSW State-funded counselling service assisted 90 people; and
- Our Good Money financial counsellors, working in Victoria, South Australia and Queensland, assisted over 1,100 people.

Our Clients:

- Over 60 per cent of our financial counselling clients are women;
- Approximately 49 per cent of our financial counselling clients are from a culturally and linguistically diverse (CALD) background; and
- Around 80 per cent of our financial counselling clients are on incomes less than \$40,000 per annum, and over half of this group only receive up to \$20,000 per annum. Over half of this 80 per cent are working, which indicates underemployment.

Over 70 percent of the people we work with gain new skills and knowledge and report significant stress reduction, improved mental health and better capacity to manage finances.

Financial Capability and Wellbeing

We were thrilled this year to receive Commonwealth funding to deliver Financial Capability and Well-Being programs in Melbourne Inner and West, and Bayside and South East Melbourne, allowing the development of new partnerships, including with Victorian Legal Service, Springvale/Monash Legal Service and Connect Health in the South.

Our work with WIRE on co-designed financial capability support for women with disabilities, Aboriginal women and women from CALD backgrounds is also bringing new relationships and knowledge from inspiring women.

Firmer Foundations

Our Firmer Foundations programs in Victoria and NSW supported over 350 women to increase their financial resilience and wellbeing. The programs offer workshops, groupwork and 1:1 coaching to build money management skills and confidence. Feedback from women who completed the program includes increased confidence, improved skills in setting and achieving financial and other goals, and increased knowledge and confidence in dealing with Centrelink, legal matters and everyday money management. Over 60 per cent of women also said they will share their learnings with friends or family.

We work closely with networks including WellSprings in the South East, local governments, community houses and health services to deliver these programs.

Geraldine's Story

Our Firmer Foundations financial workshops are an important part of the work we do to enable women to gain valuable money management skills. One of our recent attendees, Geraldine, had never had an issue earning money or gaining employment, but despite this, she realised she had not learnt in depth how to manage her own finances.

As Geraldine explained, "I think as individuals, families, communities... we just don't talk enough about how to manage the resource of money. I firmly believe this is a life skill that we need to be teaching our children throughout their school lives – and not just about savings. There is a lot more to money than putting coins away in a piggy bank. I'll definitely be taking the knowledge that I've gained from the course and applying it to my life and imparting it onto my child."

For Geraldine, the skills she learnt in our workshop have kept her accountable for her financial situation and made it possible for her to really take control of her finances.

Research and Policy Advocacy

We seek positive change in laws, policies, financial instruments, social norms and behaviours.

Research

The Women's Research, Advocacy and Policy (WRAP) Centre published several research reports over the past year. These include two practice inquiries that extend understanding of how domestic and family violence services operate. The first was focused on how children experiencing domestic and family violence are, and ought to be, supported – a key focus following the Royal Commission into Family Violence. [*Improving responses to children who experience family violence: When policy reform meets practice*](#) was funded by the Victorian Department of Health and Human Services (DHHS) on behalf of the Bayside Peninsula specialist family violence services, including Good Shepherd Australia New Zealand, The Salvation Army and WAYSS.

The WRAP Centre also published [*Start of change: Mapping engagement with male perpetrators of violence*](#). This practice inquiry was supported by the Bayside Peninsula Integrated Family Violence Partnership and the Southern Melbourne Integrated Family Violence Partnership and drew on the expertise of practitioners to understand the intake process for entrance to men's behaviour change programs. The report mapped engagement practices within four services and identified improvements within the context of current sector reform across these domains: intake and assessment practice; professional and workforce development; standards and guidelines; and justice and court processes.

Policy Advocacy

The WRAP Centre engages in a wide range of activity to advocate for policy change that will better support women, children and families. This work includes direct advocacy with parliamentarians, formal submissions in response to inquiries and providing oral testimony to parliamentary committees. The team also publishes policy analysis blogs, speaks at conferences, works in coalition with other organisations to produce joint statements and key messages on areas of shared concern, and provides commentary to media outlets. Over the past year this work included continuing advocacy in the area of forced marriage and dowry abuse. Our joint submission with inTouch Multicultural Centre against Family Violence to the Senate Inquiry into the practice of dowry and the incidence of dowry abuse in Australia proved influential in the Committee's recommendations for reform.

16 Submissions contributed to and prepared

17 Blogs

32 Other forms of advocacy

Spotlight on: Advocating for Single Parents

Good Shepherd Australia New Zealand works closely with parents, carers and families to support them through service provision while also advocating for systemic change through policy reform.

In 2018-19, the WRAP Centre released the research report, [*“Outside systems control my life”: The experience of single mothers on Welfare to Work*](#). We interviewed 26 single mothers who told us that the Welfare to Work policy was failing to help them find employment, increasing their financial insecurity and eroding their attempts to become self-reliant. This research informed our Submission to the Inquiry into jobactive employment services. Launched at the 2018 ACOSS National Conference, we also shared the findings in blog format and in the [*media*](#).

The Senate Inquiry into ParentsNext provided many opportunities to advocate on behalf of single mothers with very young children. These included an extensive submission, a blog, coordinating a joint statement with several other community service and human rights organisations, and speaking to the press about the many ways that the ParentsNext pre-employment program harms mothers and children. Key concerns include linking program participation to income support payments; mandating parenting activities; implementation issues; and an absence of complementary supports to address structural and cultural barriers to labour market participation for mothers.



Sharmila Arunan
and family finance
team



Girls playing tennis at
The Pines in Adelaide.



Our Heritage Engagement Program

This year we celebrate 156 years of service to women, girls and families in Australia. Since 1863, the Good Shepherd sisters have worked with women, girls and boys experiencing disadvantage and hardship, so they can be safe, well, strong, connected and included. The Sisters ran several large institutional homes around Australia and in New Zealand right up to the 1970s and 80s.

Today, through our Heritage Engagement program, we work to improve the wellbeing of former residents by deeply and respectfully listening, acknowledging their past and our own part in it, and responding to their individual needs for connection with their histories, identities and narratives. Since the launch of this program in 2017, we have worked with over 330 former residents of Good Shepherd homes in Australia and New Zealand, their families and carers to help them make sense of their past and provide them with records to help them understand their history.

We remember, acknowledge and honour all the girls, women and children who spent time in Good Shepherd institutions. We acknowledge their diverse experiences, including loss and trauma. We are continually learning about how to reach out and listen to people who have been affected.

Quality and Safeguarding

In March 2019, the Good Shepherd Australia New Zealand Quality Management system was again successful in meeting the ISO: 9001 and HSS standards, reflecting a robust culture of improvement and commitment to quality service. This is also reflected in our annual client feedback survey data, with an average 92 per cent of our service participants telling us that they are satisfied or very satisfied with the service they receive.

Rainbow Tick

Our Rainbow Tick journey started in July 2018, and we have made significant progress since then, with the development of foundational processes and documentation, and the embedding of LGBTIQ inclusivity across all Good Shepherd Australia New Zealand operations.

Of significance is the engagement rate of employees attending foundational LGBTIQ awareness training. Training evaluations received from participants indicate a genuine commitment to creating and fostering a culture of LGBTIQ inclusivity and a clear appetite for continual learning and improvement.

Other achievements include:

- The establishment of a Rainbow Tick Working Group, which meets monthly and is responsible for sharing news, information and resources with their respective team and sites and providing a forum for feedback in the development of inclusive practice.
- The development of a LGBTIQ Practice and Data Collection Guide to support staff in developing inclusive practice.
- The establishment of an internal Rainbow Allies and Champions network to support LGBTIQ staff, volunteers and service participants and champion LGBTIQ inclusivity within the organisation.
- A focus on making our service sites safe by:
 - Displaying LGBTIQ welcome signs in reception areas at every site.
 - Installing all-gender toilet signage to replace current toilet signage at all sites (including the Chapel).
 - Celebrating IDAHOBIT and Wear it Purple days across all sites.



“As a member of the LGBTIQ+ community, I most enjoyed the fact that it happened and was mandatory. It helps me feel safer at work.”

Good Shepherd Australia New Zealand team member feedback on the LGBTIQ awareness training



Sister
Mary Carroll

The National Redress Scheme

In 2019, the Sisters of the Good Shepherd applied to be formally accepted into the National Redress Scheme, which provides acknowledgement and support to people who experienced institutional child sexual abuse.

The National Redress Scheme can provide:

- Access to counselling
- A Redress payment
- A direct personal response from the institution (for example, an apology) for people who want it

Through the National Redress Scheme and Good Shepherd's Heritage Engagement program, former residents of Good Shepherd Homes will have pathways to services and individualised support.

We remember, acknowledge and honour all the women and children who spent time in Good Shepherd institutions. We cannot change the past and are committed to justice, reconciliation and compassion: now and always.

Governance

Good Shepherd Australia New Zealand was established by the Sisters of the Good Shepherd to address the critical, contemporary issues facing women, girls and families. Good Shepherd Australia New Zealand is governed by a board of volunteer directors responsible for ensuring that the governance of Good Shepherd Australia New Zealand, Good Shepherd Services and related Good Shepherd organisations in Australia and New Zealand meet their legal and operational requirements in an effective and efficient manner.



Alison McClelland AM

I value the way Good Shepherd combines practical help with research and policy to change society for the better. Good Shepherd's mission and combination of research and action make it a very special organisation.



Michael Raper

I am passionate about working with organisations that deliver practical programs in the community and evidenced-based advocacy. It's this combination in the work of Good Shepherd that attracts me to serve on the Board.



Frank O'Connor

It's a great honour to be able to contribute to the work of Good Shepherd who have such a fantastic history of tackling issues for women and girls, working and walking with those who need support.



John Hutchings

One aspect of the parable of the Good Samaritan is life affirming: helping others enriches the helper! That is the work we do as mission partners with Good Shepherd.



Justin Lachlal

Working in the private sector and volunteering in the not-for profit sector brings benefits. These experiences enable me to navigate the changing environment that not-for-profit organisations experience.



Marilyn Webster

Being part of Good Shepherd is an opportunity to support the mission through practical, responsive services and highly regarded research and advocacy on issues impacting the lives of women and girls.



Caroline Buchanan

I've had a long-time commitment to social justice and began my connection with Good Shepherd in 2011 when I first became a foster carer. I see so much value in the work they do.



Chris Gallaher

I'm proud to work with Good Shepherd in Australia and New Zealand. Gender equality, and financial and social inclusion, are critical for the wellbeing of individuals and communities.



Anne Cherry

My work on the Board of Good Shepherd supports my passion to connect commercial entities to the not-for-profit sector to deliver improved social outcomes, especially for young women.



Kathy Chapman

Being on the Board of Good Shepherd is part of my personal commitment to work on social justice issues and make meaningful change for those experiencing disadvantage and poverty in the community.

Financial Summary

Significantly increased government funding has supported growth in both our Safety & Resilience and Economic Wellbeing divisions, allowing Good Shepherd Australia New Zealand to expand both the reach and range of the support services it offers. In particular, the Firmer Foundations program commenced within the Economic Wellbeing division during the year which supports women by providing financial coaching and workshops to ultimately improve financial management skills.

Donations and corporate partnership funding has continued to allow us to work with people who were not eligible for government-funded support, while funding from philanthropic foundations supported new and innovative models of service and research.

Income	2019 \$'000	2018 \$'000
Government Funding	15,044	11,118
Fee for Service	90	289
Donations and Fundraising	672	539
Distributions from trust and other organisations	2,040	3,470
Network Support Income	2,359	2,150
Other Income	494	370
Total Income	20,699	17,937

Expenditure	2019 \$'000	2018 \$'000
Economic Wellbeing	5,952	5,438
Safety & Resilience	10,988	8,369
WRAP & Mission	986	1,259
Network Support Expenditure	2,592	2,302
Total Expenditure	20,517	17,367
Net Surplus (Deficit)	182	570

Thanks to Our Supporters

Major Individual Supporters and Bequestors

Mary Madelaine Theodora (Dora)
O'Sullivan M.B.E.
Ms Rita Andre
Mr Bryan Murphy
Mr Greg Shalit
Mr and Mrs Peter and May Kofoed
Ms Megan Cole
Mr Stephen Alomes
Ms Phyllis T. Breen
Ms Marilyn Webster
The De Sousa Family
Mr David M. Byrne
His Honour Judge Paul R. Mullaly, QC
Mrs June Danks

Trusts and Foundations

Ecstra Foundation
The Jean McCaughey Fund
of the Victorian Women's Trust
The Lionel De Sousa Fund
Marrich Charitable Foundation
The Matana Foundation for
Young People
The Phyllis Connor Memorial Trust
The Rae and Peter Gunn
Family Foundation
The Victorian Women's
Benevolent Trust
The William Angliss (Victoria)
Charitable Fund

Businesses

Baker McKenzie
Billbergia Pty Ltd
Commonwealth Bank of Australia –
Watergardens Branch
Cornwall
Gardenia Funerals
Maurice Blackburn
Morgan Stanley
Riezel Kinsella Realty Group
Westpac

Community Groups

All Saints Anglican Opportunity Shop
All We Care
Bayside Peninsula Integrated Family
Violence Partnership
Connect Health
Equality Rights Alliance
Fusion Youth
Impact for Women
Justice Connect
Launchpad Youth Community
Lillian Howell Project
Mornington & Mount Martha Anglican
Church – Renew Opportunity Shop
Revamped Jewellery
Salvation Army
Southern Melbourne integrated
Family Violence Partnership
Springvale Monash Legal Centre
The Returned & Services League
of Australia – Earlwood/Bardwell Park/
Marrickville RSL Sub-Branch
Women of Rye

Local Councils and Shires

Brimbank City Council
City of Greater Dandenong
Frankston City Council
Inner West Council
Melbourne City Council
Mornington Shire Council

Funding Partners

Common Equity Housing Ltd
Consumer Affairs Victoria
Department Premier and Cabinet
Haven Home Safe
Hollards Insurance
Latrobe Valley Authority
NAB
Queensland Government
Woolworths

Delivery and Key Partners

ANROWS
Community Restorative Justice
Centre NSW
Djerriwarrh Health
DV NSW
IPC Health
Legal Aid NSW
Metro Assist
Port Phillip Community Group
Redfern Legal Aid
Rooftop Social
WIRE
Women's Health NSW

Federal Government

Department of Education
and Training
Department of Social Services

New South Wales Government

Department of Education
Department of Communities
and Justice (DCJ), NSW Health
Women NSW and Domestic and
Family Violence Innovation Fund

Victorian Government

Department of Education and
Training (DET)
Department of Health and Human
Services (DHHS)
Department of Justice & Regulation
Family Safety Victoria
Magistrates Court of Victoria –
Sunshine Court

Academic and Research Partners

RMIT
Public Service Research Group
at UNSW Canberra

How you can help

Donate

Make a regular donation or talk to your employer about workplace giving.

Fundraise

You can organise and run your own fundraising event for Good Shepherd Australia New Zealand.

Make a bequest

You can leave a lasting gift by including a bequest in your will.

Become a corporate partner

Help us to impact even more lives by becoming a corporate partner providing financial support, in-kind goods or services and pro bono work.

Good Shepherd Australia New Zealand

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Good Shepherd
Australia New Zealand