

## How you can help

With your continued support, we can co-create a society where women, girls and their families can live safe, full lives and access opportunities for learning, development and self-fulfilment.

There are many ways you can offer your support:

- Make a donation at [goodshep.org.au](http://goodshep.org.au)
- Leave a bequest, which enables Good Shepherd to plan for the long term
- Become a regular donor and support women and girls on a monthly basis
- Give through your pay by setting aside an amount each month from your pay cycle

If you are interested in learning more about our people and the work we do, please call 1800 791 731 or visit [goodshep.org.au](http://goodshep.org.au)

## Follow us on social media

Facebook @goodshepherdausnz Twitter @GoodShepANZ

## Contact us

### VICTORIA

53 Abbotsford Street, Abbotsford Vic 3067  
6 Paterson Street, Abbotsford Vic 3067  
354 Main Road West, St Albans Vic 3021  
G1/346 Main Street, Mornington Vic 3931  
Good Shepherd Community House  
168 Main Road East, St Albans Vic 3021  
Unit 1 & 6, 184 Salmon Street, Hastings Vic 3915  
Good Shepherd Community House Wallaroo  
6 Wallaroo Place, Hastings Vic 3915  
Good Shepherd Chapel  
St Heliers Street, Abbotsford Vic 3067

### NEW SOUTH WALES

440 Marrickville Road, Marrickville NSW 2204

Contact us if you have any questions or comments about our organisation or services.

This includes:

- Complaints and/or client feedback
- Donations
- Media
- Privacy
- Volunteering
- WRAP Centre



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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 spiritualties, honouring their heritage and advocating for social justice for all.

# Equality. Opportunity. Empowerment.

**Our purpose is to disrupt the intergenerational cycle of disadvantage and enable fullness of life, especially for women and girls.**

As the new Chair, I am pleased to affirm that Good Shepherd Australia New Zealand remains committed to delivering evidence-based services that put women and girls at the centre of all that we do.

I thank Frank O'Connor for his steady leadership as Chair over the past two years (2014-16). I also thank the Board and Executive Team for their careful stewardship of Good Shepherd's mission and resources.

We continue to provide community-based programs, services and research that support women, girls and families to build their safety and resilience, increase their access to education opportunities and improve their financial security.

Our Women's Research, Advocacy and Policy (WRAP) Centre challenges public policies that entrench disadvantage and impact women's safety, economic security, personal wellbeing, social inclusion and access to justice. The WRAP Centre also drives innovation for programs within our organisation.

We recognise that investing in services that improve the lives of women and girls has a positive effect on families and communities. In this way, we aim to disrupt the intergenerational cycle of disadvantage so that women and girls can live safe and self-determined lives.

Whether you are a new or old friend of Good Shepherd, thank you for walking alongside us and so many people who are making powerful changes in their own lives.

**Alison McClelland AM, Chair**  
*(September 2016 to present)*

Firstly I would like to congratulate Alison McClelland for receiving an Order of Australia in this year's Queen's Birthday Honours List. We are fortunate to have such an eminent and committed leader as our Chair. While stepping into the role as Chair in 2016, Alison has been a Board member and supporter for many years.

I thank our staff, volunteers, funders, donors and partners for working with us to break cycles of disadvantage from one generation to the next.

It has been wonderful to increase our work on gender focused social justice and create new collaborative platforms, such as the Women's Policy Action Tank and Good Conversations, to give greater voice to our public policy analysis and advocacy.

We continued our international campaigns against human trafficking and forced marriage and worked with the Sisters of Our Lady of Sacred Heart and the Women and Children's Crisis Centre in Kiribati to deliver family violence services.

It was an inspiration and privilege to learn from and honour Lois Peeler and Jessie Lloyd, two extraordinary Indigenous leaders. This year we were also pleased to increase our partnership with Mary MacKillop Foundation's Indigenous Tertiary Scholarship Program.

Everyone we work with brings their unique experiences, strengths and challenges. We share some of these moments in this year's review and celebrate all efforts to champion social equality. We thank you for supporting us on this journey.

**Dimity Fifer, CEO**



# 2016-17 at a glance

23 July 2016

Run Melbourne teams support the cause and become new friends of Good Shepherd

15-16 August 2016

Power to Persuade: The Ecological Systems of Public Policy  
Women's Policy Action Tank: Putting Women at the Centre - A Policy Forum

16 August 2016

Launch of research report *Economic Security for Survivors of Domestic and Family Violence*

1 September 2016

Alison McClelland appointed Chair of the Good Shepherd Australia New Zealand Board

6 September 2016

Our Family Solutions team named Finalists in the Robin Clark Protecting Children "Making a Difference Award"

15 September 2016

The Waranara Centre evaluation report presented at the "Doing School Differently: National Flexible and Inclusive Education" Conference

26 October 2016

Kathy Landvogt, Head of the WRAP Centre, presenter at Good Shepherd's Asia Pacific Anti-Trafficking Workshop

December 2016

Brimbank Melton Family Violence Program begins in the western suburbs of Melbourne



30 January 2017

The Waranara Centre opens its Senior School (Years 11 and 12)

March 2017

"Reading for Good" book club begins, celebrating female writers around the world

1 March 2017

Inaugural Good Conversations forum: "Child Support Policy and Its Impacts on Women's Economic Security"

March 2017

Sydney Young Parents Program celebrates its second anniversary working with parents and parents-to-be under 25 years of age

5 April 2017

Firmer Foundations financial capability program receives Financial Literacy Australia's "Research and Evaluation Award"

18 May 2017

Special "thank you" high tea for donors and supporters, proudly sponsored by Cornwall Stodart

27 May 2017

Celebrated National Reconciliation Week with Indigenous musician Jessie Lloyd

12 June 2017

Alison McClelland AM receives Queen's Birthday honour

# Safety and Resilience

Working with women, children and families to increase their safety and skills to manage challenges and change.

## Key highlights: 2016-17

Livia La Rocca, National Manager Safety & Resilience, says: "It's been a year of growth and reform across our programs. One of the driving forces was the Victorian Government's commitment to accept all 227 recommendations from the Royal Commission into Family Violence. This led to funding increases and opportunities to innovate."

"We were able to provide more case management support to women and children experiencing family violence in Bayside Peninsula, add family violence case management to our services in Brimbank Melton, and offer specialist family violence support to families with children and young people accessing our integrated family services."

## Alexis Response Model achieves 82% reduction in high-risk family violence cases



With over 3,000 police referrals a year, we had to find new ways of working that could reduce the incidence of violence against women and children and between adult children and their parents.

We do this through:

- Family violence, refuge and recovery services
- Integrated family services
- Counselling services
- A youth homelessness service

"In NSW the Department of Family and Community Services began working with organisations to change targeted earlier intervention programs as the number of children at risk of significant harm continues to grow. As a funded organisation we are working with the NSW Government to achieve their reform aims, which include working with individuals and their families to address their needs, and creating an evidence base so providers know what works and can build on that knowledge.

"We believe this partnership approach will help service providers work more effectively with children and their families to increase their safety, wellbeing and resilience."

In just over 12 months, the Alexis Response Model has been able to drastically reduce the number of repeat, high-risk family violence offences across Frankston and the Mornington Peninsula in Victoria.

This new family violence unit includes Specialist Police Family Violence Unit officers, a youth resources officer, a firearms officer, crime prevention officers and Good Shepherd's Alexis Response Model Worker. Together they take a more holistic approach to working with victims and perpetrators of family violence.

"We focus on priority households, those with three or more police call outs in 12 months or where the team believes there's a significant likelihood of further violence at that address," said June Campbell, Good Shepherd's Alexis Response Model Worker.

"We work with victims, however one of the key things for us is to work with perpetrators to take responsibility for their behaviour. If we don't also work with perpetrators it's very difficult to create change."

June said that by taking this approach they can see what is happening in people's lives, look at different



## Strengthening family bonds

This year 10 families attended our family camp which offers "time out" for women and children who have experienced family violence. It is a core element of our family violence program, giving mothers and children the opportunity to strengthen family bonds, meet

other people and join in positive social activities.

Our camps rely entirely on donations. Without donor support women and children would not have this quality time for rest and recovery.

options for them and see how effective each intervention is. These include child protection, housing, mental health services, men's referral services, counselling, and drug and alcohol services.

Over the past year there has been an 82 per cent reduction in high-risk family violence cases, which is a remarkable outcome for perpetrators and victims - who are still mainly women and children.

## Reading for Good

This year when we launched our community fundraising book club "Reading for Good", South East Water purchased the full catalogue of books for their staff.

"We're supporting Good Shepherd through their book club, which celebrates amazing female authors and their stories of strength, striving for equality, surviving family violence and fighting for their place in the world," said David Housden, Assist Program Advisor, South East Water.

Note: The names of our clients and staff have been changed and generic images have been used to protect privacy, unless stated otherwise.



"It's a great cause and we know the money raised directly supports programs and services." David Housden, Assist Program Advisor, South East Water.



## Starting over

When Therese walked into Good Shepherd Community House Wallaroo and was asked if she was okay, all she could manage was a “no” as she fell to the ground.

Therese had just been through a traumatic experience, which would not be revealed for some days to come. Over the course of those days, Melissa Rigby, Coordinator of the Community House learnt as much as she could about Therese to make sure she got the assistance she needed.

Therese was five months pregnant, raising a young son by herself and had just become homeless. When she heard this, Melissa spent two days making calls to find Therese and her son accommodation. A temporary arrangement was made until they could find something

more permanent. This proved to be extremely difficult for a single mother but, after six months, Therese signed a lease for a private rental.

During this time Melissa was able to secure emergency funding relief then assisted Therese to apply for a loan through the No Interest Loan Scheme (NILS) so she could buy furniture for her home. Therese was also assisted through the Family Solutions Integrated Family Support Program, and saw the Maternal and Child Health Nurse and psychologist at the Community House.

This holistic approach enabled Therese to meet many of her needs. She was able to find safe accommodation, receive professional guidance and be socially connected within her community.

**“I am indebted to Good Shepherd Community House Wallaroo for everything they have done for me. The help and support from every member here is absolutely amazing. They have supported me financially, mentally and emotionally. Even though I have moved out of the area, I still (and will) continue to come back to what I now call ‘my family’, said Therese.”**



Congratulations to the Family Solutions team on the Mornington Peninsula, Victoria for being named finalists in the 2016 Robin Clark Protecting Children “Making a Difference Award”. “It was a privilege to be in the room with incredible people who make the world a better and safer place for children. We were thrilled to have been selected as a finalist. Everyone in our team is so committed to working with children and their families to make a positive difference in their lives.” *Jo Marron-Mill, Family Solutions Team Leader*

(L-R) Top row: Nikki Hill, Colin Valentine, Nenita Batica, Jo Marron-Mill, Livia La Rocca.

(L-R) Bottom row: Lauren Davidson, Sue Oaks, Jenny Simms.

# Activity Snapshot Safety and Resilience

## Peninsula Family Violence Program

**2,850** women & children were supported through case management, refuge accommodation and group work

**1,738** women & children responded to through police responses to domestic violence and our outreach

**131** children received counselling for trauma related to their experience of family violence (Vic)

## Brimbank Melton Integrated Family Support Program

Provided family support, family counselling and groupwork for **180** families (Vic)

## Sydney Young Parents Program

Supported **50** young parents and **65** babies and children through case management.

The supported play group regularly attended by 15 young parents and 25 babies and children. (Sydney, NSW)

## Counselling

**93** young people and their families provided with counselling

**45** young people provided with sexual assault counselling

**40** young people attended “Love Bites” **53** parents attended ParentWise workshops (Sydney, NSW)

## Youth Homelessness Service

Supported **95** young people and **38** children

to access short, medium and long-term accommodation including social housing, private rental, transitional support accommodation, emergency accommodation (inner northern and western metropolitan suburbs of Melbourne, Vic)

## Brimbank Melton Family Violence Program

New program began in the western suburbs of Melbourne

(Vic)

## Family Solutions Integrated Family Support Program

Supported **250** families through counselling, family support, parent education and children’s support groups (Mornington Peninsula, Vic)

“I came to Good Shepherd to learn some new parenting strategies, to get help with my ex partner, my medical problems and to attend some groups and make friends.

“Attending *Changing Tides* has been so helpful. I am learning some life changing stuff. I have made several friends who are awesome and I feel much more confident with parenting.”

# Education Pathways

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

## Key highlights: 2016-17

Jane Lowe, National Manager Education Pathways, says: "Expanding The Waranara Centre was a key focus for us this year. We conducted a thorough evaluation of the school, which was published and presented at the "Doing School Differently" Conference (September 2016). We were thrilled to expand the school in January 2017 with the opening of the Senior School. We welcomed over thirty Year 11 and 12 students, which is a stunning achievement for our two-year-old school. The Waranara Centre underwent accreditation with the NSW Education Standards Authority (NESA) in June 2017 and the inspectors recommended that the school be accredited for five years.

## Growing confidence



Cassie was refusing to go to school when she was in Year 9 because of significant bullying. She was experiencing anxiety and depression, struggling with suicidal ideation and was regularly self-harming. Cassie rarely left the house.

We do this through:

- The Waranara Centre, a registered secondary school
- Skill building programs for students, teachers and parents
- School engagement programs
- Community House programs and activities

"During the year we also reviewed the programs and workshops we deliver to other schools. Part of this review was guided by the NSW Department of Family and Community Services' changes to targeted earlier intervention programs. As a result, we developed a pilot program 'RISE' (Resilient, Independent, Safe and Engaged) for young people aged 12 to 18 showing early signs of disengagement from school.

"This work reflects our new Education Pathways model, which is strengths based, person centred, collaborative, holistic and evidence based. By using this model we aim to create communities where people experience no barriers to learning opportunities, are able to confidently make choices and experience fullness of life."

She was encouraged to enrol at The Waranara Centre because it provides young people with support services such as personalised teaching and learning support, pastoral care from experienced wellbeing support workers, and access to specialist adolescent and family counsellors on site.

After a cautious start Cassie's attendance improved, but then it began to decline. Regularly being with other students, participating in class discussions and attending excursions became extremely challenging for her.

The teaching staff and the Good Shepherd counselling team developed an intensive management plan with Cassie which included daily assistance from our Wellbeing Support Workers and volunteer tutors. Once Cassie started to build her confidence and independence, the team modified the type and amount of support she received. Through this process Cassie was able to focus on her relationships and her studies. She says she feels a lot stronger now and is planning to spend time with friends during the holidays.

## Distance Travelled: An evaluation of The Waranara Centre

In 2016, Good Shepherd conducted a thorough evaluation of The Waranara Centre to find out how young people's attendance, wellbeing, academic achievement and future pathways were tracking. A range of students, parents, teachers and staff from Good Shepherd and other community organisations were interviewed.

"Overall, results showed that The Waranara Centre is positively supporting young people to change patterns of attendance, engagement and behaviour," said researcher and author, Lanie Stockman, Outcomes and Evaluation Specialist.

Evaluation findings include:

Average attendance rate of all young people in Semester 1, 2016

ATTENDANCE 70% 2016

This is a significant increase from 45 per cent in 2015.

ATTENDANCE 45% 2015



**80%** of young people who attended The Waranara Centre since 2015 finished Years 9-12 or went to a job or to other study.

→ 2 young people are now studying at university

→ 14 young people were supported to do a vocational course



Findings are being used to plan for the best possible educational service for young people.

Included in the recommendations are:

- More formal literacy and numeracy support
- Tailored support for Aboriginal young people
- Tailored support for young people with a disability
- Find better ways to support young people who are 18 and older

While there is a growing body of research on the need for educational re-engagement programs for young people, there are few evaluations to inform the practice of re-engagement programs, particularly in showing student outcomes and the ways their achievement can be supported or inhibited.



The Waranara Centre is an accredited secondary school with campuses in Marrickville and Paddington, NSW. It supports young people, particularly those experiencing anxiety or poor mental health, to re-engage in education.

Congratulations to the 50+ students in Years 9, 10, 11 and 12 who graduated on 14 December 2016. Parents, carers, family and friends gathered to celebrate their many achievements. We were thrilled to have Member for Summer Hill, Jo Haylen, attend the event and present students with their certificates.

# Activity Snapshot Education Pathways

## Good Shepherd Community House

### Wallaroo

On average, **38 activities or programs** are delivered each week in partnership with 24 other organisations and local groups (Hastings, Vic)

- **Community lunch:** **889 people** attended a weekly lunch
- **1,186 parents and children** attended one of our **5 supported playgroups**
- **1,015 local community members** engaged in some form of self-help or health and wellbeing group
- **Living with Autism:** **31 attendances**
- **Exploring Solutions:** **12 attendances**
- **Changing Tides:** **128 attendances** to our domestic violence support group
- **Kids in the Kitchen:** **690 meals prepared** and shared with school children and their parents in partnership with Wallaroo Primary School
- **Community Choir:** **159 attendances** delivered in partnership with Mengtis Assists
- **Jump, Jiggle & Jive:** **177 attendances** delivered in partnership with Mornington Peninsula Shire
- **Parent-Child Mother Goose:** **177 attendances.** This joint initiative between Good Shepherd and Mornington Peninsula Shire aims to engage children 0-2 years of age and their parents or carers
- **Playroos:** **514 attendances** to our carers support group delivered in partnership with Peninsula Health and Advance Community
- **Koori Kids Play Group:** **248 attendances.** This weekly group is delivered in partnership with the Victorian Aboriginal Child Care Agency (VACCA).

The Good Shepherd Community House Wallaroo supports and actively participates in nine local community groups involving safety, education and community development.

### Wallaroo Preschool

Enrolled **24 children**

Four-year-old kindergarten  
**5 children**

Three-year-old kindergarten  
**19 children**  
(Mornington Peninsula, Vic)

### St Albans

On average, **10 activities or programs** are delivered each week (St Albans, Vic)

- **"Welcome" multicultural program:** **11 women** and **11 children** joined in and made new friends
- **Building Blocks:** Provided a weekly supported playgroup for **26 young mums** and **37 children**, **3 dads** and **1 grandmother** to relax and build positive relationships
- **Shining Stars Support Playgroup:** **8 women** and **11 children** attended. "Shining Stars" was developed in response to feedback from local maternal and child health nurses. The group focuses on supporting children's language and development and strengthening parents' skills.
- **Bringing Up Great Kids in the Early Years:** **7 women** enhanced their communication skills
- **So Sew/Advanced So Sew and So much More:** **26 participants** learnt the basics of sewing

## The Waranara Centre

Enrolled **59 students** in the 2016 calendar year (Marrickville/Paddington, NSW)

### The Day Program

Supported **34 young people** (Marrickville, NSW)

### Wellbeing and Thrive Programs Workshops

Provided early intervention workshops, school presentations, individual case management and parenting services to:

<b>946 students</b> who attended workshops, presentations and case management	<b>744</b> Early Intervention and Prevention Group Workshops	<b>642 parents</b> who attended presentations and workshops
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"It was really good to learn about the different types of thoughts we have and how to manage the unhelpful ones."

Jenny, Year 7 Student - KONNECT Workshop (Sydney, NSW)

"I approached Good Shepherd needing support with parenting and helping my teenage daughters (especially the oldest who has just been diagnosed with depression).

"I appreciated the ongoing counselling that has brought me to a place of understanding for myself and my daughters.

"Our quality of life has changed for the better – particularly our relationships with each other."

## ENGAGE! Program

### 139 students, Multicultural Day

On 2 September, **139 Victoria University Secondary College students** participated in Multicultural Day. This event includes food, performances and a variety of activities to increase young people's connection to their school community and peers, develop self-confidence and raise awareness of youth services in the community.

Program: RAP 3021

### School Focused Youth Services

More than **40 schools** participated in **Linking Community Assistance** to build the capacity of schools and community partners to meet the needs of young people vulnerable to/showing signs of disengaging from school and navigate the range of existing support services.

**Drumbeat:** In 2016 Copperfield College ran the **Drumbeat Mentoring Program** intervention at each of their campuses (Kings Park, Sydenham and Delahey, Vic). This program uses music therapy to engage students in the classroom, school community and wider community.

# Financial Security

Working with people to develop a healthy relationship with money and increase their financial security.

## Key highlights: 2016-17

Sandy Milne, National Manager Financial Security, says: "We were thrilled to receive Financial Literacy Australia's 'Research and Evaluation Award' for *Quietly Changing Lives: Summary Report of the Firmer Foundations Evaluation* in April this year. It acknowledges the detailed 'review and improve' approach we used with the Firmer Foundations program since it was piloted four years ago. We'll continue to use this process as we expand the program in Victoria and New South Wales."

"Following the Victorian Royal Commission into Family Violence, we've seen that many private companies want to meet the needs of customers experiencing family violence. Over the past year we delivered more

We do this through:

- Financial counselling
- Family violence informed financial counselling
- "Firmer Foundations" financial capability coaching program for women

customer service training and consultation services to utility companies on how to work with customers, notably women, who experience financial vulnerability due to family violence and/or economic abuse. All participants surveyed said they were better informed about the range of services available to customers and how to make a referral. This training is also useful for managers responsible for developing or applying staff policies relating to family violence.

"We were very pleased to receive a grant from the Victorian Government for our family violence informed financial counsellors to assist women in the western suburbs of Melbourne. This is a vital service that can support women to increase their financial security."

## The power of culture



Living in a western culture has put a different emphasis on money and money management for Leesa and her friends who come from Papua New Guinea, Persia and other parts of the world.

"We weren't used to having such a constant focus on money," said Leesa. "When I heard about Firmer Foundations I decided to organise a group of women to do a course at Good Shepherd Community House St Albans.

"We ended up doing two courses because it was so useful. We learnt how to budget and set financial goals. We learnt that budgets and goals work together – and that small goals are really big goals because it all adds up.

"The idea that had the biggest impact on me was that saving isn't giving something up - it's paying yourself before you pay someone else. I love that!"

"We had so much fun doing the course, but we also helped each other stay on track with our goals. And now we're teaching our kids what we learnt."

# Quietly changing lives

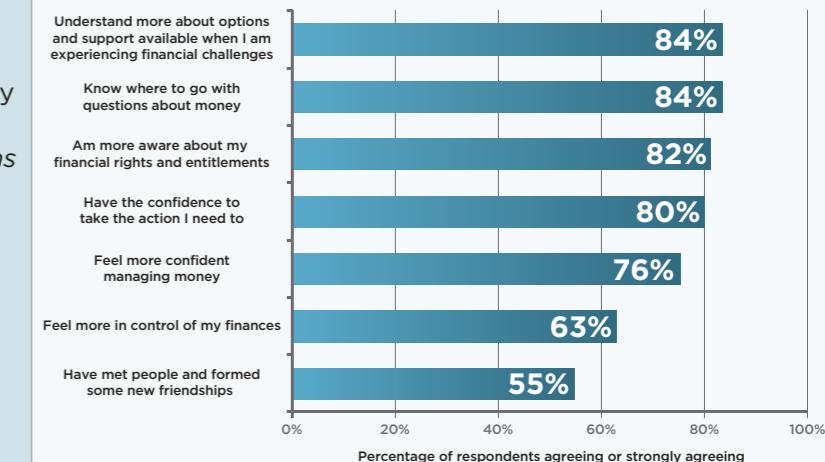
On 22 November 2016, women's financial security advocate Jane Caro launched *Quietly Changing Lives: Summary Report of the Firmer Foundations Evaluation*.

The evaluation outlines the purpose of Firmer Foundations - which is to assist women increase their financial capabilities, minimise their vulnerability to economic abuse and live with greater financial independence – and some of the outcomes of the program.

The graph lists ways in which women's financial skills, knowledge and behaviour were affected as a result of participating in the Firmer Foundations program.

In a separate survey, one participant said: "I referred myself to Firmer Foundations on the Peninsula and participated in three events of varying duration. Good Shepherd provided me with a safe, non-judgmental space to explore my beliefs and knowledge around money.

As a result of participating in the Firmer Foundations Program, I...



I was encouraged to challenge pre-conceived ideas, fears and ambiguities surrounding money. I was supported to ask for help, request assistance and connect with other community members."

*Firmer Foundations is proudly supported by the Phyllis Connor Memorial Trust.*



## Women impacted by the justice system

Since the 1970s, the Good Shepherd Sisters have provided pastoral care to women in prison and girls in youth detention centres in Victoria, New South Wales and Western Australia. From the 1990s, our Women's Prison Health and Wellbeing Program and financial counselling services have enabled staff and Good Shepherd Sisters to engage with women and connect them with our services.

In partnership with the Dame Phyllis Frost Centre in Victoria, Good Shepherd also provides financial capability information packs to women when they leave prison.

L-R: Dimity Fifer, CEO, Good Shepherd Australia New Zealand with Jane Caro, women's financial security advocate, who launched "Quietly Changing Lives: Summary Report of the Firmer Foundations Evaluation" on 22 November, 2016. This event was generously sponsored by Westpac Ruby Connection.

# Activity Snapshot Financial Security

## Women impacted by the justice system

**191** women in prison provided with financial counselling

(Dame Phyllis Frost Centre, Vic)

Our financial counsellors referred women in prison to the following services:

- Inside Access
- Gambling Help
- Victoria Legal Aid
- Women's Legal Service
- The Law and Advocacy Centre for Women (LACW)
- Clean Slate
- National Debt Helpline and local financial counselling programs on release
- Justice Connect
- Odyssey House
- St Vincent de Paul Society
- Clean Slate

## Low and no-interest loans

IN VICTORIA,  
**197** approved NILS (no interest) loans totalling **\$199,599**

IN SYDNEY, NSW,  
**119** loans were approved, totalling **\$206,500**

These included:  
**79** NILS (no interest) loans totalling **\$88,200**  
**40** StepUP (low interest) loans, totalling **\$118,300**

## Financial counselling

Worked with **2,948** clients and provided **14,502** hours of service

(Bayside Peninsula and Brimbank Melton, Vic)  
Worked with **158** clients (Sydney, NSW)

## Assisting women impacted by the justice system

Good Shepherd continues to support the Women's Justice Network (formerly Women in Prison Advocacy Network) through its mentor program. We provide financial counselling to women in prison, and financial training to mentors, so that women can build a support network and prepare for life in the community.



Sharon Weston, Financial Counsellor, Good Shepherd Australia New Zealand and Women's Justice Network mentor.

## Investing in family violence and financial counselling services

In June 2017, Good Shepherd was awarded a Victorian Government grant for \$71,584 for our family violence and financial counselling services in Brimbank Melton. Our family violence informed financial counsellors assist women access financial hardship programs and negotiate with creditors and debt collectors to protect assets from repossession. To date our counsellors have worked with 44 women locally.

Congratulations to the 66 volunteer mentors in the Women's Justice Network, including our Financial Counsellor **Sharon Weston**, for taking home the 2016 NSW Volunteer of the Year Award. Mentors provide social, emotional and practical support to women impacted by the justice system.

# Donors make a world of difference

We are fortunate to have donors and supporters whose gifts assist us to deliver programs and services that meet people's need for increased safety and resilience, education opportunities and financial security. Every gift makes a difference in someone's life.

John Date has been a generous supporter of Good Shepherd for close to 50 years.

John's connection and support for Good Shepherd began in the 1960s when he was asked to join an advisory board. John says: "As I worked with the Sisters and staff, I realised that Good Shepherd needed extra financial support and that I was in a position to assist.

"At the time, they provided programs and services for women and children where there was no government assistance, and I developed an affinity for the Good Shepherd mission.

"When I was growing up, the need for philanthropy was instilled in me. If one was fortunate in life there was a corresponding obligation or duty to help others who have not been so fortunate."

John says he is familiar with Good Shepherd's administration systems and knows that all money donated is used to deliver programs that make a real difference to women, girls and their families.



John and Jennifer Date.



Yvonne De Sousa and her daughter Robyn Takahashi with Sr Monica Walsh.

The De Sousa family has also been a long-time friend and supporter of Good Shepherd. Over many years they have made donations through the Lionel De Sousa Fund to assist children and young people with the books and resources they need for school.

"When my husband Lionel passed away in 2010, my daughter Robyn decided to set up the Lionel De Sousa Fund to support education programs," said Yvonne De Sousa.

"Lionel had a strong social conscience and was passionate about education. He believed that education is vital to creating opportunity in life – and that learning should continue throughout one's life.

"We reached out to Good Shepherd and we've worked closely with them to assist students in the western suburbs of Melbourne."

Each year Yvonne and her family donate money to Good Shepherd in Lionel's memory. Their commitment and generosity have truly made a difference to children's and young people's future opportunities.

On 18 May, 2017 we held a high tea to say thank you to our donors and supporters, and share stories of the real impact their gifts can make in people's lives. The event was proudly sponsored by Cornwall Stodart.

# Influencing for change

For nearly 200 years Good Shepherd has challenged systems that prevent women and girls around the world from getting fair and equal access to life's opportunities.

In Australia, our advocacy has increasingly been driven by our research and policy analysis. This has resulted in a significant body of policy reviews and submissions on issues such as economic security for women, economic abuse, family violence and forced marriage.

## Women's Policy Action Tank

Our Women's Research, Advocacy and Policy (WRAP) Centre was instrumental in establishing the Women's Policy Action Tank, which was launched on 16 August 2016.

Inspired by the Power to Persuade: Gender Forum in 2015, the Women's Policy Action Tank has garnered widespread support as it views public policy through a gender lens. The Action Tank's inaugural Putting Women at the Centre: Policy Forum in 2016 was attended by more than 100 delegates from academia and the community, government and corporate sectors. It included the first of a series of panel discussions, now known as "Good Conversations", exploring the need for a gendered approach to policy design and implementation. In March 2017, a second "Good Conversations" event was held in partnership with Westpac Ruby Connection. The discussion focused on Australia's child support policy and its impact on women's economic security.

## Empowering women's voices

We empower women who are impacted by policy decisions to share their stories and advocate on their own behalf or advocate with other women in their situation.

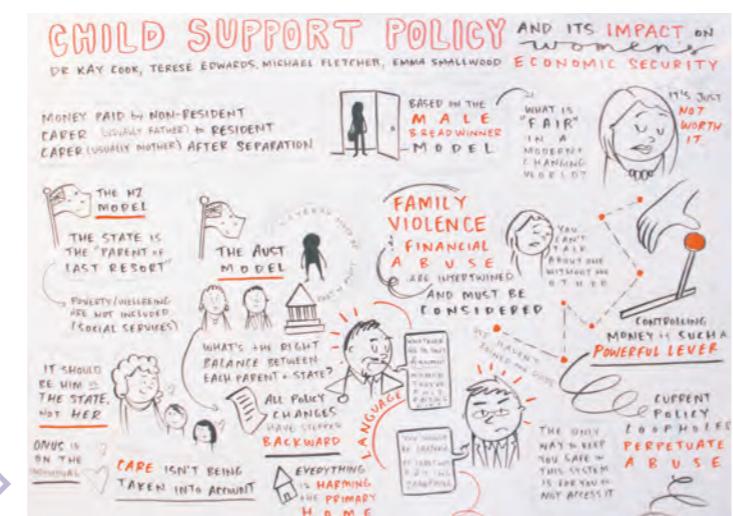
In December 2016, we began publishing Juanita McLaren's analysis and lived experience of the Federal Government's Welfare to Work reforms, in which people are moved off the parenting payment and onto Newstart when their youngest child turns eight. Juanita is a postgraduate student investigating the effectiveness of the Welfare to Work program to keep families out of poverty or assist parents (especially single parents) into employment.

A snapshot of critical discussion points in Good Conversations: Child Support Policy and Its Impacts on Women's Economic Security.

Self-advocacy and peer advocacy have been incorporated into our Service Participant Engagement Project, which enables us to gain insights into people's lived experience and ensure our submissions are grounded in their experience.



The Women's Policy Action Tank was launched on 16 August 2016. L-R: Kathy Landvogt, WRAP Centre; Julie Edwards, CEO, Jesuit Social Services; Liana Buchanan, Principal Commissioner for Children and Young People; Kristen Hilton, Victorian Equal Opportunity and Human Rights Commissioner; Dimity Fifer, CEO, Good Shepherd Australia New Zealand; Jocelyn Bignold, CEO, McAuley Services for Women.



## Keeping women safe from violence

We work locally and globally to prevent human trafficking and violence against women.

During the year Good Shepherd Australia New Zealand continued as a lead partner in the Forced Marriage Network in Victoria and spoke out against forced marriage through the media.

We launched the *Economic Security for Survivors of Domestic and Family Violence* research report in September 2016, highlighting the importance of financial security in the recovery from family violence. In May 2017 we partnered with OurWatch to develop an index with which to measure the economic security of survivors of family violence and provide a summary of the key themes raised at the "Prevalent and Preventable": International Conference on Violence Against Women. We also responded to the Federal Government's inquiry into whether Australia should introduce a Modern Slavery Act.

## Support for children and young women in their middle years

In addition to presenting *Distance Travelled: An evaluation of The Waranara Centre* at the "Doing School Differently: National Flexible and Inclusive Education" Conference in 2016, we made submissions to the NSW Government's Child Protection Inquiry, the Victorian Government's Inquiry into Youth Justice Centres, and advocated for the rights of children through the Office of the High Commissioner of Human Rights Consultation.



Go to [goodshep.org.au/publications](http://goodshep.org.au/publications) to read our:

- Commentary
- Policy position papers
- Evaluation reports
- Policy submissions
- Resources

Follow the WRAP Centre on Twitter @GoodAdvocacy



L-R: Kathy Landvogt, Tanya Corrie, Susan Maury and Yvonne Lay, WRAP Centre.

## Leadership success and succession

Good Shepherd has delivered policy research in Australia for more than 25 years, and Kathy Landvogt has played a significant role in policy research and advocacy for 12 of those years. Kathy initially managed the Social Policy and Research Unit, which later became the Women's Research, Advocacy and Policy (WRAP) Centre.

We thank Kathy for her strong leadership and advocacy focus.

In 2017, Kathy passed on the leadership of the WRAP Centre to Tanya Corrie, who was the Deputy Head and Development Lead - Financial Security. Tanya has worked in policy and research at Good Shepherd since 2009, particularly in the areas of financial exclusion, financial abuse and family violence, income security, cost of living and essential services for people on low incomes. Kathy has since moved into a new position as Good Shepherd's Safeguarding Lead, working with the organisation to ensure best practice in safeguarding children and adults with whom we work as well as women who previously lived in Good Shepherd residences.

"It's been a great privilege to work with the WRAP Centre team," said Kathy. "Coming to Good Shepherd was like coming home — the head and heart working together for a better life for women and their families. I am excited to continue that commitment in my new role as Safeguarding Lead."

# Making good decisions

Do nothing without reflection and a right and pure intention.  
Those who want to live wisely must be thoughtful...

- St Mary Euphrasia, Foundress, Sisters of the Good Shepherd

Good Shepherd Australia New Zealand was established by the Good Shepherd Sisters to bring together committed and passionate people to disrupt the intergenerational cycle of disadvantage and enable fullness of life, especially for women and girls.

Our activities are supported by Good Shepherd's Mission Office, which works with Good Shepherd organisations in Australia and New Zealand.

The Mission Office focuses on engaging staff, volunteers and Board members in Good Shepherd's mission, embedding values and culture in our everyday activities, and contributing to leadership development. In this way we can ensure the continuity and authenticity of the Good Shepherd mission into the future.

We welcome people from all walks of life to work as "mission partners", people who are co-responsible for interpreting, living and developing the mission.



Our international mission is to create an equal, just and peaceful world, especially for women and children, through ethical and audacious responses to the urgent needs of our time.

Globally, the Good Shepherd network spans 73 countries and our Mission Office ensures our mission strategy aligns with the international directions set out in 2015. Our Asia Pacific Partnership Team continues to develop relationships with Good Shepherd in the Asia Pacific region and strengthen models of partnership. In July 2016, the team attended a planning meeting in Singapore to further develop the co-responsibility framework and identify resources that can be shared across the Asia Pacific region.

On Good Shepherd Day 22 June 2017 we reflected on the values that inspire us as individuals and guide our work and behaviour.

# Leading from the ground up

We focus on building individual and team skills because our people are at the heart of everything we do. By taking a strengths-based approach we can identify and support opportunities for success.

## Developing our leaders

During the year, leadership development was a high priority for our Mission Office and our People & Culture team. Together they implemented the first modules of the Leadership Development Program, a new training program for managers and team leaders. This program is strongly aligned with our mission so that leaders can authentically model our values and behaviours. Within this reporting period 33 managers and team leaders completed three full-day workshops and took part in local community of practice activities to help them embed their skills in their work and learn new skills in leadership, high performance teams, finance and recruitment.

Our Wider Leadership Team, comprising senior managers, was also established. This group meets monthly to share professional and personal highlights and take the opportunity to learn from each other's experiences.

## Team Management Systems

In 2016 we committed to using Team Management Systems with all of our teams. This globally recognised system offers profile, assessment and feedback tools that enable teams to understand their preferred work styles.

We see real value in using Team Management Systems as it will assist people to be stronger in their roles, develop more effective relationships, enhance teamwork and increase productivity and outcomes for the communities we serve.

This system was introduced during the launch of the Leadership Development Program and all teams will participate in this process as part of our ongoing staff development.

## Our workforce at a glance

During the year the total number of employees at Good Shepherd Australia New Zealand increased to 155 with the opening of The Waranara Centre Senior School in NSW, our expanded family violence services in Victoria, the appointment of our Safeguarding Lead and Heritage Coordinator to support our work with former residents, and a new National Manager Comprehensive Aged Care Services.



Over the past three years we refreshed a range of programs and services in Victoria and NSW and aligned them to our areas of expertise: Safety and Resilience, Education Pathways and Financial Security. Our teams are supported by leaders and managers who have a deep understanding of our organisation, operational plan and network strategy.

Since launching our online Learning Management System in 2016, all staff have been enrolled for training.

The system houses 12 training courses, ensuring consistency of training content and delivery. Courses include Mandatory Reporting of Child Abuse

in School, Work Health & Safety, Victorian Child Safe Standards – We All Have a Role to Play, Workplace Bullying, How to Manage People Performance, Sexual Harassment in the Workplace, Cybersecurity Incidents – General Awareness, and Electronic Communications and Social Media in the Workplace.

# Valuing each person

We are guided by our values of audacity, zeal, justice, the value of each person and reconciliation.

"There's a saying: 'It takes a village to raise a child.' In my case this is very true. When I was growing up I spent a lot of time with my Grandma and Grandpa and they taught me different ways to understand people. I learnt that people sometimes need a helping hand or a little extra TLC."

"My Grandpa was a teacher and believed education was the key to success. He had a knack for teaching life lessons without me realising. I remember the time he collected money for a hospital appeal. He asked me, 'Well, where's your contribution?' I was quite young and said, 'I don't have any money; what am I supposed to contribute?'

"With a smile on his face he said, 'Let's have a look at you. Looks like you have eyes; looks like you have hands; looks like you have feet; what about a heart? Can you hear one in there?'

"Not having any idea where he was going with this, I simply said 'yeah'. My Grandpa's response was, 'You have eyes to see when things aren't quite right, you have a hand to hold another's when they need it, you have ears to listen when people are feeling lonely, you have feet to walk alongside others, and you have a heart to care.'

## Comprehensive Ageing Support Services

In June 2017, Lexie Dennis joined Good Shepherd Australia New Zealand as the National Manager Comprehensive Ageing Support Services. This role is funded through Good Shepherd Services and managed through Good Shepherd Australia New Zealand. The National Manager reports to the General Manager Client Services at Good Shepherd Australia New Zealand and works directly with the Good Shepherd Sisters' leadership teams to support the Sisters and Good Shepherd Women across Australia.

"Since joining Good Shepherd I've found another 'village'. Whatever happens at work, or in my personal life, I know I have a village to support me. Suraya will call me after work if she thinks I had a bad day. Mary will make time for my endless questions. Van always makes me laugh. Trish will always make sure our team is okay, no matter what challenges we're facing.

"I know there's value in every person because I grew up in a loving, caring family. And today I feel so lucky to work with people who not only see the value in each person but ensure that each person feels valued – whatever's happening in their life."

*Megan Kennedy,  
Youth Homelessness Case Manager*



# Taking the long view

The Good Shepherd way is to "see, reflect, act" so we can set a course that sustains us long into the future.

The Sisters of the Good Shepherd Province Leadership Team continued to focus on developing new models of governance, fostering transformational leadership, ageing creatively and caring for former residents of Good Shepherd institutions.

Sr Monica Walsh, Province Leader, says: "We established the Province Governance Working Party to assist the handover of high-level responsibilities such as overseeing the Good Shepherd mission and governance practice of the Good Shepherd Australia New Zealand Board to lay trustees. We are steadily working through this process and fostering leadership at all levels so the Good Shepherd mission can thrive.

"Many Sisters are involved in pastoral care, others in mentoring and facilitation, in reaching out to women in prison, and in campaigning against human trafficking and slavery. We continued to lobby against social and environmental injustice, and sustained our lobbying against the inhumane treatment of asylum seekers on Manus Island and Nauru. We opposed the

*Sr Monica Walsh,  
Province Leader,  
Sisters of the  
Good Shepherd.*

proposed Adani coal mine project in Queensland as we are concerned about the cycles of social and economic disadvantage and environmental degradation that would follow such a project.

"We welcomed the Safeguarding Framework that was developed by Andrea Lott, Special Projects, and endorsed by the Good Shepherd Australia New Zealand Board in 2017. This framework heralds a new era in care for people who have a connection with us. We were also very pleased to see the Mission Office create the role of Heritage Engagement Coordinator so that former residents have a dedicated liaison to assist with inquiries and personal journeys.



## Our workplaces are safe and respectful

A Safeguarding Lead was appointed in 2017 to embed our Safeguarding Framework in all of our work. The framework is founded on our mission, based on our values and is our ongoing commitment to people we work with: past, present and future.

The Safeguarding Lead works closely with our Risk & Quality Team, Client Services, and our Mission Office and Heritage Engagement Coordinator to ensure we meet our quality and compliance requirements, and community expectations, in a way that reflects our ethos.



Everyone has the right to feel and be safe whenever they spend time with us, use our services or visit our workplaces.

**Our vision** is to create an emotionally, economically and physically safe world, especially for women and girls.

**Our purpose** is to disrupt the intergenerational cycle of disadvantage and enable fullness of life, especially for women and girls.

# Governance

Good Shepherd Australia New Zealand was established by the Sisters of the Good Shepherd to deliver programs and services that disrupt the intergenerational cycle of disadvantage and enable fullness of life, especially for women and girls.

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.

## Around the Board table



**ALISON MCCLELLAND AM, Chair**

"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**

"My wife and I were involved in out-of-home care for children for many years, which was so enriching. I have supported different community services organisations and am very committed to Good Shepherd's work."



**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 LACHAL**

"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 life-long 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."

## Alison McClelland receives Queen's Birthday honour

We are thrilled that Ms Alison McClelland, Chair of Good Shepherd Australia New Zealand's Board, was recognised in the Queen's Birthday Honours List on 12 June, 2017.

Alison was appointed a Member in the General Division of the Order of Australia for significant service to the community through contributions to the development, monitoring and analysis of social policy, and to education.

Alison's working life has included senior positions in governments (both state and Commonwealth), academia, government advisory committees and the community sector. Adding to her long list of achievements, Alison has a Centenary Medal for her contribution to social policy and social research in Australia.

It's so rewarding to work with organisations such as Good Shepherd that combine practical help with research and policy to develop ideas about how to change society for the better. ♀

- Alison McClelland AM

## OUR EXECUTIVE

**DIMITY FIFER**, CEO, leads the development and delivery of the network strategy and the organisation's operational plan. Liaison between the Good Shepherd Australia New Zealand Board, the Good Shepherd Sisters, and the boards and executive teams across the Good Shepherd network is key to delivering the network strategy.



**TRACY LARSEN WHITE**, General Manager Client Services, leads the delivery of quality services to all our clients in line with our mission, values and strategic plan. The management of these services is divided into our three areas of specialisation.



**BRUCE CAMPBELL**, General Manager Corporate Services, heads a team that manages our resources and provides the infrastructure and support necessary to deliver our services across Australia and New Zealand.



**ANNIE PETTITT**, General Manager Advocacy & Strategic Partnerships, leads our advocacy, research and partner engagement across the community and in the private and public sector.



# GOOD SHEPHERD NETWORK



We increase our collective impact through our network strategy.

Good Shepherd Australia New Zealand plays a role in the governance of Good Shepherd agencies across Australia and New Zealand. These include Good Shepherd New Zealand, Good Shepherd Microfinance, St Clare's School and The Trading Circle.

## Good Shepherd New Zealand

Good Shepherd New Zealand works with key partners to provide financial and social inclusion programs and services to people on low incomes and women and children experiencing disadvantage.

### Some highlights:

- Good Shepherd New Zealand's Community Finance Program expanded substantially, growing from two to 13 locations across the country
- In September 2016, Good Shepherd New Zealand hosted its second annual Microfinance Network Day, providing microfinance providers with the opportunity to network and share experiences, learnings and ideas about New Zealand's growing microfinance sector
- Good Shepherd New Zealand's community providers interviewed and had financial conversations with over 2,000 people throughout the 2016-17 financial year, resulting in 486 loans valued at \$1.25 million

## Good Shepherd Microfinance

Good Shepherd Microfinance is a world leader in financial inclusion products, services and advice offering fair and affordable financial programs to people on low incomes.

### Some highlights:

- Good Shepherd Microfinance continued to grow in 2016-17 and its programs and services expanded and adapted to better support the needs of clients
- The flagship NILs (No Interest Loan Scheme) has a refreshed strategy to ensure greater equity and reach, improve and share infrastructure, encourage collaboration across the network and achieve better outcomes for clients
- New programs include a microenterprise pilot to support small businesses in South Australia called LaunchME and FIAP (Financial Inclusion Action Plan), a program which works with organisations

to assist them to develop plans to increase financial inclusion for their employees, customers and communities

## St Clare's School

St Clare's School in Lathlain, WA provides a supportive learning environment for girls to re-engage with education.

### Some highlights:

- In September 2016, representatives from St Clare's School presented at the "Doing School Differently: National Flexible and Inclusive Education" Conference where they discussed how the flexible learning program at St Clare's School supports students to re-engage with education. Three senior students co-presented a session with Professor Sue McGinty from James Cook University.
- St Clare's School's Reconciliation Action Plan was accredited by Reconciliation Australia. A cultural immersion professional development day was held in December 2016, featuring presentations from respected members of the Aboriginal community Ken Hayward, Walter McGuire and Ken Kelly.
- August 2017, Clare Kanakis was appointed Principal after Sue Bursey's retirement. Thank you to Sue for her many years of outstanding service as Principal.

## The Trading Circle

The Trading Circle is a not-for-profit organisation that imports and sells 100 per cent Fair Trade products across Australia. The Trading Circle empowers women to trade out of poverty by providing them with skills training and a marketplace to sell their unique artisan products.

In 2017, The Trading Circle launched its Circle of Hope project to support women in Australia and overseas. Circle of Hope customers purchase a bag or donate personal hygiene items to fill the bags. The Trading Circle has distributed over 50 bags of personal goods to women at a local family violence refuge since its launch.

# Good Shepherd international development

Good Shepherd Australia New Zealand auspices donations to Good Shepherd's international development projects through its affiliated organisations Good Shepherd Services and The Trading Circle.

This includes initiatives such as Good Shepherd's Welcome House in the Philippines and the Fountain of Life Women's Center in Thailand, both of which support women and children at risk of trafficking.

Donations can also be made to Good Shepherd's International Mission Development Office, which assists a global network of donors and partners to achieve the mission of the Good Shepherd Sisters to create an equal, just and peaceful world, especially for women and children.



Riezel and John Kinsella

## Kinsella family gracious hosts for Good Shepherd

On 2 June 2017, Good Shepherd's fundraising team was privileged to attend a benefit hosted by the Kinsella family, generous supporters of Good Shepherd's work in the Philippines.

The Kinsella Family Dinner is an annual event for the construction industry that raises funds for projects in the Philippines and Cambodia. John Kinsella, founder and owner of the Billbergia group and Riezel Kinsella, Director and Licensee of RK Realty, have hosted the event for close to 10 years. Good Shepherd is one of three organisations fortunate to benefit from the fundraiser.

Thanks to the generosity of John and Riezel Kinsella, Good Shepherd's Bukid Kabataan Learning Center in the Phillipines has benefitted from over \$200,000 in funds to support their work with children who have experienced physical or emotional abuse.

In 2017, John and Riezel Kinsella also donated \$15,000 to support Good Shepherd Australia New Zealand in its work to support women, girls and their families across Australia.

We thank the Kinsella family for their generous support.

# Good Shepherd Services

Good Shepherd Services was established to steward the resources of the Sisters of the Good Shepherd. These resources go toward research and advocacy; service delivery by Good Shepherd entities; ongoing support for the Sisters' expenses; activity within the Good Shepherd network, such as anti-human trafficking campaigns; and grants to other charities.

In 2016-17 Good Shepherd Services contributed \$55,000 to Mary MacKillop Foundation's Indigenous Tertiary Scholarship Program.

Good Shepherd Services owns and supports the Good Shepherd Chapel in Abbotsford, Victoria which is managed by Good Shepherd Australia New Zealand.

The Chapel is the cornerstone of our heritage in Australia and thrives as a community hub. In the past year, over 20,000 people visited the Heritage Centre at the Chapel to learn more about our history. For some visitors, the Heritage Centre is a unique place that connects them personally to Good Shepherd.

Good Shepherd Services also supports the Good Shepherd Sisters' archives, which holds the records of people who lived in former Good Shepherd residences. During the year 28,000 new index entries and 12,000 colour scans were made of past records. Our Heritage Engagement Coordinator works sensitively with past residents and their families to access personal records.

# Quality matters

In April 2017 independent review body, HDAA, advised that Good Shepherd Australia New Zealand successfully met the Human Services Standards (HSS) and maintained its ISO 9001:2008 quality systems certification of our governance and management systems in Victoria.

In preparation for the transition to the new ISO 9001:2015 standard in 2018, the Quality Team led the development of a new overarching Risk Framework. In consultation with Good Shepherd Australia New Zealand's Board, Executive Team and staff, the existing risk register was revised. Five workshops were held May to June 2017 with various staff members to provide training and seek feedback. This work provides a strong foundation in building a risk aware culture, which is a key requirement of ISO 9001:2015.

Good Shepherd Australia New Zealand is fully compliant with the Australian Council for International Development (ACFID) Code of Conduct and will receive its Certificate of Compliance for 2016-17.

In early 2017, following the implementation of child protection policies and procedures to address the Victorian Child Safe Standards, we completed our Safeguarding Framework. This framework provides a new context within which Child Safe Standards will be incorporated to meet our increased compliance requirements. A Safeguarding Advisory Committee and Safeguarding Working Group have been established to oversee the implementation plan.



Our Quality Review Committee supports our document management process, and our continuous improvement process ensures that any suggestions, opportunities or gaps identified by staff can be actioned effectively.

Our employees are provided with ongoing opportunities to extend their training. During the year, Victorian and NSW staff attended a number of conferences, seminars and professional development workshops.



Good Shepherd is committed to creating a culture of quality, continual improvement and compliance with relevant legislation, regulation, codes, guidelines and industry standards so we can continue to deliver high quality services to our clients and partners.

Part of this commitment involves ensuring our programs and services achieve formal accreditations, following through on opportunities for further improvement of services and quality systems, and providing our employees with ongoing professional education and development.

Our teams continue to ensure our services receive formal certification for quality services that meet the needs of clients, enhance client satisfaction, conform to current regulations and are continuously improved.

In June 2017, The Waranara Centre in NSW underwent accreditation with the NSW Education Standards Authority (NESA), which involved a desktop audit of the school's policies, procedures and supporting evidence of implementation. This was followed by a full site inspection including face-to-face interviews with staff and students.

Curriculum documents developed by teachers from the Senior School were also reviewed. The three NESA inspectors remarked favourably on the school's compliance with NESA regulations and recommend that The Waranara Centre's Senior School (Year 11 and 12) be accredited for five years.

# 2016-17 financial summary

Increased government funding supported growth across our areas of specialisation: Safety and Resilience, Education Pathways and Financial Security. Growth in funding to Education Pathways has supported the expansion of The Waranara Centre to include Years 11 and 12. Safety and Resilience programs have also expanded to provide new services in Melbourne's west and expanded services on the Mornington Peninsula.

Funding sourced through donations and corporate partnerships has allowed us to work with people who were not eligible for government-funded support. Donations also supported new and innovative models of service and research. Direct support from the Good Shepherd Sisters helped to boost innovation, research and public policy advocacy.

## GOOD SHEPHERD AUSTRALIA NEW ZEALAND

Summarised income and expenditure statement for the year ended 30 June 2017

	2017 \$'000	2016 \$'000
<b>INCOME</b>		
Government funding	9,252	7,916
Fee for service	422	421
Donations and fundraising	641	767
Distributions from trust and other organisations	3,850	4,324
Network support income	1,557	1,088
Other income	260	357
<b>Total income</b>	<b>15,983</b>	<b>14,873</b>
<b>EXPENDITURE</b>		
Education Pathways	3,278	2,906
Financial Security	2,881	3,032
Safety and Resilience	6,816	6,684
WRAP and Mission	1,182	1,228
Network support expenditure	1,614	1,077
<b>Total expenditure</b>	<b>15,771</b>	<b>14,927</b>
<b>Net surplus/(deficit) for the year</b>	<b>212</b>	<b>(54)</b>

# Thank you

We thank all our generous donors, funders, partners and supporters. Your commitment to assisting full and equal access to opportunities, resources, education and employment is invaluable. Without you, we could not achieve all that we do for women, girls and their families.

## Our generous donors and supporters

Alice Vaughan  
Bryan Murphy  
Bunnings  
Catholic Church Insurance Limited  
Collier Charitable Fund  
Cornwall Stoddart Lawyers  
Country Womens Association  
David Byrne  
Deakin University  
Dora O'Sullivan  
Gandel Philanthropy  
Gina Fiske  
Greg Shalit  
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Saturday Morning Amateur Golfers (SMAGs)  
Sisters of the Good Shepherd - Leederville

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Stephen Alomes  
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The De Sousa Family (Lionel De Sousa Fund)  
Gina Fiske  
Greg Shalit  
HJ Bennetto Family Trust  
Holy Trinity Anglican Church  
John and Riezel Kinsella  
Jonathon Webster  
Kinsella Associates  
Lady Primrose Potter  
Madeleine Heath  
Margaret Ryan  
Marrich Charitable Foundation  
Mary Ahern  
Mary Henley-Collopy  
Matana Foundation for Young People  
Megan Cole  
Miriam Faine  
Mounties Group  
Pamela Farrington  
Paul Mullaly  
Peter & May Kofoed  
Phyllis Breen  
Rae and Peter Gunn Family Foundation  
Revamped Jewellery  
Rita Andre  
Ross Howie  
Rotary Club of Hastings Western Port

Saturday Morning Amateur Golfers (SMAGs)  
Sisters of the Good Shepherd - Leederville

Sorrento Sailing Coutha Boat Club  
Southern Peninsula Community Fund  
St Monica's College  
Stephen Alomes  
Stephen Mitchell  
Swinburne University  
Tamarix Poultry Farm  
The De Sousa Family (Lionel De Sousa Fund)  
Gina Fiske  
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Phyllis Breen  
Rae and Peter Gunn Family Foundation  
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Rita Andre  
Ross Howie  
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Helen Thurloe, Infrastructure Partnerships Australia  
InTouch Multicultural Centre Against Family Violence

Jesuit Social Services  
Legal Aid New South Wales

Lirata Consulting  
MacKillop Family Services

Mallee Family Care  
Mann Judd Accountants

Marilyn Webster  
Melbourne School of Government, University of Melbourne

Melbourne University School of Law

Menzies Institute for Health Policy

Nick Halfpenny, McKillop Family Services

Parity Journal, Council to Homeless Persons

Peter Streker, Community Stars

Probe Group  
Protective Group

Regulatory Institutions Network

School of Global, Urban and Social Sciences, RMIT University

Shepparton FamilyCare  
St Vincent de Paul Society

String Theory  
Swinburne University

The Australia Institute  
The Salvation Army Crisis and Support Services

UNSW, Canberra

Victoria Police  
Victorian Council of Social Service

Victorian Immigrant and Refugee Women's Coalition  
Victoria Legal Aid

Vulnerable Customers' Taskforce, Essential Services Commission (metropolitan water retailers)

WAYSS Ltd  
WEstjustice Legal Service  
Westpac Bank

Women's Health in the South East  
Women's Health Victoria

## Government-funded programs

Victorian Government  
Brimbank Melton Integrated Family Support Program

ENGAGE! Program  
Family Solutions Integrated Family Support Program

Good Shepherd Community House, St Albans  
Good Shepherd Community House, Wallaroo

Peninsula Family Violence Program

Peninsula Family Violence Refuges

School Focused Youth Services

Youth Housing & Support, West and North of Melbourne

## NSW Government

Counselling Services  
Day Program

Sydney Young Parents Program

The Waranara Centre

## Partner schools and organisations

Clancy Catholic College Hoxton Park

De La Salle College Caringbah  
Djerriwarrh Community and Education Services

Good Samaritan Catholic College Hinchinbrook

Liverpool Catholic Club  
Sydney Catholic Schools and Inner West Council (Formerly Leichhardt Council)

Victoria Police