

# 2017 - 2018

Year in Review



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

# Safe. Well. Strong. Connected.

As the Chair I am delighted to welcome Stella Avramopoulos, who joined us in February as the new CEO of Good Shepherd Australia New Zealand. Stella is an influential leader in the community and government sectors and joins us from her role as CEO of Kildonan UnitingCare, where she led the organisation from 2008 to 2017 through significant growth and transformation. I would also like to acknowledge Dimity Fifer, previous CEO and Natalie Savin, Acting CEO for their significant contribution to our journey.

This report provides a summary of the success and achievements of Good Shepherd over the past year as well as the opportunity to share our plans for the future with you. Since joining us, Stella has been working with the Board on a strategic review of the organisation. The purpose of the strategic review has been to strengthen our organisation and explore new ways to innovate so we can have an even greater impact in our communities. Our history is one of boldness, adaptation and transformation, and our future will be too.

Our strategy outlines the world we want to see and our role in advancing it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, well, strong and connected.

The last year has also seen us continue our important work in delivering community-based programs that build resilience and enrich women's lives, while our Women's Research, Advocacy and Policy (WRAP) Centre remains an important voice to challenge public policies that disadvantage women and advocate for social justice.

We could not have the positive impact on the lives of women and girls that we do without the generous support of our Board, donors, partners, staff and the wider Good Shepherd network, who I know will continue to walk beside us in our efforts to advance justice and equality for those we work with.

**Alison McClelland AM,**  
Chair



I am thrilled to join Good Shepherd Australia New Zealand with its rich history and long tradition of supporting women and girls to live full lives. My personal commitment to the financial, social and physical security of women and girls is the bedrock on which I have built my career. I'm excited to join an organisation that has such a strong sense of purpose in changing lives for the better.

Since joining Good Shepherd, I've been most impressed with the passion of staff, donors and partners to advance the cause of social justice. I've had the opportunity to visit all our agencies across Australia and New Zealand, and I look forward to meeting more of our Good Shepherd international network in person.

2018 has been a time of change and renewal. Good Shepherd always responds to emerging needs and changing environments to best serve our communities.

Our new strategic plan is designed to make a difference in areas where there is emerging need, as the Good Shepherd Sisters have always done in the past. We are keen to expand our reach and impact for the communities we work with. But we can only make significant inroads on disadvantage and increase equality by working with partners and building new coalitions. This has never been more important given the unprecedented changes taking place in our communities, the social services sector and the world.

I'd like to thank the Board for their stewardship of the strategic review process, as well as staff and partners who contributed their time, energy and wisdom to help us shape our plans for the future. I know you will join us in renewing our commitment to our purpose that has remained consistent for over 200 years to enable the fullness of life for women, girls and families.

**Stella Avramopoulos,**  
CEO





# Safety and resilience

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

We do this through:

1. Family violence, refuge and recovery services
2. Integrated family services
3. Counselling services
4. A youth homelessness service
5. Peer support and psychoeducational groups

## Key highlights

This year we have continued our commitment to the Victorian Government's reform agenda in both the family violence and family services areas. Additional funding provided by the Victorian Government will enable partners to work together to achieve enduring change and create a society where family violence and gender inequality are no longer tolerated.

Livia La Rocca, National Manager, Safety and Resilience, says: "Across Victoria and NSW, over the past year we supported approximately 3,500 families who are facing challenges. A recent client feedback report found that Safety and Resilience had a client satisfaction rating of 97 per cent, an achievement I'm truly proud of and our staff can also be proud of."

The impact of our services is broad with outcomes that include:

- Contributing to ending domestic and family violence
- Child protection intervention was avoided or no longer needed
- Overcoming trauma in order to improve clients' mental health
- Finding accommodation for young people who were at risk of homelessness
- Strengthening the skills of parents
- Building stronger family relationships



## Emily's story

Emily came to Good Shepherd's family violence service as a 48-year-old mother of two who had experienced long-term domestic violence. We helped Emily and her children find safe, affordable housing, supported her to obtain a court intervention order against her partner and arranged for funds to help repair her car. Good Shepherd also provided counselling for Emily and her children, which helped them address their trauma, and build confidence and emotional resilience.

As a result of our support, Emily's relationship with her children strengthened, which in turn improved their school attendance and helped them reconnect with their own learning. Emily said our support helped her feel safe and empowered.

"...your kind words, genuine compassion and unconditional support have truly renewed my faith in humanity and contributed to our belief that life is turning around for the better. Thank you from the bottom of our hearts."

## Support and Safety Hub (The Orange Door)

Good Shepherd's experience working with clients at a grassroots level enables us to play a leading role in shaping and implementing government policy and advocating for systemic change.

One of the most significant recommendations from the Royal Commission into Family Violence (2016) is to establish support and safety hubs where people experiencing family violence or families needing support can access a range of coordinated services through one visible entry point.

Known as The Orange Door, Victoria will see 17 new service hubs opened by 2021, with the first launched in Bayside Peninsula in May 2018. Along with 10 partner organisations, Good Shepherd has helped to establish effective governance, intake and assessment processes and integrated services to better meet the needs of clients.

Twelve staff members will be co-located at the Bayside Orange Door to deliver family violence expertise and integrated family services, which will mean that clients are now able to access multiple services in one place.

## Resilience, Independence, Support, Engagement (RISE)

The RISE pilot program supports vulnerable adolescents to overcome barriers to living a fuller life, succeed in their education and increase their participation in the community.

The program comprises an eight-week in-school workshop and case management family support, and connects young people and their families to any additional support services they may need. The focus of the RISE workshop is to build emotional and communication skills that help participants deal with and overcome life's challenges.

The success of the RISE program will see it delivered in more schools in NSW, as well as expanded into primary schools to help students transition to secondary school.

## Parents Under Pressure

In February 2018, Good Shepherd Australia New Zealand received funding from the Department of Health and Human Services (DHHS) to trial an evidence-based family services program called Parents Under Pressure (PuP). The program has been developed and will be evaluated by Griffith University, Queensland.

PuP is a parenting program designed to help parents understand their emotional responses and strengthen emotional regulation skills. The program has been specifically developed for high-risk, vulnerable families and includes an individual support plan for each family. The primary therapeutic focus of the program is to build a safe and nurturing relationship between a primary carer and child.

In 2019, PuP will be delivered across counselling and case management services in Melbourne's West and South, where we will offer an after-hours program in order to support more clients and reach more fathers.



# Financial security

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

Tom Hornsby & Jade Hannah  
By Bree Dunbar

We do this through:

1. Financial counselling
2. Family violence-informed financial counselling
3. Firmer Foundations financial capability coaching program for women
4. Capability building and training for corporate and community sector organisations to have effective money conversations with clients and customers

## Key highlights

Sandy Milne, National Manager Financial Security, says: "2018 has been an exciting year that has seen us extend our Firmer Foundations program, develop new relationships with companies in the corporate sector and integrate family violence practices within and across our financial counselling services, including in New South Wales."

## Financial counselling

Our financial counselling service continues to see an increase in demand, with financial stress on families compounded by the rising cost of living, low wages growth and household debt. Counsellors have seen an increase in women experiencing economic abuse, as well as economic abuse of older people.

To support clients, counsellors have reduced, on average, \$100,000 of debt every three months – culminating to more than \$4 million across all teams. This removes financial stress from clients and helps them reset their finances and move forward with their lives.

We are testing a joint family violence and financial counselling outreach service at the Dame Phyllis Frost Centre in Victoria that empowers women to leave prison better prepared to face future challenges.

We'd like to acknowledge the important role our partners play in helping connect us with clients and in enhancing our offering to them. Our partners include Port Phillip Community Group, IPC Health and Djerriwarrh Health in Victoria and Metro Assist in Sydney.



Ayesha, participant of Firmer Foundations who started her own makeup distribution micro business.

“The program empowers women to achieve financial wellbeing by giving them knowledge, tools and confidence to make effective financial decisions.”

## Firmer Foundations

Firmer Foundations is a face-to-face program offering clients under financial stress free coaching sessions and workshops to build money management skills and confidence. The program empowers women to achieve financial wellbeing by giving them knowledge, tools and confidence to make effective financial decisions. We do this through financial education, peer-based training and financial coaching.

The success of Firmer Foundations has led to new funding from both philanthropy and government and has also enabled us to extend the program into NSW.

We were delighted to receive additional funding from the NSW Office for Women's Domestic and Family Violence Innovation Fund to work with more than 800 women in NSW over the next three years.

In 2019, we will work with many partners to connect us with women and co-deliver programs. Our partners include Women's Information and Referral Exchange (WIRE), Community Information and Support Centres, Justice Connect, Dressed for Success, inTouch and Launch Housing in Victoria, and in NSW – Metro Assist, Community Restorative Justice Centre, Women's Health Services and Domestic Violence NSW.

Firmer Foundations has recently expanded to include Financial Coaching Conversations, to build the skills of community caseworkers in working with women facing financial challenges.

We were invited to speak at several forums run by the Essential Services Commission in Victoria as well as the Australian Debt Collectors and Buyers Association Conference, to discuss how they can improve their response to customers who experience economic and family violence.

As a member of the Victorian Economic Abuse Reference Group, we continue to represent the interests of customers who experience the financial impact of family violence. This multidisciplinary team provides policy advocacy and direct advice to business, government and other community sector agencies to support better outcomes for both Victorian and national customers of these bodies.

We have continued to co-design and deliver our professional development offering to business to improve company responses to people who experience financial difficulty, family violence and economic abuse. Feedback demonstrates a 90 per cent-plus overall improvement in employees' understanding and confidence to respond to these challenges.

## Anne's story

Anne is a 28-year-old sole parent with two young children who escaped family violence and lived in a refuge and crisis accommodation for 18 months. After arriving in Australia eight years ago, Anne became isolated with no family support and limited social networks.

Anne connected with Good Shepherd in early 2017 when she participated in a Firmer Foundations program, "Let's Talk About Money". After attending, Anne felt more confident and more connected with women in similar situations.

Six months later, Good Shepherd Australia New Zealand connected Anne with services to help her build her financial skills, and education and employment options.

The Integrated Family Support team helped Anne build her parenting skills, while financial counselling and Brimbank Legal Services supported Anne to resolve her debt and take control of her finances.

Anne has now been accepted into Victoria University and is studying for her Diploma of Community Services. Her goal is to find a job where she is able to help other women who have been through similar experiences.

Anne's long-term goal is to take her children to Vietnam to meet their extended family, but her short-term goal is to save a small amount of money each fortnight to take her children to the beach for a weekend.

# Education pathways

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

We do this through:

1. Waranara School, a registered secondary school
2. Skill-building programs for students, teachers and parents
3. School engagement programs
4. Community House programs and activities



## Key highlights

Jane Lowe, National Manager Education Pathways, says: "It's been an exciting year where we've seen more of our students and clients build their self-esteem and confidence. Our volunteers work together to have a positive impact on our community members – welcoming them and making sure they are aware of programs that could enhance their lives."

Waranara School is an accredited secondary school (Year 9-12) that supports young people, particularly those experiencing anxiety or mental health challenges, to re-engage with education. Waranara School believes all young people have the right to access education in an environment that responds to their individual needs and circumstances. Its educational philosophy is underpinned by six key principles:

1. Holistic support: Students receive "wrap around" support services to help them increase their wellbeing and engage with education.
2. "One person is as important as the whole world": We offer students tailored learning and wellbeing support based on their unique needs and circumstances.
3. Social justice: We support young people experiencing mental illness or significant life challenges to re-engage in education through specialised education and wellbeing support.
4. Student collaboration: We encourage students to identify goals and develop tailored, practical learning strategies in collaboration with their teachers. This empowers students to become the change-makers in their own lives.
5. Positive connections: Teachers and staff focus on developing strong, positive relationships with young people so they can become more comfortable, confident and responsive to the education and wellbeing support provided to them.
6. Strengths-based development: The school is characterised by its strengths-based, student-centred approach. Teachers and staff work closely with students to identify and build on their strengths, inside and outside the classroom.

Education Pathways programs offered throughout NSW and Victoria work directly with young people in the community, and with students in primary and secondary schools as well as teachers to address the social and emotional challenges young people and their families face.

The programs work to build self-esteem and confidence and empower young people to deal with challenges they're experiencing in their lives. The programs work to build skills and knowledge with students to improve education and employment.

These programs include Wellbeing Workshops, Thrive, Engage! and School Focused Youth Service.

- 30 students graduated and achieved their Year 10 Record of School Achievement, while 15 students completed senior courses including Preliminary and HSC courses
- 15 students completed senior courses (Preliminary and HSC), graduating with a partial completion of the HSC in 2017 (i.e. three subjects towards their HSC)

Teacher's feedback: "I love that no two days are the same. That as a teacher I can get to know my students as people and not just as teenagers in a classroom. I like that our faculty has a sense of community, camaraderie and friendship that makes work more enjoyable."

## Community Houses

Good Shepherd runs community houses in St Albans and Hastings. These spaces help to foster local connections in the community, provide opportunities to learn new skills and boost people's health and wellbeing.

## Professional development

Our Wellbeing and School Focused Youth Service professional development program builds skills and knowledge to help school and welfare staff further support students in the classroom and school environment.

## Chris' story

Chris found himself volunteering at Good Shepherd Community House Wallaroo as a step towards reengaging with his community following a long period of being housebound due to anxiety and depression. Three years on, Chris now coordinates the community garden, which provides produce for the weekly community lunch that regularly sees around 30 local people attend. Chris encourages community members to get involved in beautifying the outdoor areas at the house. Chris has become a positive role model for young people in the area – a trusted mentor and part of the fabric of the local community. Chris says that any kids who want to work with him are always welcome. For Chris, the community garden and community centre is a place to have a chat, see a friendly face and have fun. "If you can help put something back into the community... well that's a reward for you too."

# Advocating for change

Good Shepherd advocates for systemic change to ensure that women and girls get fair and equal access to life's opportunities.

Good Shepherd has drawn attention to the presence of forced marriage and dowry abuse for the last decade. Over the past two years, the Women's Research, Advocacy and Policy (WRAP) Centre has made several submissions to Commonwealth Parliamentary inquiries to advocate that forced marriage and dowry abuse must be recognised as gender-based violence, as well as be included in a national definition of family violence, in order to develop and provide appropriate service responses.

The WRAP Centre contributed to two international human rights processes to inform discussions about the practice of forced marriage in Australia:

- Good Shepherd International Justice and Peace Office's statement at the United Nations 2018 Commission on the Status of Women
- A NGO coalition report to the United Nations regarding Australia's compliance with the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW)

Both outcomes documents recognised forced marriage as a form of gender-based violence. The CEDAW Committee supported the WRAP Centre's recommendation that protection and access to support should be delinked from the criminal justice system, and that capacity building is required in immigration, child protection and domestic violence and law enforcement sectors.



Jeremy Levine, Stella Avramopoulos,  
Jennifer Nabben & Brett Salathiel  
By Bree Dunbar



## Our advocacy

The WRAP Centre prepared more than 10 policy submissions. In addition to the forced marriage and dowry abuse submissions, highlights include:

- To Victoria Police: Strategy to reduce the harm from family violence, sexual offences and child abuse 2017-2022 (October 2017)
- 2018-19 Pre-budget submission to the Department of the Treasury, Australian Government (December 2017)
- To the US Department of State: Trafficking in Persons Report 2018 – Australia (January 2018) and
- To the National Children’s Commissioner: Convention on the Rights of the Child — Australia’s Progress (June 2018).

WRAP’s partnership with Power to Persuade saw 37 blogs published on Women’s Policy Action Tank. These include policy analysis by academics with an interest in women’s policy, other NGOs and people with lived experience of policy implementation.

## Our research

- *Bridging the Divide: Supporting children and young people in their middle years* (November 2017) – a report that provides recommendations to better support adolescents (8-12 years) who are often overlooked in policy and support programs
- *Closed account debt waiver initiative for people in financial hardship: Piloting a new system with Energy Australia Customers Project Evaluation for Legal Aid NSW* (January 2018)
- *Economic Abuse in New Zealand: Towards an understanding and response with Good Shepherd New Zealand* (June 2018)

## Our forums

- September 2017 – Women’s Policy Forum: Putting women at the centre

- Keynote speakers and panels explored themes of economic justice and workforce gender segregation, and the implications of these policy challenges for women’s rights to safe and affordable housing.
- Good Shepherd Australia New Zealand supports women to talk about their experiences in a safe and welcoming environment with researchers and policy-makers to inform better sector-wide policy development and reform. Each forum panel included speakers with lived experience as well as researchers and policy makers.
- October 2017 – Anti-Poverty Week Forum: Picking up the Pieces: The fallout of welfare reform
  - Panellists addressed the failures of welfare conditionality and the need for evidence-based policy. Speakers included Professor Peter Dwyer from the University of York, Dr Cassandra Goldie, CEO of the Australian Council of Social Service, David Tennant, CEO FamilyCare and Juanita McLaren from the WRAP Centre, who shared her research findings and her lived experience of the Welfare to Work policy.
- November 2017 – Good Shepherd end of year event, including launch of *Bridging the Divide: Supporting children and young people in their middle years*
  - Hosted by Westpac’s Ruby Connection, speakers discussed a range of gender equality issues including women’s economic participation, violence against women, forced marriage and representations of women and girls in the media. Speakers included: Natasha Stott Despoja AM, Chair of Our Watch, Fiona McLeod SC, (then) President of the Law Council of Australia, the WRAP Centre’s Susan Maury and Nawal Agan, a youth activist with Plan International Australia.
- June 2018 – Good Conversations: Forced marriage, slavery and family violence
  - Keynote speaker Emeritus Professor and former President of the Australian Human Rights Commission Gillian Triggs and panellists focused on the connection between forced marriage, slavery and family violence.

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

St Mary Euphrasia,  
Founder of Good Shepherd





# At the heart of the matter

The Mission team supports the Good Shepherd network in Australia and New Zealand to integrate our heritage, purpose, values and authentic leadership into all aspects of our work.

Together, as partners in mission, Good Shepherd works co-responsibly to interpret, live and develop the mission, addressing the critical needs of our time.

The Mission team reaches out to all locations in our network, running orientation sessions, programs and workshops to engage all staff and Board members, deepening their understanding of our mission.

Every person at Good Shepherd is recognised as a custodian of the mission and has a part to play in building a strong and effective organisation for those who come after us.

Good Shepherd Day is held annually on the date the Sisters arrived in Australia and aims to energise and unite us to achieve our common purpose and continue our journey together. This year's theme was 'The Heart of the Matter', which supported our renewal work within Good Shepherd as we moved forward to develop a new strategic plan.

A critical question was posed by one of the keynote speakers: 'Who are we here for, and what is our response to their needs today?'

Staff and volunteers feel a strong connection to this mission purpose, and the values that underpin our response.

“This organisation stands alone, differentiated by the value of the individual at our heart. What a powerful mission to commit to with others. We are well placed to continue and strengthen our mission reach.”

Anna,  
Program participant

# Honouring our heritage

## We honour the women and children formerly in our care

This year we celebrate 155 years of service to women, girls and families in Australia. For much of this time we provided residential care, education and employment for young women and children who did not attend school or were unable to live with their families.

In February 2018, we opened a Memorial Garden at Good Shepherd Chapel in Abbotsford, Victoria, to **remember**, **honour** and **acknowledge** the thousands of women and

children who lived in Good Shepherd homes from 1863 to the 1980s. The memorial was created with input from former residents and gives voice to their experiences. It will honour them for generations to come.

We continue our journey with former residents, their families and carers through access to records, memorials, acknowledging individual experiences, redress and making public their life stories. In 2017, we launched our Heritage Engagement program, which enables former residents to access more complete records through a personalised service.





Victoria Marles, Chair, Abbotsford Convent Foundation; The Hon Josh Frydenberg MP; Sr Monica Walsh, Province Leader, Sisters of the Good Shepherd; Sr Anne Dalton, Good Shepherd Sister; Dimity Fifer, former CEO, Good Shepherd Australia New Zealand; Collette Brennan, CEO, Abbotsford Convent Foundation.

## Abbotsford Convent heritage listed

It was a privilege to be part of the ceremony in August 2017 when Abbotsford Convent was added to Australia's National Heritage List—recognised for demonstrating to our country's social and welfare history through the lens of a religious and charitable institution.

Abbotsford Convent played a strong social welfare role in Australia and, by the start of the 1900s, had become the largest charitable institution in the Southern hemisphere.

Today the Convent is a not-for-profit arts, cultural and learning precinct owned and operated by the Abbotsford Convent Foundation. Its place on the National Heritage List will help protect the site's future while honouring those who were affected by its past.

## Globally connected

The Good Shepherd network is vibrant around the world. During the year we were delighted to host a visit by Sr Brigid Lawlor, previous Congregational Leader of the Sisters of the Good Shepherd and Sr Bridget Paily, Link Councillor for Australia and New Zealand, who stay in touch with communities to keep Good Shepherd's mission strong globally.

We were also proud to showcase Good Shepherd's Solidarity for Financial Inclusion program, which is operating in Nicaragua, Honduras and El Salvador. This program provides no-interest and debt consolidation loans to support individuals and foster group savings. It is a boon in a region where 60 per cent of households live in poverty and more than half of households live in extreme poverty.

The Sisters of the Good Shepherd are the Member of Good Shepherd Australia New Zealand and have entrusted the Board to govern the organisation and steward assets.

Sr Monica Walsh, Province Leader Australia/Aotearoa New Zealand says: "Stella Avramopoulos, CEO is spearheading an exciting new chapter as Good Shepherd Australia New Zealand moves into a renewed focus on empowering women, girls and families to be strong and resilient and to experience full, satisfying lives."



Alison McClelland, Chair Good Shepherd Australia New Zealand Board; Natasha Stott Despoja AM, Chair, Our Watch; Fiona McLeod SC, President Law Council of Australia; Kirrah McClelland, National Operating Officer Women's Markets, Westpac Group.

# Our people

In 2018, Good Shepherd has continued to build a strong, vibrant and accountable professional culture. We are strengthening our performance management system and working with the Mission team to provide leadership training to our staff. We reward and incentivise staff by recognising values-based behaviours and tenure.

We were pleased to be reaccredited as an ISO 9001 organisation in 2018, recognising our effective Quality Management System.

We are proud to have commenced our journey towards becoming a Rainbow Tick accredited organisation. This recognises our commitment to safe and inclusive service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in our community.

We joined with 10 faith-based family violence service providers to launch a Statement of Support and to pledge our commitment to inclusive and non-discriminatory service delivery.

A staff survey found that 23 per cent of our workforce identify as LGBTI. We are currently training our workforce to ensure all staff are confident in supporting the LGBTI community and their needs.

In 2019, Good Shepherd's focus will be to build leadership and technical skills to increase staff capability and improve service delivery.

To do this we will:

- Partner with sector organisations to create student placements and build capability in the family violence service area
- Work together to deliver our strategy, with a focus on innovative ways of thinking and collaborating
- Support a strong cross-functional culture, with the clients at the centre of our work and decisions
- Build a flexible structure that delivers high-quality services and responds to the changing needs of our clients



From left to right: Jade Hannah, Rouel Villaruel, David Smart, Nicole Garrett, Kathy Landvogt, Gendrie Klein-Breteler, Denise Marassionis & Lexie Dennis  
By Bree Dunbar



# 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 meets 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 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 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."

# Financial summary

Increased government funding has supported growth in our safety and resilience programs, allowing Good Shepherd Australia New Zealand to expand both the reach and range of the support services it offers. Good Shepherd Australia New Zealand also received government funding as a partner organisation in the newly established Support and Safety Hub (known as The Orange Door) in the Bayside Peninsula Region.

Donations and corporate partnership funding has allowed us to continue 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.

The Sisters of the Good Shepherd continue to provide financial support to our Women's Research, Advocacy and Policy (WRAP) Centre. The WRAP Centre drives innovation for programs within our organisation and shares knowledge in the wider community to advocate for system change. It also adds to our capacity to deliver evidence-based programs and services that provide the outcomes that matter most to the people we work with.

## Good Shepherd Australia New Zealand summarised income and expenditure statement for the year ended 30 June 2018

Income	2018 \$'000	2017 \$'000
Government funding	11,118	9,252
Fee for service	289	422
Donations and fundraising	539	641
Distributions from trust and other organisations	3,470	3,850
Network support income	2,150	1,557
Other income	370	260
<b>Total income</b>	<b>17,937</b>	<b>15,983</b>

  

Expenditure	2018 \$'000	2017 \$'000
Educational pathways	3,012	3,278
Financial security	2,426	2,881
Safety & resilience	8,369	6,816
WRAP & Mission	1,259	1,182
Network support expenditure	2,302	1,614
<b>Total expenditure</b>	<b>17,367</b>	<b>15,771</b>

  

<b>Net surplus (Deficit)</b>	<b>570</b>	<b>212</b>
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Stacey Rosenbrock, Nicole Garrett & Sharmila Arunan  
By Bree Dunbar



# Together we make a world of difference

Our ability to achieve all that we do for women, girls and families is due to the generosity of our individual, government, philanthropic and business supporters. Your commitment to assisting full and equal access to opportunities, resources, education and employment is invaluable. Our achievements are also made possible by the collaboration with partner community organisations and academic institutions, and we thank you for your continued support.

Initiatives like our Firmer Foundations financial capability program have been able to significantly expand in Victoria and NSW over the past year with generous support from The Phyllis Connor Memorial Trust, Financial Literacy Australia and the NSW Women's Domestic and Family Violence Innovation Fund. This generous support will enable us to ensure more women fulfil their personal financial goals.



**It is with deep sadness that we acknowledge the passing of our beloved supporter, Ms Mary Madelaine Theodora (Dora) O' Sullivan M.B.E.**

Dora was a lifelong supporter of our work for nearly 70 years, and she gave generously throughout her life and in a bequest to fund our projects and services. A niece of the late Sister Mary Madelaine, she held the Good Shepherd Sisters in the highest regard. Dora was a great leader in her work at Australian Red Cross, her church parish in Toorak and in her community.

We send our sincere condolences to Dora's family and her many friends.

# In gratitude

We sincerely thank you and express our appreciation and gratitude.

## Major Individual Supporters and Bequestors

- Stephen Alomes
- Rita Andre
- Phyllis T Breen
- David M Byrne
- Joanna M Flynn
- Mary Madelaine Theodora (Dora) O'Sullivan M.B.E.
- Greg Shalit

## Trusts and Foundations

- Financial Literacy Australia
- The Jean McCaughey Social Justice Sub-Fund of The Victorian Women's Benevolent Trust
- J T Reid Charitable Trust
- Marrich Charitable Foundation
- The Matana Foundation for Young People
- The Phyllis Connor Memorial Trust
- The Rae and Peter Gunn Family Foundation
- The Shine On Foundation
- VCF George Perry Fund
- The William Angliss (Victoria) Charitable Fund

## Businesses

- Accru Melbourne
- Baker McKenzie
- Blue Apache
- Billbergia Pty Ltd
- Bunnings - Sunshine
- Commonwealth Bank of Australia - Watergardens Branch
- Cornwall Stodart
- The Dental Gallery
- Evolve
- Grill'd – Watergardens
- Maurice Blackburn
- Morgan Stanley
- Parachute Digital
- Riezel Kinsella Realty Group
- The Wealth Network Pty Ltd
- Westpac

## Community Groups

- All Saints Anglican Opportunity Shop
- Holy Trinity Anglican Church
- Impact for Women
- The Ionian Club (71) Melbourne Inc
- Mornington Peninsula Hockey Club
- Rotary Club of Sorrento
- The Returned & Services League of Australia-Earlwood Sub Branch
- Revamped Jewellery
- Saturday Morning Amateur Golfers (SMAGs)

## Government Commonwealth

- Department of Education and Training
- Department of Social Services

## New South Wales

- Department of Education
- Department of Family and Community Services (FaCS)
- Women NSW and Domestic and Family Violence Innovation Fund, NSW Government

## Victoria

- Consumer Affairs Victoria (CAV)
- 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

## Local Councils and Shires

- Brimbank City Council
- Mornington Shire Council
- Melbourne City Council

## Academic and Research Partners

- Australian Council of Social Service
- Bayside Peninsula Integrated Family Violence Partnership
- RMIT
- Social Policy Research Centre, UNSW
- Southern Melbourne Integrated Family Violence Partnership

## Community Groups

- Adult Migrant English Program (AMES)
- Alexis Family Violence Response Model
- Anglicare Victoria
- Australian Council of Social Service (ACOSS)
- Baptcare
- BayCISS
- Bayside Peninsula Family Violence Partnership
- Bayside Peninsula RAMP
- Caroline Chisholm Society
- Catholic Social Services
- CatholicCare
- Centre for Multicultural Youth
- City of Kingston
- City of Port Phillip
- Cohealth Community Health Service
- Connections UnitingCare
- Dame Phyllis Frost Prison, VIC
- Djerriwarrh Health Services
- Family Life Ltd
- Family Mediation Centre, VIC
- Family Violence Case Management partnership
- Frankston and Mornington Peninsula Aboriginal Action Group
- Homeground Launch Housing
- Indigenous Family Violence Regional Action Group
- IPC Health
- Jewish Care Victoria
- Justice Connect, VIC
- Keeping Safe Together Therapeutic Intervention Demonstration Project
- Launch Housing
- LifeWorks Relationship Counselling & Education Services
- MacKillop Family Services, VIC
- McAuley Community Services for Women
- Melton City Council
- Metro Assist, NSW
- Migrant Resource Centre North West Region Inc (St Albans)
- Monash Health
- NSW Council of Social Service (NCOSS)
- Ngwala Willumbong Ltd
- OzChild
- Peninsula Health
- Port Phillip Community Group
- Safe Steps
- Salvation Army Social Housing and Support (SASHS) Network
- South Eastern Centre Against Sexual Assault (SECASA)
- Southern Melbourne Integrated Family Violence Partnership
- Star Health
- Strength2Strength Therapeutic Intervention Demonstration Project
- The Smith Family
- Thriving Communities Partnership
- Unison
- Victorian Aboriginal Child Care Agency (VACCA)
- Victorian Council of Social Service (VCOSS)
- Victoria Police
- Westernport Accommodation Youth Support Services (WAYSS)
- Western Integrated Family Violence Partnership
- Western Water
- Women's Information and Resource Exchange (WIRE), VIC
- Women's Health Goulburn North East
- Women's Health West
- WRISC Family Violence Support
- YMCA NSW

We are safe.  
We are well.  
We are strong.  
We are connected.

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Good Shepherd  
Australia New Zealand