

Year in Review

2019 – 2020





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Message from the Chair

Anne Astin *AM PSM PhD*



The year 2020 was one like no other.

At a time when individuals, communities, economies, not-for-profit organisations and governments reeled from the impacts of the global COVID-19 pandemic, Good Shepherd Australia New Zealand stood strong, exhibiting the perseverance, the integrity and the humanity for which we are renowned.

Internationally, Good Shepherd has been committed, compassionate and mobilised, for over 200 years, working in some of the most challenging places around the world to effect and advocate for tangible and meaningful social change.

The Sisters of Good Shepherd were founded in France in 1853 by Saint Mary Euphrasia Pelletier to assist women and children in most need. The Sisters came to Australia in 1863 to help vulnerable women and children during the Gold Rush.

It is their legacy and ongoing support that sustain us and our clients to this day.

During one of the toughest times our organisation and the global community has ever faced, it was the Sisters' original values that provided a foundation for our work.

Those values – seeing the worth of each person, striving for reconciliation that supports people's sense of selves, upholding justice that challenges disparity, having the audacity to speak up and realising the power of focussed, wholehearted zeal are core to who we are. And, never before have we been called upon to demonstrate these qualities as we were in 2020.

As the pandemic took hold, my directors and I quickly realised that our strategic response needed to be immediate, targeted and effective. We referred to the organisation's Strategic Plan to re-affirm our path.

Our role was two-fold. In the first instance, we were required to support our magnificent staff and volunteers to carry out their important work in a whole new way and, secondly, our most

important function was to understand the myriad effects of the pandemic in order to innovate and tailor/ adapt our services accordingly.

The economic and social situation was complex, to say the least. We saw some positives. Government assistance had, on balance, a positive impact on the health and wellbeing of many. But we also witnessed many negatives such as devastating effects on employment, women and children's safety, and the importance of sustainable financial security.

With support and guidance from the global Good Shepherd community, our existing programs stepped up and new, pandemic-specific ones were developed. Our partnerships with corporations, financial institutions and sector practitioners were consolidated. Our service delivery became more finely calibrated so that our regular insights throughout the year could be applied more practically, directly and quickly.

The emergence of the 'new vulnerable' – people who have never had to call on our help before – means that we will continue to monitor and adapt to meet the needs of those who are increasingly disadvantaged and with complex lives.

When I reflect on the year under review, my sincere gratitude goes to my fellow board directors (many of them new) for their respect for our legacy, their grace under pressure, and their practical, insightful support. I would also like to acknowledge the magnificent contribution of our CEO, Stella Avramopoulos, our leadership team, our staff and volunteers. Their work has been outstanding.

Into the future, Good Shepherd Australia New Zealand is well placed to continue the work at our heart: the protection of women, children and communities who are vulnerable and disadvantaged so that none of them are left behind.

We have learnt many lessons during a tumultuous time and I look forward to embracing the future with you all.

Message from the CEO

Stella Avramopoulos



While 2020 was a watershed year, I'm very proud to say that Good Shepherd Australia New Zealand (GSANZ) rose to the challenge with characteristic energy, humility and determination.

The pandemic illuminated so many things both here and around the world – systemic inequalities, the climate crisis, the health system, political leadership, community resilience and the fragility of individual security.

We saw the emergence of the 'new vulnerable' as a group who had not previously sought assistance, highlighting the layers of complexity and vulnerability that expose people financially, physically and psychosocially.

A research report we commissioned during 2020 with Roy Morgan presented the following, sobering results:

- More than two in five working Australians experienced a negative employment outcome as a result of the pandemic.
- At the height of the economic downturn, the number of women working full-time whose hours were cut rose by 400 per cent.
- The pandemic allowed new and differing forms of economic abuse to manifest, often under the cover of unemployment or financial stress.

Not surprisingly, the most affected members of our society were the young, migrants and women.

In Good Shepherd domestic violence services, we saw an overall increase in clients of 23 per cent, including a 67 per cent increase in younger women and a 68 per cent increase in clients with a CALD background.

Our response was decisive and comprehensive.

Internally, our operating environment changed overnight and dramatically. We delivered important programs over the phone, working from home or offices that were almost empty.

To better care for our clients, we launched our new brand and 'Good Shepherd way', we started new

initiatives and adapted existing services, and we strengthened our partnerships. All with the result that we reached more vulnerable people than at any other time in our history.

A particular highlight of the year was the completed merger between GSANZ and Good Shepherd Microfinance – a world leader in financial inclusion products, service and advisory that offers fair and affordable financial programs to people on low incomes. The merger brings all of our network partners into the broader family and ensures those we support benefit from a whole-of-life approach.

Our No Interest Loans program, funded by the Australian Government, established a contact centre to facilitate more than 20,000 conversations with people experiencing stress during the pandemic and was able to identify social supports for instant referrals.

During 2020, we established and launched with CommBank the Financial Independence Hub – a world-first, innovative program to support recovery from financial abuse.

We designed and launched Household Relief Loans Without Interest for people impacted by COVID-19.

As we look to the future, economic wellbeing, job security and personal safety will remain elusive. We anticipate an increase in coercive control, the effects of isolation on mental health will linger and the reduction of income support payments will impact more people. Inequality, vulnerability and disparity is a story that will not go away.

Our great thanks go to our partners, particularly the National Australia Bank and the Commonwealth Bank, and State and Federal Governments. And, on a personal note, my heartfelt appreciation goes to every one of my wonderful staff – many had their own challenges but all went above and beyond.

Good Shepherd's goal is to innovate not only our own programs and products but to work across society to harness collective impact through a systemic response, to inspire confidence, capability and connection so that no one slips through the cracks.

We look forward to sharing our journey with you.



Who we are

With the values of reconciliation, justice, zeal, audacity and the worth of each person at its heart, Good Shepherd Australia New Zealand has for more than 150 years changed the lives of countless people and supported them to stay safe, strong and well.

Our mission and values

Across the world for almost 400 years, Good Shepherd has focused on, and been committed to, supporting women and girls to thrive and reach their full potential.

We continue to challenge constructs and structures that build and maintain systemic barriers that perpetuate disadvantage in our community.

We stand together with our values and a culture that has been woven as a 'gold thread' of custodianship of the mission within Good Shepherd globally through the centuries.

Our values are central to our mission and act as guiding principles and a focus for all our actions.

Supporting the community

Good Shepherd Australia New Zealand addresses the critical and contemporary issues facing women, girls and families.

With the values of reconciliation, justice, zeal, audacity and the worth of each person at its heart, Good Shepherd Australia New Zealand has for more than 150 years changed the lives of countless people and supported them to stay safe, strong and well.

Australians are facing an economic crisis not seen in this country for decades. The devastating impacts of the restrictions forced by the coronavirus pandemic have combined to create a bleak picture for many people and we all know more needs to be done.

Without the ability to access safe, affordable and secure financial support and advice there is a real risk the people we work with, who are already at the margins and in danger of falling deeper into poverty, will turn to often predatory pay day lenders and high interest cash loan providers.

Linking the devastating impact of economic abuse and gender inequality with violence against women is crucial to develop sustainable, meaningful and long-term solutions for women and their children and end the scourge of family violence.

We work with the most vulnerable in our community.

The women in crisis because of family violence. They need crisis services, financial services or family counselling.

The women and families excluded from mainstream financial services. They deserve financial inclusion and capability programs and services.

The children at risk. They have a right to be safe, strong and connected to their families.

We work with people to ensure they do not fall through the cracks.

This has been the Good Shepherd way since we established our roots in Australia in 1863 and our foundations are strong.

The community demands consistent, seamless and high-quality services across all stages of their journey and Good Shepherd has responded to this through a transformational and strategic change in our organisation.

All women, girls and families deserve to be safe, well, strong and connected and our role in that is to ensure there are suitable housing options, meaningful economic participation for women, access to family violence supports and family services.

Often the voices of those who need these kinds of supports are not heard. It is the job of Good Shepherd to advocate on their behalf for the "system" to change and do things differently.

For more than 30 years, Good Shepherd has led reform and systemic change in family violence, women's economic participation and financial vulnerability and hardship. We work closely with governments, regulators, the community sector and private industry to deliver better outcomes for the community. And we can, and must, do more.

We are located across Australia and New Zealand, with programs in Victoria, NSW, South Australia, Queensland and Western Australia and we have six main service platforms:

-  **Financial inclusion, counselling and capability**
-  **Family violence with crisis services**
-  **Child and family services**
-  **Housing for older women**
-  **Microfinance**
-  **Family counselling**



We also work with highly vulnerable young people experiencing homelessness or who are disengaged from mainstream education through our schools in Sydney and Perth and are a specialised child and adolescent sexual assault service.

Our team

Good Shepherd has a dedicated team of people providing direct services to people across Australia, who are supported by equally committed operations staff.

In 2019/20 Good Shepherd employed 300 people. Of these, 239 identified as female and 61 identified as male.



Making a difference

Women, girls and families are safe, well, strong and connected.



Making a difference

Good Shepherd's long-term vision for change is that women, girls and families are safe, well, strong and connected.

Everything we do is to ensure this vision is achieved, and the people we work with are at the centre of what we do.

To ensure that we understand and communicate the difference we make, Good Shepherd created an Impact Framework and Theory of Change and 2019/20 is the first time we are reporting against our stated outcomes.

We have made strong progress toward our targeted short-term outcomes and have confidence our work can achieve our long-term outcomes. In future years, we will seek to enhance our data collection methods to enrich our impact measurement.



Case study

Joining the dots

Hassan* had an acquired brain injury, and although he was on the disability support pension, he was also working before the global pandemic hit. When that happened, Hassan lost his job at a recruitment agency.

When Hassan contacted Good Shepherd's Household relief (HHR) program, the financial counsellor connected him with a range of supports, including employment services. Hassan was up to date with his financial commitments, except for his outstanding rates and body corporate fees.

The financial counsellor advised Hassan he should update his concession card and access the NDIS. By the time the loan was approved, Hassan had already received a reduction to his rates and utilities because of the new concession card.

The process for Hassan and the Good Shepherd team was a little more challenging than usual as with each phone call Hassan did not really recall previous conversations.

The team was patient and understanding of Hassan's barriers and immediate needs and were ultimately able to provide the support, the loan and the savings on his bills.

* names all changed

Targeted outcomes

Short Term Outcome

1

Women, girls and families know what services GSANZ offer and how they can meet their needs.

2

GSANZ understands emerging community needs resulting in the expansion of existing services and design of new and innovative service delivery models.

2019/20 Activity



- Approximately 10,300 women, children and families received information, assessment, planning, counselling and case management services through our safety and resilience teams.
- Approximately 45,000 people were supported with financial conversations, financial counselling, financial capability training and coaching, and access to financial products.



- Designed the Financial Independence Hub – a world-first, innovative program to support recovery from financial abuse, in partnership with CommBank.
- Designed and launched Household Relief Loans Without Interest for people impacted by COVID-19.
- Designed and launched the Domestic Violence No Interest Loans program – for women impacted by domestic and family violence.

Short Term Outcome

3

GSANZ has a nuanced understanding about the emerging needs of older women experiencing homelessness, is identifying partners and co-designing potential models of support.

4

GSANZ policy analysis is reflective of emerging issues facing women, girls and families and is cited as a source of authority across key platforms of influence, including media government, partners and sector-wide stakeholders.

5

Corporate clients improve their policy and practice to better support vulnerable customers.

2019/20 Activity



- Laid the foundations to create affordable housing for older women by completing a scoping study and committing investment towards future projects
- Commenced brokering partnerships



- Developed 8 policy submissions
- Appeared at 6 hearings
- 12 recommendations echoed in government inquiry final reports
- 7,000+ reads of Women's Policy Action Tank posts



- 47 people completed Domestic and Family Violence Awareness Training
- 98 people completed Financial Hardship Awareness and Management Training
- 3 new members joined the Financial Inclusion Action Plan program and 3 members launched their first FIAP
- 297 individuals trained in financial hardship and family violence awareness and understanding.

Safe

Women,
girls and
families
experience
physical
safety



148

148 homeless young people were provided with case management (37 per cent were sleeping rough when they accessed our service)



609

609 women and children were provided with **case management support, including risk assessment and safety planning**



391

391 women and children were provided with a **crisis after hours response**



48

48 women and children resided in our **high security crisis accommodation**

Well

Women, girls and families experience reduced stress and increased sense of wellbeing



53

53 families participated in **Parenting Under Pressure** leading to improvement in child behavior and evidence of statistically significant reduction in parental depressive symptoms, anxiety, stress



59

Specialist **Sexual Assault counselling** was provided to 59 parents and children (NSW)



79

Adolescent and Family Counselling was provided to 79 families (NSW)

Strong

Women, girls and families experience increased sense of agency and control over their own lives

1,175

575 parents and 1,200 children were supported by our **Victorian Family Services teams**

28,181

Financial Conversations

205

parents and children were supported through the **RISE program (NSW)**

111

people supported through **LaunchMe**

5,000

Nearly 5,000 hours of **financial counselling services** delivered

350

people supported through **Firmer Foundations**

64,401

people supported by **NILs and StepUP loans**

Connected

Women, girls and families experience increased sense of connection with communities and support services



10

Worked alongside 10 partners, including DHHS and Family Safety Victoria to deliver The Orange Door in Bayside Peninsula



369

369 episodes of advice, information and referral provided across all Therapeutic Early Intervention Programs (NSW Youth and Family Services)



122

59 women and 63 Children were supported by **Project Alexis in partnership with Police**



300

Provided **professional development sessions to 300 early childhood educators** across Victoria to assist them to understand trauma effects on children and families



Family violence support, youth and family services and counselling

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



Family violence

Good Shepherd helps women, girls and families who are seeking safety from family violence.

We provide specialist domestic and family violence recovery and crisis accommodation and work closely with emergency and protection services.

Our case workers listen, respond and support families experiencing family violence, connecting them to resources and programs that help them make safe, positive changes for themselves and their families.

Our services include:

- Outreach case management
- Refuge accommodation and support
- Children's counselling
- Alexis Family Violence Response Service (a family violence specialist worker embedded within a Victoria Police Family Violence Unit)
- After Hours Face-to-Face Crisis Response
- Strength2Strength (therapeutic services delivered in partnership with Family Life, The Salvation Army, SECASA and Peninsula Health)
- Family Violence Capacity Building Advisor (collaborating with mental health and Alcohol and Other Drug services)
- Personal Safety Initiative – coordinating safety devices and technology to keep women and children safe
- RAMP – Coordination and Co-Chair – Risk Assessment and Management Panel (for high-risk family violence cases)
- Orange Door – Access point for services that support victim survivors of family violence and families in need of support with the care, wellbeing and development of children
- Dame Phyllis Frost Centre – Family Violence information and support service for women in prison.

Case study

Taking back control

Fatima* recently separated from her partner due to family violence. After she was forced to leave the family home, she now lives in Mordialloc in a private rental property. Fatima experienced physical abuse and financial abuse, which included her ex-partner controlling their finances, and misappropriating business funds.

To make matters worse for Fatima her ex-partner also destroyed the family home, meaning she was unable to sell the property until it was repaired. Fatima's income was \$712 a fortnight from Newstart, including rent assistance, but her debts included a \$700,000 mortgage, credit card bill of \$50,000, rate arrears and other overdue bills.

Fatima came to the Good Shepherd Bayside Peninsula financial counselling service under enormous pressure and was extremely stressed and overwhelmed. She was unaware of the level of options and support available and was surprised to receive considerable support.

The total in waivers on the debts was \$65,000 and all other debts were put on hold until the home was sold.

This meant Fatima could take charge of her affairs with confidence and could access the Orange Door Family violence service.

* names all changed

Youth and Family Services

We provide a range of youth and family services to help young people and families improve their opportunities and manage life's hardships.

We offer psychoeducational programs to improve relationships, wellbeing support workshops and specialist counselling services.

Our homeless services in Victoria and NSW work with youths at risk of or experiencing homelessness, so they can increase their independence and housing stability. In NSW, our services target young parents and are delivered in partnership with Launchpad and the YWCA.

Good Shepherd helps young people and families to build resilience, confidence and skills so they can be safe, well, strong and connected.

Good Shepherd provides a range of programs and services for parents and carers to support them to strengthen their relationships with their children, and to develop their parenting skills. The focus is on improving child wellbeing and we do this through casework and Individual and group parenting support.

Counselling Services

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

Refuge to Recovery

The four properties are for women and families escaping family violence. This is a new integrated service delivery model providing six months accommodation and the women will be supported by a multidisciplinary wrap-around team.

Good Shepherd identified a need when communal women's refuges were required to limit the number of clients they could take due to global pandemic restrictions. This meant less crisis accommodation places for women escaping family violence.

Good Shepherd offered Family Safety Victoria the use of four independent properties to assist in addressing the gap and proposed a new service delivery model to provide women and children with wrap-around support and allow them to remain stable in the housing for a six-month period. The program came into operation in the second half of 2020.

The model was developed in partnership with Monash University and utilises evidence-based interventions to measure outcomes. The new model will be evaluated in collaboration with Monash University.

Education pathways

Waranara School is a special assistance co-educational school based in Marrackville, Sydney. Waranara helps young people aged 14 to 18 experiencing trauma or school refusal to stay connected and complete their high school education. We focus on their wellbeing with personalised teaching and learning support, and help students overcome the barriers that have impacted on their education. Waranara also works with families and carers and provides on-site access to specialist counsellors.

During the year under review, it was pleasing that 80 per cent of students completing Year 10 went on to Year 11 at Waranara and 75 per cent of students graduating from Year 12 went on to tertiary education, vocational education or employment.

A key part of the Waranara school program is to promote the importance of respect and responsibility and there were activities for Wear it Purple Day and NAIDOC Week celebrations, as well as making Christmas hampers for gifting to families at St Merkorius Charity.

Community Houses

Our community houses in St Albans and Hastings offer a variety of parenting and education programs, including supported playgroups, beginners Vietnamese-English classes, local Aboriginal Elders meetings, arts space and beginners and intermediate sewing programs.

Case study

A helping hand

Rebecca*, 27, is a single mum of a young son with disabilities. She pays rent out of her income from part time employment and partial Centrelink Carers Allowance and Single Parenting payments and does not receive child support payments.

The past two years were extremely traumatic and very expensive for Rebecca after she experienced family violence at the hands of her abusive ex-partner. She now has mental health issues, including depression and anxiety, due to the prolonged abuse.

Rebecca was referred to Good Shepherd Financial Counselling by her Social Worker at Melton Council as she had several serious financial challenges, including vehicle financing in her name for \$30,000, despite the car only being worth \$20,000. Rebecca had never wanted to purchase the car and it did not meet her needs, but she was forced to by her ex-partner. On top of that Rebecca had two bank credit facilities and an unsecured Personal Loan of \$5000.

The Good Shepherd Financial Counsellor immediately arranged for moratoriums on all credit and in the months that followed full debt waivers were granted across all credit facilities, including an agreement for the return of the vehicle and its sale to reduce the total sum owed prior to being waived.

Whilst things have improved significantly, Rebecca's is still struggling financially. But her journey continues with support from Good Shepherd.

* names all changed



Highlights



Family Services

Good Shepherd's Family Outreach Program worked in partnership with Early Childhood Management Services in the Brimbank Melton region to provide early Intervention programs in the community.

The COVID restrictions meant we needed to redesign our approach to working with Early Childhood Educators and providing support to keep families safe.

Working from a virtual platform, we extended our capacity to deliver professional development for early childhood educators so they could better understand trauma effects on children and what to do if they identify trauma triggers for children and families.

The virtual session was attended by 300 people and was well received. Good Shepherd is now looking to build on that partnership and provide a wider support for the early Learning Centre's in the Western region and beyond.



Family Violence

The lockdown caused by the onset of the global pandemic meant Good Shepherd had to rapidly rethink the way it safely delivered important family violence services.

Our focus was to move to phone-based service delivery and avoid meeting face-to-face where possible. We, of course, prioritised face-to-face for the most vulnerable of our clients, but we also followed guidelines on social distancing and extra hygiene measures. Our family and financial counselling services also moved to primarily telephone-based, again following the assessment of immediate vulnerability and risk.

The impact the lockdown has on women in vulnerable situations was significant.

We saw a 29 per cent increase in the number of new clients from third quarter (Jan-March) of the financial year to the fourth quarter (April-June), and a 24 per cent jump in client numbers during COVID (compared with the average of first two quarters of the financial year). There was a 56 per cent increase in client contacts overall.

The ability of Good Shepherd to adapt its services ensured that hundreds of women continued to get the support they needed.



Financial and economic wellbeing

The team of financial counsellors, financial capability experts and No Interest Loan community providers enables clients to build their economic wellbeing and resilience and to be economically strong.

Financial counselling, wellbeing and capability

Our financial counselling programs can help people who are experiencing financial hardship to become financially secure and develop a healthy relationship with money. As their confidence grows, they can make informed choices about their finances and create positive life changes.

Our financial counsellors support people to deal with debts and fines and help them to dispute and resolve unfair lending processes. We also deal with financial contracts, advocate reasonable payment terms, debt waivers and ensure those we work with have access to fair and equitable processes.

Our Firmer Foundations programs for women in Victoria and NSW create financial resilience and wellbeing through workshops, groupwork and coaching to build money management skills and confidence.

No Interest Loans

Good Shepherd's No Interest Loan program provides people on low incomes a safe, fair and affordable alternative to high-cost finance options. Backed by long-time partner, the National Australia Bank, the loans can be used for whitegoods, furniture, car repairs, medical and education expenses, as well as a range of other necessary items. These No Interest Loans are available through more than 170 community providers at over 620 sites across Australia, as well as through Good Shepherd's Good Money stores.

We also have other No Interest Loan programs to support people financially impacted by COVID-19 or experiencing family violence or financial abuse.

Good Money

Good Money community finance stores offer No Interest Loans, as well as a range of other safe and responsible options for people who are usually excluded from mainstream financial services. This includes insurance, financial counselling and access to low interest loans.

Without the ability to access safe, affordable and secure financial support and advice from a Good Money store there is a real risk the people we work with, who are already at the margins and at risk of falling deeper into poverty, will turn to often predatory pay day lenders and high interest cash loan providers.

The Good Money stores are located across the country in Geelong, Collingwood, Morwell, Salisbury, Southport and Cairns. The prominent shopfronts located on main streets reach people who are digitally excluded, who have complex needs that mean they benefit from face-to-face contact or who feel more comfortable accessing services through a brand that is positioned as a non-welfare organisation.

LaunchME

LaunchMe gives people the opportunity to develop, finance and launch their own business. They work alongside other community members to create business ideas with support from experts. Tailored to the needs of each person, they are supported by coaching, mentoring and business planning and can access a safe and affordable microenterprise loan to help them kickstart their business.

StepUP

StepUP loans are an affordable and safe low interest loan for people on low incomes who are finding it hard to get credit from a bank. Loans of between \$800 and \$3000 are available with no fees.

Case study

Back to school costs covered

A No Interest Loan was a lifesaver for 33 year old Victorian mum Amanda*, who was facing back to school costs of up to \$1200 to get her eight-year-old son ready for the new school year.

“School books and uniforms alone were nearly \$500, but once you add in an iPad, it was almost \$1200 in total,” Amanda said.

“As a single parent, it’s difficult to find that kind of money at the best of times, let alone at the beginning of the year.”

Thanks to a loan through Good Shepherd’s No Interest Loans Scheme, Amanda was able to purchase everything on the back-to-school list.

“I’ve had No Interest Loans before to buy a fridge and a washing machine, so I decided to apply for one to cover the back-to-school expenses. It meant my son could start the school year with everything he needs, and I have the peace of mind the repayments are manageable and affordable.”



* names all changed

Case study

Safe and affordable finance for essentials

Tarni*, an Indigenous woman, had fled Western Australia from a difficult family violence situation and had settled in South Australia with her four children.

A financial inclusion worker introduced Tarni to Good Shepherd’s Domestic Violence NILs Program so she could access funds to purchase two essential items – a washing machine and fridge. Tarni made the loan application, but because Tarni did not live in a central location and had limited access to printing and scanning services and did not have regular contact with her referring worker, it took some time for the loan to be submitted and then approved.

However, once Tarni was given the DV NILs loan she was able to buy the household items for herself and her children in a safe way without being put into financial hardship.



Creating systems change

We identify barriers that women, girls and families face that are forgotten by law and policy makers and provide innovative policy solutions.



Creating systems change

We seek positive change in laws, policies, social norms and behaviours through targeted research, policy advocacy and corporate alliances.

We identify barriers that women, girls and families face that are forgotten by law and policy makers and provide innovative policy solutions.

In 2020, we undertook research and policy advocacy in a range of critical areas affecting women, girls and families. Most importantly, we closely examined the impacts of the Coronavirus pandemic on Good Shepherd's clients and working Australians and identified a newly vulnerable cohort that will need specific responses in Australia's economic and social recovery from the crisis.

One of the ways we advocate for change is through the Financial Inclusion Action Plan (FIAP) Program, which is a call to action to create change for vulnerable Australians. Organisations from across all sectors partner with us and play their part in promoting financial resilience and wellbeing in Australia.

Through the FIAP Program, member organisations develop Financial Inclusion Action Plans to create strategic and practical actions to improve the financial wellbeing of their customers, employees, suppliers and community partners.

The FIAP program has grown into a national and place-based network of 52 organisations, who have played a critical role in responding to the economic impacts of the COVID-19 crisis on their business, customers and community.

We also support organisations to increase capability to better deliver wellbeing outcomes and systems change. This year, our specialist consultancy services were sought after by corporate, government and for-purpose organisations. This work included:

- Bespoke financial hardship, vulnerability and family training
- Violence training and capability building
- Strategic research and evaluation
- Service user consultation, journey mapping and co-design
- Program innovation and design.

Our dedicated strategic research and evaluation services, along with our program design expertise, provide expert analysis, insights and innovative thinking that enables organisations to enhance outcomes for their customers and employees.

Highlights



Eight policy submissions were developed for state and federal government inquiries, with six appearances including at the Federal Inquiry into Domestic, Family and Sexual Violence.



Australia's first, place-based FIAP was launched in Geelong, Victoria.



Delivered 27 training sessions and trained 297 individuals in identifying and responding to financial hardship and family violence, which built the awareness and skills of people to understand these issues and increased their ability to support customers and staff.



Co-designed the Financial Independence Hub program, in partnership with CBA, sector stakeholders and women with lived experience of financial abuse.



Heritage and Redress

This year we celebrate 157
years of service to women,
girls and families in Australia.

Heritage and Redress

This year we celebrate 157 years of service to women, girls and families in Australia.

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

Today, through our Heritage Engagement program, we work to improve the wellbeing of former residents by deeply and respectfully listening, acknowledging their past and our own part in it, and responding to their individual needs for connection with their histories, identities and narratives.

Since the launch of this program in 2017, we have worked with over 330 former residents of Good Shepherd homes in Australia and New Zealand, their families and carers to help them make sense of their past and provide them with records to help them understand their history. We remember, acknowledge and honour all the girls, women and children who spent time in Good Shepherd institutions.

We acknowledge their diverse experiences, including loss and trauma. We are continually learning about how to reach out and listen to people who have been affected.





Providing safe, high quality and inclusive services

Good Shepherd
is committed to
ensuring the safety
of all people who
come into contact
with our services.

Providing safe, high quality and inclusive services

Good Shepherd has continued its commitment to ensuring the safety of all people who come into contact with our services, particularly children and young adults in our care.

Our efforts to deliver impactful services are underpinned by a strong commitment to continuous quality improvement, strengthened by listening to our clients. As we grow and develop new services, we need reliable ways to make sure we are listening to what people are saying about their experience with us. We need to make sure we have a welcoming environment for everyone in the community and meet the high standards of safety and quality expected of us.

This means investing in people's skills and upgrading digital systems to help us measure and monitor inclusion, quality and safety in our services.

We are excited to be embarking on a journey towards a new Reflect Reconciliation Action Plan. We have been working towards achieving accreditation against Rainbow Tick In 2021, and Australian Service Excellence Standards for our NSW services in 2023. These will complement our existing accreditation with Victorian Human Services Standards and ISO 9001:2015 Quality Management Standards.

Highlights



We trained 71 employees in LGBTIQ+ inclusion practice and implementation of mandatory LGBTIQ+ online learning modules for new employees.



We invested in efficient digital systems for incident reporting and internal auditing.





Flagship Initiatives

Thinking differently about
the challenges we face and
the solutions we can provide.

Flagship Initiatives

Tackling financial hardship caused by a pandemic

The Household Relief Loans Without Interest program was developed in response to the growing number of people experiencing financial distress due to the impact of COVID-19. Supported by the Australian Government and the National Australia Bank, the program includes a free COVID Hardship Support Hotline, financial information and access to loans of up to \$3000 for rent and utility bills for those eligible.

A person's individual income must be less than \$60,000 gross or less than \$100,000 for couples or people with dependents, or be receiving a Government benefit, such as Centrelink Healthcare Card or Pensioner concession card.

To be eligible for a loan, individuals must have had their income cut recently, for example job loss or hours reduced, or been otherwise financially impacted by the pandemic.

No Interest Loans for women impacted by family and domestic violence

Gendered disadvantage plays a significant role in driving family, domestic and sexual violence against women. Securing a woman's financial security will significantly contribute to the prevention of violence against women and their children.

Our new No Interest Loans program for women impacted by family and domestic violence is a powerful example of how we have responded to the unique needs of women who are/have experienced family or domestic violence.

Supported by the Australian Government and the National Australia Bank, the program has been co-designed to fill service gaps rather than replace existing supports and assesses people for loans and where required refers them into family violence services.

Flexible No Interest Loans of up to \$2000 will support women to make their home safe, move to safety, or rebuild life many years later. Loans can be repaid weekly, fortnightly or monthly over 18-24 months via direct debit or Centrepay.

Providing much-needed independence

The Financial Independence Hub (FIH) provides a range of services and support programs specifically developed to help anyone who has previously experienced financial abuse. This project is a partnership with the Commonwealth Bank and supports people impacted by financial abuse in the context of domestic and family violence. The program is targeted towards those who are past the initial crisis and are in the recovery phase, where there is not a lot of ongoing support available.

The Hub was developed in close consultation with people with lived experience of financial abuse, and support from a reference group of sector leaders and academic experts.

The Hub will strengthen people's capabilities to achieve financial independence with tailored, focused development of a personalised financial roadmap, ongoing coaching and support and pathways and referrals to complementary partners, services and supports, as well as access to appropriate, affordable financing if needed.

Financial abuse is a form of domestic or family violence, it involves controlling behaviour such as dictating someone's spending, not allowing them control over their own money, preventing them from earning their own money or forcing them into debt. It can take years for people to recover from this abuse and achieve financial independence.



Responding to a global pandemic

The COVID pandemic this year required the rapid mobilisation of our employees to a remote model of work. This was a significant undertaking, underpinned by employee wellbeing, continuity of service to our clients and enabled by technological solutions.

Good Shepherd sees and understands the impact the pandemic has had on our community and on our team. We invested in running wellbeing sessions for all teams and provided training for people leaders to ensure they had the confidence and skills to support their team.

Throughout this year, the focus has remained on ensuring that our team and their families have been well supported and their wellbeing maintained. We conducted two wellbeing surveys this year:

- 93 per cent of employees surveyed indicated they felt safe carrying out their role during the pandemic
- 100 per cent of employees surveyed indicated that they knew what to do to stay safe and well during the pandemic
- 95 per cent of employees surveyed said that they had what they required to work remotely.

As restrictions have lifted in different States, we have worked closely with each team to develop COVID safe plans, designed to ensure the safety and wellbeing of all those who use our services.

Using research to inform our services

The economic impact of the Coronavirus pandemic created a new group of economically vulnerable people, with young people, recent migrants and women among those hardest hit. Good Shepherd commissioned Roy Morgan Research to track close to 6000 working Australians to better understand the economic impact caused by the pandemic.

This important research found those already on average or lower incomes were most likely to have suffered negative impacts to their employment and that 60 per cent of working Australians had experienced employment changes such as having hours reduced, pay cut, being stood down or made redundant, creating a new class of economically vulnerable people.

Young people in the workforce were among those most financially impacted, with half of those aged 14 to 24 now economically vulnerable. Migrants who have been in Australia less than five years were far more likely to have had their work negatively impacted, compared with longer term migrants and Australian-born.

The research offered hard evidence the most vulnerable bore the greatest economic impact of the pandemic. The outcomes of the research guided Good Shepherd's targeted responses to those groups most impacted, with a focus on long-term, structural changes, new service models and cross-sector strategies.

Case study

Global pandemic hits home

When the global pandemic hit Australia hard early in 2020, hospitality worker Alice* lost her work hours. She was paying \$800 per week in rent and was in debt by more than \$3000. Alice contacted the Good Shepherd Household Relief (HHR) program and a financial counsellor linked her into the Money Smart Budgeting and Service NSW Cost of Living programs.

Because Alice did not have any loans she was eligible for a HHR No Interest Loan (NILs) to help her pay some of her rent arrears and was also put in touch with Service NSW Private Rental assistance for the outstanding amount.

Through HHR Alice was given invaluable support with budgeting, a NILs loan and access to rental grant assistance. Alice is now focused on finding a new job and improving her financial position.

* names changed



Financials

Financial Statements

For the Year Ended 30 June 2020

Good Shepherd Australia New Zealand

ACN: 135 641 217

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Directors' Report

30 June 2020

**The Directors present their report on
Good Shepherd Australia New Zealand
for the financial year ended 30 June 2020.**

Directors

The names of the Directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed/Resigned
Anne Astin	Chairperson	Appointed 1 Dec 2019
Francis O'Connor	Director	Re-appointed 1 Dec 2019
Molina Asthana	Director	Appointed 1 Dec 2019
Gill Callister	Director	Appointed 1 Dec 2019
Dame Diana Crossan	Director	Appointed 1 Dec 2019
Christopher Gallaher	Director	Resigned 1 Dec 2019, re-appointed 16 Mar 2020
Taryn Rulton	Director	Appointed 1 Dec 2019
Michael Raper	Director	Re-appointed 1 Dec 2019
Anne Cherry	Director	Re-appointed 1 Dec 2019
Alison McClelland	Chairperson	Resigned 28 Jan 2020
John Hutchings	Director	Resigned 1 Dec 2019
Caroline Buchanan	Director	Resigned 1 Dec 2019
Justin Lachal	Director	Resigned 1 Dec 2019
Marilyn Webster	Director	Resigned 1 Dec 2019
Kathryn Chapman	Director	Resigned 1 Dec 2019

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Information on directors

The names, qualifications, experience and special responsibilities of each person who has been a director during the year and to the date of this report are:

Anne Astin

GSANZ/GSS Chair

Experience & Qualifications

Anne is an experienced Board member, Chairperson and Executive with more than 25 years working in the areas of education and science, the food, beverage and pharmaceuticals industries, food safety regulation, energy, land management, environment, and social services. Her international trade and regulatory experience, and commitment to the Victorian public sector, makes her a strong advocate for ensuring ethical values are maintained alongside strong corporate governance. Anne holds a PhD in Biochemistry and has received numerous awards for her involvement in the dairy industry and public service. Anne is passionate about advocating for those in our society who are not able to do so, promoting women in leadership, sustainability in the food industry, and elevating organisational governance. She is currently Board Chair of the Sir William Angliss Institute of TAFE, Dairy Food Safety Victoria and the Food Agility Co-operative Research Centre. She is a non-Executive Director of the Advisory Board for New Zealand's Food Safety Science and Research Centre. Anne is a Trustee of Kildare Ministries and a Member of the Council at Catholic Social Services Victoria.

Francis O'Connor

Member of the Mission and Service Strategy Committee.

Experience & Qualifications

A qualified mathematician and Graduate of the Australian Institute of Company Directors with an extensive career in Information Technology spanning almost 40 years. Frank was previously the Group Executive Corporate Services in a financial services organisation and has extensive governance experience in health, aged and community services organisations including serving as Mayor of the City of Port Phillip 2008-2010.

Frank is currently Chair of Napier Street Aged Care Services Inc and Chairman of HousingFirst Ltd, a major Community Housing Organisation.

Molina Asthana

Member of the Finance Audit and Risk Committee

Experience & Qualifications

Molina's experience includes working in top tier firms Minter Ellison (Mergers & Acquisitions) and Clayton Utz (Banking & Finance) and the Victorian Government Solicitor's Office. She has significant experience in the Indian jurisdiction, in the Supreme Court, with top law firms and as in-house counsel of a big conglomerate. Several of Molina's Public Interest Litigations were reported in the national newspapers.

Molina has received numerous awards including the Victorian Multicultural Award for Excellence for 2014 and for 2016, was a finalist for the Law Institute of Victoria – Access to Justice Award 2016 – and profiled in the Top 50 of the Indian Community in Melbourne in 2012, 2013 and 2014. Molina also sits on the boards of the Law Institute of Victoria, Gymnastics Victoria and the Graduate House of the University of Melbourne. She is also President of the International Law Association Victorian Chapter, National Vice President of the Asian Australian Lawyer's Association, Victorian Convener of the Asian Australian Alliance and the Chair of the Women in Business Chapter of the Australia India Business Council.

She is a Commissioner for the AFL South East Commission and has been a Cricket Australia Ambassador as well as the Commonwealth Games 2018 Ambassador. Molina is a member of the Football Federation of Victoria's Tribunal.

Molina is the founder of the organisation Multicultural Women in Sport which aims to empower women from multicultural backgrounds through sport.

Gill Callister

Chair of the Mission and Service Strategy Committee

Experience & Qualifications

Gill Callister is CEO of Mind Australia, a community-based mental health organisation with a long tradition of working with people with serious mental illness. She has dedicated her career to improving public policy and service delivery, particularly for vulnerable people in the community, and was recognised with a Public Service Medal in 2019.

Most recently, an Associate Dean and Vice President at the Australia and New Zealand School of Government (ANZSOG) in 2019–20, Gill ran executive education programs in ethics and integrity, women's leadership, and senior public sector leadership development. She also holds an adjunct professor role at Monash University. Prior to this Gill served as Secretary of two Victorian Government Departments from 2009 to the end of 2018 – The Department of Human Services and The Department of Education and Training. Her legacy is a strong reputation for person-centered reform in social policy and an active advocate for gender equality and women's leadership. This followed a range of senior roles in the Victorian Public Service and a ten-year stint in the community sector working with children, young people and families.

Gill is chair of the Australian Health Practitioners Regulation Agency management committee, a member of the Monash University Council, and the most recent past President of the Institute of Public Administration Australia (IPAA) (Victoria). Her leadership in public policy was recognised in 2013 when she was named in the Australian Financial Review's 100 Women of Influence and received a Sir James Wolfensohn Public Service Scholarship to attend Harvard University's Kennedy School of Government. In October 2014, Gill was awarded the IPAA National Fellowship award and a Monash University Fellowship and in 2017 was named as one of the top 50 women in the Victorian Public Service.

Gill holds bachelor's degrees in social work (with Honours) and arts.

Dame Diana Crossan

Chair of the Good Shepherd New Zealand Board and Member of the Finance, Risk and Audit Committee

Experience & Qualifications

Diana is an experienced company director, and Chief Executive. In the 2019 New Year Honors she was made a Dame for her work in equal employment opportunities, Retirement Income and work in charity.

Most recently, Diana was the CE of Wellington Free Ambulance, and in the 10 years prior was the Retirement Commissioner of New Zealand. Diana has both a national and international background covering public, private and not-for-profit organisations. Her positions have covered both governance and operational issues where she worked with government ministers and CEOs of private and public organisations, as well as setting up and running her own small business.

Diana's areas of expertise and key achievements include:

- Transforming the role of the Retirement Commissioner into a broadly influential office, nationally and internationally, with significant leadership in the fields of financial literacy and retirement income.
- Developing new distribution channels and strategic alliances that changed the sales approach for a global insurance company in New Zealand and with 4.1 million customers in the United Kingdom.

Leading in diverse fields include chairing, directorships, and managing government entities, private companies, charitable trusts, and community organisations.

Christopher Gallaher

Chair of Mariposa Ltd and Member of Finance, Risk and Audit Committee

Experience & Qualifications

Chris is a Chartered Accountant and graduate of Otago University, NZ, and commenced his career in public practice with Arthur Young, achieving partner status before taking up a career in the corporate sector. Chris has held CEO and CFO roles in both listed and private companies in Australia and New Zealand and recently retired as Group Chief Financial Officer of Fulton Hogan Ltd, a large Australasian civil contracting and construction materials company.

Chris is also Chairman of Pacific Edge Ltd a NZX listed medical technology company.

Taryn Rulton

Chair Finance, Risk and Audit Committee

Experience & Qualifications

Taryn is currently the Chief Commercial Officer at a University, and has extensive financial experience, having held senior financial leadership roles in the public and not for profit sector. She has held multiple governance positions and is a graduate of the AICD. Taryn began her career in the private sector and trained in the UK as a Chartered Accountant with the Big Four (global accounting firms). She has been awarded fellowship status by Chartered Accountants Australia and New Zealand, and The Institute of Chartered Accountants in England and Wales.

Michael Raper

Experience & Qualifications

Michael has qualifications in arts, education and law and is a Graduate of the Australian Institute of Company Directors (GAICD). Michael recently worked for the Australian Council of Social Service (ACOSS) as Senior Advisor and Australian Red Cross as Director of Services and International Operations. He chairs the boards of the Welfare Rights Legal Centre in Sydney and Community 21 in Melbourne.

Michael has also had extensive board experience as President/Chair of ACOSS, the International Council on Social Welfare, the Mandela Foundation of Australia, The National Welfare Rights Network and the Independent Teachers Federation of Australia.

Anne Cherry

Experience & Qualifications

Anne began her involvement with Good Shepherd in 2015 serving on the Rosemount Good Shepherd Board in NSW and the program delivery committee. She has over twenty year's experience in senior communications and corporate affairs roles across banking and financial services, IT, and Mining and Resources where she has specialised in the delivery of corporate social responsibility programs, sponsorship, grant making and foundations. Anne has a passion to connect commercial entities to the not for profit sector to deliver improved societal outcomes especially for young women. She holds a B. Comm from UNSW and an MBA from RMIT and has previously served on the Western Sydney Business Connection (WSBC) Board and been a member of the fundraising committee for St Francis Social Services. Anne is currently working at ANZ and was previously at NAB.

Directors' Report

30 June 2020

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activities of Good Shepherd Australia New Zealand during the financial year were to undertake activities that aim to disrupt the intergenerational cycle of disadvantage, with a focus on women and girls.

We offer a range of programs and services with a focus on microfinance, safety and resilience, financial security and education pathways.

We also conduct research through our WRAP (Women's Research Advocacy and Policy) Centre, develop social policy and advocate on social justice issues.

Operating surplus

The surplus of the Group after providing for income tax amounted to \$ 575,185 (2019: \$ 126,313).

Objectives

To progress and expand services to marginalised and economically disadvantaged people, principally in Australian society, especially women and children, in particular by:

- Providing care and support for disadvantaged youth and families, including (inter alia) the operation of a Secondary School and/or learning centres for young people who are unable to attend mainstream education due to disadvantage and/or marginalisation;
- Implementing support programs and services for women and children who are victims of violence;
- Implementing programs for women and children to alleviate poverty and exploitation and to promote social and financial inclusion; and
- Interventions to disrupt the inter-generational cycle of disadvantage in women and children.

Strategy for achieving the objectives

To achieve these objectives, the Group's focus is to:

- Expand educational and vocational pathways for young women and girls.
- Develop financial coaching and capability building for women and girls.
- Create innovative programs for single mothers.
- Build on programs to address safety and resilience for women and girls.
- Contribute to the sector's knowledge and development in the areas of economic abuse, forced marriage and mental health.

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Group during the year.

Member's guarantee

Good Shepherd Australia New Zealand is a Company limited by guarantee. In the event of, and for the purpose of winding up of the Company, the amount capable of being called up from each member is limited to \$ 100 subject to the provisions of the Company's constitution.

At 30 June 2020 the collective liability of members' was \$100 (2019: \$100).

Meetings of directors

During the financial year, 18 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings		Finance Committee		Governance Working Group Committee		Mission and Service Strategy Committee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Anne Astin	4	4	–	–	–	–	–	–
Francis O'Connor	8	6	–	–	2	2	2	2
Molina Asthana	4	4	5	5	–	–	–	–
Gill Callister	4	3	–	–	–	–	2	2
Dame Diana Crossan	4	4	5	5	–	–	–	–
Christopher Gallaher	7	7	4	4	–	–	–	–
Taryn Rulton	4	4	5	5	–	–	–	–
Michael Raper	8	6	–	–	–	–	2	2
Anne Cherry	8	8	–	–	–	–	2	1
Alison McClelland	4	4	3	2	2	2	–	–
John Hutchings	4	3	3	2	–	–	–	–
Caroline Buchanan	4	4	–	–	2	2	–	–
Justin Lachal	4	4	3	3	–	–	–	–
Marilyn Webster	4	3	–	–	–	–	–	–
Kathryn Chapman	4	3	–	–	–	–	–	–

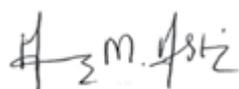
Auditor's independence declaration

The auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, for the year ended 30 June 2020 has been received and can be found on page 40 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Director:

Anne Astin



Director:

Taryn Rulton



Dated this 10 day of December 2020

Auditor's Independence Declaration

Auditor's Independence Declaration under section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of Good Shepherd Australia New Zealand

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Accru Melbourne (Audit) Pty Ltd
Chartered Accountants



R A Lane
Director
50 Camberwell Road
Hawthorn East VIC 3123
10 December 2020

Statement of Comprehensive Income

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue	2	46,809,128	42,640,684
Other income	2	44,482	30,135
Cost of sales		(121,219)	(113,953)
Employee benefits expense		(26,605,350)	(24,037,395)
Depreciation and amortisation expense		(1,283,387)	(457,151)
Program delivery expenses		(8,301,554)	(8,162,932)
Resource allocation and donations		(149,307)	(75,151)
Property, occupancy and utilities expenses		(1,315,764)	(2,158,276)
Consultants and investment management fees		(608,992)	(1,109,047)
Communication and IT		(3,464,848)	(2,391,977)
Repairs and maintenance		(674,454)	(220,669)
Advertising, marketing and promotions		(1,086,952)	(730,875)
Travel and motor vehicle expenses		(668,710)	(651,994)
Other operating expenses		(1,947,073)	(2,435,086)
Finance costs		(50,815)	-
Surplus/(deficit) for the year		575,185	126,313
Other comprehensive income:			
Items that will not be reclassified subsequently to profit or loss			
Changes in fair value of FVOCI financial instruments		(385,156)	-
Other comprehensive income for the year		(385,156)	-
Total comprehensive income / (loss) for the year		190,029	126,313

Statement of Financial Position

As at 30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	15,742,483	13,129,270
Trade and other receivables	5	5,240,394	4,038,544
Inventories		32,772	55,462
Financial assets	6	3,762,909	–
Other assets	8	1,381,494	602,618
TOTAL CURRENT ASSETS		26,160,052	17,825,894
NON-CURRENT ASSETS			
Right-of-use assets	7	3,718,668	–
Property, plant and equipment	9	1,064,194	1,273,451
Intangible assets	10	793,684	–
TOTAL NON-CURRENT ASSETS		5,576,546	1,273,451
TOTAL ASSETS		31,736,598	19,099,345
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	3,214,606	3,261,912
Employee benefits	14	2,581,660	2,066,378
Financial liabilities	12	5,921,201	2,674,701
Income in advance	13	9,566,314	4,626,921
Lease liabilities	7	947,566	–
TOTAL CURRENT LIABILITIES		22,231,347	12,629,912
NON-CURRENT LIABILITIES			
Employee benefits	14	459,798	416,167
Lease liabilities	7	2,802,158	–
TOTAL NON-CURRENT LIABILITIES		3,261,956	416,167
TOTAL LIABILITIES		25,493,303	13,046,079
NET ASSETS		6,243,295	6,053,266
EQUITY			
Reserves		(385,156)	–
Retained earnings		6,628,451	6,053,266
TOTAL EQUITY		6,243,295	6,053,266

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the year ended 30 June 2020

	Retained Earnings \$	Financial Asset Reserve \$	Total \$
2020			
Balance at 1 July 2019	6,053,266	–	6,053,266
Surplus for the year	575,185	–	575,185
Revaluation increment (decrement)	–	(385,156)	(385,156)
Balance at 30 June 2020	6,628,451	(385,156)	6,243,295
2019			
Balance at 1 July 2018	5,926,953	–	5,926,953
Surplus for the year	126,313	–	126,313
Balance at 30 June 2019	6,053,266	–	6,053,266

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from government and donors		54,288,306	46,455,313
Payments to suppliers and employees		(49,157,474)	(44,647,968)
Interest received		81,029	145,290
Dividends received		148,068	–
Interest paid		(50,815)	–
Net cash provided by/(used in) operating activities	15	5,309,114	1,952,635
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of plant and equipment		44,339	–
Purchase of plant and equipment		(228,716)	(162,356)
Net proceeds from / purchase of financial assets		(4,148,065)	587,415
Purchase of intangible assets		(793,684)	–
Net cash provided by/(used in) investing activities		(5,126,126)	425,059
CASH FLOWS FROM FINANCING ACTIVITIES:			
Proceeds from borrowings		3,246,500	2,153,500
Repayment of lease liabilities		(816,275)	–
Net cash provided by/(used in) financing activities		2,430,225	2,153,500
Net increase/(decrease) in cash and cash equivalents held		2,613,213	4,531,194
Cash and cash equivalents at beginning of year		13,129,270	8,598,076
Cash and cash equivalents at end of financial year	4	15,742,483	13,129,270

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the year ended 30 June 2020

The consolidated financial statements (hereafter referred to as “financial statements”) are for Good Shepherd Australia New Zealand and its controlled entities. All entities in the Group are incorporated and domiciled in Australia. Good Shepherd Australia New Zealand is a not-for-profit Company limited by guarantee.

1. Summary of Significant Accounting Policies

Basis of preparation

Good Shepherd Australia and New Zealand has prepared special purpose financial statements as, in the opinion of the Directors, it is unlikely there are users of these financial statements who are not in a position to require the preparation of reports tailored to their information needs. These financial statements have been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

These financial statements do not consolidate the Good Shepherd Services entity (ACN: 132 221 820) despite the Directors being the same individuals as Good Shepherd Australia and New Zealand. Good Shepherd Services has prepared a separate set of financial statements which is considered to represent more faithfully the governance approach applied. Good Shepherd Australia and New Zealand’s partially consolidated special purpose financial statements comply with the recognition and measurement requirements in Australian Accounting Standards except for the requirements set out in AASB 10 Consolidated Financial Statements.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes.

(a) Basis for consolidation

The financial statements include the financial position and performance of the controlled entities below from the date on which control is obtained until the date that control is lost.

Intragroup assets, liabilities, equity, income, expenses and cashflows relating to transactions between entities in the consolidated entity have been eliminated in full for the purpose of these financial statements.

Appropriate adjustments have been made to a controlled entity’s financial position, performance and cash flows where the accounting policies used by that entity were different from those adopted by the consolidated entity. All controlled entities have a June financial year end.

Controlled entities

Subsidiaries are all entities (including structured entities) over which the parent has control. Control is established when the parent is exposed to, or has rights to variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the relevant activities of the entity.

The following is a list of controlled entities of Good Shepherd Australia New Zealand that have been consolidated in these financial statements:

- Good Shepherd Microfinance (ACN: 151 124 408)
- The Trading Circle (ACN: 071 469 326)

(b) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Notes to the Financial Statements

For the year ended 30 June 2020

(c) Leases

At inception of a contract, the Group assesses whether a lease exists – i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- The contract involves the use of an identified asset – this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right then there is no identified asset.
- The Group has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.
- The Group has the right to direct the use of the asset i.e. decision making rights in relation to changing how and for what purpose the asset is used.

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

At the lease commencement, the Group recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Group believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Group's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification,

change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Group's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Exceptions to lease accounting

The Group has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Group recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(d) Income tax

No provision for income tax has been raised as the Group is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

(e) Revenue and other income

The Group recognises revenue when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the entity and specific criteria have been met for each of Good Shepherd Australia New Zealand's activities as discussed below.

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Group expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Group have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Specific revenue streams

The revenue recognition policies for the principal revenue streams of the Group are:

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the conditions of the agreement stipulates performance obligations that require fulfilling, the grant is recognised in the statement of financial position as a liability until the performance obligations have been fulfilled.

Revenue from fund raising activities is recognised as received as it is not possible to identify income from donations and other fund raising until received.

Donations of goods and services from volunteers and suppliers are not taken up in the accounts as they are not able to be quantified accurately.

(e) Revenue and other income

Interest revenue is recognised when the right to receive the interest has been established.

Dividend revenue is recognised when received.

All revenue is stated net of the amount of goods and services tax (GST).

(f) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(g) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis. Cost includes expenditure that is directly attributable to the asset.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Group commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Land is not depreciated.

The depreciation rates used for each class of depreciable assets are:

Plant and equipment	12.5-15%
Motor vehicles	15-33%
Office equipment	20-33%
Computer equipment	33-50%
Leasehold improvements	5-20%

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of comprehensive income.

Impairment of non-financial assets

At the end of each reporting year, the Group reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income. To 30 June 2020, no impairment losses have been recorded.

Notes to the Financial Statements

For the year ended 30 June 2020

(h) Financial instruments

Financial instruments are recognised initially on the date that the Group becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Group classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss – FVTPL
- fair value through other comprehensive income – equity instrument (FVOCI – equity)
- fair value through other comprehensive income – debt investments (FVOCI – debt)

Financial assets are not reclassified subsequent to their initial recognition unless the Group changes its business model for managing financial assets.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Group's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Financial assets

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Fair value through other comprehensive income

Equity instruments

The Group has a number of strategic investments in listed and unlisted entities over which they do not have significant influence nor control. The Group has made an irrevocable election to classify these equity investments as fair value through other comprehensive income as they are not held for trading purposes.

These investments are carried at fair value with changes in fair value recognised in other comprehensive income (financial asset reserve). On disposal any balance in the financial asset reserve is transferred to retained earnings and is not reclassified to profit or loss.

Dividends are recognised as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment. Other net gains and losses are recognised in OCI.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost
- debt investments measured at FVOCI

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Group considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Group's historical experience and informed credit assessment and including forward looking information.

The Group uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Group uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Group in full, without recourse to the Group to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Group in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Financial assets

Trade receivables and contract assets

Impairment of trade receivables and contract assets have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Group has determined the probability of non-payment of the receivable and contract asset and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Financial liabilities

The Group measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Group comprise trade payables, bank and other loans and lease liabilities.

(i) Employee benefits

Provision is made for the Group's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

(j) Critical accounting estimates and judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Group.

(k) Financial statements preparation in accordance with the Charitable Fundraising Act 1991

The financial statements of the Group was prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012 and signed off on 12 October 2020.*

These financial statements have been prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012 and the Charitable Fundraising Act 1991.*

(l) Comparative figures

Comparative figures have been adjusted to conform to changes in presentation for the current financial year where required by Australian Accounting Standards or as a result of a change in accounting policy.

Notes to the Financial Statements

For the year ended 30 June 2020

(m) Adoption of new and revised accounting standards

During the current year, the Group adopted the following new Australian Accounting Standards. Other than the impact of AASB 16, the adoption of these Standards have not had a significant impact on the recognition, measurement and disclosure of transactions.

AASB 16 Leases (Annual reporting periods beginning on or after 1/7/2019)

The Group has adopted AASB 16: Leases in accordance with the modified retrospective (cumulative catch up) method where the comparative figures are not restated. Instead the Group has recognised cumulative effect of initially applying AASB 16, against retained earnings at 1 July 2019.

The Group has recognised a lease liability and right-of-use asset for all leases (with the exception of short-term and low-value leases) recognised as operating leases under AASB 117: Leases where the Group is the lessee. The lease liabilities are measured at the present value of the remaining lease payments. An average borrowing rate as at 1 July 2019 of 3.50% was used to discount the lease payments.

The right-of-use assets for equipment were measured at their carrying amount as if AASB 16 had been applied since the commencement date, but discounted using the Group's incremental borrowing rate per lease term as at 1 July 2019.

The right-of-use assets for the remaining leases were measured and recognised in the statement of financial position as at 1 July 2019 by taking into consideration the lease liability and prepaid and accrued lease payments previously recognised as at 1 July 2019 (that are related to the lease).

The following practical expedients have been used by Association in applying AASB 16 for the first time:

- for a portfolio of leases that have reasonably similar characteristics, a single discount rate has been applied;

- leases that have a remaining lease term of less than 12 months as at 1 July 2019 have been accounted for in the same way as short-term leases;
- the use of hindsight to determine lease terms on contracts that have options to extend or terminate;
- applying AASB 16 to leases previously identified as leases under AASB 117 and Interpretation 4: Determining whether an arrangement contains a lease without reassessing whether they are, or contain, a lease at the date of initial application; and
- not applying AASB 16 to leases previously not identified as containing a lease under AASB 117 and Interpretation 4.

The adoption of AASB 16 led to recognition of right-of-use assets and lease liabilities of \$4,565,999 as at 1 July 2019 and had no effect on opening retained earnings.

AASB 15: Revenue from Contracts with Customers and AASB 1058: Income of Not-for-Profit Entities (Annual reporting periods beginning on or after 1/7/2019)

The Group has adopted AASB 15: Revenue from Contracts with Customers and AASB 1058: Income of Not-for-Profit Entities which have replaced AASB 118: Revenue and AASB 1004: Contributions. Adoption of AASB 15 and AASB 1058 has not led to any material changes to the recognition and measurement of balances, retained earnings and transactions and have only impacted the relevant accounting policies. The Group elected to apply AASB 15 and AASB 1058 retrospectively only to contracts and transactions that are not 'completed contracts' at 1 July 2019.

(n) New accounting standards for application in future periods

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The Group has decided against early adoption of these Standards but does not expect the adoption of these standards to have any significant impact on the reported position or performance of the Group.

	Note	2020 \$	2019 \$
2. Revenue and other income			
Revenue			
- Sale of goods		213,895	373,616
- Operating grants		31,797,165	29,236,444
- Corporate sponsors		7,712,886	6,239,880
- Sponsorship and SGS		3,888,711	2,358,695
- Interest received		81,029	145,290
- Dividend received		148,068	-
- Donations	16	458,332	708,745
- Fees revenue		1,520,939	1,162,700
- Good Shepherd Services		75,000	1,390,000
- Other revenue		913,103	1,025,314
Total Revenue		46,809,128	42,640,684
Other Income			
- Gain on disposal of fixed assets		44,482	30,135
3. Other expenses			
Bad debts		510,981	155,951
4. Cash and Cash Equivalents			
Cash on hand		16,802	13,665
Cash at bank		9,725,681	13,108,993
Short-term bank deposits		6,000,000	6,612
		15,742,483	13,129,270
5. Trade and Other Receivables			
CURRENT			
Trade receivables		1,859,461	1,026,469
Term receivables		1,062,940	1,268,679
Provision for impairment		-	(40,336)
Deposits		17,044	17,044
Related party receivables		2,245,878	1,730,147
Other receivables		55,071	36,541
		5,240,394	4,038,544

Term receivables

No provision for doubtful debts has been recognised for the Term receivables as bad debts are underwritten by the corporate credit partner.

Notes to the Financial Statements

For the year ended 30 June 2020

	2020 \$	2019 \$
6. Financial Assets		
CURRENT		
Equity instruments classified as Fair Value Through Other		
Comprehensive Income	3,762,909	–
7. Leases		
Right-of-use assets		
	Buildings \$	Total \$
Year ended 30 June 2020		
Balance at beginning of year	4,565,999	4,565,999
Depreciation charge	(847,331)	(847,331)
Balance at end of year	3,718,668	3,718,668
Lease liabilities		
	2020 \$	2019 \$
Current lease liabilities	947,566	–
Non-current lease liabilities	2,802,158	–
	3,749,724	–

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year \$	1 – 5 years \$	> 5 years \$	Total undiscounted lease liabilities \$	Lease liabilities included in this Statement Of Financial Position \$
2020					
Lease liabilities	1,114,662	2,963,247	–	4,077,909	3,749,724

Statement of Comprehensive Income

The amounts recognised in the statement of comprehensive income relating to leases where the Group is a lessee are shown below:

	2020 \$	2019 \$
Interest expense on lease liabilities	(50,815)	–
Depreciation of right-of-use assets	(847,331)	–
	(898,146)	–

	2020 \$	2019 \$
8. Other Assets		
CURRENT		
Prepayments	873,463	583,651
Bonds	508,031	18,967
	1,381,494	602,618
9. Property, Plant and Equipment		
Plant and equipment		
Furniture, fixture and fittings		
At cost	220,863	213,427
Accumulated depreciation	(172,629)	(176,787)
Total furniture, fixture and fittings	48,234	36,640
Motor vehicles		
At cost	115,653	490,991
Accumulated depreciation	(69,998)	(323,057)
Total motor vehicles	45,655	167,934
Office equipment		
At cost	513,507	514,537
Accumulated depreciation	(442,721)	(404,549)
Total office equipment	70,786	109,988
Computer equipment		
At cost	1,518,642	1,214,411
Accumulated depreciation	(1,099,558)	(907,688)
Total computer equipment	419,084	306,723
Leasehold Improvements		
At cost	1,788,325	1,788,322
Accumulated depreciation	(1,307,890)	(1,136,156)
Total leasehold improvements	480,435	652,166
Total property, plant and equipment	1,064,194	1,273,451
10. Intangible Assets		
Computer software		
At cost	793,684	-

Intangible Assets represents investment in multiple IT system platform builds.

Notes to the Financial Statements

For the year ended 30 June 2020

	2020 \$	2019 \$
11. Trade and Other Payables		
CURRENT		
Unsecured liabilities		
Trade payables	1,187,731	763,285
GST payable	600,626	232,260
Accrued expenses	1,426,249	2,266,367
	3,214,606	3,261,912
12. Financial Liabilities		
CURRENT		
Bank loans	5,921,201	2,674,701
Bank loans relate to funds drawn down in connection with microfinance services		
13. Income in Advance		
CURRENT		
Income in advance	9,566,314	4,626,921
14. Employee Benefits		
CURRENT		
Long service leave	783,153 7	11,663
Annual leave	1,798,507	1,354,715
	2,581,660	2,066,378
NON-CURRENT		
Long service leave	459,798	416,167
15. Cash Flow Information		
Reconciliation of result for the year to cashflows from operating activities		
Surplus/(deficit) for the year	575,185	126,313
Non-cash flows in surplus/(deficit):		
- depreciation	1,285,447	457,151
- net (gain) / loss on disposal of property, plant and equipment	(44,482)	(30,135)
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(1,201,850)	468,230
- (increase)/decrease in other assets	(778,877)	(167,572)
- (increase)/decrease in inventories	22,690	(19,878)
- increase/(decrease) in income in advance	4,939,393	(32,878)
- increase/(decrease) in trade and other payables	(47,305)	852,875
- increase/(decrease) in employee benefits	558,913	298,529
Cashflow from operations	5,309,114	1,952,635

16. Additional information relating to fundraising under the Charitable Fundraising Act 1991

Good Shepherd Australia New Zealand received donations from the general public, corporate organisations and charitable trusts. Direct mail fundraising appeals conducted during the year were: Christmas appeal, tax appeal and Shepherd's Voice newsletter appeal.

Funds were used to supplement Government assistance in funding Good Shepherd Australia New Zealand's programs. Good Shepherd Australia New Zealand's core services include microfinance, family violence services; child, family and youth support services; education; and financial counselling services.

Description Title	2020 \$	2019 \$
Direct Mail Fundraising Appeals	57,339	93,303
General Donations	53,434	12,445
Charitable Trusts	150,775	450,005
Bequests	133,027	100,000
Other Fundraising Income	9,400	400
Total Fundraising Income	403,975	656,153
Direct Mail Fundraising Appeal Costs	(10,678)	(37,401)
Other Fundraising Costs	(182,500)	(205,324)
Total Fundraising Costs	(193,178)	(242,725)
	210,797	413,428

Notes to the Financial Statements

For the year ended 30 June 2020

17. Events Occurring After the Reporting Date

The financial report was authorised for issue on 18 November 2020 by the board of directors.

The outbreak of COVID-19 and the subsequent quarantine measures imposed by the Australian and other governments as well as the travel and trade restrictions imposed by Australia and other countries in early 2020 have caused disruption to business and economic activity. Subsequent to balance date, the impacts of COVID-19 continue to be felt by the community and businesses, particularly Victoria which operated under Stage 4 lockdown restrictions for an extended period.

As the situation remains fluid (due to evolving changes in government policy and evolving business and community reactions thereto) as at the date of these financial statements are authorised for issue, the Directors considered that the financial effects of COVID-19 on the financial statements could not be reasonably estimated for future financial periods.

Good Shepherd Australia and New Zealand has seen an increase in demand for services and associated funding to deliver services to affected members of the community.

Good Shepherd Australia and New Zealand did not pursue JobKeeper subsidy even though it may have been eligible under the legislation on ethical and moral grounds.

No other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Group, the results of those operations, or the state of affairs of the Group in future financial years.

18. Contingencies

In the opinion of the Directors, the Group did not have any contingencies at 30 June 2020 (30 June 2019:None).

19. Entity Details

The registered office of and principal place of business of the Group is:

Good Shepherd Australia New Zealand
53 Abbotsford Street
Abbotsford, VIC 3067

Responsible Entities' Declaration

The directors have determined that the Group is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The directors of the Group declare that:

1. The financial statements and notes, as set out on pages 9 to 27, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
 - (a) comply with Accounting Standards as stated in Note 1; and
 - (b) give a true and fair view of the Group's financial position as at 30 June 2020 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion, there are reasonable grounds to believe that the Group will be able to pay its debts as and when they become due and payable.

Declaration under the Charitable Fundraising Act 1991 (the "Act")

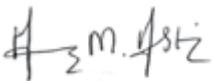
The Directors of the Group declare that:

- i) the Statement of Comprehensive Income gives a true and fair view of the state of affairs of the Group with respect to fundraising appeals;
- ii) the Statement of Financial Position gives a true and fair view of the state of affairs of the Group with respect to fundraising appeals;
- iii) the provisions and regulations of the Charitable Fundraising Act 1991 and the conditions attached to the authority to fundraise have been complied with by the Group; and
- iv) the internal controls exercised by the Group are appropriate and effective in accounting for all income received and applied by the Group from any of its fundraising activities.

This declaration is made in accordance with a resolution of the Board of Directors.

Director:

Anne Astin



Director:

Taryn Rulton



Dated this 10 day of December 2020

Independent Audit Report

to the members of Good Shepherd Australia New Zealand

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report of Good Shepherd Australia New Zealand (the Group), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion, the accompanying financial report of the Group is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Group's financial position as at 30 June 2020 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Directors of the Group, would be in the

same terms if given to the Directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Directors' financial reporting responsibilities under the Australian Charities and Notfor-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

The Directors are responsible for the other information. The other information obtained at the date of this auditor's report is included in Directors' Report. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Report

The Directors of the Group are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note to the financial report is appropriate to meet the

requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The Directors' responsibility also includes such internal control as the Directors determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from

fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Independent Audit Report

to the members of Good
Shepherd Australia New Zealand

Report on the requirements of the *Charitable Fundraising Act 1991* and the *Charitable Fundraising Regulations 2015*

We have audited the financial report as required by Section 24(2) of the *Charitable Fundraising Act 1991*. Our procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *Charitable Fundraising Act 1991* and the *Charitable Fundraising Regulations 2015*.

Because of the inherent limitations of any assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An audit is not designed to detect all instances of noncompliance with the requirements described in the above-mentioned Act(s) and Regulations as an audit is not performed continuously throughout the period and the audit procedures performed in respect of compliance with these requirements are undertaken on a test basis. The audit opinion expressed in this report has been formed on the above basis.



Accru Melbourne (Audit) Pty Ltd
Chartered Accountants

20 December 2020

Opinion on the requirements of the *Charitable Fundraising Act 1991* and the *Charitable Fundraising Regulations 2015*

In our opinion:

- (a) the financial report of Good Shepherd Australia New Zealand has been properly drawn up and associated records have been properly kept during the financial year ended 30 June 2020, in all material respects, in accordance with:
 - (i) sections 20(1), 22(1-2), 24(1-3) of the *Charitable Fundraising Act 1991*; and
 - (ii) sections 10(6) and 11 of the *Charitable Fundraising Regulations 2015*;
- (b) The money received as a result of fundraising appeals conducted by the entity during the financial year ended 30 June 2020 has been properly accounted for and applied, in all material respects, in accordance with the above mentioned Act and Regulations



R A Lane
Director



**Good Shepherd's
vision is that all
women, girls and
families are safe,
well, strong and
connected.**



Good Shepherd

Australia New Zealand

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