



Our Programs and Services

Supporting women, girls and families since 1863.



We're grateful for our partners



Australian Government
Department of Social Services

No Interest Loans (NILs)
Building Blocks
Financial Counselling (VIC)



Australian Government
Department of Education

Waranara School
St Clare's School



Education

Waranara School



**Communities
& Justice**

NSW Counselling
Firmer Foundations
Specialist Sexual Violence
and Trauma Interventions
Sydney Young Parents Program
Youth General Counselling
Therapeutic Groups for Young People
Counselling and Specialist Support
Family Resilience Support



QLD Financial Resilience Program
Good Money Stores



QLD Financial Resilience Program



**Government of
South Australia**

Good Money Stores



Government of South Australia
Department of Human Services

Financial Inclusion
Action Plan (FIAP)

“What are we doing in this world and why are we here, if not to contribute to the well-being of our neighbors.”

Saint Mary Euphrasia



No Interest Loans (NILs)



CommBank Next Chapter
Financial Independence
Hub (FIH)



Financial Inclusion
Action Plan (FIAP)



Justice
and Community
Safety

Financial Counselling Services



Department
of Education

School Focused Youth Services



Government
Services

Financial Counselling Services



Families,
Fairness
and Housing

Family Violence Services
Family Violence Counselling
Wallaroo Community House
Family and Youth Services
Youth Homelessness Program
Good Money Stores



Wallaroo Community House



Department of
Education

St Clare's School

real



CHOOSE ZEAL



“We must have untiring zeal and never fear difficulties. If we have to climb the highest mountain we must do with courage.”

Saint Mary Euphrasia

Program Overview

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Financial Independence Hub	♡	♡	♡	♡	♡	♡	♡	♡
No Interest Loans	♡	♡	♡	♡	♡	♡	♡	♡
Financial Inclusion Action Plan	♡	♡	♡	♡	♡	♡	♡	♡
Corporate Referrals Program	♡	♡	♡	♡	♡	♡	♡	♡
Former Resident Support	♡	♡	♡	♡	♡	♡	♡	♡
The Good Shepherd Archives	♡	♡	♡	♡	♡	♡	♡	♡
Family Violence Services							♡	
Family Violence Counselling							♡	
Parenting Programs		♡					♡	
Youth & Education Services		♡					♡	♡
Youth Counselling		♡					♡	
Community Houses							♡	
Good Money Stores				♡	♡		♡	
Financial Coaching & Referrals		♡		♡			♡	
Financial Counselling							♡	
Sector Financial Training		♡						
Good Shepherd History Centre							♡	
Good Shepherd Chapel							♡	



value of each person

Family & Domestic Violence

Financial Independence Hub (FIH)

Free, confidential support for those who've experienced financial abuse to become more confident with money and plan for their future. The FIH coaches provide support for as long as it's needed – to listen, advise, refer to other services, co-attend appointments, or help work out a budget and negotiate debt.

Learn more about FIH at goodshep.org.au/fih or email fih@goodshep.org.au

Proudly supported by CommBank Next Chapter. This program is available to anyone, no matter who they bank with.

FIH participant, Nicole said the program had been life changing.

“Financial abuse left me feeling powerless and that I had no rights. I was ready to get my finances in order. My bank, through their domestic and family violence program did an amazing referral for me to Good Shepherd and I had my own personal cheerleader who was providing a safe space and support and was letting me know I was making progress.”

FIH participant, Nicole



Financial Wellbeing

No Interest Loans (NILs)

No interest, no fees, no charges EVER. Loan recipients pay back only what they borrow.

- Up to **\$2,000** for essential goods and services like whitegoods, technology, medical, dental or vet expenses, car rego or repairs and more.
- Up to **\$3,000** for bond, moving expenses or rent-in-advance or recovery from a natural disaster.
- Up to **\$5,000** for the purchase of an essential vehicle such as a car, mobility scooter, motorcycle or boat.

Eligibility

- Earn less than \$70,000 annual income (before tax) as a single person or \$100,000 annual income (before tax) if you have a partner or children
- OR Have experienced family or domestic violence in the last 10 years
- OR Have a Health Care Card / Pension Card
- AND You can show you can afford to repay the loan
- NOT for bills, debt, cash or crisis

NILs is offered directly through Good Shepherd and through a network of over 170 community partners across Australia.

Learn more about NILs at goodshep.org.au/nils or NILs for Vehicles at goodshep.org.au/vehicles

No Interest Loans is funded by the Department of Social Services and state governments, in partnership with National Australia Bank.



Single mother of two, Janice was thrilled to discover the scheme existed and that it helped her stay on top of her finances.

“I have been through a pretty tough time, so having a No Interest Loan where the repayments automatically come out of my account fortnightly has been very manageable because of the no interest,” Janice said. “In terms of the process, I also liked how I was guided through it. I just needed some help.”

NILs Loan Recipient, Janice*

Financial Wellbeing

Financial Inclusion Action Plan (FIAP)

This national program encourages organisations from multiple sectors to promote the financial resilience and wellbeing of their customers, employees and community partners. Every member organisation develops a FIAP with a public commitment to take practical actions and progresses through three levels on their FIAP journey; Foundation, Build and Extend.

The actions are designed in conjunction with the FIAP framework which was developed in partnership with EY and the Centre for Social Impact (CSI) at UNSW and includes progress verification, evaluation, and public reporting of results.

The Program also provides opportunities to share learnings and best practices as well as collaborate with leading organisations from diverse sectors.

Learn more about the FIAP Program at www.fiap.org.au or email fiap@goodshep.org.au

The Financial Inclusion Action Plan Program is funded by the Helen McPherson Smith Trust and the South Australian Department of Human Services.

Corporate Referrals Programs

The Corporate Referrals Programs empower organisations to offer comprehensive financial wellbeing services to their staff and customers. Recognising the interplay between financial, mental, and social aspects of wellbeing, we help address and prevent recurring crises.

Our **Case Coordination Program** aids corporate partners' customers with multiple needs, including financial vulnerability, through dedicated phone support. We connect clients to Good Shepherd's services and a comprehensive range of other local organisations.

Our **Workplace Financial Wellbeing Program** builds the financial literacy and capability of corporate staff, including access to tools and resources, and assistance with hardship support.

To find out more email enquiries@goodshep.org.au

The Corporate Referrals Programs are funded by individual corporate partners across Australia..

Mission & Heritage

Former Resident Support

From 1863 to the 1980s, Good Shepherd institutions in Australia and New Zealand housed girls and young women at risk due to poverty, homelessness or family crisis.

The Former Resident Information and Records Service (FRIRS) provides a free and confidential support to Former Residents or their family members to receive copies of their personal records and historical information of their time in Good Shepherd institutions. Contemporary support includes assistance through referral to information and services relevant to Former Residents.

We remember, acknowledge and honour all the women and children who spent time in Good Shepherd institutions.

Find out more at goodshep.org.au/former-resident, call 1800 812 702 (free call in Australia), or email heritage@goodshep.org.au

"I am deeply grateful for your time, skills, your persistence and your compassionate attitude towards my great grandmother who would have been harshly judged by the standards of her time"

Former Resident, Lynn*

The Good Shepherd Archive

The Good Shepherd Archive holds the historical records of the work of Good Shepherd and the Good Shepherd Sisters in Australia and New Zealand, dating from 1863 to the present day. The collection encourages debate and discussion around the care economy and social justice and engages with Sisters, former residents, researchers, and departments across GSAZ to develop new projects and opportunities for archival engagement.

Find out more at <https://goodshep.org.au/services/the-good-shepherd-archive/> or email archives@goodshep.org.au



Family & Domestic Violence

Family Violence Services

A free service for adults, children and young people who are experiencing or have experienced family and domestic violence.

We help with specialist domestic and family violence recovery, crisis and housing services and work closely with emergency and protection services.

Find out more at goodshep.org.au/family-violence-services or phone:

Hastings – 03 5971 9444

Brimbank – 03 8312 8800

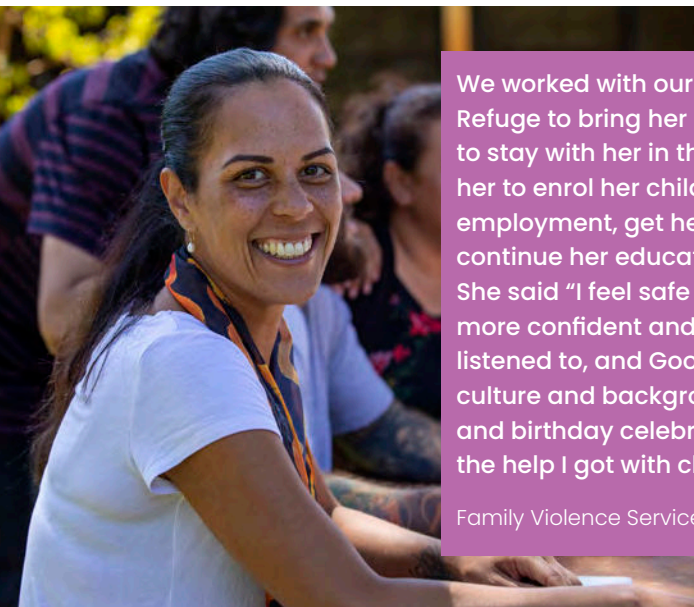
Family Violence Services is funded by the Victorian Department of Families, Fairness and Housing.

Family Violence Counselling

Assisting in the healing and recovery process, we provide free support and trauma counselling for victim survivors, including individualised case management support, mental health support and referrals, family violence counselling referrals and support group information.

Find out more at goodshep.org.au/family-violence-family-counselling or phone 03 5971 9444.

Family Violence Counselling is funded by the Victorian Department of Families, Fairness and Housing.



We worked with our client in our Core & Cluster Refuge to bring her mother from overseas to stay with her in the refuge. We supported her to enrol her children into childcare, gain employment, get her Learners Permit, and continue her education.

She said "I feel safe and have no stress. I feel more confident and overall, I feel good. I felt listened to, and Good Shepherd respected my culture and background. I liked the activities and birthday celebrations in the refuge and the help I got with childcare and my visa."

Family Violence Services Client, June*

Youth & Family Services

The Family and Youth Services Program helps parents and carers to increase their parenting choices and improve outcomes in their family life.

Note: This program is by referral only.

Find out more at goodshep.org.au

or to make a referral call:

The Orange Door – Brimbank Melton
1800 271 046

The Orange Door – Bayside Peninsula
1800 319 353.

Family and Youth Services is funded by the Victorian Department of Families, Fairness and Housing.

Building Blocks

Building Blocks is a supported playgroup for young mums (15–25 years) to make new friends, have fun and learn about parenting in a relaxed atmosphere.

Find out more at goodshep.org.au/building-blocks-vic
or email sunshine@goodshep.org.au

Building Blocks is funded by the Australian Department of Social Services – Communities for Children.

School Focused Youth Services

An early identification and intervention program is available to primary and secondary students in the Brimbank region who face barriers to engagement, and are in a vulnerable cohort or are showing signs of disengaging.

Find out more at goodshep.org.au/school-focused-youth-service-vic
or email sunshine@goodshep.org.au

School Focused Youth Services is funded by the Victorian Department of Education.

Youth Homelessness Service

Good Shepherd provides general support, information and case management to young people (16–24 years) experiencing or at risk of homelessness. We tailor our support to meet the particular needs of individuals and families so they can increase their independence and housing stability. We receive our referrals from the local housing access points; Salvation Army – Sunshine, Unison Housing – Seddon and Launch Housing – Collingwood.

Find out more at goodshep.org.au/school-focused-youth-service-vic
or email sunshine@goodshep.org.au

Youth Homelessness Service is funded by the Victorian Department of Families, Fairness and Housing.

Victoria

Financial Wellbeing

Good Money Stores

Good Money is a not-for-profit community service offering financial support via our network of financial capability workers and counsellors. We can help with managing finances as well as applying for No Interest Loans (NILs).

Find out more at goodshep.org.au/good-money-stores
or phone 1300 770 550
or email Collingwood – collingwood@goodmoney.com.au
Dandenong – dandenong@goodmoney.com.au
Geelong – geelong@goodmoney.com.au
Morwell – morwell@goodmoney.com.au

Good Money is funded by the Victorian State Government in partnership with National Australia Bank.

Wallaroo Community House

A place for everyone in the community to connect, make friends, learn skills and build confidence. A variety of parenting, education and recreational programs are available throughout the year.

Find out more at goodshep.org.au/community-house-wallaroo
or email wallaroo@goodshep.org.au

Wallaroo Community House is funded by the Victorian Department of Families, Fairness and Housing and Mornington Peninsula Shire.

Financial Counselling Services

Financial Counselling is well established in Good Shepherd providing over 30 years of service provision to financially vulnerable and disadvantaged individuals and families. Our Financial Counsellors are qualified professionals who provide information, support, advocacy & resources to people experiencing financial difficulty. They aim to build resilience and support people to make informed choices about their financial situation.

Financial Counselling has locations in Sunshine, St Albans, Keilor Downs, St Kilda and Hastings.

We offer telephone appointments for the Bayside Peninsula, Brimbank and Melton area. We also offer Financial Counselling to women in the Dame Phyllis Frost Centre in Deer Park.

To refer a client to these services the intake number is 1300 015 500.

Financial Counselling Services is funded by the Department of Justice Community Services and Consumer Affairs Victoria for the Dame Phyllis Frost Centre, Bayside Peninsula; Port Phillip, Kingston, Stonnington, Glen Eira, Bayside, Frankston, Mornington Peninsula, and in Brimbank Melton.

Financial Counselling Services is also funded by the Department of Social Services in Melbourne's Western suburbs, Inner Melbourne, South East and Inner South.

Victoria

Mission & Heritage

History Centre

The History Centre provides a dynamic view of the Good Shepherd Sisters' story, shares the diverse experiences of Former Residents and provides an overview of the nine historical institutional sites across Australia and New Zealand. The National Memorial to Former Residents is in the Chapel Garden.

Please check our website for opening times. Private and group tours are available on request.

Find out more at goodshep.org.au/chapel
call 0438 684 553
email chapel@goodshep.org.au

Good Shepherd Chapel

Our Chapel has transformed over time to become a cherished community venue where people can gather, share, learn, enjoy, and reflect. It is a vibrant space well known for its historical significance and as a wonderful backdrop for special events, rich with character and ambience. Situated within the historical and heritage listed buildings of the Abbotsford Convent precinct, the Chapel is surrounded by landscaped gardens and views of the Yarra River.

The Chapel is available to celebrate weddings, baptisms, and funerals. The Chapel, Mezzanine and Gallery spaces can also host music performances, spoken work, art or cultural events that are aligned with the Good Shepherd values.

Mass is celebrated at the Chapel on Monday, Wednesday, Friday and Sunday from 9:30-10am. Everyone is welcome.

Contact us for information on hiring the Chapel for life ceremonies or cultural events.

Go to goodshep.org.au/chapel
call 0438 684 553
email chapel@goodshep.org.au



New South Wales

Youth & Family Services

All NSW Youth & Family Services and Programs are funded by the New South Wales Department of Communities and Justice.

Sydney Young Parents Program

Our program supports young parents (15-25 years) to develop the skills and confidence they need to create a supportive, nurturing environment so families can thrive, including professional support and case management, brokerage, and the opportunity to meet other young parents in a weekly playgroup.

Find out more at goodshep.org.au/sydney-young-parents-program or email reception@goodshep.org.au

NSW Counselling

Good Shepherd offers a range of counselling services for young people aged 12-24 and capacity building for their families, providing holistic support for issues impacting youth safety and wellbeing, including mental health, stress and trauma, family conflict, bullying and challenges at school, grief and loss, and family violence.

We facilitate therapeutic groups in schools focused on mind-body connection and stress reduction. We deliver parenting workshops and groups that complement our trauma-informed work with young people.

Find out more at goodshep.org.au/counselling-nsw or email reception@goodshep.org.au

Specialist Sexual Violence and Trauma Interventions

Our NSW counselling team offers young people with specialist sexual violence counselling and interventions to facilitate healing and recovery from acute and complex trauma, such as trauma sensitive yoga, expressive arts, internal family systems work, and sensorimotor techniques. Where safe, we provide parents/carers with internal family systems psychoeducation and skills building to strengthen connection.

Find out more at goodshep.org.au/services/youth-specialist-sexual-violence-trauma-and-mental-health-counselling-nsw/ or email reception@goodshep.org.au

Youth General Counselling

We provide individual counselling to young people aged 12-24 facing challenges within the following areas: anxiety, depression, relationship and social issues including isolation, grief and loss, family issues or breakup. We offer counselling face-to-face in our warm, inviting rooms in our Marrickville office. We also provide online and phone sessions for those who prefer this, although it is important for young people to have access to safe, private, and quiet spaces where these services are requested.

Find out more at goodshep.org.au/services/youth-counselling-and-family-resilience-nsw/ or email reception@goodshep.org.au

New South Wales

Family Resilience Support

We offer support to the individual parents and carers of young people receiving counselling, to provide holistic support to the family system. We focus on psychoeducation, practical strategies, and skill building to strengthen trust, empathy, and connection at home. Our education and tools are designed to build understanding of the effects of mental health and adversity on young people and their behaviour.

Find out more at goodshep.org.au/services/youth-counselling-and-family-resilience-nsw/ or email reception@goodshep.org.au

Counselling and Specialist Support

We provide specialist individual counselling to young people aged 12-24 who have experienced: sexual violence, domestic and family violence, acute or complex trauma, or mental health diagnoses.

We provide counselling and specialist support using evidence-based and trauma-informed talk therapies, sensorimotor psychotherapy, expressive arts, and other somatic therapies that are trauma-sensitive.

We offer youth counselling face-to-face in our warm counselling rooms in our Marrickville office. We also provide online and phone sessions for those who prefer this, although it is important for young people to have access to safe, private, and quiet spaces where these services are requested.

Find out more at goodshep.org.au/services/youth-specialist-sexual-violence-trauma-and-mental-health-counselling-nsw/ or email reception@goodshep.org.au

Specialist Family Support

We offer support to the individual parents and carers of young people receiving counselling and specialist support, to provide holistic services to the family system. We focus on education and skill building to strengthen stability, trust, empathy, and connection at home. We provide tools to aid understanding of the effects of trauma on mental health, how they interact with those close to them and their behaviour, practical strategies, and skill building to support early healing and recovery.

New South Wales

Youth & Education

Waranara School

Waranara School is a school for secondary students in year 9 to 12, who have been disengaged from school due to mental health, complex trauma or other disabilities. The school provides individualised teaching, learning and wellbeing support. With specialist teachers and wellbeing staff.

Find out more at goodshep.org.au/waranara-school
or email reception@goodshep.org.au

Waranara School is funded by the Australian Department of Education and New South Wales Department of Education.

Therapeutic Groups for Young People

We offer school-based therapeutic groups centred on the mind-body connection for young people who would benefit from practicing strategies to support emotional regulation and resilience building, including coping skills for stress and anxiousness. We organise our groups directly with schools.

Find out more at goodshep.org.au/services/youth-counseling-and-family-resilience-nsw/
or email reception@goodshep.org.au

Therapeutic Groups for Young People is funded by the New South Wales Department of Communities and Justice.

Financial Wellbeing

Firmer Foundations

One on One Financial Capability Coaching

A free program for people who want better financial wellbeing. Our financial capability coaching provides clients with a non-judgmental, confidential space to identify their challenges and explore their goals around money, while drawing on their strengths and valuing their choices.

Community Sector Worker Training
Financial capability training workshops for community sector workers and industry agencies. The training provides coaching concepts and tools to equip community workers with the skills, knowledge and confidence to have empowering financial capability conversations with their own clients.

Find out more at goodshep.org.au/services/firmerfoundations
or email firmerfoundations@goodshep.org.au

Firmer Foundations is funded by the New South Wales Department of Communities and Justice.

Queensland

Financial Wellbeing

Good Money Stores

Good Money is a not-for-profit community service offering financial support via our network of financial capability workers and counsellors. We can help with managing finances as well as applying for No Interest Loans (NILs).

Find out more at goodshep.org.au/good-money-stores
or phone 1300 770 550
or email Cairns
cairns@goodmoney.com.au
Southport
southport@goodmoney.com.au

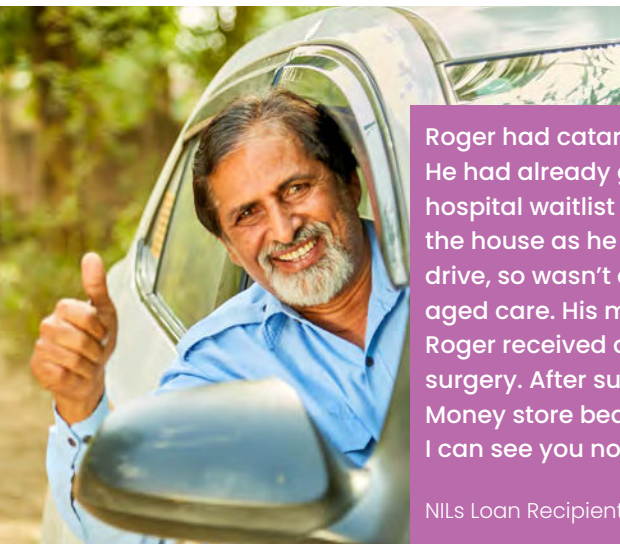
Good Money is funded by the Queensland State Government. In partnership with National Australia Bank.

Queensland Financial Resilience Program

Offered across multiple Queensland locations, free, confidential support to individuals and families who want to manage money better and build financial resilience. Negotiating a payment plan for utility bills, talking about options for repaying credit card and other debts and creating a budget to manage day-to-day living expenses are some of the ways this free program can help.

Find out more at goodshep.org.au/qfrp
or call 1300 006 616

Queensland Financial Resilience Program is delivered in partnership with Neighbourhood Centres Queensland and funded by the Queensland Government.



Roger had cataracts and required urgent surgery. He had already gone blind in one eye. The public hospital waitlist is 4 years. Roger stopped leaving the house as he no longer felt safe. He couldn't drive, so wasn't able to visit his wife, who lived in aged care. His mental health was suffering. Roger received a NILs loan to cover the cost of surgery. After surgery, Roger came to our Good Money store beaming. He called out, "Hello Fiona, I can see you now!"

NILs Loan Recipient, Roger*

South Australia

Financial Wellbeing

Good Money Stores

Good Money is a not-for-profit community service offering financial support via our network of financial capability workers and counsellors. We can help with managing finances as well as applying for No Interest Loans (NILs).

Find out more at goodshep.org.au/good-money-stores
or phone 1300 770 550
or email salisbury@goodmoney.com.au

Good Money is funded by the South Australian State Government in partnership with National Australia Bank.

LaunchMe

LaunchMe Recovery

Good Shepherd's LaunchMe Recovery is a FREE program for existing small businesses that are trading but have been impacted by economic and/or environmental factors and need help to rebuild, revitalise, or even relaunch a small business.

LaunchMe Kickstart

Good Shepherd's LaunchMe Kickstart is a FREE program for aspiring small business owners to work with a coach in gaining the skills, confidence and motivation to get a business idea up and running, as well as helping to develop and launch a small business.

Find out more at goodshep.org.au/launchme
or email launchme@goodshep.org.au

LaunchMe is funded by the South Australian State Government.



"It's been wonderful! My coach has helped me with so many things – to buy business cards, swing tags and product labels but also being a real encourager and supporter, giving great advice."

LaunchMe Participant, Lynda*

Western Australia

Youth & Education

St Clare's School

Established in 1956, St Clare's school continues to provide a safe and individualised learning environment to support girls who have not been able to engage in mainstream schooling.

Our goal is to remove obstacles to learning and assist students to re-engage in education while providing them with relevant therapeutic assistance.

We combine trauma-informed care and positive education theory to ensure all students flourish and grow throughout their schooling and beyond.

Find out more at stclares.wa.edu.au
or phone (08) 6254 7600
or email admin@stclares.wa.edu.au

St Clare's School is funded by the Australian Department of Education and Western Australian Department of Education.



160 YEARS YOUNG



Since 1863 we have supported women, girls & families in Australia. The audacity and zeal of Saint Mary Euphrasia still drives us today. 160 years later, we are radically reshaping Good Shepherd to meet the emerging needs of our clients and communities.

Diversity, Inclusion & Cultural Safety

Good Shepherd is working towards being an organisation that is welcoming, inclusive, and culturally safe for everyone.

We take an intersectional approach to our diversity, inclusion and cultural safety work, allowing us to understand how experiences of discrimination and disadvantage can be compounded for many community members we work with, and for.

Reflect Reconciliation Action Plan

Good Shepherd continues its reconciliation journey.

We are committed to supporting an equitable Australia where Aboriginal and Torres Strait Islander women, children and families have the same life opportunities as all other Australians, and where Aboriginal and Torres Strait Islander peoples no longer contend with the structural barriers that harm and hinder them in their daily lives.



LGBTIQA+ Inclusivity

In May 2021, Good Shepherd was awarded The Rainbow Tick for our specialist family violence program. We are now working towards extending the Rainbow Tick across all our Safety and Resilience programs and services, with the aim of gradually attaining Rainbow Tick status across all of Good Shepherd in the coming years.



Vision, Mission and Values



Our Vision

We aspire for all women, girls and families to be safe, well, strong and connected.



Our Mission

We strive for dignity and social justice for women, girls and families by collaborating globally and acting locally.



Seeing the **Value of Each Person** and respecting everyone's rights.



Reconciliation by supporting people to find peace, wellbeing, and wholeness within themselves, with each other and in their environment.



Justice by challenging systems and behaviours that disadvantage people and advocating for positive change.



Audacity having the courage to speak out, follow new paths and take action for the Mission.



Zeal we are wholehearted in our purpose.

The impact we seek

We will shape our service delivery approaches across the prevention to recovery service continuum, focusing on FIVE IMPACT AREAS.



**People-centred
holistic
services**



**Audacious
reform and bold
system change**



**Activating
and enabling
ecosystems and
a broader ecology
of support**



**Women, girls
and families
live full and
dignified lives**



**Dignified
income and
financial
wellbeing**

Acknowledgement of Country

Good Shepherd Australia New Zealand acknowledge First Nations Peoples, tangata whenua, as the traditional custodians of the lands on which we live and work.

We also acknowledge that Good Shepherd has not always been in the right relationship with these traditional custodians, their culture, or their lands.

In the case of Aotearoa, we acknowledge Māori as tangata whenua, and we acknowledge and commit to Te Tiriti O Waitangi.

In the case of Australia, we acknowledge that the lands were never ceded, and that First Nations Peoples seek Treaty, Truth and Voice through the Uluru Statement from the Heart, which we fully support.

We pay our deep respects to Elders past and present and commit to seeking ongoing opportunities for friendship and partnership with Aboriginal, Torres Strait Islander and Māori custodians of all lands and language groups.



Partnering to support people experiencing vulnerability and disadvantage

Good Shepherd provide a range of resources for our referral and service delivery partners. We can organise presentations to your staff or clients, as well as access to our **Marketing Portal**, where you can order program marketing collateral at no charge. Many materials can be customised with partner branding and contact information.

Please email communications@goodshep.org.au to find out more.



Scan this QR code to learn more about our history and our future.



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