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## A message from Adam Mooney

**Almost 65 percent of adults in Australia are facing some level of financial stress or vulnerability which exposes them and their families to the risk of poverty and poor social, emotional and health outcomes.**

As the largest microfinance organisation in Australia, Good Shepherd Microfinance’s programs are taking an innovative approach to enabling the economic wellbeing and resilience of people on low incomes with specific focus on women.

Our vision of ‘Fullness of life for all people, living in connected resilient communities’ is strongly connected to the underlying principles of the Financial Inclusion Action Plan (FIAP) program.

Our leadership and support for the FIAP Program, and the partnership we have developed with the Australian Government Department of Social Services, EY and the Centre for Social Impact, has been informed by our demonstrated success in leveraging the value of cross-sectoral collaboration for achieving greater impact.

We share with the FIAP program the same ambitious commitment to actions that are innovative, scalable and which create greater impact when it comes to enabling the financial inclusion and increasing financial resilience for everyone.

We are excited to join the growing community of business and not-for-profit organisations who are working together to take action to improve financial inclusion and financial resilience in Australia — many of which are already our partners or supporters.

**Adam Mooney**

*Chief Executive Officer*  
Good Shepherd Microfinance

## Our Commitment

**Our commitment to developing a Financial Inclusion Action Plan (FIAP) is a natural consequence of our leadership in the FIAP Program, and our understanding of the strategic value of the program.**

Therefore, it is with great pleasure that Good Shepherd Microfinance commits to developing and launching a Financial Inclusion Action Plan by November 2017.

### ACTION AREAS

### OUR COMMITMENT

#### Products and Services

- > Continue to offer a range of people-centred, affordable financial products and services for individuals on low incomes at different financial stages of their lives.
- > Collaborate with others to identify and develop new people-centred solutions tailored to the differentiated needs of our clients, with particular attention to women.
- > Develop, value and grow the network of community providers to deliver products, services and resources that are effective, efficient and address the needs of the clients.

#### Capabilities, Attitudes and Behaviours

- > Positively influence financial system reform which will enable equity, access and more broadly financial resilience.
- > Measure and communicate the impact of activities which contribute to client economic mobility and financial inclusion.
- > Continue to focus on raising cultural awareness of team members including attitudes and behaviours towards money.
- > Understand and share drivers of social inclusion and interrelationships with financial inclusion.

#### Awareness & Understanding of Culture and Diversity

- > Continue to provide a supportive and collaborative workplace which realises the full potential of our people.
- > Engage and influence key actors from all sectors to promote financial inclusion and financial resilience.

#### Economic Participation & Status

- > Support clients to define their own economic wellbeing and then apply individual and community strengths to realise that wellbeing.
- > Innovate through technology to appropriately tailor delivery, marketing and referrals, by leveraging digital and financial inclusion strategies with partners.