

Training and advisory services

It has never been more important for organisations to understand family violence, economic abuse and financial difficulty on customers, staff and other stakeholders. Good Shepherd Australia New Zealand works with organisations to support them to engage effectively with customers and staff who experience family violence, economic abuse and financial hardship, and to design and evaluate human-centred services and programs.

Our offerings

Good Shepherd's specialist consultancy services include:

- › Financial hardship, vulnerability and family violence training and capability building
- › Strategic research and evaluation
- › Client understanding and co-design
- › Program design

The Good Shepherd difference

For over 30 years, Good Shepherd has led reform and systemic change in family violence, economic participation and financial hardship. We work closely with governments, regulators, the community sector and private industry to deliver better outcomes for individuals, families and communities.

Our team

- › Have worked with 100,000s of individuals across Australia doing it tough
- › Understand the pressure on organisations to carefully consider how they support customers and staff affected by family violence and financial hardship
- › Are informed by deep, practice-based insights and sector-wide expertise
- › Leverage the skills from across our organisation, from social work, community development, human centred design, policy and academia
- › Have delivered work across corporate, academic and public sectors.

Some of the organisations we have worked with include:

- › Deakin University
- › Energy Australia
- › Goulburn Murray Water
- › Solar Victoria
- › Transurban
- › Worksafe Victoria.

Our services are there to help organisations to create behavioural and cultural shifts within their business, and to drive system change to create fairer and safer communities.

Response to COVID-19

Our team can support you during the COVID-19 pandemic.



Family violence training and policy development

COVID-19 may lead to an increase in family violence in the community. Our professional development program offers detailed content on family violence, economic abuse and how to better support those affected. Your employees will develop the special skills and knowledge required to be able to identify and effectively respond to those impacted.

Our training integrates with your organisation's existing family violence policy to meet your organisational needs. We offer this training through a range of online workshops and online modules.

In Victoria, Good Shepherd's family violence training is aligned with the Responding to Family Violence Capability Framework and trainers are trained in MARAM.



Financial hardship and vulnerability training

With COVID-19 we know more of your customers will experience financial hardship, income loss, difficulty managing reduced funds and financial vulnerability. Our training is designed for all staff who interact with customers, providing practical guidance, tools and techniques that they can quickly understand and implement. The program is also suitable for workplaces seeking to understand and increase the financial wellbeing of their own workforce.

Good Shepherd integrates the training with your organisation's financial hardship policy and or your Financial Inclusion Action Plan.

We continually update our training in the context of COVID-19 so that it reflects both state, federal and business hardship and stimulus offerings. We provide this training through a range of online workshops and online modules.



Financial hardship policy development

Good Shepherd can support your organisation in the development and operationalisation of financial hardship policies. Through a tailored consultancy package we can offer development of a new policy, review of an existing policy, audit of existing processes and procedures, and support in implementation and best practice.

We combine policy development with subsequent staff training focused on building empathy through exposure to your customers' voices and those of the clients we serve at Good Shepherd.



Employee financial wellbeing program development

Many of your employees will be experiencing financial impacts because of COVID-19. We can work with you, your employees and our experts in financial wellbeing to design a financial wellbeing program that supports employees and reduces these impacts.

We can also undertake research with your employees to tweak existing wellbeing programs to reflect the current situation.

CONTACT

If you are interested in discussing any of our professional development programs with the team, please email your inquiry to advisory@goodshp.org.au or call Dr Zara Lasater, Head of Research and Advisory, on **0411 395 663**.

