



Good Shepherd

Australia New Zealand

# Professional Development Programs

Family Violence, Economic Abuse &  
Financial Hardship



Victoria & New South Wales



# Welcome

Good Shepherd Australia New Zealand professional development packages support organisations in promoting effective interactions with customers experiencing family violence and financial hardship.

## Overview

The development and delivery of our training draws heavily on our experience in service delivery, public policy advocacy, research and our collaboration with expert partners. Using a blended delivery of online modules and student workbooks, combined with a face-to-face session supported by a qualified facilitator, the packages can be tailored for delivery to customer service employees within any setting that has a customer interface.

In line with the recommendations of the Victorian Royal Commission into Family Violence, these programs are proving popular with organisations who want to ensure they meet expectations of customers, notably women, who experience family violence and financial hardship. In choosing Good Shepherd Australia New Zealand training, you are benefiting from over 30 years of community sector professional practice and research in this field.

“96 per cent of trainees agreed or strongly agreed that they better understood the nature and dynamics of family violence; and 100 per cent of trainees felt better informed about the range of services to refer to and how to make a referral.”



# Program Content

All programs can be calibrated as required for your organisational needs.

## Family Violence

Designed for integration with your organisation's family violence policy, this program is a detailed look at family violence, economic abuse, and how to better serve those affected.

- Online module (30 mins.) which explores the scope, nature and gendered dynamic of family violence and economic abuse in Australia.
- Face-to-face delivery (90 mins.) examines how to identify potential family violence and effective responses to family violence with both customers and co-workers, including referral options.
- Options for tailored programs include a module on how company policy can be implemented in an impactful way, delivery options, and specialised customer training for management or support teams.



## Financial Hardship

Designed for all staff who interact with customers experiencing financial hardship and financial vulnerability.

- Online module (30 mins.) which allows participants to gain a basic understanding of financial vulnerability and economic abuse.
- Face-to-face delivery (90 mins.) examines how to identify customers experiencing hardship, as well as providing effective communication strategies when working with financially vulnerable customers and how to identify appropriate services to refer customers to for support.
- Options for tailored programs include a module designed for supervisors, managers or leaders who require a higher level of knowledge surrounding financial hardship, delivery options, and the integration of specific policy.

## All programs include:

- Ongoing access as required to our online LMS
- Onsite facilitation with a qualified and experienced trainer
- Premium learning materials, designed to support ongoing behavioural change
- Support conference call with a qualified GSA NZ financial counsellor
- Carefully calibrated participant surveys that capture subject knowledge prior to commencing the course and again upon completion. This process allows for accurate measurement of learning outcomes and clear reporting

## More questions?

For pricing, bookings, or to speak about tailored program content, contact us on the details below. Together we can create an emotionally, economically and physically safer world.



**Good Shepherd Australia New Zealand**

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