

Living our Values

The Junction Neighbourhood Centre
Annual Report
2017-2018



The Junction Neighbourhood Centre Inc. ABN: 13 231 860 321



MESSAGE FROM THE CHAIR

The Junction Neighbourhood Centre is unique in that we deliver services to communities across South Eastern Sydney and inner city villages - areas with all the complexities of a diverse range of people living together in urban settings. The overarching perception of the areas we cover is of relative affluence and social stability, yet behind this image is layer upon layer of the diversity and complexity that forms the social strata of city living.

Neighbourhood Centres play a vital role in developing and maintaining connections between the multiple socio-economic layers of our communities. The Junction Neighbourhood Centre is committed to upholding values of social justice, participation, respect and collaboration.

We work hard to ensure all people we encounter are valued and supported to live meaningful, engaged lives. We work hard to ensure we work with sensitivity to cultural differences, capabilities and diversity, enabling people to live and work in harmony and with respect for difference.

In the current political and economic climate organisations such as ours are being pushed towards thinking, behaving and working as a more

corporate structure, a structure where success is measured by financial gain. It is of vital importance that The Junction Neighbourhood Centre and other similar organisations remain true to the purpose of developing, maintaining and supporting communities to be tolerant, supportive and resilient. Ours is an organisation where success is measured by the strength and resilience of the people living together in a connected community.

I am proud of our achievements this year. As a Board we have made difficult decisions to ensure The Junction Neighbourhood Centre remains at the cutting edge of community work and service delivery. I extend my thanks and appreciation to my fellow Board members for their professional insight and courage in taking steps to ensure the longevity and stability of the organisation. I sincerely thank Janet Green and her team for all their hard work and dedication to the community.

I look forward to another fruitful year in this dynamic organisation.

Gillian Elliott - Chair, The Junction Neighbourhood Centre (The JNC)



“Committed to upholding values of social justice, participation, respect and collaboration.”

JNC VALUES AND HOW WE LIVE THEM

Our values

Social Justice

We work to enable fair and equitable access.

We take an holistic approach to wellbeing and focus on the whole person.

We are person-centred and work with people to build individual resilience using enabling and strength based approaches.

Participation

We encourage people to participate and engage in community life so that they have a say and retain control over their lives.

Respect

We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued.

We strengthen our commitment to reconciliation.

Collaboration

We work with others to build community resilience and connectedness.

Courage

We are committed to our purpose and vision even in the face of adversity.

Accountability and Professionalism

We are evidence based and outcomes focused.

We deliver quality client services with accountability for our work.

Our statement of purpose

We believe that being socially connected improves people's wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection.

Our vision

To be a leading provider in South Eastern Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality services delivery.

In this Annual Report

General Manager's message	4
Living SOCIAL JUSTICE	6
Living PARTICIPATION	10
Living RESPECT	14
Living COLLABORATION	17
Living COURAGE	23
Living ACCOUNTABILITY & PROFESSIONALISM	26
Find us, contact us	30

GENERAL MANAGER'S MESSAGE

Our work at The JNC over the past year continued to be shaped by our core values: social justice, participation, respect, collaboration, accountability and professionalism, and a new one, courage. The value of courage reflects our commitment to our purpose and vision even in the face of adversity. We describe ourselves as a values-based organisation and try each day to live these values. The highlights of 2017-18 in this report demonstrate these values in action.

The past year has been another exciting and challenging one at The JNC. The key highlight of the year was the work on our new Strategic Plan and its implementation through the Design Thinking process. The plan focused the purpose of our work in addressing social isolation and creating connections for people and communities, putting in place strategies for the future sustainability of The JNC. During the year, while we implemented the plan, courage was required as tough decisions were made around service areas and our centres. The focus of the plan on social connections and wellbeing gave our work very clear direction and helped us live our values.

Our community hubs continued to be a focus for the community, offering rewarding and fulfilling activities for a diversity of people. Across all areas we continued to provide a range of services, programs and activities that addressed social isolation and provided opportunities for social connection and wellbeing.

Our team was strengthened in a number of ways over the year: we worked on a staged Redesign process to make the organisation robust for changes ahead and we consolidated the merger with Neighbour Connections, building one team.

This last year saw The JNC continue preparing for the changes and reforms that have been on our agenda for several areas: aged care, disability services, and the families and communities early intervention field.

The coming year continues to offer challenging opportunities for The JNC. We will finalise our Reconciliation Action Plan and implement our new outreach service model, update our Strategic Plan and consolidate our new structure, as well as looking at new service areas and new income streams.



*Janet Green - General Manager,
Junction Neighbourhood Centre (The JNC)*

**“Our work has been
shaped by our core values
this year.”**

GENERAL MANAGER'S MESSAGE

I would personally like to thank the many people who make up the JNC team today:

- Our wonderful volunteers who work with us in so many different roles, and bring skills, values and experience to our work and service delivery. I can only repeat what I have said many times before: "We could not do it without you!"
- Our dedicated JNC Board – it is wonderful to have such an engaged and interested governing body, and I thank each Board member for your commitment, creative discussions and support. During the year we farewelled two longer term Board members, Bob Davidson and Vicki Johnston, and we thank them both for their dedication and contributions to our work. We were also pleased to welcome two new Board members: Oona Nielssen and Mary Miltenyi.
- The specialists we have worked with – Carol Lewis in culture, redesign and HR development, and Tess Julian for leading us in the Strategic Planning and Design Thinking processes, challenging our thinking.

- And finally, the JNC staff team. You are a fabulous group of people who live our values every day, are skilled, passionate and creative, and work with a single focus on the clients and the community.

During the year we said farewell to a long-term staff member, Megan Bowyer, our Aged and Disability Services Manager, who moved on for a sea/tree change after 17 years. Her contribution to and support for The JNC was amazing and I thank you, Meg.

Sin Mariani also left us after a long association with The JNC and ECHO and we wish you well in your new endeavours too, Sin.

A special thank you also to the members of the Management Team over the year, Megan Bowyer and Sin Mariani (both till December 2017), Petra Besta, Anna Hartree and Steve Lowe (from March 2018) – through your leadership we are able to live and work the values and move in new directions in our work.

*Janet Green - General Manager,
Junction Neighbourhood Centre (The JNC)*



We are evidence based and outcomes focused.

We deliver quality client services with accountability for our work.

One of the constant themes of The JNC's work in the community over 45 years has been our ongoing commitment to social justice. In all of our programs we work to enable fair and equitable access for all.

This year we continued our work across the community to build individual resilience using enabling and strengths-based approaches, and to ensure fairness and access for all. Some examples from our work over the past year follow that showcase our commitment to social justice.

Building self-esteem in children

'This Is Me' is a school-based program for Year 5 and 6 girls and boys in local schools, developed by The JNC and The Shack Youth Services. It was designed and implemented in response to issues identified in children, including low self-esteem, poor perceptions around body image, low resilience and poor peer relationships. It aims to build confidence, self-esteem and resilience in students, and, in collaboration with teachers and principals, make appropriate referrals.

In 2017-18 'This Is Me' ran in two schools, Malabar Public and Maroubra Junction Public, with more than 110 children participating. Participants said:

"It has helped me make good decisions and ... to have healthy relationships."

"When I felt down, I learnt to make myself feel relaxed and happy."

Mentoring program

In the process of our casework with families, we sometimes identify the need to support the children.

Difficulties with the parent-child relationship may have arisen as a result of mental health, domestic violence or other issues. Where we identify that a child may need support, we offer regular one-on-one mentoring with a family support worker. This is a person-centred program with the content planned together with the child.

Mentoring may take the form of homework help, activities to build self-esteem, and support for the child in pursuing an interest. In 2017-18, four children were mentored in this program.



"I find [being mentored] really relaxing and it relieves all the stress I have."

I can talk to you normally, you don't give me the pressure to talk about what I don't want to talk [about].

You connect[ed] me with the youth camp and now I have a connection with the youth programs/friends.

You guys help me with my social aspects. Before I wasn't able to go out and make friends. You are very easy to talk [to] and you give me good advice." - Mentee, aged 12

We take an holistic approach to well-being and focus on the whole person.

More confident parenting

In 2017-18 we offered workshops and programs to enable parents to build parenting skills and grow their own resilience and that of their children, including workshops for single parents, for parents whose children are growing up bilingual, and for families to help children develop strategies that will combat anxiety and increase their self-esteem.

“Feeling safe going forward”

This year has seen an increase in the number of Aboriginal and Torres Strait Islander people who have accessed our services. This increase has come about through the building of trust.

We opened files for 40 Aboriginal clients during this period. Clients are referred to specific support services, and receive support with accessing Social Housing and pathways to education, as well as sessions where they can discuss challenges and barriers to going forward.

Many Aboriginal People come to The JNC after negative experiences when connecting with other services, and discuss with us strategies that can

support them with achieving their goals with these services. A trauma-informed approach is used in this work.

As one community member said recently, *“We feel safe going forward with The JNC behind us”*.

Connecting digitally

The JNC began offering the Be Connected program from January 2018, building on our Let's Get Digital program. Be Connected aims to support older people to become tech savvy. The JNC offered individual tutoring sessions for people aged over 65 years, supporting people with developing internet navigation skills, setting up a MyGov account, and using a smartphone and other digital devices. The sessions were very popular and we had many regular participants. For some people, the chance to come in and chat to our friendly volunteers was a highlight.

In the period January to June 2018 we assisted 87 people with improving their technology skills. Participants reported feeling more confident to communicate digitally.

“The JNC has been a great help to me – getting me doing things, getting me living.” – Creative Writing group member

The Junction Neighbourhood Centre Family Programs

JNC The Junction Neighbourhood Centre Inc

Single Parents and Carers Support Group - FREE

Thursdays 2, 9, 16, 23, 30 August, & 6 September
10am-12pm Hope Uniting Church, 829 Anzac Parade, Maroubra

Safe weekly support group for parents and carers. Each session includes a talk by an expert. Topics include:

- managing family court
- positive co-parenting
- healthy eating
- mindfulness
- mediation
- strategies to manage your child's behaviour and build strong relationships.

Try to attend all six sessions - great chance to network with other single parents.

CHILDREN AVAILABLE BUT LIMITED BOOK ASAP

“I learnt about children's behaviours and reasons for their behaviour (they are not mini adults) and I feel more confident as a parent.”

“It made me more aware of my responses to my child and how I can let my child know it's ok to feel that way.”

“It made me more aware of how if I want them to behave I need to role model.”
– Parenting workshop participants

Wellness for older people

Our aged care service uses a wellness and reablement approach to reduce or minimise social isolation for older people in the Randwick, Waverley and City of Sydney LGAs. These services were provided in 2017-18:

- Individual social support (one client to one social support worker or volunteer), enabling people to get out into the community for shopping or a social outing
- Gentle exercise groups for healthy living
- Respite, either in-home or out in the community
- Phone support/friendly phone calls
- Social groups, including knitting groups, birthday celebrations, bus outings, social outings, movie group, papercraft, and a Russian social group.

The hours of support we offered tell only part of the story. This past year brought many examples of wellness and reablement.

"I am very happy with the service. It changed my life." - Bus outing participant

Stronger through connecting

Our groups for older people offer the opportunity to develop a sense of inclusion and wellbeing. Our Maroubra knitting group for older people shared their enthusiasm about this:

"I waited all week for today so I can come out and forget about my aches and pains. I feel so good and happy to be together."

"I love the company of all these knitters and found many friends. I also found knitting for 'Wrap With Love' a wonderful way of giving back."

"I like coming to the knitting group for the company and also for the knitting. As I live by myself it is very important to have the company of like minded people."

Chance to regain independence

An 85-year-old man was an active person before his health deteriorated. He joined our aged care services this year to address heart-related issues, and began attending a regular gentle exercise group to improve his fitness so he can walk to the shops and continue doing his own shopping. He is looking forward to being able to regain his independence.



AGED SERVICES SUPPORT HOURS 2017-18

SUPPORT TYPE	Number of hours
Individual Social Support	12,937
Group Social Support	26,169
Centre Based Respite	185
Flexible Respite	913
Disability Support	3,929

We encourage people to participate and engage in community life so that they have a say and retain control over their lives.

Providing access to information

The JNC continued its core role of distributing information to the community. It is estimated that over 44,000 pieces of information on a range of local services and government departments were distributed in 2017-18.

This community information covered many issues. There was most frequent demand for information on mental health, homelessness, domestic violence, law-related questions, access to food, and healthy ageing.

Information was distributed via: information displays in each JNC centre and in the foyer of the Lionel Bowen Library at Maroubra; online strategies such as email, Facebook and The JNC's website; community events; and information stalls in local shopping centres at Bondi Junction, Randwick, Maroubra and Eastgardens.

We continued to produce directories on a range of service types, including: mental health, family and crisis support; Justice of the Peace services: playgroups; Activities and Leisure; English classes; and crisis services at Christmas.

"The JNC runs tailor-made services to [address] a recognised gap in information for those in need."

- Nicola Powell, Community Partnership Manager, Clovelly Community Bank, Bendigo Branch

From our reception desk at The JNC's Maroubra centre

"How do we make a difference? Through having people walk in after being turned away from other organisations, and leaving us feeling supported. We begin by congratulating them on having the courage to walk in after being turned away from other services."

"At all times our concern is to be warm, inviting with a non-judgmental manner, and providing an holistic approach focusing on that person, making them feel comfortable and not judged."

"One of our regular visitors seeks help with looking for and applying for jobs. He has made great progress as we have encouraged him to lead his own search, focusing on his strengths and capabilities."

- Tanya Tisizis, Receptionist and Administration Officer



We work to enable fair and equitable access.

Living PARTICIPATION

We work to create connections and reduce social isolation, enabling people to participate more fully in their communities.

In our work we enable and support participation in community life in many ways: by resourcing community members to hold local gatherings; facilitating social inclusion groups and interest groups to bring people together; and enabling older people to get out into the community. Here are some examples from our work over the past year.

NAIDOC Week Celebration

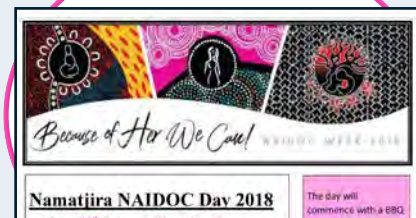
The Namatjira Housing Estate at Little Bay has had its share of negative events and publicity. When two community members approached The JNC to support a community regeneration group, Namatjira Dreaming, we recognised the importance of having these two people lead and organise their own projects.

The Group chose the name Namatjira Dreaming Community to reflect the importance of the Aboriginal Land on which the estate has been built. The event that launched Namatjira Dreaming was a NAIDOC Day

celebration. The JNC team provided secretariat support and resourcing and used our extensive networks to secure in-kind support for the event. JNC staff attended on the day to support the work of the two community members.

The event incorporated a healing Smoking Ceremony to clear prior negativity, the planting of a Lilli Pilli tree in the community garden, and activities for children and elders. This event led to plans for a Mental Health Month event, and visits from a Women's Health Nurse and Centrelink, as well as from JNC staff.

In working with the Namatjira Dreaming Community, The JNC took a background and resourcing role, with community members leading the project, to enable capacity building. This reflects our approach when supporting communities that are growing their capacity: we do not believe our experience should determine the direction a community group wishes to take. We are there as a backup, offering support and advice when requested and sharing our own networks. We ensure that communication channels are kept alive and all meetings are recorded and the results shared.



We encourage people to participate and engage in community life so that they have a say and retain control over their lives.

Living PARTICIPATION

We continued running groups and programs to enable people to make social connections in the community. These included:

- Playgroups
- Community Kitchen
- Games groups
- Exercise groups - gentle exercise, walking group, tai chi
- Crafts groups - knitting, beading, art and papercraft
- Social outings
- Wellbeing groups - meditation and yoga.

Meditating makes connections

The Bondi Junction Community Meditation group gives people an opportunity to meet weekly and meditate together.

Meditation group members noted that they really enjoyed meeting, and that many of them now meet up for coffee outside of the meditation activity. Many of the participants had previously told JNC staff they felt socially isolated, so it is a good outcome that a group of this kind has provided social connections and a sense of inclusion.

Christmas event for older clients

A Christmas and a Winter lunch were held at Bonnie Doon Golf Club, and on both occasions nearly 80 of our older clients joined us for lunch, entertainment, dancing and the opportunity to meet new people.

In the words of one of our clients, a combination of "great food, good company and good music" made the Christmas lunch *"Such a happy day!"*

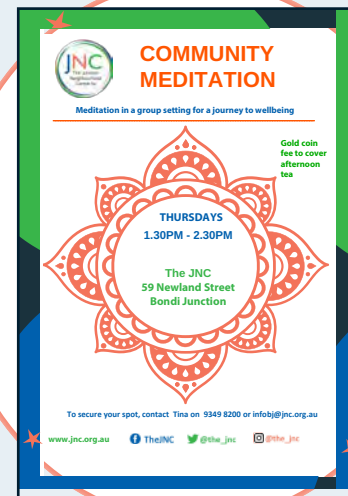


"Such a happy day!"

"Loved the dancing!"

Creative consultation

We have been running creative writing programs for 6 years, and producing publications of participants' work at the end of each program. This year we held a community consultation to explore how to get new participants for the group, and to meet the need to support budding writers to gain new skills. The consultation resulted in a program that attracted new participants and enabled aspiring writers to find more effective ways to express themselves.



Supporting older people to participate in community life

This story from one of our Social Support workers highlights our focus on empowering older people to maintain their independence and community participation.

“John”, now in his eighties, lost his eyesight in his thirties. A keen cook, he regularly prepares food for his family and friends. He goes for at least two walks a day with his guide dog, stays fits and eats well.

John accesses our support services for older people. The service, he says, ‘is like manna from heaven – I would be lost without it. My independence would suffer greatly.’

I accompany John when he goes shopping. He’s the sort of person who loves to lend a hand. He always helps unload the trolley onto the checkout and load the shopping into the car, and always carries more than his fair share from the car.

I am his eyes when we are in the supermarket. We’re a great team. I steer and he pushes. After so many years we anticipate each other’s movements.

John doesn’t wear a badge or sunglasses, or carry a cane; it’s almost impossible for

an onlooker to tell that he’s blind. The only clue is that we talk so much about the prices per 100g and whether an item was cheaper in December or July.

John never wants to be treated differently because of his disability. What’s important to him is his ability, and he has lots of it. It’s the result of years of practice, and constant hard work to maintain his independence. He never rests or allows you to take over; he challenges himself, and he strives for the excellence he attains and maintains for his benefit and his good overall health.”

- *Daniel Kvasnika, Senior Social Support Worker*



** name changed*



“My life would be nothing without my outings.”

- *Social group participant*

Offering social support enables The JNC to accompany many people on a journey from social isolation to participation in the community.

A journey to participation

For one socially isolated client with severe mental health issues, our social support program initiated her journey to heightened self-reliance and self-esteem. She attended an intensive workshop program for Aboriginal women, Gathering the Dots, facilitated by The JNC. She then went on to volunteer as an assistant the next time the program was run. After this, she joined the Writers' Group and had her work published. She is now employed and has taken the first steps towards a university education.

A family success story

Our family support team supports people to grow skills and a sense of self-worth, and develop the confidence required to overcome their social isolation. Here is one family's story of increased participation.

The mother was receiving intensive support with housing, domestic violence, family court and mental

health issues. With our client-centred approach to building individual resilience, she was able to work through these issues - with a dramatic increase in her mental, physical and social wellbeing.

Through our individual-centred approach, this woman was able to *"believe in myself again, to become stronger, wiser, happy and a better parent to my child."*

She is now working full time, has made new social connections, feels happier and safer, and is on the path to recovery and to achieving personal goals. Without The JNC's support, she says, *"I wouldn't be where I am now and will be forever grateful"*.

Her daughter, who has been in our mentoring program, also reported an increase in confidence and social and emotional skills. Her JNC mentor made her feel *"important, bigger, smarter."* She enjoyed the fun activities but said it was the connection with her mentor and new strategies to help her transition into high school that *"made a big difference"*.

Initially she was *"really afraid about going to high school"*, but used what she learnt during mentoring to build strong friendships and enjoy high school. Seeing her mother working and happy enhanced their relationship as well.

Sharing the journey to wellbeing

During Mental Health Month (MHM) in October 2017, The JNC ran and promoted events that would foster a sense of community connection and support the MHM theme of "Sharing the Journey".



Respect and trust underpin the work of The JNC, and we lived by these principles throughout the year. This included ensuring that JNC staff have a strong understanding of Aboriginal and Torres Strait Islander Cultures and histories.

Developing our RAP

This year we worked on our Reconciliation Action Plan (RAP) to ensure quality service delivery for our Aboriginal and Torres Strait Islander clients and communities. Our RAP is about building strong relationships and enhanced respect between Aboriginal and Torres Strait Islander Peoples and other Australians.

We have also been developing our RAP because we believe that it will:

- provide a framework for us to build on our work in ways that are respectful and acknowledge the inequities of the past and the desire for a future based on justice and equity for everyone
- help build a culture in the organisation based on putting our values into action for an equal and just society which is respectful of Aboriginal and Torres Strait Islander Cultures

- demonstrate that we are not going to tolerate the perpetuation of the injustices of the past
- provide a plan to put our Statement of Commitment and Apology into action

Our work on the RAP over the past year was not confined to planning. We also built the cultural competency of our staff and improved our work practices and systems to be more culturally appropriate. As a result, some people in our organisation described our plan as a 'living RAP'.

Over the year we held workshops and discussion sessions with staff, and small events in National Reconciliation Week. We also discussed the JNC Statement of Commitment and Apology, resourced local community members at Namatjira Housing Estate to run a NAIDOC event, and attended the NAIDOC Women's Conference. This year we had three Aboriginal women employed in our programs.

We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued.



The diversity of the communities where we work is reflected in the diversity of our staff. This year, 48% of our team spoke a language other than English at home, were born overseas, or both.

Advocacy for CALD communities

For the first time this year, The JNC had a seat on the Cultural Diversity and Equity Advisory Committee for Randwick Council.

On this committee, The JNC raises issues arising in the CALD communities and explores ways to support individual communities in the Randwick LGA. Our staff representative reports to the committee on issues affecting our clients, and other CALD community needs.

JNC participation assisted the committee in identifying the need for a directory containing information on emergency services, crisis assistance and leisure activities that could be translated into different languages for greater accessibility.

Through the work of the Committee, older people in CALD communities gained increased access to venues for community activities. Strategies to make technology more accessible to CALD clients were also developed.

Harmony Day event

On 21 March 2018, The JNC held a Harmony Day event in Maroubra to celebrate diversity in the Randwick LGA. Performers included the Sydney Street Choir, Chinese dancers and Greek musicians, and activities for children.

People of all ages and from diverse cultural backgrounds attended, and there was wide interest in the community service information provided by our event partners.

Partners included Multicultural NSW, Randwick City Council, AbilityLinks, Sydney Multicultural Community Services, NSW Police, Pacific Square Maroubra, Anglicare and Clovelly Community Bank.



“The Harmony Day event was an opportunity for everyone to gather together in harmony and for the mixing of different cultures.”

- Teacher of English to international students

I look forward to my meetings ... to have a chin wag with other people from all walks of life and different countries.

- Knitting Group member

We lived the value of respect this year by continuing to listen to and consult our community.

At The JNC we know that in order to provide effective services we must first understand the communities in which we work.

Over the past 5 years The JNC has undertaken community engagement using the Harwood engagement model. This uses a range of tools to understand the community's aspirations. Our work with the Harwood model has been done in partnership with Randwick Council, NSW Health and Housing NSW.

We are working towards making the communities we work with more inclusive and accepting.

In 2017-18, we asked people in the community, "What kind of community do you want to live in?" We used their responses to inform our planning on how best to support the community and grow wellbeing. These are some of their responses:

"Peaceful, opportunities to meet other grandparents, good environment and facilities."

"Lots of activities available such as entertainment, culturally diverse and accepting, good amenities and wide range of amenities and professional people".

The photographs on this page show some of the types of activities we provided for the community in response to our consultations - activities that recognised diverse interests, requirements for support, and the diverse cultural groups that constitute the communities across South Eastern Sydney.



We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued.

Partnerships at all levels

As in previous years, The JNC worked in partnership with a range of other organisations and with the community.

The collaboration of our partners and funders is crucial to the breadth and depth of the services we can offer the community.

We were also able to contribute knowledge, skills and promotion opportunities to our partners. We participated in forums and interagency meetings across the community services sector, and distributed community information supplied by our partners.

Partnership for employment

In late 2017 The JNC was awarded a community grant by MAX Employment in recognition of our work on empowering women to access work and training.

Other partnerships that developed this year enabled The JNC to access venues for events and information stalls, and to produce events with an enhanced range of offerings for the community.

Community collaborators

The Community Mural at our Bondi Junction centre was a community led project, funded by Waverley Council.

The result of community participation and commitment, it was unveiled in August 2017 by Sally Betts, Mayor of Waverley.

As a collective the ten people participating were able to highlight the key indicators of what The JNC means to them, and this was reflected in the artwork.

Through their collaboration on this project the participants felt they were heard, and developed a sense of belonging.

**We work with others to build
community resilience and
connectedness.**



Left to right: The JNC's community art project collaborators Brian Chapple, Anne Lucas, Lee Palmer, Maria Teresa Castellanos, community artist Jackie Durkin, and Des Durkin

"I've met new people, it's been pleasant."

"The project was therapeutic: it's been very good to get the stress level out of my head from day to day life."

"We all helped each other with integrating our decisions on the outcome of how the artwork would look."

- Community art project participants

JNC volunteers

At The JNC, volunteers outnumber staff more than 3 to 1, and we rely on our wonderful volunteers to run many of our services - assistance with shopping, outings, exercise, knitting, walking, gardening groups, friendly phone calls, and more.

Our volunteers generously share their time, experience and wide ranging skills in many roles, including:

- Administration Assistant
- Board Member
- Bus Outing Volunteer
- Community Garden Volunteer
- Computer Tutor
- Discussion Group Facilitator
- Drawing Club Tutor, Art Tutor
- English Conversation Tutor
- Event Assistant
- Exercise Group Volunteer
- Friendly Phone Calls Volunteer
- Home Visiting Volunteer
- Knitting Group Coordinator
- Medical Appointment Companion
- One-on-One Social Support
- Paper Craft Group Volunteer
- Social Group Shopping Volunteer
- Tax Help Volunteer
- Walking Group leaders
- Yoga, Meditation or Tai Chi teacher

Our long-term volunteers

5-10 years

Bernadette Geraghty
Bruce Coyte
Daniela Viola
Donata Fiori
Frank Buttigieg
Gillian Elliot
Ian Jones
Jamila Brigham
Janice Wyllie
Jeffery Fong
Jill Braid
Joseph Antoon
Linda Deutsch
Marie Holland
Mary Fletcher
Mary-Anne Hatzinikolaou
Vicki Johnston

10-15 years

Bob Davidson
Diana Whitworth
Ilda Mirgirdicyan
Joanne Russell
Joe Janssen
Marilyn Hoskins
Richard Tu
Steve Dixon
Wolf Pollak

More than 15 years

Jaffa Haber
Janet Kidson



**“It’s a good organisation, beautiful.
The clients appreciate us.”**

- Ilda, social support volunteer for older clients since 2004

**We work with others to build
community resilience and
connectedness.**

Living COLLABORATION

Thanks to our wonderful volunteers

Alana Ambados
Alla Novochenok
Amanda Hubbard
Barbara Davis
Bernadette Geraghty
Berwyn Lewis
Bob Davidson
Bruce Coyte
Cindy Pittendreigh
Criselda Revil Beck
Daniela Viola
Danielle Aquilina
Deanne Chapman
Debora Deitel
Diana Whitworth
Dimity Riley
Donata Fiori
Elizabeth McKane
Frank Buttigieg
Geoffrey Hibbert
Gillian Elliot
Godfrey McCormick
Grahame Atkins
Grazia Lucisano
Hala Beshay
Heather Egan
Ian Jones
Ilda Mirgirdicyan
Irina Tkachenko
Jaffa Haber
Jamila Brigham

Janet Kidson
Janice Wyllie
Janis Ashwell
Jeffery Fong
Jennifer Thomas
Jill Braid
Joanne Russell
Jodi Dong
Joe Janssen
Joseph Antoon
Juan Chacar
Kimberly Corrick
Kristie Williams
Kym Beechey
Lee Palmer
Lily Li
Linda Deutsch
Linda Silberstein
Linda Stephens
Louis Azzopardi
Malcolm Williams
Margaret Hardy
Marie Holland
Marija Svagaroska
Marilyn Hoskins
Marion O'Farrell
Mary Fletcher
Mary Miltenyi
Mary Yong
Mary-Anne Hatzinikolaou
Nadeza Kazantseva

Nancy Ottaway
Narelle Eves
Natasha Fielding
Nell Dennewald
Nihal Akyol
Oona Nielssen
Pamela Webb
Phenphitchaya Pholchamnan
Ramsha Naz
Richard Paisley
Richard Tu
Rick Ley
Robyn Alexander
Rosemary Joy Russell
Ruth Hughes
Serena Ovens
Silvina Zapata Ormachea
Steve Dixon
Suet Peng Lee
Susana Aguilar
Tanya Garcia
Thanh Vo Ngoc
Tina Bolsius
Tomasz Wyczęsany
Tracey Masiello
Tsz Yung (Kevin) Chu
Vicki Johnston
Vijayarani Rasaiah
Wolf Pollak
Yolinda Ucio
Zoe Peroulis

**We work with others to build
community resilience and
connectedness.**



On 25 May 2018, The Junction Neighbourhood Centre thanked our wonderful volunteers at a High Tea to celebrate National Volunteer Week. JNC General Manager Janet Green said:

“National Volunteer Week offers an opportunity to thank volunteers. We recognise the generous contribution of volunteers. This year’s theme, ‘Give a little. Change a lot’, represents the profound impact volunteers have on their community when they offer their time and skill.

“We could not do it without you.”

Thanks to our wonderful volunteers

Thanks to the skills and experience of our volunteers, The JNC is able to offer the community a wide range of activities.

Here are a few examples of the rich array of programs and services facilitated or supported in the past year by our volunteers, our collaborators in strengthening community connections.



Kevin's qualifications and generosity with his time and skills enabled The JNC to offer a regular JP service.



"I recently began phone support – a service to our older clients who access our service fortnightly, to ensure they have continuity of service weekly. I call them in the off week. When I ask if they want a follow up call they always say yes. I like the feeling of making a difference to someone's day. This position has made me aware of the enormity of the problem of isolation - so many people are on their own and disconnected."

- Dee, English Class tutor and Phone



"I saw your pamphlets and was knocked out by the fabulous neighbourhood work you are doing."

It's the most incredible place. It's an oasis for people who need help, a hub for learning new skills, outreach support, communication guidance, counselling, mentoring. An absolute support hub for helping in the neighbourhood with an incredible range of services. Learning and support are priorities. Friendly warm place, helpful. You can come through the doors and feel accepted."

*- Berwyn, Creative Writing tutor
Photo credit: Candice Ephthorp*

JNC partners 2017-18

3Bridges Community – Volunteer Link

Ability Links

Access Sydney Community Transport

Anglicare Sydney

Australian Hearing

Bondi Beach Cottage

Botany Child and Family Service

Bridge Housing

Canterbury City Community Centre – STARS

Carers NSW

City of Sydney

Clovelly Community Bank – Bendigo Bank

Community Health Counselling Service

Eastern Area Tenants Service

Fams NSW

headspace – Bondi Junction

Hope Uniting Church

Housing NSW

Inner Sydney Voice

Kingsford Legal Centre

Little Bay Community of Schools and member primary schools

Local Community Services Association (LCSA)

OzHarvest

Pacific Square, Maroubra

Partners in Recovery

Police NSW

Randwick City Council

Randwick Waverley Community Transport

South East Community Connect

South Eastern Sydney Local Health District – Health Promotion Service

South Coogee Tenant Group

Sydney Children's Hospital

Sydney Multicultural Community Services

ATO Tax Help

The Deli Women and Children's Centre

The Shack – Benevolent Society

University of NSW Parent-Child Research Clinic

Waverley Council

Waverley Drug and Alcohol Service

WayAhead Mental Health Association NSW

WEAVE Youth and Community Services – Kool Kids Club

Wesley Mission – Financial Counselling

Wesley Mission Homelessness Outreach

Thanks to our partners



We work with others to build community resilience and connectedness.

The JNC wishes to thank the many funders, donors and individuals who supported our work in 2017-18.

Our major funders were:

Australian Government

Department of Health for Commonwealth Home Support Programme:

- Group, Individual, Community & Home Support - Social Support for older people
- Flexible and Centre Based Respite for older people
- Volunteer and Service Training for sector support services
- **Good Things Foundation** for Be Connected

NSW Government

Family and Community Services – Community Services

- **Community Builders:**
 - Community Hubs at Maroubra, Randwick and Bondi Junction
 - Community Capacity Building at Maroubra working with Indigenous communities
 - Community Capacity Building at Randwick

- **Early Intervention and Prevention Program** for Family Support Service
- **Families NSW** for South Randwick Community Hub projects
- **Community Building Partnerships**
- **Multicultural NSW** for Harmony Day

Family and Community Services – Ageing, Disability and Home Care

- Community Care Support Program – social support for adults with disability
- Community Care Support Program – sector support volunteer and training services

Local Government

A very big thank you to our local councils for community grants for local services, the generous in-kind support for subsidised rent for our centres in Maroubra, Bondi Junction and Glebe, and collaborative working arrangements with:

- City of Sydney
- Randwick City Council
- Waverley Council

Business and Community Supporters

- Clovelly Community Bank – Bendigo Bank
- Max Employment Maroubra
- Rotary Club Maroubra
- Local businesses through in-kind support and donations

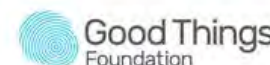
Thanks to our funders



Australian Government
Department of Health



Be Connected
Every Australian online.



The JNC continued working in an environment where there is reform in service delivery and funding models. These changes and challenges drove our strategic planning work and underpinned the way we are organising our agency. This all required courage as over the year The JNC had to make some tough decisions and set out in new and challenging directions.

NDIS rollout

We welcomed the rollout of the National Disability Insurance Scheme (NDIS) as an opportunity for people with disability and their families and carers to better access services and make decisions on their care and services, with individual planning and packages. The NDIS rolled out in our region in 2017-18 and, like many providers in the community care space, The JNC made the difficult decision not to become an NDIS provider at this time, largely for financial viability reasons. Sadly, we had to support our 100 or so clients with disability to transition to the NDIS or other arrangements over the year. While we believe this was the right decision at

this time, we are keeping a watch on this area.

Aged services

In aged services we worked to make our service model more client centred and more efficient, to prepare for the changes in aged care after 2020 and for the JNC to move into the Home Care Package field. This meant looking at new ways of doing things and focusing our service delivery around wellness. Again courage was required to embrace new ways of working.

Family and community programs

In our family and community programs, we prepared for the rollout of the Targeted Earlier Intervention (TEI) program with its focus on working with the most vulnerable families in the community. This required substantial planning and some challenging decisions as we reviewed our service models and planned for the new directions under the TEI.

‘Same faces, new places’

This planning involved a review of The JNC’s community hubs, and we decided in early 2018 to close



The JNC's Management Team faced this year's many challenges with a spirit of determination and collaboration

We are committed to our purpose and vision even in the face of adversity.

The JNC's Randwick centre, for sustainability reasons, and to free up some resources for our work in housing estates and with Aboriginal and Torres Strait Islander families and communities.

We were able to do this in ways that meant that the groups and activities at the Randwick community hub were transferred to our Bondi Junction and Maroubra centres – for the clients this meant 'same face, new places'.

With this change also came planning for a new service model: a mobile neighbourhood centre that will work each day out in the community in social housing estates and local communities, so that our services and programs are more accessible to people who are hard to reach.

These changes required courage to make challenging decisions and to work in different ways and in different places.

Redesign

In response to the impact of all reforms and changes, we undertook a Redesign process to build a vibrant and robust structure for moving

forward. The focus of this work involved designing The JNC to best meet the needs of clients and provide customer service.

The main challenges were managing change, including working with the team through the change process. We recognised that to thrive in our changing environment we need an organisation that is agile and forward looking.

Innovation: Strategic Plan and Design thinking

Our Strategic Plan for 2017-2020 was completed in July and launched at our 2017 AGM, and the focus over the year has been on implementation of the strategic directions in this plan.

Underpinned by a focus on addressing social isolation, a major health issue in the community, the plan is about creating connections, providing quality customer service, building the sustainability of The JNC and diversifying our income streams.



From the 2017-18 Strategic Plan

We are committed to our purpose and vision even in the face of adversity.

Looking ahead: our goals

The Strategic Plan sets out the following goals for The JNC over the next three years:

Services for core client groups

- To adapt our services and operations to provide quality services to our core client groups under new program guidelines and directions.

Support for the broader community

- To generate revenue to provide quality services and support to the broader community, particularly those who may “fall through the cracks”.
- To be open to opportunities to provide services to existing clients who have a disability and other communities within new government funded programs such as the NDIS, looking for niche opportunities.

The implementation process focused on a number of areas including developing our capacity for innovation through Design Thinking projects around external partnerships, and building internal collaboration. Design Thinking challenges the way we approach issues and provides a process for looking at problems in an innovative way.

Over the year we also worked on a number of new projects to support our new directions, including planning a new Information and Communications Strategy, review of our systems and processes, new models of service delivery and an initial review of our brand.

This work is all ongoing and the Strategic Plan provides a clear framework for The JNC moving forward.



We are committed to our purpose and vision even in the face of adversity.

Governance: Our Board

The Junction Neighbourhood Centre is a not for profit Incorporated Association, governed by a Board.

Our Board members are committed volunteers from the local community and the sector. This year our Board started some important work to build its governance capacity and set key strategic directions for The JNC.

Board members during the year were:

Gillian Elliott – Chairperson

Bob Davidson – Vice Chair (resigned November 2017)

Robyn Alexander – Vice Chairperson; Secretary

Vicki Johnston – Secretary (resigned May 2018)

Janet Kidson – Treasurer

Margaret Hardy – Board Member

Mary Miltenyi – Board Member

Oona Nielssen – Board Member

Serena Ovens – Board Member

Board members have skills, experience and expertise in:

- Community services management, both in governance roles on other Boards and in organisational or service management roles
- Human services policy
- Disability policy and advocacy service management
- Marketing, communications and branding
- Health sector policy and service management
- Training and development
- Human resources management
- Small business management
- Financial management
- Quality systems development and quality management

Our Board is responsible for the overall governance of the organisation: setting strategic directions, and monitoring key accountabilities and financial performance.

We are evidence based and outcomes focused

We deliver quality client services with accountability for our work.



Outcomes project

The focus of the reforms in the Targeted Earlier Intervention (TEI) Program and in aged services is on better measuring the outcomes of our work in order to understand the differences we have made for our clients. Good data on the impact of our work will help us to work more effectively, support our funding and sponsorship applications, and better communicate the benefits and value of our work, as well as operate effectively in the context of new funding programs like the TEI.

In 2017-18 we continued our project to enable the effective measurement of the impact of our work on our clients. We built on work we started in 2016, so that we are ready to move to outcomes reporting to measure the results of service delivery in terms of social impact on individuals and communities.

Our internal working group focused on linking the NSW Human Services Outcomes Framework into our work. We trialled tools to measure the outcomes of our work in relation to both wellbeing for social isolation programs and functional fitness for older people. We also continued

to ask clients what difference we made, capturing their stories and experiences.

Professional training

The JNC's Volunteer and Service Training (VAST) service continued to provide sector support to CHSP, Community Care Support Program and Disability funded services in the LGAs of the City of Sydney Council, Woollahra Municipal Council, Waverley Council, Randwick City Council and Bayside Council.

VAST offered a calendar of training as well as a diverse suite of customised training options, and assisted with sourcing facilitators and with planning training to meet specific workplace training needs.

In 2017-18, VAST provided 56 training courses - 2,012 hours of training. Some training examples:

- Practical Tips for Common Mental Health Issues
- The Balancing Act: Caring for Others & Yourself
- Boundaries & Duty of Care
- Elder Abuse & Neglect

- 4 workshops delivered to assist CHSP funded service to prepare for the aged care reforms

Volunteer recruitment services

Volunteer recruitment and referral services were also provided.

34 information sessions were held for people interested in volunteering at each of the 3 JNC centres, with over 200 people attending.

Volunteering was promoted at information stalls at local shopping centres and at community events.

VAST training participants said:

I found the training very informative and believe it will be extremely beneficial to my role. A credit to you for creating a most enjoyable learning environment; this was made evident by the group's interaction and participation. (Boundaries and Duty of Care Training, February 2018)

Great session, good content and fantastic facilitation. It is good for us to have the opportunity to learn from people outside our sector. (Safe Food Handling, October 2017)

Junction Neighbourhood Centre staff 2017-18

Management Team	Petra Besta Megan Bowyer** Janet Green Anna Hartree Steve Lowe Sin Mariani**	Finance & Operations Manager Aged & Disability Services Manager General Manager Community and Family Services Manager Aged Services Manager VAST Manager
Family Programs	Ana Chacar Rhiannon Eves Georgie Grant Tangee Stevenson	Family Programs Support Worker Family Programs Support Worker Family Programs Support Worker Family Programs Coordinator
Volunteer and Service Training (VAST)	Fatma Emir Danni Meredith	VAST/JNC Volunteer Coordinator VAST Services Training Facilitator
Business Services and Administration	Anna Aerlic** Natascha Arndt Angie Garnett Antonia Hay Drew Henderson Avril Janks Greta Martin Tamsen Palmer** Tanya Tisizis Benko Ure**	Customer Services Officer/Receptionist Receptionist & Administration Officer Executive Assistant and HR Coordinator Finance Officer Administration Officer (casual) Communications and Marketing Coordinator Administration Officer (casual) Volunteer Coordinator Receptionist & Administration Officer Volunteer Coordinator



We are evidence based and outcomes focused.

We deliver quality client services with accountability for our work.

** Staff members who left The JNC during 2017-18

Junction Neighbourhood Centre staff 2017-18

Community Builders

Shellie Atkins
Barbara O'Neill
Joshua Tierney
Marie Tsigaropoulos

Community Capacity Building Worker – Bondi Junction
Community Capacity Building Worker – Indigenous Communities
Community Capacity Building Coordinator
Community Capacity Building Worker – Maroubra

Aged and Disability Services

Isabella Baldacchino
Peter Becker
Mehrnoush Bonakdar Tehrani
Pedro Cerezo**
Denise Fung
Unyoung Ha**
Tamara Haneman
Amneh Harb
Meg Hendriks**
Katharina Koenig
Mark Kolaczowski
Fasina Konrote
Maria Kovacs
Daniel Kvasnicka
Douglas McInroy**
Janniene O'Sullivan
Emily Redman
Martin Taylor**
Tara Weldon
Gabriel Wolkiewicz
Salwa Zakaria

Social Support Worker (casual)
Social Support Worker (casual)
Senior Social Support Worker
A&D Coordinator Glebe
Senior Social Support Worker
Senior Social Support Worker
Senior Social Support Worker (casual)
Senior Social Support Worker
Senior Social Support Worker
Senior Social Support Worker
Social Support Worker
A&D Coordinator Maroubra/Glebe
Senior Social Support Worker
Senior Social Support Worker
Bus Driver/Social Support Worker
Senior Social Support Worker
A&D Coordinator Maroubra
Bus Driver/Social Support Worker
Senior Social Support Worker/Acting Asst Coordinator A&D
Social Support Worker (casual)
Senior Social Support Worker

“All JNC staff work so hard and are so dedicated and lovely.”

- A JNC partner

“The JNC provide us with very, very good and friendly services and the staff are like ‘angels’. Thanks a lot.”

- Be Connected participant

** Staff members who left The JNC during 2017-18



The Junction Neighbourhood Centre

Find us, contact us

JNC Maroubra

Shop 2, 669-673 Anzac Parade
Maroubra NSW 2035

JNC Bondi Junction

59 Newland Street
Bondi Junction NSW 2022

JNC Glebe

St Helen's Community Centre
184 Glebe Point Road
Glebe NSW 2037

P: 02 9349 8200

E: contact@jnc.org.au

W: www.jnc.org.au

