



# The Junction Neighbourhood Centre

## Annual Report 2016-17



**Strengthening communities and creating connections**

**The Junction Neighbourhood Centre Inc.**

**ABN: 13 231 860 321**

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# About The Junction Neighbourhood Centre



**The Junction Neighbourhood Centre (The JNC)** actively works to strengthen communities and create connections for people living in South Eastern Sydney, using our expertise and local knowledge to enable people who are disadvantaged or vulnerable to live meaningful and socially connected lives. For over 43 years The JNC has been providing services and support to disadvantaged people and communities and we now work across the Randwick and Waverley local government areas and the City of Sydney and surrounding areas. We serve all ages and groups – from families with young children to people experiencing the challenges of ageing, illness or social isolation.

## Our purpose, vision and values

### 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 service delivery.

### OUR VALUES AND PRACTICES

**Accountability and Professionalism** We are evidence based and outcomes focused. We deliver quality client services with accountability for our work.

**Social Justice** We work to enable fair and equitable access.

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

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

**Participation** We encourage people to participate and engage in community life so that they have a say in 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.



# Annual Report 2016-17:

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*The Financial Statement is available on request.*



# Message from our Chair

It is with great pleasure and excitement that we present the Junction Neighbourhood Centre (The JNC) Annual Report for 2016/17.

We believe that being socially connected improves people's wellbeing, and we direct our work to enabling social interaction and providing learning programs that promote and support good mental health and break social isolation. The coming year offers great opportunities to build on The JNC's achievements and to identify new initiatives. In line with our vision and values, our focus will include maintaining and developing the role of our Neighbourhood Centres in strengthening the community, continuing to provide a range of programs and services that are responsive to community needs and to ensure that our programs and services are accessible and welcoming to all people and groups in the community.



At a time of change in Australia's political, economic, and social agenda, the JNC team is proud to have identified robust strategic directions and an inspiring vision that we feel will continue to deliver excellent community services across a greater geographical area. We are confident that the new Strategic Plan will provide us with guidance and inspiration to continue offering and widening our services to support families and individuals in our communities to lead rich and rewarding lives.

Our new Strategic Plan has come at the right time for The JNC, as we have also undergone a time of significant change. We are very fortunate to welcome Neighbour Connections, which joined The JNC in a recent merger. This collaboration provides a wonderful opportunity to extend our staff team and deliver services across the South East Sydney and City of Sydney areas, with centres in the suburbs of Maroubra, Randwick, Bondi, and Glebe.

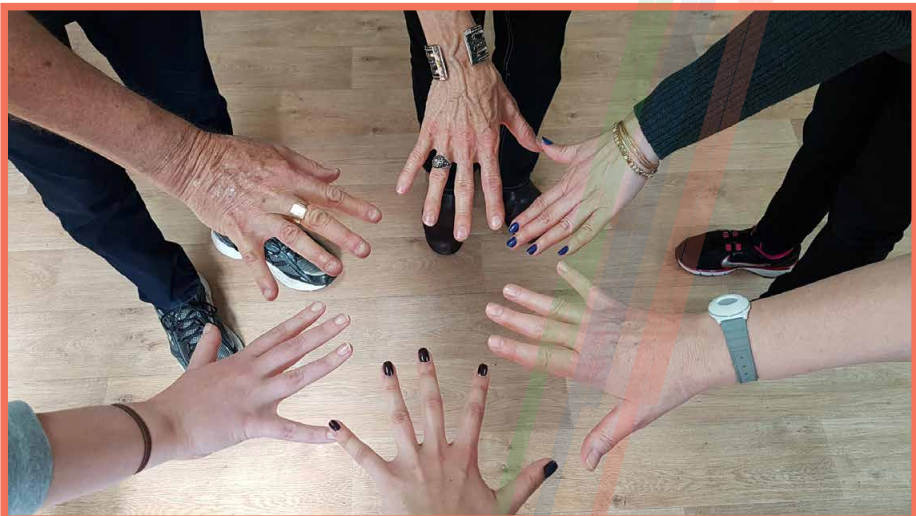
# Message from our Chair



The JNC has a professional and dedicated management team, and a stable and resilient workforce who deliver services with skill and commitment. We extend our thanks and appreciation to the General Manager, Janet Green, and her team of operations and business managers – Megan Bowyer, Petra Besta, Sin Mariani, and Anna Hartree. I extend our thanks to the Board members for their vision and purpose in governance of the organisation and a very special thank you to Tess Julian, our innovation specialist, for leading The JNC to a bright and rewarding future.

As we go forward we embrace the challenges the future may bring and look forward to delivering quality services to our communities. Once again we thank you as members and supporters of The JNC and look forward to working together into the future.

Gillian Elliott  
Chairperson





# General Manager's Message - Introduction

'Looking ahead for the JNC' was the recurrent theme for The JNC over 2016-17 as we worked towards the sustainability of our services and focused on planning our future strategic directions. This built on our earlier work on rethinking our business approaches and developing partnerships. During this year we continued to adapt to changes with innovation and to actively engage with our local communities. We began looking at new and smarter ways of working and collaborating and better understanding the social and community outcomes of our work.



**Courage** The JNC's work continued to be based on the values of social justice, participation, respect, collaboration and accountability. In our strategic planning this year we added a new value: courage – reflecting our commitment to our purpose and vision even in the face of adversity.

Our community centres are thriving hubs of activity filled with a rich diversity of people participating in rewarding and fulfilling activities and events. Across all our service areas, we continued to provide a range of services, programs and activities that addressed social isolation and provided opportunities for social connection. Our work has been focusing increasingly on wellbeing and reducing social isolation.

**Working in an environment of change and reform**, as we have done for several years, has continued to challenge us this year. Impacts on our work this year:

- In the **family programs, community hubs and community capacity building programs**, details of the new Targeted Earlier Intervention program were announced by NSW Family and Community Services and we were pleased that contracts were renewed for a further three years until 2020. The new priority groups, with a stronger focus on early intervention with families, will mean planning for changes in how we deliver our services
- Our **services for people with disability** are preparing to support clients in the rollout of the NDIS in our region in 2017-18.
- In **aged care**, the Commonwealth Home Support Programme has been extended for a further two years until 2020 and we are planning to respond



# General Manager's Message:

## Highlights of the year



to other aged care reforms. This program extension in aged services also applies to VAST, our sector support services.

### Merger with Neighbour Connections

The JNC has worked collaboratively with Neighbour Connections, a small NGO providing social support services in the City of Sydney, for many years. Neighbour Connections, based in Glebe, has operated with values and a service model similar to ours. Its Board was concerned about longer term sustainability of its services, given it was a very small agency. During 2016-17, after extensive work by both boards, a partnership and merger proposal was finalised, and from April 2017 The JNC began managing the Neighbour Connections services, with the technicalities of the merger proceeding after that. We are very pleased that the merger happened without a single day of service being missed, with Neighbour Connections clients continuing to receive the same services with the same social support workers and volunteers. It has been a time of change for the Neighbour Connections staff and volunteers with some new systems and processes, but they have enjoyed being part of a larger team.

### Development of a new Strategic Plan for The JNC

In early 2017, The JNC commenced a process to develop a new strategic plan for the organisation to set strategic directions for the next three years. We used a dynamic and inclusive process with input from Board and staff to explore the complex environment we are working in and the social, economic and political challenges as we move forward. The plan is based on our commitment to addressing, reducing and preventing social isolation, a serious health risk for individuals.

### Follow up on our Quality Review for Aged Services

A Quality Review undertaken in June 2016 indicated that The JNC had met all expected outcomes. During 2016-17 we worked to implement our continuous improvement plan, including integration of our systems across the former Neighbour Connections Services.





# General Manager's Message:

## Highlights of the year



### New Constitution for The JNC

At the Annual General Meeting in December 2016, JNC members approved a new constitution. This had been developed by the Board over several months and brings the Constitution into line with amendments to the *Associations Incorporation Act* in 2016. The new Constitution provides opportunities to better use technology in the

governance of the organisation and better reflects our future directions.

### New projects

We have many new and exciting initiatives in our service delivery and programs, highlighted in this Report. Across The JNC, new and extended projects in 2017-18 that build our internal capacity have included:

**Reconciliation Action Plan.** Through the Reconciliation Action Plan (RAP) program operated by Reconciliation Australia, organisations develop business plans that document what they will do within their sphere of influence to contribute to reconciliation in Australia. The JNC's RAP, begun in May 2017, will outline practical actions the organisation will take to build strong relationships and enhanced respect between Aboriginal and Torres Strait Islander peoples and other Australians. Our 'Innovate RAP' will set out our aspirational plans to drive greater equality through sustainable opportunities. The JNC RAP builds on initiatives we have taken over the past two years, including cultural awareness training, employment of three Aboriginal workers and our work in the La Perouse and South Maroubra communities in community capacity building. To be completed in 2018, the RAP is an inclusive project across The JNC, guided by an internal working group.

**The JNC Outcomes Project** In July 2016 we started a project to enable effective measurement of the impact of our work on our consumers — both individuals and communities. Historically our industry has measured the outputs of our work – how much we have done. Moving to outcomes reporting



# General Manager's Message:

## Highlights of the year



was identified as a more effective measurement approach, measuring the results of service delivery in terms of social impact on individuals and communities, and providing more useful reporting on the difference the organisation makes to individuals and to communities.

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 working effectively in the context of new funding programs like the Targeted Earlier Intervention Program. Understanding the impact of our work will also help us to create programs that prevent issues from escalating, and empower people to lead independent and meaningful lives.

**"What difference does coming to The JNC make for you?"** An internal working group has been set up to develop social outcomes and processes for measuring them. We have researched and developed systems for collection of social outcomes data across our programs. To develop outcomes for our organisation and services, consultations were held with clients and stakeholders, focusing on the question "What difference does coming to The JNC make for you?" We have now developed our organisation-wide and program-specific outcomes. The strategy also encompassed development and implementation of systems for staff training and data collection, using Results Based Accountability. Future work will be undertaken on processes for capturing, analysis and presentation, and an evaluation of the outcomes framework.

**Review of our Marketing Plan** This project reviewed our progress in the JNC's communications and marketing and set out measures to better understand the outcomes of our marketing strategies. A very practical review, it helped keep us on track in our use of social media and flagged areas for future development in the important area of JNC marketing. The coming year offers more exciting and challenging opportunities for The JNC.





# General Manager's Message:

## The year ahead

We will continue to work on projects such as:

- our Reconciliation Action Plan
- the implementation of our Strategic Plan, including skills development for staff in Design Thinking in order to look at old problems in innovative ways
- developing and beginning implementation of our Targeted Earlier Intervention Transition Plan
- finalising the Neighbour Connections merger
- implementing systems for measuring the social outcomes of our work

Moving forward, there are opportunities for dynamic neighbourhood centres and not for profits such as JNC to rise to new challenges and, in the context of our values and core principles, to seriously tackle the issues that social isolation and lack of connection create in our communities. The year ahead will provide an opportunity to:

- rethink how we work and how we are organised
- build stronger leadership
- be more effective and flexible
- listen to the aspirations and views of our community and use this public knowledge to inform our planning
- most importantly, develop and expand the services we provide, so that we can support the wellbeing of people and the connectedness of communities and create new opportunities through innovation and planning



# General Manager's Message:

## Thank you



In concluding my message for 2016-17, I would like to say thank you to the many people who make up the JNC team today:

- **Our wonderful volunteers** who work with us in so many different roles, and bring a great range of skills and experiences to our work, particularly in service delivery. They are named later in this report. I cannot say more than I have said many times before:



**"We just 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 you for all for your hard work, creative discussions and support.
- **The specialists we have worked with** – Carol Lewis in culture and HR development, Tess Julian for leading us in the Strategic Planning process and bringing her skills in innovation to The JNC, Margaret Scott for her work with our management team, and Glen Sorenson in our aged care and outcomes planning work.
- **And finally the JNC staff team**, an amazing group of people who are skilled and creative, who work together with a single focus on the clients and the community, and who all bring passion to our work. We welcome the team from Neighbour Connections who joined us in April and who bring new skills and experiences to the team.
- **A special thank you to the members of the Management Team**, Megan Bowyer, Petra Besta, Sin Mariani and Anna Hartree – through your leadership we are able to keep it all together and push the boundaries in our work.

Janet Green  
General Manager

# Thanking our funders and supporters

The JNC wishes to thank the funding bodies, donors and individuals who supported our work in 2016-17.

We begin by thanking our major Australian and NSW Government funding bodies:

## Australian Government

**Department of Health** for Commonwealth Home Support Programme:

- Group and Individual Social Support for older people
- Flexible and Centre Based Respite for older people
- Sector support services through Volunteer and Service Training (VAST)

**Department of Social Services** for Broadband for Seniors

**Department of Infrastructure** for equipment and premises upgrade



## 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 working with people who are socially isolated and disadvantaged

Family Support Service through the Early Intervention Prevention Program

South Randwick Community Hub projects through Families NSW

# Thanking our funders and supporters



## NSW Government - *continued*

### **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

Family and Community Services – Housing and ADHC

Community engagement at Gallop Court

## **Thanks also to 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:

- **City of Sydney**
- **Randwick City Council**
- **Waverley Council**

## **... And thanks to our business and community supporters**

- Clovelly Community Bank – Bendigo Bank for car sponsorship
- Local businesses through in-kind support and donations
- Community members through donations

**Special thanks also to Victor Lee of Vivi Events Photographers for acting as volunteer photographer at many of our events this year. His photographs appear throughout this Annual Report.**



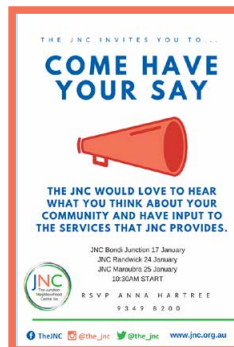
# JNC people Our communities

## Our geographic communities

The JNC works and provides services in Eastern Sydney with a focus on Randwick and Waverley Local Government areas and the City of Sydney, and surrounding areas. In much of our work, the focus is on working in the pockets of disadvantage in these areas.

## Our clients

We work with individuals, businesses and the community as a whole to provide wellbeing programs and support services to build resilience and social connections. In much of our work, we focus on working with people who are disadvantaged, vulnerable or socially isolated, with Aboriginal and Torres Strait Islander people and communities, and with people from culturally and linguistically diverse backgrounds.



## Older people in our community

We support older people in the community who live independently and may be socially isolated, unwell or frail or who need social and practical support to enable them to remain in the community.

## Families

We support and build resilience in families with children up to the age of 13 who may face issues with parenting, homelessness, domestic violence, financial troubles and separation, or who are not socially connected.

## People who are disadvantaged, vulnerable or socially isolated

We recognise that people in the community may face difficulties at different times in their lives and we can provide information, emotional support, advocacy and referral to those in need. We provide social connection for people who 'fall through the cracks'.

## Volunteers

We provide support and training for those who wish to volunteer, and we are a placement service for agencies looking for volunteers as well as interesting volunteer opportunities within The JNC.



# JNC people

## Our collaborators



Some of the organisations we collaborate with to enhance our work:

3Bridges Community Volunteer  
and Training Link

AbilityLinks

Access Sydney Community Transport

Australian Hearing

Bondi Beach Cottage

Botany Child and Family services

Bridge Housing

CALD communities

Canterbury City Community Centre  
- STARS

Carers NSW

City of Sydney Council

Community Health Counselling Service

EATS Tenancy Service

FAMS NSW

Headspace

Hope Uniting Church

Inner Sydney Voice

Kingsford Legal Centre

Little Bay Community Schools

Local Community Services  
Association

Maroubra Junction Primary School  
NEAMI

OzHarvest

Partners in Recovery

Randwick Council

Randwick Waverley Community  
Transport

South East Community Connect  
Tax Help

The Deli Women and Children's  
Centre

The Shack - The Benevolent  
Society

Waverley Council

Waverley Drug and Alcohol Service  
Way Ahead

WEAVE and The Kool Kids Club

Wesley Financial Counselling

Wesley Housing Outreach





# JNC people

## Our staff

The JNC staff team brings diversity to our work in the community, offering a wide range of skills, qualifications, experience, ages, languages, and cultural backgrounds. Staff from across the team speak 19 community languages. All team members share a passion for our work and a commitment to social justice and to working with disadvantaged and vulnerable people in our communities. Thank you to every one of the team for your dedication, passion and creativity.



### **Management Team**

Janet Green - General Manager

Sin Mariani - Communications & Marketing and VAST Manager

Anna Hartree - Operations Manager, Community & Family Services

Petra Besta - Business Services Manager

Megan Bowyer - Operations Manager, Aged & Disability Services

### **Family Programs**

Ana Chacar - Family Programs and Business Services Support Worker

Rhiannon Eves - Family Programs Support Worker

Sarah Gunasinghe - Family Programs Support Worker (Jan-June 17)

Tangee Stevenson - Family Programs Coordinator

Lauren Gecuk - Family Programs Acting Coordinator/Family Support Worker\*

### **Volunteer and Service Training (VAST)**

Fatma Emir - VAST Volunteer Services Coordinator

Pedro Cerezo - VAST Training Services Facilitator (until Feb 2017)

Rebecca Davis - VAST Training Services Facilitator \*

# JNC people

## Our staff



### **Business Services**

Ana Chacar - Business Services Assistant

Anna Aerlic - Receptionist and Customer Service Officer

### **Community Builders Program**

Shellie Atkins - Community Capacity Building (CCB) and Marketing Officer

Barbara O'Neill - CCB Facilitator (Indigenous Communities)

Joshua Tierney - CCB and Centre Coordinator, Randwick

Maria Tsigaropoulos - Community Connections Officer

Anna Hartree - Information and Centre Coordinator, Bondi Junction (to Feb 2017)

### **Aged and Disability Services**

Mehnoush Bonakdar Tehrani - Social Support Worker

Pedro Cerezo - Aged and Disability Services Coordinator, Glebe

Cheuk Wen Denise Fung - Senior Social Support Worker\*\*

Amneh Harb - Senior Social Support Worker

Margaret Hendriks - Senior Social Support Worker\*\*

Un Young Ha - Senior Social Support Worker

Tamara Haneman - Senior Social Support Worker

Katharina Koenig - Social Support Worker

Mark Kolaczowski - Social Support Worker

Fasina Konrote - Assistant Coordinator, Aged & Disability Services/Acting Coordinator,  
Aged & Disability Services, Maroubra

Maria Kovacs - Senior Social Support Worker\*\*

Daniel Kvasnicka - Senior Social Support Worker\*\*

Douglas McInroy - Bus Driver/Social Support Worker

Janniene O'Sullivan - Senior Social Support Worker

Emily Redman - Aged and Disability Services Coordinator - Maroubra

Tara Weldon - Senior Social Support Worker/Acting Assistant Coordinator, Aged &  
Disability Services, Glebe and Maroubra

Gabriel Wolkiewicz - Social Support Worker

Salwa Zakaria - Senior Social Support Worker\*\*

Alain Bricon - Bus Driver \*

Terence Killalea - Bus Driver \*

Elena Skorokhodova - Russian Social Support Worker \*

**Volunteer Program:** Tamsen Palmer - Volunteer and HR Support Coordinator

Staff members who left The JNC during 2016-17 \*

Staff members transferred from Neighbour Connections in April 2017 \*\*

# JNC people

## Our Board

The Junction Neighbourhood Centre's Board meets monthly during the year and is responsible for the overall governance of the organisation. The primary focus of the Board is on setting strategic directions, and monitoring key accountabilities and financial performance. This small group of dedicated volunteers worked hard during the year on our future directions, strategic planning and building our organisation capacity, in the context of the changing environments we are working in.

Members during the year:

- Chair: Gillian Elliott
- Vice Chair: Bob Davidson
- Secretary: Vicki Johnston
- Treasurer: Janet Kidson
- Member: Solange Frost\*
- Member: Robyn Alexander
- Member: Serena Ovens\*\*
- Member: Margaret Hardy\*\*



\* on leave of absence June to December 2016

\*\* joined in March April 2017 from Neighbour Connections Board

We were pleased to welcome Margaret Hardy and Serena Ovens during the year from the Neighbour Connections Board, bringing to The JNC their skills and experience in disability, quality systems and health.

A huge thank you to the JNC Board members for the time and the many ways you contributed to our work during the year, and for your commitment to healthy and constructive discussions. A particular thank you to our Chair, Gillian Elliott, for your leadership, to Robyn Alexander, who has been involved in our service planning, and to Janet Kidson, Treasurer, for your financial guidance and review.

# JNC people

## Our volunteers



The Junction Neighbourhood Centre's volunteers are an essential resource for our centres and provide invaluable assistance in all our centres, programs and service delivery. Each volunteer brings to The JNC unique skills and life experiences that contribute to our service delivery and governance, and provide organisational support. The selfless commitment and determination of our volunteers is remarkable, and each and every volunteer is a valuable member of our team.

During Volunteer Week in May 2017, we had a wonderful High Tea to thank our volunteers for all their work and during this event they spoke about how volunteering for The JNC has made a difference to them:

**“After my retirement, volunteering gives me a chance to get out of the house, to socialise, to make new friends, to learn new skills. Happy to help, happy to feel useful.”**

**“Volunteering connects you to people you wouldn’t normally come into contact with. It broadens your view on life and takes you to a place other than yourself.”**







# JNC people

## Our volunteers

The wonderful people listed in columns 1 and 2 have volunteered with The JNC during 2016-17:

Usha Adams  
Faith Agugu  
Robyn Alexander  
Joseph Antoon  
Hellen Arestides  
Grahame Atkins  
Hala Beshay  
Jamila Brigham  
Margaret Campbell  
Maria Teresa Castellanos  
Tsz Yung Chu  
Kenneth Daniel  
Bob Davidson  
Deirdre Dehaas  
Sharon Delamotte  
Linda Deutsch  
Jodi Dong  
Gillian Elliott  
Natasha Fielding  
Solange Frost  
Bianca Galea  
Bernadette Geraghty  
Jaffa Haber  
Sharon Harrison  
Mary-Anne Hatzinikolaou  
Sarah Hemans  
Marie Holland  
Marilyn Hoskins  
Amanda Hubbard  
Joe Janssen  
Marianita Jindani  
Vicki Johnston

Adam Kain  
Janet Kidson  
Jennifer King  
Katharina Konig  
Suet Peng Lee  
Rick Ley  
Gillian Manley  
Tracey Masiello  
Elizabeth McKane  
Kaja Munch Jensen  
Martina Dwi Mustika  
Marlena Natkaniec  
Marion O'Farrell  
Amy Ow  
Phenphitchaya  
Pholchamnan  
Cindy Pittendreigh  
Wolf Pollak  
Heather Priest  
John Reid  
Criselda Revil Beck  
Victoria Rolfe  
Joanne Russell  
Eby Samji  
Reza Santoso  
Ross Smiley  
Mario Villazon  
Thanh Vo Ngoc  
Annapurna Vyas  
Cindy Windle  
Janice Wyllie  
Kym Young  
Silvina Zapata Ormachea

And the following wonderful people volunteered with Neighbour Connections during 2016-17 and became volunteers with The JNC:

Janis Ashwell  
Louis Anthony Azzopardi  
Ilya Baranov  
Karen Barker  
Jill Braid  
Frank Buttigieg  
Jou You Chen  
Mingxing Chen  
Colin Clark  
Bruce Coyte  
Robert Davidson  
Barbara Davis  
Marsha DeBono  
Steve Dixon  
Donata Fiori  
Mary Fletcher  
Jeffrey Fong  
Alexis Gelburd-Kimler  
Margaret Hardy  
Ming Ho  
Ian Jones  
Aleksandra Klimova  
Candy Leng  
Sarah Lindsay  
Shu Fen Lu  
Godfrey McCormick  
Ilda Migirdicyan  
Serena Ovens  
Richard Paisley  
Dimity Mary Riley  
Nelsy Riveros  
Daniele Roa dos Santos  
Andrea Suarez  
Albert Ronaldo  
Jennifer Thomas  
Joanna Minqi Tian  
Richard Tu  
Daniela Viola  
Diana Whitworth



# JNC people

## Our volunteers



The JNC offers a wide range of volunteering roles which cater for a variety of skills, interests and experiences, including these:

- Aged and Disability Services roles
- Digital Home Support Volunteer
- Discussion Group Facilitator
- Exercise Group Volunteer
- Social Group Shopping Volunteer
- Administration Assistant
- Board member
- Gardening Assistant
- Social Support in-home/Home Visiting Volunteer
- Knitting Group Coordinator
- Bus Outing/Day Away Group Volunteer
- Medical Appointment Companion
- Paper Craft Group Volunteer
- One-to-One Social Support
- Telephone Social Support/Friendly Phone Calls Volunteer
- Administration and Group Facilitator Roles
- Community Afternoon Tea Facilitator
- Yoga, Meditation and Tai Chi Teachers
- Computer Tutor
- Drawing Club and Art Tutors
- Walking Group leaders
- English Conversation Tutor
- Event Assistant



### **Our volunteers on volunteering for The JNC:**

“An opportunity to give back to a community that I’ve grown up in.”

“I am pleased to be part of a community based organisation. I have been blessed and I feel the need to give back.”

“It’s a great way to meet your neighbours. You learn about your community. You feel useful.”



# JNC places

## Bondi Junction

Since its opening in 2015, the JNC Bondi Junction community hub at 59 Newland Street has continued to provide social inclusion programs to the community, with a friendly and informative flavour. A focus this year was on engaging with older people and hosting social events. Some highlights included a Power of Attorney workshop, a Food for Thought Wellbeing Morning Tea, a Seniors Week Event, and the annual Bondi Centre Christmas party.



The JNC's garden bed in Waverley Community Garden has bloomed since our community members planted mint, rosemary, kale, lemon thyme and tarragon seedlings. The JNC now plays a more important and active role in maintaining the garden; with our Monday afternoon tea group watering each week. The people involved enjoy checking the garden each week and find the watering relaxing.

This year also saw staff and community members work together on a design and artwork for a Waverley Council funded Art Mural project for the exterior of the centre. The group worked hard and passionately on the design, with excellent results and great engagement by those involved. As the community artists explained:

**"Being involved enabled us to feel heard and have a sense of belonging."**

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

## Randwick

In 2016–17 the Junction Neighbourhood Centre in Randwick has maintained its connection to the Randwick community by facilitating groups such as Creative Writing, Book Club and Games. These groups aim to reduce social isolation. At our centre, people can come together with other like-minded individuals in a safe, respectful and inclusive space.

JNC Randwick has maintained its engagement with the community by providing information sessions for community members on issues that directly affect them, and providing practical information that people can utilise in their everyday life.

In the past year we ran workshops at the centre on budgeting, in partnership with 'Saver Plus'; we also hosted community workshops for over 65's, run by Council of the Ageing, addressing My Aged Care, which is the new entry point to the aged care system in Australia. (Through My Aged Care, older people, their families and carers can access information on ageing and aged care, have their needs assessed, and be supported to find and access services.)

In March 2017 the JNC, in partnership with Ability Links, TAFE NSW, the Adult Migrant English Program (AMEP), Police NSW and Justice NSW organised a Multicultural March event at Alison Park. More than 130 people attended the event, including children from local day-care centres, AMEP students, local community members and representatives from local community services. The day's entertainment included the Chinese Dance Group, Spanish belly dancers and ukulele players. All who attended could join in these cultural experiences. This was also an opportunity for community members to be connected to community services present on the day.

**Attendees at the Multicultural March event said this was: "A well-run event."**

**Organisations said:**  
**"The entertainment was fantastic and engaging and gave the community an opportunity to connect with the diverse cultures that live in Randwick."**





# JNC places

## Maroubra

This year our main centre at Maroubra continued operating as a vibrant community hub. As in previous years, we engaged and consulted with the community, identifying and providing programs and courses to enhance wellbeing and make social connections. We also continued providing the community with information on available services. A major event run through this centre was the Feel Good Fete 2016, held at Hope Uniting Church in Maroubra during Mental Health Month (October).



A variety of groups and workshops continued to run:

Holistic Health: 7 step nutrition program (2016)

Art expression (2016)

Maroubra Art (2016, 2017)

Maroubra Meditation (2016, 2017)  
Tai Chi (2017)

Healthy eating workshops (2017)

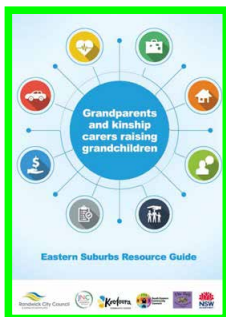
Let's Get Digital (2017)

## Glebe

The Neighbour Connections (and now The JNC) Social Support services operate from St Helen's Community Centre in Glebe, where we are co-located with other Council and NGO aged and disability services, that complement our work. Being located in this centre provides an opportunity to make contact with older people coming for Council activities and lunches, and through Glebe Library next door we can disseminate information on our volunteering and aged services. From a sunny front room in this heritage building Neighbour Connections/ JNC runs a range of social inclusion groups for its clients including a special birthday celebration for isolated older people. One of the great things for our clients visiting this centre is being able to walk through the beautiful community garden adjacent to the centre. It provides a quiet green space in this busy inner city location.



# Programs and services



## Community Information and Communications

One of the key roles of The JNC is to provide relevant and accessible community information to people in our local communities.

Over the year we provided over 165,350 pieces of information to the community through people visiting our centres, phone calls, emails and information at community displays and events, and made 1170 assisted referrals.

The JNC website is also an important source of community information and we have seen an increase in the volume of hits over the year, with over 31,000 views (an increase of more than 6% over last year). We doubled our number of likes on Facebook to reach 300+ followers. This was achieved by a targeted and concerted effort from JNC staff when working with new clients and volunteers.

We kicked off a new interview series called Volunteer Voices of The JNC: the JNC interviews volunteers to find out more about what motivates them to offer their time, skills and support. Our volunteers also share the unique challenges and highlights of their volunteering experience.

Once again information was displayed across the Maroubra, Randwick and Bondi Junction centres and in the foyer of the Lionel Bowen Library in Maroubra, a heavily trafficked space 7 days a week. We have also had themed displays in our centres and on the library noticeboard for Seniors Week, NAIDOC week, Harmony Day and Mental Health Month.

Show bags of information continue to be popular at all community events and include not only information about JNC but also on other topics and services relevant to each community event.

We also participated with FACS, Randwick Council, the Department of Housing and other partners in the development of a new directory for grandparents caring for children, and in a Grandparents Expo.





### Community Capacity Building program

The JNC does community capacity building work in our centres and in the community to engage people who are socially isolated or disadvantaged, create community connections and inclusion, and foster wellbeing. This year our Community Capacity Building (CCB) team continued running a wide range of social inclusion groups and wellbeing programs, community workshops and events, and engaged people through volunteering.

Programs and activities offered at Maroubra and Randwick include Tai Chi, meditation, anxiety support groups, English conversation classes and art classes. Participants gain the chance to build self-confidence while learning new skills, and at the same time making new friends and connections. These programs are run by our amazing volunteer tutors and facilitators, and their dedication to the participants is inspiring.

Once again the eight-member **Randwick Creative Writing Group** was successful in obtaining funding through Randwick Council's Cultural and Community Grant. The group produced a publication titled *Moments in Time*, their third release of selected poems, short stories and prose. This thought-provoking work looks at the past from a local's perspective. One of the participants said:

**"The Creative Writers of Randwick, from various walks of life and cultural backgrounds [moved] creative writing from its creative pedestal into their own hands."**

**Meditate, Relate, Create** is a program that encourages connection (support group format) and self-discovery through journaling. Participants had 'homework', an 'Artist Date' where they were encouraged to spend time alone on a cultural activity. A participant reported gaining **"confidence to get out on [my] own and come back and report."**

The CCB team also did outreach work at the South Coogee Housing Estate, organising and resourcing the local tenant group. In partnership with Randwick Council, we obtained funding through the Community Partnerships Grant to build outdoor seating at the Orange Room Community space in South Coogee, consulting with tenants on this project – due for completion in early 2018.





# JNC

## Programs and services



The CCB team consulted widely with public housing tenants using the Harwood approach. This enabled us to identify community aspirations and needs in the area, mainly relating to issues around safety, isolation and lack of social connection.

At **Gallop Court**, a social housing complex in Maroubra housing over-55s, we continued our community engagement and outreach work. This year we engaged residents by providing groups and activities to enable and resource rather than entertain them. As a result of consultations by The JNC and Sydney University, our team members began implementing programs there weekly, including gentle exercise classes, yoga and breathing workshops, an 8-week Oz Harvest food and nutrition program, bus outings to get people out of their local area, and Council of the Ageing talks and festive events. Residents also participated in 'Foodwise', second-hand treasures tours and recycling workshops run by Southern Sydney Region of Councils.

Numbers participating grew and residents using the community room have now built friendships and are aware of who their neighbours are, and of how The JNC can assist with aged and disability issues.

People value the engagement the community room and programs offer. For example, a client in his early 90s who attends weekly found the gentle exercise and yoga helpful with his balance and flexibility, and felt significantly more confident about moving safely. Yoga **"made me feel a lot better"**. When this client experienced a death in his family, he used the community room as a safe, reflective place while grieving, and the yoga and gentle exercise classes to assist with keeping mentally and physically well.

During the year, as part of our work on outcomes, we asked people who attended CCB initiatives about the difference they had made. Some responses:

Tai chi participant: **"Practising Tai Chi gives me huge benefits – physical (strengthening, mobility, breathing, flexibility) and mental (calming, concentration, synchronisation, grounding). ... Thoroughly enjoyable"**.

Art group participant: **"... very informative and confidence building"**.

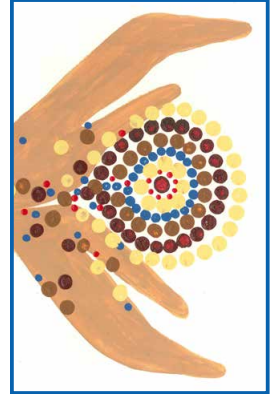


### Capacity Building in Indigenous Communities

In 2016-2017, more Aboriginal clients accessed services at The JNC than in previous years and as a result we were able to engage in more partnerships with other organisations. We supported clients with Centrelink, Housing NSW, Family Court and legal matters, as well as offering mental health support.

This year we developed, or initiated, partnerships with Eora College at Sydney TAFE, and WAYS Training. We also developed a suite of four programs that are interlinked, and accessible at any level:

- Coolamums - a program for accessible literature for mums and preschool children
- Learning Circles - a program preparing women for the workforce or education in a culturally appropriate environment
- Biz Sistas, a program empowering women to create a start-up business
- Gathering the Dots, run three times this year to encourage critical thinking concepts and pathways into a career or higher education.



Gathering the Dots is a trauma-informed program that empowers women, exploring concepts of critical thinking, the constructs of poverty and racism and the Transgenerational effect of colonialism on their lives. If women are not properly informed about the impacts of the social dominance constructs that contribute to the circumstances of their birth, they cannot possibly move forward with hope and a willingness to reconstruct their circumstance of inherent disadvantage.

Every participant in Gathering the Dots wanted to improve her economic situation through knowledge and practical strategies. Some were attending the program to prepare to return to work at a later date, when their children would be attending school. As a result of the program, most women returned to work, two went on to TAFE and tertiary studies, most left domestic violence situations, and one woman has signed up as a JNC volunteer.

# Programs and services

## Aged and Disability Services

The JNC Aged and Disability team has grown with the merger with Neighbour Connections in Glebe, where we began working on 3 April 2017. Our vibrant, diverse and multicultural team share many years of experience and knowledge about working with older people. Team members attended forums focused on My Aged Care changes and updates, and the rollout of the NDIS in our area, in order to better assist our clients and potential clients to access appropriate and needed support services.



One of the biggest challenges for the A&D teams after the merger of The JNC and Neighbour Connections has been to align processes and procedures. While great advances have been made, this continues to be a work in progress.

From our centres at Maroubra and Glebe, we were able to offer people in the Randwick, Waverley and City of Sydney LGAs these services:

- Individual social support (one client to one social support worker or volunteer, helping people get out into the community e.g. for shopping)
- Gentle exercise groups
- Respite, either in-home or out in the community
- Medical Appointment Companion Service
- Phone Support/friendly phone calls
- Social groups, covering areas such as shopping, knitting, birthday celebrations, bus outings, social outings, movie group, papercraft, and a Russian group (Bondi Junction) and monthly BBQ group (held at Redfern Park)

# JNC

## Programs and services

The JNC's Aged & Disability Services clients have said:

**'The service is absolutely marvellous, I couldn't do without it!'**

**'Picking me up from home, helping me on and off the bus is priceless.'**

**'The JNC has been my backstop and made my life a lot easier.'**

### A&D Maroubra service delivery hours, 1 July 2016–30 June 2017

We overachieved our required hours in terms of funding, delivering far more than the required hours for both the under-65 and over-65 age groups.

	<65 years	65+ years
Number of clients	44	317

### Service delivery hours at A&D Glebe, 1 April 2017 – 30 June

	<65 years	65+ years
Number of clients	29	174
Hours of service delivery	733	4316



# JNC

## Programs and services



### Family Program

The JNC's Family Programs are an Early Intervention and Prevention Program initiative. We offer services to families with children aged 12 years and under in the Randwick LGA using a strengths-based and early intervention framework, and our work includes casework and advocacy to provide personalised support for families, youth mentoring, parenting programs and parenting groups.



Through this service we also offer other early intervention programs. In 2016-17, we ran groups and classes for families with children 0-12 years in the Randwick LGA, and also a school-based program, This Is Me, a life skills and self-esteem program for children in years 5 and 6. This experiential program, run separately for boys and girls, is an important transition to high school initiative. A formal program evaluation is planned to provide an understanding of how to measure its outcomes for children.

Through Families NSW funding, we ran the South Randwick Community Hub, a series of capacity building initiatives for families with children 0-8 years, in Maroubra, Malabar, Matraville and La Perouse. Through this program we offered two playgroups, and many parenting programs.

As part of the capacity building focus of the South Randwick Hub we also:

- ran one-off courses and information sessions, including those focusing on bilingualism and parenting.
- participated in partnerships and networks. A partnership with Community Services was established to run our Sector Forum on Mandatory Reporting. This well-attended workshop dispelled misconceptions about mandatory reporting, and enabled JNC and other services to update their procedures around this important area.

# JNC

## Programs and services

**Through our Family Programs**, we also ran a range of programs for families focused on social inclusion, providing soft entry points for families, resourcing effective parenting through play, skills development and capacity building for families, as well as building early numeracy and literacy for children:

**A playgroup with a transition to school focus** for children starting school the following year. This year the Transition to School playgroup had over 30 children 'graduate', moving on to primary school after early learning and social preparation.

**Community Kitchen**, a social inclusion and nutrition group for parents, with their children participating in supported play.

**Homework club** in partnership with The Shack, where The JNC is focused on literacy and numeracy support for children in Years K-2.



The **JNC Little Leaps Playgroup** for families with younger children also ran weekly as a soft entry point to other services and an opportunity for parents and children to experience different aspects of play together. A highlight of the year was the playgroup starting its own community garden plot, supported by Bunnings Randwick, in the La Perouse Public School's community garden. The children learnt a lot as they observed their vegetables growing, and this provided an opportunity to engage with parents around healthy eating.

**One of our Transition to School Playgroup participants** was extremely anxious about participating as he didn't understand any English.

By the end of term he had gained confidence and was able to leave his mother's side and play with other children despite the language barrier, interacting with another child who had been reported as having trouble making friends. The playgroup helped both children grow in social interaction and confidence, important for success with starting school. The boy's mother was new to Australia and apprehensive at first, but later expressed her joy at seeing her child happy. She was able to relax and make friends with the other parents.



# Programs and services

## **"JNC feels like home" - Parenting Program outcome**

A mother and child escaping domestic violence came to our service for help with resettling and feeling safe. After the JNC assisted with stable accommodation and ensuring their basic needs were met, this family began to get involved in a playgroup as well as many of our other groups and classes, and the mother began volunteering with us.

**"Before, I felt lonely. JNC feels like home; here I feel like I have friends, and have got to know the area. I don't feel lonely any more and I have a lot of hope that things are getting better. Before, my life was down ... now our life is fantastic – I can study, I feel settled and my child is in child care."**

## **VAST (Volunteer and Service Training)**

During 2016–17 VAST (Volunteer and Service Training) continued to provide sector support to the Commonwealth Home Support Programme and the Community Care Support Program and Disability funded services across the five LGAs in Eastern Sydney. VAST provides training and volunteer recruitment and referral to a wide range of services in this region.



The VAST Team achieved and exceeded their outputs this year despite internal and external changes. Feedback was positive and the small but cohesive VAST team delivered consistently high quality services to its client organisations.

## Programs and services

To be more responsive to Aged Care Reforms and the pending rollout of the NDIS in the region, VAST Training services delivered three training calendars instead of two over the year, enabling it to be more flexible.

The program also included a short training series called Turbo Training whereby participants could attend short 90 minute sessions, to be inspired and refreshed in a particular topic. Over the year, VAST Training services also developed and delivered some new packages, including “Elder Abuse & Disability Abuse and Neglect” and “Leading and Managing Groups”, with positive feedback.

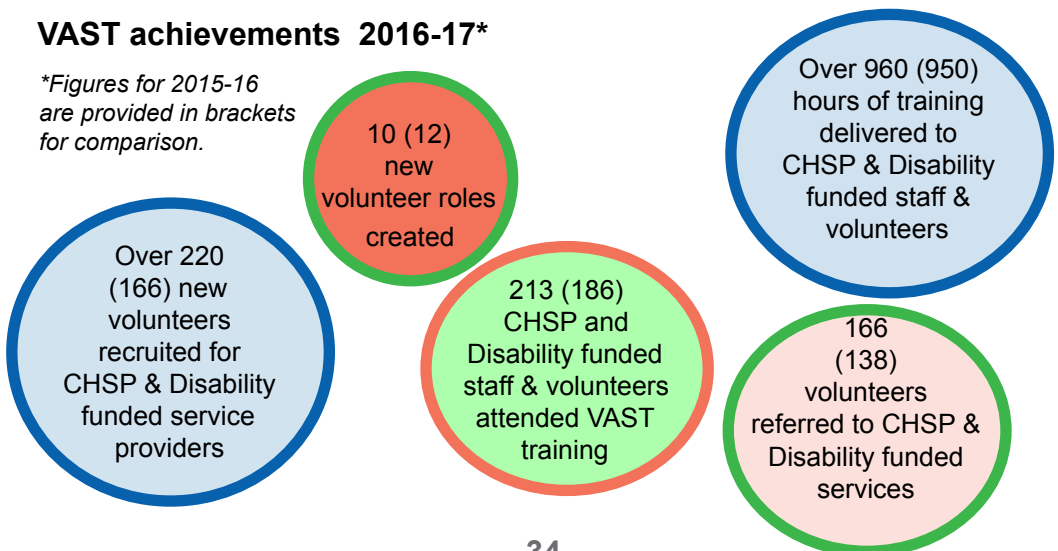
VAST Volunteer Services continued to deliver volunteer recruitment and referral services across the region with presentations on volunteering to the Adult Migrant English Program. This led to an increased number of volunteers being referred to CALD services.

**“Good facilitation by the trainer, simple exercises which were very effective.  
Good balance of participant activities verses PowerPoint presentation.  
Excellent coverage of relevant knowledge areas”.**

Participant in the Volunteer Ready Course 2016

### VAST achievements 2016-17\*

*\*Figures for 2015-16  
are provided in brackets  
for comparison.*



# Some of the programs & services you can access through the JNC



- Aboriginal community support
- aged care
- art classes
- beaded jewellery making
- bilingualism workshops
- casework for families
- community information and referral
- computer workshops: "Let's Get Digital"
- court support
- crisis service contacts and referrals
- disability support referrals
- English conversation classes
- exercise classes (gentle exercise!)
- financial planning workshops
- family fun days
- games club
- gardening workshops
- hearing checks
- holistic health workshops
- home visiting for older people
- JP services
- knitting groups
- language development information for parents
- meditation classes
- nutrition programs
- outings, including taking older people out in the community
- parenting workshops
- playgroups
- phone calls – friendly phone calls to older people
- shopping assistance
- Tax Help
- training for volunteers and staff of CHSP and Disability  
    Funded services volunteering
- volunteer referral
- walking groups
- wellbeing workshops
- yoga classes
- youth mentoring



# The Junction Neighbourhood Centre

**P: 02 9349 8200**

**E: [contact@jnc.org.au](mailto:contact@jnc.org.au)**

**W: [www.jnc.org.au](http://www.jnc.org.au)**

## **JNC Maroubra**

Shop 2, 669-673 Anzac Parade  
Maroubra NSW 2035

## **JNC Randwick**

2 Albert St (cr Avoca St)  
Randwick NSW 2031

## **JNC Bondi Junction**

59 Newland Street  
Bondi Junction NSW 2022

## **JNC at Glebe**

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



**TheJNC**



**@the\_jnc**



**@the\_jnc**