












Annual
Report
2019-2020

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Connection and support

I'm pleased to introduce to you the Annual Report for 2019-2020.

I'm sure you'll agree that it's been an extraordinary journey. I'd like to acknowledge the way communities have worked together to protect and support each other, bringing us through the most damaging bushfires this country has known and the worst part of the COVID-19 pandemic. It's important to remain aware that we're not out of the woods yet. We must still all pull together to maintain our safe practices.

In many ways the virus has been an important reminder of what we can achieve when we remain focused on community support and safety. It has shone a spotlight on the importance of the work we do here at JNC. Our work and experience in community resilience and emergency planning continue to grow and develop. Recent events have proven we are well prepared and practised in providing essential services, whatever the circumstances.

Heartfelt thanks to the management team who worked hard to support and motivate their teams and keep the centres running. Thank you to our resilient and robust staff team who have continued to work hard to maintain service delivery. Thanks also to our frontline workers who worked in the community throughout the lockdown.

I sincerely thank the Board, volunteers, funders and members of the organisation, all of whom give generously of their time and support and add such great value to the organisation through their complementary skills—for the benefit of others.

I am proud to be part of the JNC team.



Gillian Elliott, Chair

“Our business is connection”

During Neighbourhood Centre Week in May 2020, I highlighted the vital role neighbourhood centres play in connecting people with community—particularly in times of isolation like the current pandemic. What neighbourhood centres have in common is our inclusiveness: everyone's welcome, and we bring people in our community together through volunteering, engagement in programs and offering support services in ways that are enabling.

This last year for JNC has been characterised by highs, like the celebration of our 45 years of creating community connections and our new Community Linker Van, so critical in our community engagement work. It has also been characterised by the challenges of COVID-19 where the concept of creating, building and maintaining connections has required creative and innovative responses and major changes to how we work.

Though our centres were closed for drop in and changes were required to the delivery of many of our face to face services during the pandemic, JNC continued providing support and connections and making a difference in people's lives. We offered services in different ways: keeping in regular contact with all our clients by phone and providing up to date information, essential support such as food and shopping for people who were isolated or having a difficult time, and starting new programs and services online.

This year has been a superhuman effort by our amazing staff and volunteers. It required creativity, innovation and resilience, and the whole team has been amazing, doing new things in different ways despite the challenges. A huge thank you to every single member of the JNC team. Also thanks to our Board members who have supported us through this demanding year and to our funders and sponsors for your support for our work in the community.



Janet Green,
General Manager

JNC 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 We are evidence based and outcomes focused.

We deliver quality client services with accountability for our work.



45 years of making a difference

JNC's 45th anniversary celebrations in November 2019 had two purposes.

We celebrated JNC's connections to the community since our inception, which enabled us to make a difference to thousands of people across the Randwick, Waverley and City of Sydney local government areas.

In the lead-up to the celebration, 45 people's stories of how JNC made a difference to them were shared across the community in the media, in exhibitions, online and on social media.

The event was also tied to International Volunteer Day to celebrate JNC's volunteers, recognising the significant contributions they have made to our work in the community. Sixteen of the 45 stories featured volunteers.



Read JNC's stories of difference

<https://jnc.org.au/jnc-45-years-45-stories/>

and

<https://jnc.org.au/jnc-45-years-45-stories-part-2/>



BUILDING CONNECTIONS

JNC built and strengthened our connections with the community and enabled community members to connect with others and with services in the community.

Volunteering—the chance to make a difference

JNC volunteering opportunities made it possible for community members to build relationships with others in their community.

In supporting our programs over the year, JNC's 56 volunteers were able to share their skills and interests, taking diverse roles such as Justice of the Peace (JP), playgroup assistant, administration assistant, barbecue operator, bus outing volunteer, community garden volunteer, event assistant, exercise group volunteer, friendly phone calls volunteer, knitting group facilitator, Let's Get Digital tutor, social shopping group volunteer, JNC fleet assistant, and many more.

“The group has made me feel more connected. I feel a lot closer to the community.” – Ruth, volunteer leader of JNC's Walking Group

“Volunteering at JNC has enabled me to connect directly to the community and hopefully help to make it a better place.”

– Deanne, phone support volunteer and volunteer English Conversation Group tutor



JNC's volunteer English Conversation Group tutor Linda Deutsch, who was the winner in the Adult category at the NSW Volunteer of the Year Awards, City/Eastern Suburbs Region, in September 2019

Connecting older people to community

JNC's Aged Services team continued offering older people a wide variety of options for retaining independence and connecting with their community.

This year our social support activities included fishing, gentle exercise, going out in a duo or trio, a brunch group, day trips, and a movie group. Clients were also assisted to go shopping with a social support worker.

Other groups brought together older people for a range of activities, including knitting, beading and papercraft.

Working in a wellness and reablement framework, we supported **516** clients.

Through JNC's Neighbourhood Engagement program, community members could also participate in Tai Chi, walking, gardening and English conversation groups. Many older community members participated in these groups.

"Thank you for giving me and others the opportunity to get out of our homes and enjoy something different." – Regular participant in JNC's social support activities



Strengthening community

Safety from DFV

JNC continued supporting women and families experiencing domestic and family violence (DFV) through casework and links to our DFV services. The year also saw a substantial addition to our existing services. On 1 July 2019 JNC began operating the Eastern Sydney Staying Home and Leaving Violence (SHLV) service. SHLV builds on our long experience in supporting victims of domestic violence, and expands our service by supporting women who have left an abusive relationship and wish to remain in their family home.

Delivering SHLV also enabled JNC to strengthen our relationship with key organisations such as the Police and the Women's Domestic Violence Court Advocacy Service. These collaborations make it possible for women experiencing DFV to feel safer, and strengthen their own resilience and their children's future.

Links to other support services

JNC connected people in our communities with support. At our community hubs we offered JP services, Tax Help, a Let's Get Digital program, and information that included directories on services to support the community.

Strengthening skills

VAST Training continued providing calendar and customised training and began online training.

107
women
supported
through SHLV
at JNC



Reaching out

July 2019 saw a change to the way JNC reaches out to vulnerable community members living on local social housing estates. Thanks to grants from the Stronger Communities Programme and Clovelly Community Bank, we were able to purchase a Community Linker Van, enabling us to take our services and programs out into the community.

The van was used regularly to run community outreach programs at five social housing locations in the South Randwick area. We delivered education and community information, and offered services such as healthy cooking days and a coffee van. Having the Linker Van on site made it possible to gather community together and supported community-led initiatives, such as building a street library at South Coogee.

We connected with community members previously not engaged with us, and strengthened our collaboration with other outreach services.

Supporting migrants

JNC supported community members from migrant and refugee backgrounds through our active role in the Inner and Eastern Sydney Migrant Interagency. As part of the working group for the Employment Skills for Migrants Expo in November 2019, we made it possible for these community groups to connect with employment and volunteering opportunities.



Promoting stronger relationships

JNC gave support through casework to **63** families with children aged 0-12 years, and **28** Aboriginal Community members. The purpose of this work is to link families to services and build resilience.

JNC's Families Program ran parenting programs and workshops throughout the year to build positive relationships between parents and children, and support parents to understand children's development and behaviour. Participation enabled families to share experiences and build links to the broader community.

JNC also ran two supported playgroups—for families with children aged 0-3 and for families with children starting school the following year. An Expressive Art program gave new mothers the chance to be creative and meet others.

"This is Me" for Year 6 students supported the transition to high school, and facilitated a sense of social connection to the new environment.

Collaboration for fun and support

This year JNC organised the 10th Family Fun Day at Matraville, our major annual community event. In October 2019, we offered the local community a chance to have fun, meet others in the community, and access local support services. This was another successful collaboration with event partners The Benevolent Society, Randwick Council, WEAVE Youth and Community Services, the Department of Communities and Justice and South Eastern Sydney Local Health District.



MAINTAINING CONNECTIONS

From early March 2020, the effects of the COVID-19 pandemic were increasingly being felt in the community.

JNC made changes to the way we delivered our services and connected with community in order to keep everyone safe.

Rethinking connection in the pandemic

Public health restrictions during the pandemic meant JNC could not do what is core to our business: be an open door to everyone. As the lockdown started, one of our hardest decisions was to close our community hub doors to the public and put our groups on hold. We adapted our services, focusing on non-contact support while maintaining a close connection to vulnerable people and groups.

We kept in touch with vulnerable people through daily or weekly phone calls.

To keep people safe, changes were necessary for all services. We put in place many new services and strategies to support people, ensure they had sufficient food, check in with them and keep connected.

“It has been a rollercoaster ride of change and our fabulous staff have been amazing, creative and worked so hard.” – Janet Green, JNC General Manager

“Thank you for making this life a better life” – a client to a JNC team member supporting her during the pandemic



Reaching out

During the pandemic, a priority for JNC was to support vulnerable people in our community and maintain face-to-face connections where possible.

To address food security issues, JNC participated in a partnership with Viral Kindness, Randwick Council and Harris Farm Markets. The JNC Community Linker Van played a new role, transporting fresh fruit and vegetables. Delivering the food gave us the opportunity to check in on the welfare of recipients.

JNC also connected with community members at the Kirketon Road Health Centre's (KRC) outreach clinics at Namatjira and South Coogee social housing estates, which offered flu vaccines and COVID-19 testing. This enabled us to offer outreach services to vulnerable community members.

JNC staff distributed information and giveaways, offered information on local services, and linked people to supplies of food and other essentials. We were also able to establish connections with community members who had not accessed our services previously.



1885 boxes of fresh fruit and vegetables delivered to people in 5 suburbs

10,000 boxes of fruit and vegetables collected from Harris Farm and transported to distribution points for other agencies to deliver

40 JNC staff visits to COVID-19 clinics

Keeping in touch with older people

From March, JNC's Aged Services team provided a list shopping service for people with health or mobility issues aged over 65, or over 50 for Indigenous People. This enabled them to stay safe at home but still access food and other supplies they needed.

Together with food, pharmacy orders and other supplies, JNC dropped off friendly messages and an At Home Activities book to provide some entertainment.

At the start of the pandemic calls were made to several hundred people accessing our Aged Services, identifying where people were vulnerable or isolated. JNC's Aged Services team kept in touch by making regular friendly phone calls.

"For some people, when we called this was the only time they had spoken to another person the whole week." – JNC Social Support Worker

"Thank you very much for calling to show us you and your organisation care about us so much. It is our happiness and luck to have you working in our community" – Client



More than 645 personalised shopping trips

1620+ hours of staff time

678.5 hours spent making friendly phone calls

Connecting online

While our community hubs were closed we kept our channels of communication open, using phone, email, our website and social media.

The JNC website was updated, offering information on all current services and ways of operating, ideas for staying connected, and resources for families and communities. A webcast series was a JNC innovation created at this time. Topics covered included:

- Managing COVID-19 safety issues
- Mental health tips and resources
- A “callout to let you know we’re here” to Aboriginal Communities

JNC’s COVID-19 crisis directory was available on our website as well as being distributed in the community. The directory consolidated JNC’s earlier directories, offering regularly updated information on accessing food, accommodation, mental health, legal, family and emergency support, as well as financial counselling, health services and aged services during the COVID-19 pandemic.

“I was able to support Community over the phone, with a trust relationship already established with JNC.” – JNC’s Indigenous Community Engagement Facilitator



The COVID-19 Crisis Directory was updated **21** times, to ensure that the community always had the latest information on available support.

Supporting positive relationships

JNC recognised that the COVID-19 pandemic was a very challenging time for people in our community. Knowing we could not provide face to face casework and programs at this time, we developed a range of alternatives to keep our community safe and promote wellbeing:

- For parents, online workshops on managing anxiety, and webcasts on how to support children and keep them occupied
- Casework and support via Zoom and the phone, including making referrals over the phone and via email
- Keeping group participants connected when their group couldn't meet face to face.

Some examples

Our Tai Chi group was able to transform itself into an online Qi Gong group, thanks to the efforts of volunteer group leader Mary.

The long-running English Conversation Group at Bondi Junction also went digital. With JNC support, volunteer tutor Linda and her students transferred their meeting place from Bondi Junction to Zoom.

JNC's weekly South Coogee social housing engagement group met on Zoom, to check in with each other and identify other community members who needed assistance. The group also planned new projects.



To continued connection

As this year ends, JNC is pleased to be planning for recovery from the pandemic, and re-introducing our old programs as restrictions are lifted.

Thanks to our volunteers

This year in National Volunteer Week the JNC thanked our wonderful volunteers in ways that were suited to staying safe during the pandemic. One of the thank yous was a “Little Hug from the JNC”: a booklet sharing favourite mood boosters from our staff.

Thanks to our staff

JNC staff operated under extremely difficult circumstances during the pandemic. Overnight, some had to move offsite and run services different from before and delivered in different ways. Others had to be out in the community providing essential services.

“Our staff showed ... such incredible flexibility and teamwork in the face of this rapid and massive change to our way of working. They were patient and understanding ... their resilience has been remarkable.” – JNC Aged

Services Coordinator

“How thankful ... and proud ... I am to work with such a wonderful bunch of genuinely kind-hearted people.” – JNC team member



Thanks to our funders

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
- Volunteer Recruitment and Training for service providers

NSW Government

Department of Communities and Justice

Community Builders:

- Community Hubs at Maroubra and Bondi Junction
- Community Capacity Building at Maroubra, working with Indigenous Communities
- Community Capacity Building for Randwick LGA
- Community Outreach

Early Intervention and Prevention Program:

- Family Support Service

Families NSW:

- South Randwick Community Hub

Community Building Partnerships:

- South Coogee and Namatjira

Staying Home Leaving Violence

2019 Seniors' Festival

Department of Health—South Eastern Sydney Local Health District

- ComaC initiative in South Coogee

Local Government

A very big thank you to our local councils for community grants for local services, 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

Business and Community Supporters

Clovelly Community Bank - Bendigo Bank

Thanks to Coogee Lions and Clovelly Community Bank - Bendigo Bank for sponsoring the new JNC minibus

Local businesses through in-kind support and donations.



THANKS

Thanks to our partners—supporting community together

3Bridges Community – Volunteer Link

Ability Links

Access Sydney Community Transport

Anglicare Sydney

ATO Tax Help

Australian Hearing

Bondi Beach Cottage

Botany Child and Family Service

Bridge Housing

Canterbury City Community Centre – STARS

City of Sydney

Clovelly Community Bank – Bendigo Bank

Eastern Area Tenants Service

Eastgate Shopping Centre

FAMS NSW

Harris Farm

Hope Uniting Church

Housing NSW

Inner Sydney Voice

Kingsford Legal Centre

Lifestart

Little Bay Community of Schools & member primary schools

Local Community Services Association

Namatjira Dreaming Community Group

Pacific Square, Maroubra

Parent–Child Research Clinic at the University of NSW

Police NSW

Randwick City Council

Randwick Waverley Community Transport

St George Community Housing

SDN Children’s Services

South East Community Connect

South Eastern Sydney Local Health District

South Coogee Tenant Group



Sydney Children’s Hospital

Sydney Multicultural Community Services

The Benevolent Society – The Shack

The Deli Women and Children’s Centre

Viral Kindness Eastern Sydney

Waverley Council

Waverley Drug and Alcohol Service

WayAhead Mental Health Association NSW

Wayside Chapel

WEAVE Youth and Community Services – Kool Kids Club

Wesley Mission

JNC 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.

JNC 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.



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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

Connect
with
JNC