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# **A year of making a difference**

THE JUNCTION NEIGHBOURHOOD CENTRE

## **ANNUAL REPORT 2018-19**

Our Values

OUR VALUES	OUR 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 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.

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.

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 Neighbourhood Centre, our work here and our reason for being**

are to provide a beacon of hope and support; be a point in our communities where anyone can find hope and solace; and be the place people can come to for no other reason than the need to feel connected and to belong.

Over time, Janet and the team have applied themselves to ensuring community centres such as JNC remain actively engaged with people and place, where strangers can gather and become friends, feel a connection and gain support.

The Board, the staff team, the volunteers, members and friends of JNC hold true to the value of community and the power of the people. Together we continually strive to uphold the principles and practice of social justice that lie at the heart of our organisation. Guided by shared vision and values, we work to ensure

our communities remain inclusive, welcoming, safe and diverse - communities where everyone has a place and everyone's voice is heard. We are inspired to continue the work laid down by the people who have gone before, as JNC celebrates 45 years working in the community in 2019. These were the strong and dedicated women and men who fought for social justice, who made great pathways to securing more equitable communities, and who are the foundations for our work, giving us the resolve to uphold a shared vision.

I extend my sincere thanks to the JNC Board members who give freely of their time, their professional acumen, their skills and their talents. Thanks to Janet Green and the staff team, to our volunteers and supporters, all of whom create the rich tapestry that is JNC.

Together we have had a most successful year. We are proud of our achievements, and the connections forged and developed. We continue to be at the heart of the communities we work with.



**GILLIAN ELLIOTT**  
Chairperson



**JANET GREEN**  
General Manager

## **During 2019 the JNC turned 45.**

This milestone provided an opportunity to reflect on the difference we have made in the community, not just over the past year, but over past decades as well.

As part of our celebration of 45 years working in local communities, we created a '45 years: 45 stories' project, collecting the stories of 45 people who have experienced the JNC as clients, participants in programs or volunteers.

We asked them, *How has The JNC made a difference?* – and their stories and responses are shared here to reflect the scope of our work. This Report details the areas we work in and the differences our programs make through the lens of the people we work with.

The 45 stories showed us that we have had an impact in five key areas that reflect our core values. The JNC has made these 45 people feel:

**CONNECTED** – less isolated, and connected to their community, to other people and to services

**STRONGER** – with a sense of acquiring skills and strengths for themselves or a family member or friend

**SKILLED** – believing they can contribute to their community, try something new or work in different ways

**CONFIDENT** – about being able to maintain their independence, stay living at home or access services

**RESPECTED** – valued and supported, and feeling good about the way they are treated and welcomed

We share these 45 stories reflecting the diversity of our programs and the people engaging in them, the different locations where our programs run, our events and support for events and celebrations important to the community.

The 45 stories capture the diversity of our programs in aged services, community information provision, family support services, outreach activities in the community, wellbeing programs and domestic violence services, including programs working with the most vulnerable people in our communities. Our services all relate to social connection and wellbeing, a recurring theme in the stories.

The key highlights of the year included:

- The implementation of our outreach model – taking our services into the community and making them accessible to community members in schools and on social housing estates
- Consolidation of our aged services, with a stronger focus on wellness and reablement, and planning for the expansion of aged services in 2020
- Planning for a new service area — a new domestic and family violence service called Staying Home Leaving Violence, which will support women experiencing domestic and family violence to remain safely in their homes
- Completion of our organisational redesign, and planning for a major IT upgrade

This year has been busy, at times challenging, but also rewarding. I would like to thank the many people who contributed to the success of the JNC this year, including:

- the committed and engaged JNC Board, led by our fabulous chair, Gillian Elliott, for their clarity in setting strategic directions and providing guidance in our work
- our wonderful volunteers who work with us in so many different roles, bringing a wealth of skills, values and experience to our work
- the JNC staff team, a fabulous group of people who are skilled, passionate and creative, and work tirelessly with a single focus on the clients and the community. A special thank you to the members of the Management Team over the year: Petra Besta, Anna Hartree and Steve Lowe.

And finally, thank you to the members of the community and our partners who are involved in our activities, and are an important part of the JNC.

We look forward to 2020, and to continuing and growing our work with local communities.

**JANET GREEN**  
General Manager





# MAKING A DIFFERENCE — 45 STORIES



**Jeanalyn**

“Being from overseas I had no family and only a few friends in Australia. I was a single mother and felt very much alone. The JNC staff showed empathy, care and kindness.

I do appreciate and thank The JNC for the guidance, advice, support they have shown and given me.

They gave me the support I needed to get me through a difficult time in my life. I got through those dark days and know The JNC helped make that possible.”

FAMILIES PROGRAM • INFORMATION SERVICES



**Lee**

“I look forward to Mondays with our Gardening group where any-one can pop in for a cuppa. We also colour in mandalas and play games. I love Thursdays when I run Beading group. We have lots of fun and a singalong and discuss all sorts of things. Also Knitting group, where we have a cuppa, a laugh and great company!

I very much enjoy my work interacting with people of all sorts of ages, culture and stories. So much learning from each other and kindness and help from everyone, staff and volunteers!”

VOLUNTEERING - CRAFT & GARDEN GROUPS



**Kevin**

“For me, having meaningful work is very important. I have a double Master’s Degree in Accounting and Information Services, a Diploma in Counselling and a Diploma in Library Services. I was working until I contracted a serious illness, with long-term health effects. This impacted on my ability to find work. Employers aren’t keen to employ people with a disability. But if I have a job I can find my value.

Volunteering with The JNC gives me a chance to meet people and contribute, give value to the community. It gives me some purpose and keeps me busy and safe. The staff make volunteers feel welcome.”

VOLUNTEERING - JP SERVICES

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Tracey**  
(right, with  
**Janice**)

“The JNC means the world to me. Everybody treats me with dignity and is so kind.

Before The JNC, I had to manage the shopping every day. And we just went out for family events.

Now we’ve had help with shopping, with household duties and organisation. And we go on group outings — it’s wonderful for Mum as everyone is so nice and it gets her out of the house.

We’ve made new friends. Life is easier now. We feel a hundred per cent better.”

**SOCIAL OUTINGS • SHOPPING GROUP**



**Deanne**

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

I feel truly appreciated by my students. They constantly tell me they are learning more English than ever and having fun in class. They feel a sense of wellbeing and belonging.

Some people I speak to in my phone support group haven’t had contact with another person for days and they are so appreciative to be heard.

I also really enjoy the team at The JNC. I have experienced great trust, leadership and support.”

**VOLUNTEERING -  
PHONE SUPPORT • ENGLISH CONVERSATION**



**Theo**

“The JNC’s social support service has been like manna from heaven.

It facilitates my existence. It has given me lots of confidence and allows me to contribute to my own upkeep.”

Theo, blind for five decades, has accessed The JNC to support his independence since 2008. Together with The JNC he does his shopping and banking, cooks, and cares for his dog.

**SHOPPING SUPPORT •  
INDIVIDUAL SOCIAL SUPPORT**

# MAKING A DIFFERENCE — 45 STORIES

feeling connected ● strong ● skilled ●  
confident ● respected



**Shivagni**

“I’m a volunteer technology tutor, assisting people with using their mobiles, laptops and computers.

Volunteering has helped me find in myself a person who can make a difference in sharing knowledge, helping people know more about technologies and changes in software.

The most interesting part is hearing people share their stories and learning from them.”

VOLUNTEERING - LET’S GET DIGITAL



**Hossein**

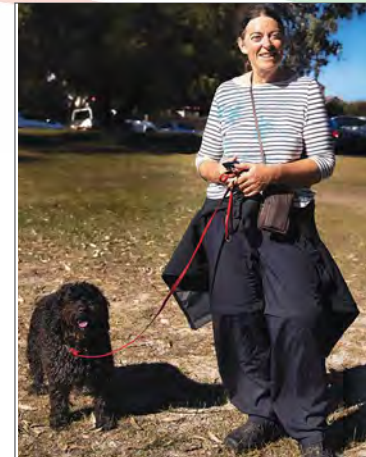
“I come from Iran, where I was a teacher.

English has been very difficult for me. Then three years ago I started attending The JNC’s English conversation class.

It’s the best place for me. This is the first class where I can understand. My English has improved. I have learnt everything!

I enjoy coming here. They are very friendly at The JNC.”

ENGLISH CONVERSATION CLASSES



**Ruth**

“I joined The JNC as the Walking Group volunteer. Having the support of The Heart Foundation and The JNC makes it easy to run the group. A lovely bunch of people attend. I really love that the group is so multicultural. Everyone walks and talks to everyone, and learns something.

Running this group has helped me learn a lot more about the local streets. And the group has made me feel more connected. I feel a lot closer to the community.”

VOLUNTEERING - WALKING GROUP



# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



45  
Stories,  
45 Years  
#10

**Trixie**

“I look forward to Mondays! The shopping trip with The JNC is always enjoyable. It gets me out of the house and talking to other people.

My trip always includes going to a post office with the JNC staff member, who's great company.”

SHOPPING SUPPORT



45  
Stories,  
45 Years  
#11

**Wolf**

“I like meeting new people and helping one on one or in a group setting.

I like helping people. It helps them have a better life, and gives them and me a reason for getting up in the morning.

It helps me to be more compassionate and caring, helps me grow as a person, and makes me feel good about myself.”

For 13 years Wolf has volunteered with The JNC's one on one shopping service, shopping group, brunch group and bus outings, and as a gardener and handyman.

VOLUNTEERING - SOCIAL SUPPORT



45  
Stories,  
45 Years  
#12

**Genya**

“I am the primary carer for two grandchildren who are now aged 10 and 11 years. My granddaughter has profound disabilities and requires 24/7 support.

The JNC provides very good support for my family problems. It means a lot to me.

Without this support it would be very hard.”

FAMILY SUPPORT

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Betty**

“It gives me independence — without these programs I wouldn’t have the confidence to go out.

The people that are involved in the program are all very helpful and respectful.”

Betty has gone out with The JNC on social and shopping outings for the past 6 years.

SOCIAL OUTINGS • SHOPPING GROUP



**Linda**

“Volunteering with The JNC helps me live my life more authentically and with a purpose that aligns with my passion and what I believe is important.

It gives me an insight into the needs of people in the community, especially those of migrants; and a sense of fulfilment by giving and gaining deep human connection.

It allows me to bring my own personality into what I do, to develop new skills, discover abilities and try new initiatives. It’s a very positive feeling of being appreciated!”

VOLUNTEERING • ENGLISH CONVERSATION



**Nun**

“JNC has helped a lot with everything.

When I have felt stuck, overwhelmed, JNC has made me feel good, empowered me to achieve things and move forward.

JNC is like family.”

Nun has participated in JNC groups and family services programs and volunteered with the Community Kitchen program.

PLAYGROUPS • COMMUNITY KITCHEN

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



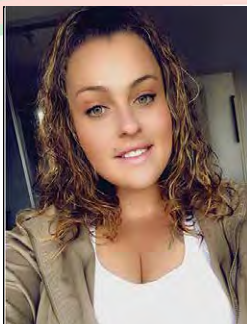
**Anne**

“Volunteering with social support for older people makes my time fly.

It's very special being with clients in their homes or on outings; they have such wonderful stories to tell and so enjoy company. I've helped someone to complete her book, and gone out with a person with vision impairment to describe places she remembered. I enjoy the bus trips with lovely seniors.

I've completed useful courses about the aged care sector. And I feel I'm making some small difference in people's lives.”

VOLUNTEERING • SOCIAL SUPPORT



**Zoe**

“Through The JNC's workshop series 'Biz Sisters' I feel capable of starting my own business. I was so pleased with the learning environment and the supportive staff and students. I also took part in 'Gathering the Dots', a program supporting Aboriginal women and women with Aboriginal children. It helps them recognise social isolation, and confidently access support. It made me realise I have a passion for working with the community. I volunteered as a co-facilitator, which encouraged me to study community services. Now I'm co-founder of Namatjira Dreaming, a community development group in Chifley, and I'm very grateful for the opportunities and support The JNC has given me.”

GATHERING THE DOTS • BIZ SISTERS



**Bruce**

“Volunteering is:

- Enjoyment in helping people
- Giving back a little to society
- Fun time with clients
- Rewarding.”

For 7 years Bruce has been volunteering with phone support, individual social support and bus outings for older people, and with a monthly “Young at Heart” Barbeque.

VOLUNTEERING • SOCIAL SUPPORT



# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



*Mera*

“The staff is friendly, respectful and attentive. They are ready to answer your questions and really help. It seems their goal is to make us happy.

In the English Conversation class we learn English in a warm atmosphere. We have found friends here, and it decorates and enriches our life. Our brilliant teacher and friend involves us in current events, we’re interested in the history of Australia. And we are proud to be a part of Australian society.”

ENGLISH CONVERSATION CLASS



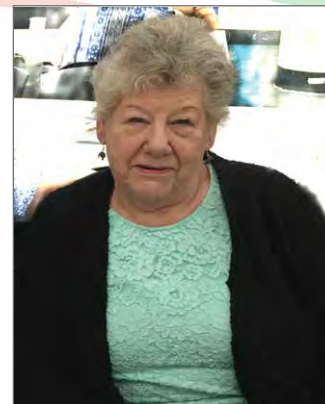
*Irene*

“About a year ago I moved to Australia from England to be with family. I had to leave behind my home, my relatives, and my lifelong friends. I was very lonely.

Then I heard about The JNC, and I signed up for their social outings and individual social support. Now I’m busy, I’m active; despite mobility issues I can get out and about. I spend most weekdays seeing new places, meeting new people, developing new friendships, enjoying the company of the JNC staff.

I’ve settled in. The JNC has transformed my life.”

SOCIAL SUPPORT



*Diana*

“I have been a volunteer for over thirty years.

The past ten years have been with The JNC.

Volunteering in the community has enabled me to meet many people who have faced their problems bravely and helped each other.”

VOLUNTEERING - SOCIAL SUPPORT

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Maria**

“I was looking forward to retirement – I had many plans. But being retired gave me lots of time alone. I lost the camaraderie of colleagues and friends. Life was suddenly very slow, lonely, boring, overwhelming.

I participated for a couple of years in JNC activities – yoga, meditation and tai chi – and I’m now in the walking group. Through The JNC, I’ve met new friends from diverse backgrounds, and we go out together. We talk about our retirement, fears, happiness ...

Thanks to The JNC for being there for us, being supportive and friendly and giving us a new lease on life.”

TAI CHI • WALKING GROUP



**Brian**

For well over ten years Brian has loved coming to The JNC every week because it gets him out of the house for a chat and cup of tea and a biscuit.

And, as he says, “It’s fun!”

CRAFT GROUPS • GARDEN GROUP



**Sheila**

“It’s good we have people like The JNC. They’ve been getting me out and about since 2008.

Without them I wouldn’t be able to do all the things I’ve been doing.

I’m really happy.”

SOCIAL SUPPORT



# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



45  
Stories,  
45 Years  
#25

**Joanne**

“Being a Tax Help volunteer at JNC lets me use my skills and training to help clients meet their tax obligations. It keeps my brain active and keeps me in touch with people from many different backgrounds and walks of life. It gives me great satisfaction when a client says, ‘That’s a weight off my mind!’ or tells me how they’re going to spend their refund.

Many clients are like old friends now and I enjoy catching up with them. The JNC staff make me feel very welcome. I really enjoy doing Tax Help at JNC every year.”

**VOLUNTEERING — TAX HELP**



45  
Stories,  
45 Years  
#26

**Bruce**

“I am 92 years old and have lived alone in my home for several years. I no longer have friends visiting me, and spend my time reading or watching television.

I very much enjoy being picked up at my home and taken for lunch at various social clubs in Sydney. On these trips I meet other elderly people. I am also picked up and taken grocery shopping.”

**SOCIAL SUPPORT • SHOPPING SUPPORT**



45  
Stories,  
45 Years  
#27

**Ilda**

“Volunteering gives me the opportunity to be involved with clients’ needs and to meet new volunteers, and brings me happiness that I am able to help.”

Since 2005 Ilda has volunteered in many areas of Aged Services, including exercise classes, social group outings, shopping support, and the monthly birthday celebration group.

**VOLUNTEERING - SOCIAL SUPPORT GROUPS**

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Kylie**

“I got to offer ideas and help with events and activities in my local area. We submitted a ‘My Community Project’ grant to promote the community room.

We got some renovations completed, and now the whole community of South Coogee can come together and build connections together.”

OUTREACH



**Marlina**

“The JNC is a not for profit organisation that provides a diverse range of community services.

I get a lot of knowledge which I don’t get from other places!”

Marlina is a regular participant in one of The JNC’s English Conversation classes held in Bondi Junction.

ENGLISH CONVERSATION CLASS



**Sharyn**

“The JNC has gotten me out and about and reduced my isolation. It has enabled me to interact with other like-minded adults. It has helped me socially. I was so isolated, because I cared for my mum and didn’t socialise, and being a part of these groups has helped immensely.”

GATHERING THE DOTS • CREATIVE WRITING

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Anne**

“The knitting group is both an enjoyable activity and gives the chance to help others in need of blankets: capable volunteers knit squares and sew them together for Wrapped With Love.

The group is well run, the atmosphere is friendly and it is good to volunteer for a worthy cause in the company of others.

KNITTING GROUP



**Joyce**

“The JNC's made a difference because you can get to places you can't get to on your own.

You meet different people and have conversations with them.

It gets me out and I can see others and enjoy the day with them.”

SOCIAL BUS OUTINGS



**Keren**

“It has been wonderful to attend a specialised playgroup - The JNC's Transition to School Playgroup - where my 4 year old is stimulated and has special attention by the excellent educators, and her younger siblings are also able to play and have fun.

It is a big relief to find an activity that suits all the kids' needs.”

TRANSITION TO SCHOOL PLAYGROUP



# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Andrew**

“Volunteering with The JNC has allowed me to give back to the community, which is a really rewarding feeling. Through the ‘Let’s Get Digital’ program I am able to see people grow through exploring and experimenting with technology in a safe and non-judgemental environment, building their confidence and knowledge.

Through the Aged Services social bus outings I have been able to see wonderful friendships which have developed and grown due to this and other social experiences offered by The JNC.”

VOLUNTEERING - LET’S GET DIGITAL •  
SOCIAL SUPPORT OUTINGS



**Faith**

**Faith’s mum says:** “I was brought up to be very quiet, but in the playgroups Faith discovered the joy and fun of singing and movement. She loved it. Now at school she’s in a choir and dancing group. She was given the opportunity to learn, and she saw the joy of it. She learnt there’s a time to have fun, a time to listen, to be quiet in a place like school or the library. And that problems are temporary: life can be joyful. She learnt something very important - to be sociable. She discovered she’s acknowledged as a person and respected as an individual. So she can speak up and bounce back. To go to school is scary, but for her it’s been a joy!”

PLAYGROUPS



**Freda**

“The JNC worker cares about me. She assists with carrying and shopping tasks that help me to maintain my shopping independence.

We go for coffee. We talk and we compare stories; we have a friendship.”

INDIVIDUAL SOCIAL SUPPORT

# MAKING A DIFFERENCE — 45 STORIES



**Yaffa**

“I know exactly how it feels to be in a new and foreign country and have significant language barriers. I was alienated and excluded when I arrived in Australia from Europe in the 1960s aged 11 with no English whatsoever, and a cultural divide. Teaching English is a way I can give back to the community, but more importantly help individuals overcome the language and cultural barriers I was once all too familiar with. Over the last 20 years I have developed close connections with my students as we have shared life stories with laughter and tears. The respect, empathy, compassion and fun I have shared with my students are my greatest reward.”

VOLUNTEERING - ENGLISH CONVERSATION



**Paul**

“My confidence has improved. I enjoy individual social support, the exercise group and small-group outings with multicultural clients. Social support achieves the organisation’s aims and objectives, and helps improve my own health and outlook.

I particularly enjoy interacting with the multicultural community.”

GENTLE EXERCISE GROUP • SOCIAL SUPPORT



**Mary**

“Volunteering has given me fulfilment in my life.

I find joy and peace in uplifting people’s lives by instructing them in Tai Chi.

I also love hearing my class members’ life stories.”

VOLUNTEERING - TAI CHI



# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



*Janet*

Being a Board member of The JNC has enabled me to learn more about the people it supports and the problems facing our local community. I'm proud to volunteer with a community organisation whose vision is to enhance the wellbeing and resilience of individuals and communities.

My role gives me the opportunity to use my business training in a meaningful and fulfilling way and to work with other highly skilled and enthusiastic volunteer board members and the management team to meet the needs of our local community and to fill the gaps that government agencies can't provide.”

VOLUNTEERING - BOARD



*Yuk Man Lai*

Over 7 years I have been using one on one individual social support with The JNC.

My children live far away from me. I am relying on the service to get myself out as much as possible. I really wish I could thank the service founder in person.

Thank you for taking care of me!”

INDIVIDUAL SOCIAL SUPPORT



*Drew*

“My placement with the JNC as a social work student - and subsequent position there - enabled me to learn from many people with expert skills while also serving the community that loves and raised me. The JNC has a nonjudgemental, strengths-based approach. I was so proud to be with a service that works with best practice and care, treating everyone with dignity and respect and as the experts in their own lives. The JNC is invested in our community. It supports and teaches individuals like me, offers casework or general social support and classes to help alleviate isolation or boredom, support in crisis, a friendly chat, and information about other support services.”

STUDENT

# MAKING A DIFFERENCE — 45 STORIES

feeling connected • strong • skilled •  
confident • respected



**Rudi**

“It makes my life easier. I like the help with my shopping. I enjoy going out for coffee in small group outings. I enjoy the exercise classes run at my building. I always look forward to the BBQ group. I like the mix of people, the food. I’m very happy with the services I receive and it keeps me out of nursing homes.”

SOCIAL SUPPORT • GENTLE EXERCISE CLASS  
BBQ GROUP



**Gillian**

“Through my work with JNC I have been inspired to continue the work laid down by the people who have gone before. The strong and dedicated women who founded JNC, who fought for social justice, who made great pathways into securing more equitable communities, are the foundations of my work as I strive to uphold a shared vision.

Working with a new generation of professional women and men gives me grounding, creates confidence in my abilities, adds purpose and a clear direction as we move into a bright future. I am privileged to belong here with JNC.”

VOLUNTEERING - BOARD

## **JNC Board 2018-19**

### **Gillian Elliott**

Chairperson;  
Secretary 1 August 2018 to  
27 February 2019

### **Mary Miltenyi**

Member; Treasurer since  
27 February 2019

### **Janet Kidson**

Member; Treasurer to  
27 February 2019

### **Margaret Hardy**

Member; Vice Chair  
since 1 August 2018

### **Oona Niessen**

Member; Secretary since  
27 February 2019

### **Serena Ovens**

Member

### **Robyn Alexander**

Resigned 3 July 2018



“We enhance the lives of young, old and people with different abilities ... We enable individuals and families to navigate the stormy waters of their lives. We empower them, connect them with others and celebrate their strengths and confidence ... We enable physical and mental wellness, connection and purpose ...

Our clients tell us that: they are excited when they learn something new ... we help isolated people to get out into the community ... friendships form and grow ... the social support they receive from JNC is the highlight of their week ... JNC makes them feel alive.”

# "We couldn't do it without them"

Volunteers had these roles in 2018-19:

- Administration Assistant
- Art Tutor
- Graphic Designer
- BBQ Group Volunteer
- Beading Group Facilitator
- Birthday Group Volunteer
- Board Member
- Bus Outing Volunteer
- Community Garden Volunteer
- Community Kitchen Volunteer
- Discussion Group Facilitator
- English Conversation Tutor
- Event Assistant
- Exercise Group Volunteer
- Friendly Phone Calls Volunteer
- Home Visiting Volunteer
- Knitting Group Facilitator
- Let's Get Digital Tutor
- Paper Craft Group Volunteer
- Social Group Shopping Volunteer
- Social Support – One on One Volunteer
- Tai Chi Teacher
- Tax Help Volunteer
- Walking Group Leader

At The JNC,  
we rely on our  
wonderful  
volunteers to run  
many of our  
services.

## Long-term volunteers

### 20 years

Yaffa Haber

### 15-20 years

Janet Kidson

Joanne Russell

### 10-15 years

Diana Whitworth

Ilda Mirgirdicyan

Jill Braid

Richard Tu

Wolf Pollak

### 5-10 years

Anne McKane

Bruce Coyte

Frank Buttigieg

Gillian Elliott

Grahame Atkins

Ian Jones

Jamilla Brigham

Jan Wyllie

Linda Deutsch

Mary Fletcher

Thanh Vo Ngoc



Alan Fung  
Audrey Pillay  
Berwyn Lewis  
Bruce Coyte  
Christine Hidayat  
Cindy Pittendreigh  
Criselda Revil Beck  
Danielle Aquilina  
Deanne Chapman  
Diana Whitworth  
Elizabeth McKane  
Eloise Smith  
Faezeh Kheiri  
Felicity Chung  
Fourth Sutjarittham  
Frank Buttigieg  
Geoffrey Hibbert  
Gillian Elliott  
Godfrey McCormick

Grahame Atkins  
Hai Nguyen  
Hatien Van  
Ian Jones  
Ilda Migirdicyan  
Ingrid Frese  
Jaffa Haber  
Jamila Brigham  
Janet Kidson  
Janice Wyllie  
Jill Braid  
Joanne Russell  
Jodi Dong  
Joseph Janssen  
Kathleen Hearle  
Kevin Chu  
Kristie Williams  
Kruefah Orthongthed  
Lee Palmer  
Lily Li  
Linda Deutsch

Linda Silberstein  
Linda Stephens  
Lucilla Puleston  
Magdalena Burckhardt  
Margaret Hardy  
Maria Ferrandiz  
Marilyn Hoskins  
Mary Fletcher  
Mary Miltenyi  
Mary Yong  
Michele Cooley  
Michelle Ladd  
Mudit Jain  
Oksana Anisenko  
Oona Nielsen  
Pamela Murray  
Patricia Commerford  
Rachel Huang  
Rakiely Andrade  
Ramsha Naz  
Richard Paisley  
Richard Tu

Robyn Alexander  
Ruth Hughes  
Sandra Smolka  
Sandrine Tomei  
Serena Ovens  
Setareh Aala  
Shivagni Singh  
Silvina Zapata Ormachea  
Susana Aguilar  
Tania Vo Ngoc  
Tina Yuan  
Tina Bolsius  
Tony Shu  
Tracy Masiello  
Valeska Detto  
Victoria Malouf  
Wolf Pollak  
Xaiohe Luo  
Yolinda Ucio  
Zelda Luitingh

*Thank you to  
JNC volunteers  
2018-19*

We couldn't  
make a difference  
without them — more  
than 2 volunteers  
for every staff  
member



# Supporting the 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  
Community Health Counselling Service  
Eastern Area Tenants Service  
Eastgate Shopping Centre  
Families NSW  
FAMS NSW  
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  
OzHarvest  
Pacific Square, Maroubra  
Police NSW  
Randwick City Council  
Randwick Waverley Community Transport  
St George Community Housing  
South East Community Connect  
South Eastern Sydney Local Health District – Health Promotion Service  
South Eastern Sydney Local Health District – Planning, Population Health and Equity  
South Coogee Tenant Group  
Sydney Children's Hospital  
Sydney Multicultural Community Services  
The Benevolent Society – The Shack  
The Deli Women and Children's Centre  
Parent–Child Research Clinic at the University of NSW  
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

Thank you to the  
many funders, donors and individuals who supported  
our work in 2018-19.

## **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

## **Department of Infrastructure, Regional Development and Cities**

- Stronger Communities Program

## **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

## **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
- Local businesses through in-kind support and donations

# JNC STAFF TEAM

## 2018-19

### Management Team

Petra Besta  
Janet Green  
Anna Hartree  
Steve Lowe

Finance and Operations Manager  
General Manager  
Manager, Community and Family Engagement  
Aged Services Manager

### Aged Services

Rakiely Andrade  
Peter Becker \*  
Mehrnoosh Bonakdar  
Tehrani  
Jonathan Chow  
Tamika Colby  
Donata Fiori  
Denise Fung  
Tamara Haneman  
Amneh Harb  
Katharina Koenig  
Mark Kolaczowski  
Maria Kovacs  
Daniel Kvasnicka  
Kerry Muldoon

Social Support Worker (casual)  
Social Support Worker (casual)  
Senior Social Support Worker  
  
Social Support Worker (casual)  
Social Support Worker (casual)  
Bus Driver/Senior Social Support Worker  
Senior Social Support Worker  
Senior Social Support Worker (casual)  
Senior Social Support Worker  
Senior Social Support Worker  
Social Support Worker  
Senior Social Support Worker  
Senior Social Support Worker  
Aged Services Coordinator Eastern Suburbs (locum)  
Senior Social Support Worker/Assessor and Assistant Coordinator  
Aged Services Coordinator Inner City  
Aged Services Coordinator Eastern Suburbs  
Aged Services Coordinator Inner City (locum)  
Social Support Worker (casual)  
Senior Social Support Worker

Janniene O'Sullivan

Fasina Pene  
Emily Redman  
Terry Stathakis  
Elizabeth Wales  
Salwa Zakaria

### Community & Family Programs

Shellie Atkins \*  
Tina Camira \*  
Daniel Cavagnino  
Ana Chacar  
Rhiannon Eves  
Georgie Grant  
Barbara O'Neill

Tangee Stevenson  
Joshua Tierney  
Maria Tsigaropoulos

Community Capacity Building Worker, Bondi Junction  
Community Engagement Facilitator, Bondi Junction  
Community Engagement Facilitator, Maroubra  
Family Programs Support Worker  
Family Programs Support Worker \*  
Family Programs Support Worker (locum)  
Community Capacity Building Facilitator, Indigenous Communities  
\*Family Services Coordinator  
Team Leader, Neighbourhood Engagement Team  
\*Community Capacity Building Worker, Maroubra

### Information & Engagement / Finance & Operations

Natascha Arndt\*  
Angie Garnett  
Antonia Hay  
Drew Henderson \*  
Avril Janks  
Sandi Madikane  
Liana Moore  
Matthew Smallwood  
Tanya Tisizis

Receptionist and Administration Officer  
Executive Assistant and HR Coordinator  
Finance and Operations Officer  
Administration Officer (casual)  
Marketing and Communications Coordinator  
Volunteer and Events Coordinator  
Administration Officer (casual)  
Volunteer and Events Coordinator (locum)  
Receptionist and Administration Officer

### VAST – Volunteer & Service Training

Fatma Emir \*  
Danni Meredith  
Jennifer O'Neill \*

VAST/JNC Volunteer Coordinator  
VAST Training Facilitator  
VAST Volunteer Coordinator

\*Staff who left during 2018-19

# FIND OUT MORE

CONTACT US

JNC Maroubra  
Shop 2, 669-673 Anzac  
Parade  
Maroubra NSW 2035

P: 02 9349 8200

JNC Bondi Junction  
59 Newland Street  
Bondi Junction NSW 2022

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

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

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

