

JNC
Annual Report
2021 - 2022



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Chairpersons Report



I'm delighted to introduce the Annual Report for JNC 2021-2022. It's hard to believe we are here again reporting on another successful and dynamic year. The lockdowns and restrictions seem to be a distant memory as we embrace the end of the pandemic and turn to welcome the future.

I do recall how we hoped and wished for a new normal, where we take more time to spend with our friends, family and community. Where life would take on a slower pace and we would all relax, and enjoy the simple things in life. The reverse turned out to be true. We now seem to live at a pace faster than ever before, almost as if we are making up for lost time.

During this year our team has not only maintained excellence in service delivery, we have also developed a robust strategic plan with strategic directions that will ensure JNC continues to thrive and grow into the future.

I extend a special thank you to Janet Green and the leadership management team always working hard to ensure every team member is supported and valued for their important contribution to JNC and the community. To the business support team for clear and transparent management of our finances and to the operational team who work hard to support individuals and communities. We thank our volunteers who tirelessly give their support to the organisation, always offering their valuable time and assistance to help keep programs running. I extend sincere thanks and appreciation to my fellow board members who give their time and due diligence to offer professional guidance and governance of the Centre.

JNC's Centre's are alive with possibilities as we continue to strive to maintain excellence in service delivery.

Gillian Elliott
Chairperson



Each year seems busier than the last and in 2021-22 we again experienced the challenges of COVID, both the lockdown for several months in 2021 and then in early 2022, trying to open up our services in ways that were COVID-safe while at the same time juggling in our teams, as many staff became unwell. This is a recurring theme in our report that follows but yet again, these challenges encouraged us to learn from experiences of the previous year and at the same time try new and different ways of connecting with the community. This required flexibility and innovation as we responded to the pandemic, then later in the year to the impact of food insecurity and cost of living increases in the communities we work with. Yet again, our team members worked hard, were agile and met the challenges with good humour. As always, the needs of clients and community members were first and foremost in how we all approached our work, underpinned by our passion for social justice.

The year was highlighted by a few major achievements to complement our service delivery, including:

- A brand refresh giving us a fresh contemporary look and settling on us being known as JNC
- A new strategic plan to provide strategic directions for our work in creating community connections. Complementing this work was a Strategic Thinking program that builds the capacity of managers and team leaders across the JNC
- A new client management system for our community work to improve our work practices and planning for one in our services for older people
- A strong focus on skills development, with an interactive Leadership Development Program and the expansion our capacity using Harwood Public Innovator skills in our engagement work.

Our service delivery was challenged by COVID restrictions, and this posed challenges that lead to innovative responses and doing what we do in different ways. For this flexibility and responsiveness, I want to thank the amazing JNC team – our wonderful staff and committed volunteers. I have reflected over the past couple of years that people working in community services are among the unsung heroes of the pandemic. Our passionate staff have always kept clients and community members the focus of what we do, and I thank you all for your hard work and passion.

I also want to thank our volunteers who stood by us and especially those who supported us in new and different ways. I will say it again, “we simply could not do it without you”. A key group of volunteers over this period was the Board, a small but dedicated group of people, led by our chair, Gillian Elliott, who provided clear guidance and support in their governance role. This year the Board played a key role in setting future directions in our Strategic Planning process.

Finally I want to thank our funders and supporter for providing the resources that enable us to do this important work with our local communities.

We look forward to next year with optimism: hoping for a more normal year, and the opportunity to focus on the exciting strategic directions in our new plan. It will be a year where we plan for the impact of the coming reforms in Aged Services, which will require further agility and innovation.

Janet Green
CEO

JNC VALUES AND STATEMENT OF PURPOSE

OUR VISION

To be recognised as a leading provider of services to prevent social isolation and loneliness and create community connections. We are a local organisation with a diverse and trusted workforce that effectively supports people who are experiencing vulnerability and/or disadvantage.

OUR PURPOSE

We provide informed and personalised support to people experiencing social isolation, vulnerability or disadvantage. We listen to our local communities and work to enhance well-being and create local connections.

OUR VALUES & PRACTICE

VALUE	PRACTICE
Accountability and Professionalism	We are evidence based and outcomes focused. We deliver quality client services with accountability for our work. We are efficient and effective.
Social Justice	We work to enable fair and equitable access. We are person-centred and we take a holistic approach to building 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. We are committed 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 ORGANISATION

The Junction Neighbourhood Centre (JNC) is approaching its fiftieth year of operation in Sydney's Eastern Suburbs and Inner City. It was established by local volunteers who were concerned about the lack of support for disadvantaged people in the Maroubra area and has since grown to be a strong local organisation. It is now a beacon of hope, especially to those who don't easily fit into recognised categories of disadvantage.

The focus of JNC's services is the prevention of social isolation and feelings of loneliness, proven causes of physical and mental health issues and premature death.

It is now more important than ever that JNC continues to thrive to expand its services and support for the growing cohort of people who may otherwise fall through the cracks of government-funded programs.

OUR PROGRAMS AND SERVICES

- Family support and related family programs.
- Information about local community services and programs.
- Referral to relevant services and programs to address individual needs
- Social events and outings to enhance well-being through connecting with others.
- Social support for older people living in the community to stay connected with and enjoy their community.
- Skill development for individuals and organisations in creating well-being.
- Speaking out about the social needs of individuals and disadvantaged communities.
- Programs to address domestic and family violence.
- Programs to increase digital access, capacity and competency among clients.
- Programs and outreach to those who may fall between the cracks.

OUR INTERNAL NEEDS

To build connectedness and delivery our programs we need to:

- Recruit for and utilise diversity and lived experience as well as qualifications and use skills in the workforce more effectively.
- Make ethics and values visible at all levels - in our brand, social media, funding, practices, and make it safe to question ethics.
- Open communication where people are encouraged to ask for help, there is a focus on coaching and senior staff are role models- promoting fairness and flexibility.
- To be flexible and agile, keeping up with standards and embracing new systems to improve our performance.

WORKING WITH OUR COMMUNITIES

We work with individuals, businesses and the community to provide well-being programs and support services to build resilience and social connections in the Eastern Suburbs and the Inner City. Our focus is the pockets of disadvantage in the Randwick and Waverley Local Government Area and the City of Sydney. Many of our clients come from Aboriginal and Torres Strait Islander communities or culturally and linguistically diverse communities.

Our focus is:

Older people in the community

We support older people in the community who live independently and may be socially isolated, unwell, frail and/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.

People who have experienced Domestic and Family Violence (DFV)

We support women, their children and family members, who have experienced domestic and family violence. We support them to live safely in their homes and to build connections to people and services.

People who are socially isolated

We recognise that others in the community may face difficulties at different times in their lives and we can provide information, emotional support, practical advice and referral to those in need. We provide social connections for people who “fall through the cracks”.

Our staff

The JNC wants to attract and retain the right people with diverse skills and connections. We provide the working conditions and purpose to build trusted long-term relationships with our clients and deliver personalised services and advice to help them live well.

OUR PRIORITY GOALS FOR THE FUTURE

- 1 To ensure that JNC is sustainable with a strong and active Board, a diversity of funding sources and a strong and visible brand.
- 2 To develop workable and sustainable strategies in response to the Aged Care reforms.
- 3 To expand programs in domestic and family violence.
- 4 To support those whose needs are not met by established programs and services.
- 5 To ensure that services across all programs are provided and culturally safe for First Nations people.
- 6 To increase digital access and literacy in the communities we work with.
- 7 To maintain and continue research into the impact of social isolation on physical and mental health to provide up-to-date evidence of the need for and economic impact of comprehensive services.
- 8 To create better facilities, technology and systems for better work.
- 9 To create an empowered, diverse and agile workforce that can respond to changing community and operational requirements.
- 10 To develop and strengthen strategic partnerships to grow services, increase resources, maintain competitiveness in changing markets and create opportunities for service expansion and enhancement.
- 11 To speak out on social justice issues for vulnerable and socially isolated people within the community.

BRAND STORY

From early 2022 we refreshed our look and feel to better reflect the organisation we are today. This new logo is grounded in the story of our organisation and represents the age, professionalism, and connectedness of JNC in a contemporary way. Undergoing this brand refresh was not an easy feat, but brought the organisation together and involved collaboration with Designer Emma Hicks and contributions from JNC staff and Board. While visually beautiful from first glance, our new logo is a layered detailed piece of who we are, and each element highlights a different aspect of what we stand for.

Font: Open Sans is a classic, traditional font and is seen to promote trust and respect.

Concept: Logo ideas conceptualise JNC's community services and programs that enhance the wellbeing and resilience of individuals and strengthen communities.

Combination of features: The flowing water motif and contemporary colour palette demonstrates a balance between JNC's range of services, the age of the organisation and its professionalism coupled with a playful, connected, and contemporary feeling.

Eucalyptus Leaf: Eucalyptus is known for its healing properties and the leaves represent growth. Eucalyptus leaves are part of the main logo, and by using an individual leaf colour for each service we can represent the uniqueness of each service, or sub brand.

Water: The flowing water motif represents a support system for individuals and JNC'S commitment to doing things WITH the community, not FOR the community. The water connects us to a sense of place representing the ocean and waterways across JNC's centres in Maroubra, Glebe and Bondi Junction.

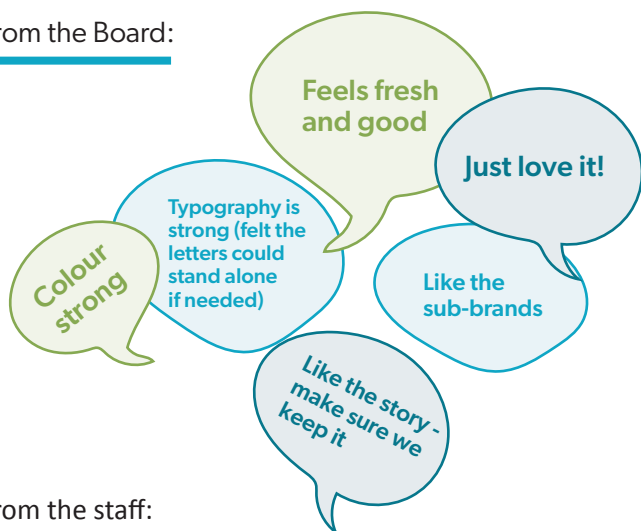
Colour Palette: Connects us to Country and place with colours selected to represent some of the native plants of the areas where the JNC's centres are - many of which are bush tucker plants. The blues represent the

ocean and waterways of the area. While the logos are 2 coloured the entire colour palette is used with the additional colours being represented in the sub brands (i.e., for each program area).



Feedback we have received
on the brand refresh:

From the Board:



From the staff:



From our stakeholders:



From our Volunteers:



Our brand refresh was accompanied by a change in name from 'The Junction Neighbourhood Centre' to 'JNC' as this was more familiar to the community. Further, we underwent a change in strapline from 'Strengthening Communities and Creating Connections' to 'Connecting Local Communities'. This strapline was created in collaboration with staff of the organisation and input from Board members through the strategic planning process. The words in our new strapline capture the essence of our work and relate to our keen focus on connection, community, and a sense of place. It is complemented by the water image that is integral to the logo.



OUR WORK THIS YEAR





Volunteers through COVID

This year our volunteer program was still disrupted by COVID, with the tail end of lockdown restrictions resulting in reduced services and activities for the safety of our clients and communities. Despite this, our core volunteer team continued to show up and offer their support and we could not have done it without them. Volunteers continued to load up our Community Van with food boxes (an item in growing demand beyond the COVID restrictions as cost-of-living pressures start to take hold) and continued to show up for clients through activities such as our friendly phone calls to isolated older people. In these difficult times where it has been a challenge to both recruit and guarantee stable and ongoing volunteer opportunities, many of our volunteers have stepped up, taking on extra volunteer roles temporarily to enable our services to continue during moments of uncertainty.

Volunteer Week

This year, we had a particularly busy volunteer week, with small events at each of our centres as well as joining with the Waverley Connected volunteer coordinators network to celebrate volunteers across many local organisations.

At our Glebe centre, our neighbours at Kiln'it very kindly provided a clay hand building workshop for our volunteers. The skilled facilitators showed us how to turn a lump of clay into an array of ceramics such as mugs, bowls, vases and more. It was a treat to connect with a neighbour to celebrate our volunteers, and even better, the results were glazed, fired and now exist as a long lasting thank you to our volunteers – and a memento of time shared with our Glebe neighbours (thank you Kiln'it for your support!).



Photo of glazed ceramics/Photo of volunteers hand building with clay

CONNECTING THROUGH VOLUNTEERING



The Waverley Connected Volunteer Coordinators network held a special thank you for all of the partnering organisations' Volunteers at Holdsworth's Garden Café. This event was a joint initiative between Waverley Council, Holdsworth and JNC, with each organisation providing support or activities. We contributed to the event through organising the quiz, as well as providing staff time to assist with the event.



Our participation in Waverley Connected allows us to work with volunteering organisations of all sizes throughout the local area, to share best practice and to collectively celebrate our volunteers – many of whom support multiple organisations in the area (The most prolific volunteer in attendance at the thank you event gives their time to at least 6 local organisations and causes – including JNC!).



During the year our older clients, like many others, continued to be impacted by COVID and we were concerned that some were very isolated, and their health was deteriorating. With lock downs, our Friendly Phone Call service increased. This, not only, enabled us to maintain contact with our clients but provided much needed social contact for them. In addition, it gave us the opportunity to check in with them and to highlight any issues they were having. During this service we were able to identify several clients who were struggling with food insecurity and were then referred to the food delivery service provided by the JNC Community Engagement team.

List shopping also continued for those clients who we would normally participate in assisted shopping. It was particularly important for those people with little or no family living nearby who could provide support. Not only did list shopping ensure that people were able to get a personalized shopping delivery, but the socially distanced drop off of the shopping provided an opportunity for our social support workers to check in with people and have a friendly and safe chat. As the lockdown was lifted later in 2021, some clients started going out, however, we continued the list shopping option, as many clients were reluctant to go out into the community. Over the year we delivered 8161 hours of individual social support and 148 hours of respite, similar to the year before but lower than pre-COVID services.

With the lockdown in 2021, group activities were on hold for several months and we only delivered 3276 hours of group social support over the year, well down on earlier years but slightly increased over 2020-21. As COVID restrictions lifted, additional services such as walks around the local community were started. This service was provided for people who had not left their homes in many months whose mobility and psychological wellbeing were at risk of deteriorating. Outings and group activities also started back, slowly at first to outside venues where people could get together in the fresh air. During this time, we recognised that the social connection component of the groups had become more important. When the Gentle Exercise group recommenced at Glebe, it was extended to include time after the exercises for people to spend some time together having morning tea.

One of our new initiatives in 2021 was "Footy Fanatics", a weekly online group that ran during the football season. Despite several of the participants being fans of longtime rivals - The Bunnies and the Roosters - there was lots of good will, lots of discussion on the games and many laughs. This group provided some much-needed social interaction and contact. For some of the participants, the added benefit of increased IT skills, such as using zoom, made the experience all the better.

AGED SERVICES CASE STUDY

Our Place, Our Connections

This year saw JNC support local artist Claire Edwards in the latest version of her Our Place, Our Connections project, providing opportunities for Claire to meet with our Maroubra knitting group, and assisting with the documentation of the process.

Our Place, Our Connections worked with clients to tell their stories of place, specifically, how many of them came to be in the Randwick LGA. For some there were tales of the adversity they met along the way, and a strong theme of resilience ran throughout. Through a process of sharing personal stories and then gathering photos, archive materials and relevant other images; a series of postcards were created for distribution throughout the Randwick LGA and beyond at small venues, coffee shops and our own centres. The project was funded by Randwick Council and supported by JNC.



Our programs for families and communities: Targeted Earlier Intervention (TEI)

This year our programs continued to be impacted by COVID, particularly restrictions around using community venues and spaces. In response to this, during the second half of 2021, we ran weekly online community engagements with some of the residents in South Coogee.

In response to the ongoing COVID pandemic we also supported a weekly vaccination clinic at Lexington Place South Maroubra from July to December 2021. Each week we saw over 100 people receive a COVID vaccination. We also worked in partnership with SESLHD and Kirkton Road Clinic to support other pop-up clinics across the area, including Daceyville, South Coogee and Namatjira. These clinics provided us with an opportunity to engage and connect with community members we had not met before.

We distributed food boxes twice a week to residents at South Coogee and Namatjira Place, in partnership with Randwick City Council and Addi Road Food Pantry. Each week our food boxes were distributed to approximately 140 people. Due to the increase in food insecurity in this area, we have continued to have food boxes available for collection from our centres at Maroubra and Bondi Junction. The cost-of-living increases caused us to continuously see an increase in the demand for food throughout the first half of 2022.

January 2022 saw us slowly returning to face-to-face engagement with the communities in South Coogee and Namatjira Place. Due to COVID continuing to circulate in the community, we held all our engagements outdoors. People were pleased to come together, and we provided support in a variety of different ways for community members.

In May we held a small event for the community at South Coogee called *Say It and Spray It*. This was an art workshop that focused on the community reconnecting



using art in a post COVID context. The ten participants created beautiful canvas art that is now proudly hanging in the Community Room.

Throughout the year, we held two pet vaccination days, in partnership with the RSPCA and other local services, for the communities in South Coogee and Namatjira Place. Over 140 people attended these events providing the opportunity for JNC to continue reconnecting with the community as COVID restrictions continued to be relaxed. Feedback was that a shared love of pets provided a great opportunity for local community members to connect with each other and local services.

In April, we ran a hair spraying and kids craft stall at WEAVE's South East Block Party. Over this day we coloured the hair of over 200 children and young people. This provided us with the opportunity to connect with and provided information about JNC services to the many families who attended this event.

Domestic and Family Violence Services: Staying Home Leaving Violence

We have seen JNC's Staying Home Leaving Violence (SHLV) program experience a significant increase in demand during both 2021/22, and as we moved out of COVID lockdowns and restrictions.

SHLV received 217 referrals in 2021/22. Of these referrals SHLV provided case management support to 198 clients. A further 10 clients were provided with information and referrals to other services.

This year we received funding to expand our SHLV program and we now have 3 specialist DFV Caseworkers. The service also expanded to permanently service Woollahara LGA in addition to Randwick, Waverley and some of the suburbs of Bayside. JNC is continuing to work to increase access to our services and programs for Aboriginal and Torres Strait Island women and families. To support this, and as a result of the expansion funding, one of our SHLV Casework positions is a First Nations identified position.

THANK YOU

Over the year many people and organisations have contributed to our work at JNC and we acknowledge and thank each one of them. There are too many people to name individually but all have shared the passion.

Our People

Volunteers

The pandemic had seen a reduction in volunteer opportunities at the JNC as many of our volunteer supported group activities were put on hold or went online and other services were provided with significantly less clients, removing the need for volunteer support. During the year we stayed connected with our volunteers, many of whom came back after the lockdown. During the lockdown period, a small core team of volunteers assisted with essential activities including food delivery services and friendly phone calls, ringing older people who were isolated at home.

Behind the scenes, our volunteer Board played an important role, overseeing our work and planning amidst regular changes to the public health orders and Government advice.

As we always say of our volunteers – *we could not have done it without you!*

Staff

We have a small team of very dedicated and passionate staff, just under 40 people at any point in time. Over the year our team members, led by a small management team, were flexible to respond to changes, continue our frontline work with community members and in building the capacity of JNC. Everyone embraced opportunities for skills development and training and participated in new ways of working like online team meetings.

We thank every staff member for your passion, dedication and hard work. For always putting the client or the community first and for bringing energy to the workplace. It makes JNC a good place to work, and we thank everyone for that.

Contractors

Several contractors have contributed to and supported our work regularly over the past year, including:

Ajoy Rajan from InfraCore IT Solutions

Carol Lewis of the Human Equation

Designer Emma Hicks

Margaret Scott from MCS Consulting

Myra Weddell Counsellor

THANK YOU

Partners

We would like to acknowledge the following organisations and groups that work with us to support our local communities:

Access Sydney
Community Transport

Addison Road
Community Organisation

Anglicare Sydney

ATO Tax Help

Bondi Beach Cottage

Botany Child and
Family Service

Bridge Housing

Canterbury City
Community Centre

Central and Eastern Sydney
Primary Health Network (CESPHN)

City of Sydney

Clovelly Community Bank –
Bendigo Bank

Coogee Lions Club

Dandelion Support Network

Department Communities
and Justice

Eastern Area Tenants Services

FAMS NSW

Inner Sydney Voice

Kingsford Legal Centre

Kirketon Road Centre

Local Community Services Association

Matraville Public School
Namatjira Dreaming
Community Group

NSW Police– Eastern
Beaches PAC

Project Kindness

Randwick City Council

Randwick Waverly
Community Transport

Relationships Australia

RSPCA NSW

Salvation Army

Schools Collaborative
member schools

St Vincent de Paul

South Eastern Community
Connect

South Eastern Sydney Local
Health District

St George Community Housing

Sydney Children's Hospital

The Benevolent Society -
The Shack

The Deli Women and Children's
Centre

Thread Together

Viral Kindness Eastern Sydney

Waverly Community and Seniors
Association

Waverly Council

WEAVE Youth and Community
Services and the Kool Kids

Wesley Mission

Wirringa Baiya Aboriginal Women's
Legal Centre

THANK YOU

Thanks to our funders:

Australian Government

Department of Health and Aged Care - Commonwealth Home Support Programme

Department of Social Services (via DCJ) - Keeping Women Safe in their Homes

Department of Business and Infrastructure - Stronger Communities Program

NSW Government

Department of Communities and Justice (DCJ) – Targeted Earlier Intervention Program

Department of Communities and Justice – Staying Home Leaving Violence

Department of Communities and Justice – Social Sector Transformation Fund and Social Sector Support Fund

Business and Community Supporters

Clovelly Community Bank - Bendigo Bank

Coogee Lions Club

Local businesses through in-kind support and donations

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

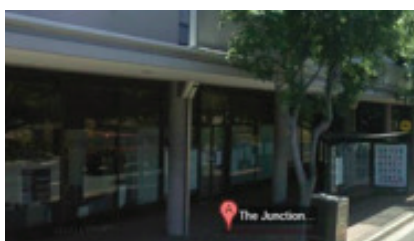
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JNC Bondi Junction

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JNC Glebe

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



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