

## OUR ORGANISATION

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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

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- 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

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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.