

JNC

Annual Report 2022 - 2023

Staying Connected & Turning Outward





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Chairpersons Report



I am pleased to report on the remarkable progress the JNC team has made this year. The annual report highlights efforts to prioritise and align outcomes with the needs and aspirations of our community. JNC's inclusive approach has led to strong community participation working to contribute to shaping initiatives and direction. The insights gathered from the community have helped address specific needs and aspirations, resulting in more meaningful impact. Through transparent communication and active engagement, the team has strengthened relationships with the community and other stakeholders, creating a collaborative, supportive and productive environment.

While progress has been substantial, we recognise that challenges persist. Some community members may still face barriers to participation, and we remain committed to overcoming these obstacles to ensure inclusivity. Building on our successes, we plan to further embed the principle of turning outwards into our ongoing and future initiatives. Including sustained engagement with the community through regular

forums and workshops, strengthening partnerships with local organisations and institutions to expand resources available to the community.

On behalf of the board, I express my sincere gratitude and appreciation for the incredible dedication and hard work demonstrated throughout the year. The team has faced numerous challenges and their commitment to excellence has been inspirational. Working together to meet tight deadlines, collaborating on complex projects, or going the extra mile to ensure success, their efforts have not gone unnoticed. The collaboration between the team with effective leadership from management has played a pivotal role in JNC's collective achievements. Together, the team has achieved remarkable results, and we are confident that with such a dedicated team and strong management, we will continue to reach new heights. We express our gratitude to all stakeholders and community members for their unwavering support and active participation in this journey. Together, we will continue to build a more inclusive, vibrant, and resilient community.

Gillian Elliott
Chairperson

Message from CEO



This past year at JNC felt like a more “normal” one as our service delivery returned to pre-COVID arrangements, with our centres always open and more people visiting and coming for appointments. Our programs out in the community resumed: supporting older people to go out, doing our regular outreach in local communities with our mobile van, and increasing our work in local schools. Our theme for this year’s report is “Turning outward” and getting back out into the community has meant we have been able to focus on our core business: creating local connections and working with people to address social isolation. We attempted to retain our focus on flexibility and innovation, learnt through the COVID years, as we planned new initiatives across all our programs, responding to issues in the community, particularly the cost-of-living challenges and increasing domestic and family violence.

With upcoming challenges such as the aged care reforms looming, we also spent time this year reviewing our systems and processes and implementing a new CRM for our Aged Services. These new systems embrace new technologies and will contribute to efficiencies that should assist us in the transition when the aged care reforms come in in 2025, as well as making JNC an easier place for staff to work.

Now for some very important thank yous. Firstly, thank you to our amazing JNC team: our wonderful volunteers and fabulous staff. It has been rewarding for all our staff to be out more in the community, but it is also important to acknowledge that it is work that can be challenging at times. Thank you for your ongoing passion and hard work every day. You are a team of champions. And a special thank you from me to our Management Team who have lead our community work and engaged in our internal system and process changes: thank you to Anna Hartree, Petra Besta, Emma Dunford and Meherlyn Bamboat.

I also want to thank our wonderful volunteers. It was great to see some familiar faces back again this year and to welcome many new people to our team of volunteers. I will say again, “we could not do it without you”. Of special mention are the JNC Board members who have been focused on our future directions, lead by Gillian Elliott our Chairperson. I would personally like to thank you all for your support over what was at times a challenging year.

Finally, I want to thank our funders and supporters for providing the money and resources that enable us to do our work with local communities each year.

Next year is an exciting one for JNC as it will be our 50th anniversary. We are planning some special events to celebrate 50 years of working in our local communities and we look forward to you joining us to celebrate this important milestone. It will be an opportunity to showcase the value of local place-based services in communities and to celebrate 50 years of JNC.

Janet Green
CEO

Putting Harwood into Practice

Harwood Community Innovation is an approach to working with local communities that bridges divides, builds capacity and tackles shared challenges and is based on the concept of “turning outwards”. Our journey at JNC with Harwood Innovation started in 2014 when our CEO attended the first Australian Public Innovators Lab, followed by about a dozen JNC staff participating in the Lab in following years. We put our foot in the water using the Harwood approach in our community work in the following four-five years, exploring community aspirations and facilitating community conversations.

This past year our Neighbourhood Engagement Team and some JNC managers had the opportunity to re-establish a well-developed connection with the Harwood Institute. While this was not our first time working through the foundations of Harwood, it has been our first attempt in a post-COVID world. This year, we have seen eight JNC staff members complete the 6-week Harwood Community Innovators Lab and other staff begin their training. This training has developed our workplace, staff perspective, and most importantly, our work in the local community.

Harwood’s key learnings are based in the philosophy of ‘Civic Trust’ emphasising the commitment to place, people, community, and shared responsibilities at the centre of our societies. This is done through using the community, not meeting rooms, as a point of reference for change. This evidence-based approach has shown that when we show up in this way, real change can happen and the ripple effects of this often have meaningful results over time.

Based on answers to ‘What are your learnings’ from an April 2023 innovation hub, staff have used the Harwood framework to:

- Work within our sphere of influence.
- Develop our work not only within community but internally with other staff.
- Pick small goals in projects and use these to develop our work further.



JNC Harwood Innovation Hub 2023.

JNC's commitment to the Harwood foundations allows us to turn outward in our work and maintain consistent and meaningful consultation with our communities. Using the learnings from Harwood, our work in the community has shown much more follow through. From August -December 2022 we saw an average of 8 community members at outreach a week at Namatjira and South Coogee. This has since increased by about 25% at South Coogee and 85% at Namatjira. There are many factors that can impact attendance at outreach including weather, local concerns, guests in attendance and so on, but it is also undoubtedly the staff that commit to showing up and connecting to the community. The Neighbourhood Engagement Team (NET) has committed the Harwood framework to practice, and we can see real, evident, change as an outcome. The question "what did we learn" has become the key question for our outreach work each week.

Through 2022-23 we used the Harwood ASK tool at both Namatjira and South Coogee outreach to learn about community aspirations. Community members in both areas wanted their communities to be safer with children, families and all residents feeling secure. This information has allowed us to reframe our thinking about how we work with these communities, and we look forward to continuing this work and our learning in 2023-2024 through the Harwood practices.

Brian Smith, the Harwood Institute's Asia-Pacific Representative, and our Harwood Coach, writes:

"While many people approach The Harwood Institute looking for a method or tools they can apply, what the Institute teaches is essentially a practice which informs the mindset, behaviours and actions of organisations and their individual staff. The Institute sums up its practice in four mantras:

- Turn outward
- Get in motion
- Start small to go big
- Create a new trajectory for hope

"What excites me as I have trained and coached JNC staff is that they are embedding the essence of the Harwood practice in their mindset and organisational culture and this has enabled them to overcome challenges presented to them by communities where many people face enormous challenges, the disruptions caused by the COVID pandemic, and the inevitable staff turnover that the whole sector has experienced as the pandemic has receded. JNC under Janet Green's committed and capable leadership is turned outward toward its communities and is gaining a deep understanding of those communities. It has got in motion and engaged its communities, listening deeply to them despite all the obstacles and challenges of the COVID and post-COVID period. It has learnt the value of starting small, being realistic and practical in its projects and is beginning to see the rewards of that approach as communities which have known more than their fair share of dashed hopes and even despair begin to journey on new trajectories of hope.

"As a coach and trainer I love working with the JNC teams. They come from a perspective of authentically seeking the good of the communities in which they work, they are keen to learn and to put what they learn into practice and they have demonstrated the capacity to stick with communities when the going gets tough."

Our Workplace in 2022-23

In February 2023 we engaged an independent consultant, MCS Consulting, to do a staff survey with the team at JNC. We got an excellent 94% response rate and overall very positive feedback. The words below were used by staff to describe the workplace culture. Staff said they were proud to work at JNC, and there is very high job satisfaction, good peer support and staff generally feel well supported.

A wide range of suggestions were made for increasing safety and improving JNC as a workplace including in relation to workspace and facilities, work systems and processes, organisational efficiency and cohesion, culture and team work, management strengthening and training and support. Over the year we have undertaken a number of initiatives to respond to these suggestions and this work will continue next year. We have:

- Undertaken a management review.
- Done a Business and Technology review to identify areas for improvement in our systems and processes.
- Implemented our new CRM for Aged Services.
- Held staff training in psychological safety.
- Held a staff development day, and online staff meetings, to bring people together and provide training.



JNC All Staff Meeting 2023

OUR WORK THIS YEAR





Our volunteer program saw a significant recovery last year with services returning to pre-pandemic levels and the volunteer need increasing. Our bus has been going out every day of the week with a volunteer on board as well as our volunteer supported groups continuing to return. This year our English discussion group returned as a face-to-face service at the Bondi Junction centre with a special afternoon tea in the garden. It was great to see old friends reunite, and shed a tear or two, an important reminder of the impact that our volunteers have when holding space for social connection.

We have seen more of our volunteers take on multiple roles to meet changing demands for services, with some stepping up in 3 or more roles over the last year. We are glad to once again be able to offer these opportunities and are equally grateful to have a team of volunteers who so readily say “Yes, I can help”. With the time and cost of onboarding new volunteers an ongoing challenge, and trends in the formal volunteering sector showing an ever-decreasing pool of potential volunteers to recruit from, having a flexible and reliable team who we can call on for support enables us to achieve more for our communities.

I so feel the warmth, love and dedication and support from the smiles of staff and the interaction of the people in my activities. Always with extreme excitement and enthusiasm I look forward to my volunteering activities and am very lucky to be with JNC.

- Lee, JNC Volunteer.



Strength in Volunteering

It is important to recognise that many of our volunteers have had a relationship with JNC that spans years, if not decades. Our ten most active volunteers during this financial year have delivered a combined service of almost 60 years with a range of 1 to 16 years between them. We look forward to working with all our volunteers for many years to come.



I enjoy volunteering as it helps the people who are helping the community and that's something I love doing. I enjoy helping Antonia as she appreciates all my help and she is great to work for.

– Tony, JNC Fleet Volunteer.





"...It's good to have a group of people like this. I think it's good for the aspect that you're not at home all the time, you can come and talk to people about all kinds of things."

– JNC Aged Services Client

"I needed to get out of the house today, and this is helping me improve my mood".

– JNC Aged Services Client.

2022 saw bus outings for older people increasing in capacity with 4 trips a week and most trips full. Trips included the favourites such as buffet lunch at the Merrylands RSL, Canada Bay Club, Drummoyne Sailing Club and Sydney Rowers. However, new venues were added and proved popular such as Taren Point Bowls, Harbord Diggers, Camelia Gardens Jade Teahouse, Armery Wharf Café, and Frankie's Food Factory. In addition, sites for BBQs were scoped along with good op shops. Seeking feedback has enabled us to find new and interesting venues to meet the varying needs and interests of our community. In March 2023 a bus load of community members went for a delicious Japanese lunch in Darling Harbour and then on to the Premiers Seniors' Concert. This was so successful we plan to have a similar outing to the next Premier's concert in 2024.

Each Wednesday the JNC bus is used to provide transport to our popular Gentle Exercise class at St Helens Community Centre in Glebe. This group has gone from strength to strength over the year (no pun intended) and is now not only a session for participants to stay active and healthy but is also an important social connection. The Exercise group is run by Cynthia who knows how to keep the energy up in the room, providing a range of exercises each week to keep the participants motivated. The knitting groups continued in Maroubra and Glebe, also providing important social connections for the people attending, who enjoy a chat and a coffee or tea while producing amazing and beautiful rugs that have been donated to Wrap with Love.

This means that the JNC bus, which was kindly sponsored by the Coogee Lions and Clovelly Community Bank, is fully utilised each day of the week, enabling around 50 older people to get out into the community each week.

In December 2022 the JNC Aged Newsletter was resumed after a long break over the pandemic. The newsletter not only includes information on the Aged Services groups but also the schedule of bus outings. Important information is also provided such as how to keep cool in summer, simple ways of increasing your daily exercise, tips to improve your sleep and a section on meeting the Aged Services team members.

During the year we also showcased our Aged Services (and our new branding) at an Open Day at St Bridgit's Retirement Village, and at expos for older people and in October at the Healthy Ageing Forum 2022.

This year was a big year for the Aged Services team as we prepared for our new client management system, AlayaCare Cloud. This involved detailed meetings to design and set up the system, training for staff and development of new processes to support the new system. Although it was just into the 2023-24 year, we are happy to share that the "go live" went well and our staff enjoy working with the new system.

Connecting communities

Our regular engagements at South Coogee and Namatjira Place have been well attended over the past year. We have seen numbers significantly increase at our weekly engagements at Namatjira Place in particular. This has been a positive experience for local community members who have been enjoying getting to know each other.

JNC hosted Healthy Pet Days in South Coogee estate and Namatjira Place again this year in partnership with RSPCA and Randwick City Council. These events were again a huge success and very well attended. We also ran Mental Health Month gardening events at South Coogee and Namatjira Place in October 2022 as well as several other mini events throughout the year.

In April we attended the South East Block Party hosted by Weave. JNC ran a hairspray and activity stall for children. This was a great way to showcase JNC services and engage with local families.

In South Coogee we continued working on the “Participatory Budget Project” with the community members in that area. JNC supported the community to successfully run two First Aid and CPR courses which trained over 11 people. The community also started a community led art project which ran over 8 weeks and was facilitated by a local artist and has produced amazing pieces. JNC is proud to be able to support this community with this project.

This year we continued to support families through our family support casework service. We supported families with issues such as parenting, housing, referrals to mental and physical health services and support navigating other social services such as Centrelink, Medicare, and the NDIS.



Our First Nations caseworker supported our First Nations clients through our social and emotional well-being program. This program supported clients living with trauma and provided referrals and linkages to a number of other supports including mental health supports, legal services and medical services. These family support programs assisted over 60 clients throughout the year, almost twenty percent of these clients identified as Aboriginal and Torres Strait Islander.

JNC also ran several parenting programs and workshops throughout the year. These included This Is Me, Single Parent Support Program and Mindfulness for Positive Child Development.

“It is a very good service, it’s a great thing you’re doing down there and a huge help. Thank you for your support”.

– JNC Let’s Get Digital Client.

“Very grateful for the services provided... Even just having a chat, that is very nice”.

–JNC Outreach Participant.



Connecting communities

Showcasing Bondi Junction Community Hub

Our JNC community hub at Bondi has been reactivated this year. The English Conversation class has re-grouped, supported by two volunteers who rotate each week. This group of people have been meeting at JNC Bondi for many years, met online during the pandemic and were so pleased to be back together.

We have two new services doing outreach in our Bondi centre: Services Australia and Bridge Housing. This brings these important services right into the community and makes them more accessible to local people. Services Australia is available for appointments once a fortnight supporting clients with Centrelink and Medicare related services. This has been a welcome additional service to the hub at Bondi and is booked out each fortnight.

Bridge Housing attend JNC Bondi once a month to provide drop-in support for Bridge Housing tenants in the area. This has been a valuable addition to the centre and enables client to speak to Bridge Housing workers face to face. During the year the important financial counselling service operated by Wesley Financial Services has also continued at the Bondi Junction Hub.

This year our community engagement team have run several street barbeques outside our centre at Bondi. These have increased our presence and engagement with the local community and have contributed greatly to the reactivation of the centre. JNC's street libraries continue to be well used and our community engagement workers are using these as an opportunity to engage with local community members as they browse the street library.

We have continued to offer our Let's Get Digital program this year and we have recruited a new volunteer. The high demand for this program has continued and we have received very positive feedback. The numbers of clients accessing our regular services such as form filling, computer use and information/advice and referral are steadily increasing at our Bondi centre.



Staying Home Leaving Violence

We have had another busy year in our Staying Home Leaving Violence (SHLV) Program. SHLV received 237 incoming referrals. The program provided a service to 207 clients during this year and services included safety planning, security upgrades in their homes, court support and emotional support. We have continued to work on ensuring SHLV is a safe space for First Nations women and children to access and receive support. SHLV supported more than 45 First Nations clients this year.

In March 2023 the SHLV team attended a statewide SHLV Induction Training and Practice Forum in Sydney. This forum was a fabulous opportunity to meet and learn from other SHLV providers across the state. The forum covered topics such as undertaking safety audits with clients, working with First Nations clients and self-care and engagement for professionals in the sector. The SHLV team gained a good understanding of how other services operate and the forum was an excellent opportunity to strengthen our professional relationships and get to know colleagues in the SHLV space.

This year SHLV has continued to be innovative in how we work with clients to improve their feelings of safety. Personal alarms and window/door alarms are now available for all clients when they access SHLV services. These are effective and inexpensive tools that clients or workers can install in the home. SHLV has received positive feedback about these tools.

"I really am grateful for the respect, consideration, assistance and efficiency, I have experienced with SHLV and everyone in the organisation."

– JNC SHLV Client

THANK YOU

Thank you to staff, volunteers and contractors

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 saw 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. Over the past couple of years, and particularly this year, we saw many of our longer term volunteers return to roles at JNC, as well as many new people joining our volunteer team. We thank all of these volunteers, longer term as well as new and hope you find your volunteer roles rewarding.

Behind the scenes, our volunteer Board played an important role, overseeing our work and planning our future directions.

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, deliver our frontline work with community members and build the capacity of JNC. We have continued to provide opportunities for skills development and to develop new approaches to our locally focussed work with communities.

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

Emergent Consulting

Graeme Bartram, business consultant



THANK YOU

Funders

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

Business and Community Supporters

- Way Ahead for Mental Health Month
- GIVIT
- Johnson Family Foundation
- Clovelly Community Bank - Bendigo Bank
- Coogee Lions Club
- Commonwealth Bank, Bondi Junction Branch
- 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
- Waverley Council

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

Benevolent Society and The Shack

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

Coast Centre for Seniors

Daceyville Public School

Dandelion Support Network

Department Communities and Justice

Eastern Area Tenants Services

FAMS NSW

FLAG: Forest Lodge and Glebe Coordination Group

Inner Sydney Voice

Inner West Sector Support Development and Training

Kingsford Legal Centre

Kirketon Road Centre

Kooloora Community Centre

Local Community Services Association

Matraville Public School

Mission Australia

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

Services Australia

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

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

Wrapped with Love



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JNC Bondi Junction – 59 Newland Street,
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JNC Glebe – St Helen's Community Centre
184 Glebe Point Road, Glebe, NSW, 2037



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