

# JNC Celebrates 35 Years of Service

## Barbara Kelly, JNC Coordinator

Hard to believe that it is nearly the end of March and that we are once again putting together the Autumn edition of The JNC News. Thank you to all of the people who have contacted us over the last few months about its quality and usefulness.

Some of the new people using our services found out about us from a neighbour or friend who receives the JNC News and two of our new volunteers found out about us in a similar way. We thank the Clovelly Community Bank® for their continued sponsorship of The JNC News.

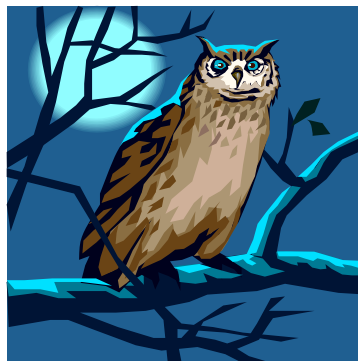
Our 35<sup>th</sup> AGM was held on Friday 11<sup>th</sup> December 2009. As always, it was well attended by the community and there seemed to be an endless supply of lucky door prizes as most people in the room went home with a gift, small or large! The AGM was sadly significant as it was the first one not attended by Grace Runnerstrum, who died in May last year.

The 2009 Grace Runnerstrum JNC Volunteer of the Year Award was presented to John Geerligs by Grace's daughter Pat, and we thank her from the bottom of our hearts for taking on this role on behalf of her mum.

*Cont. page 2... Volunteer Award to John Geerligs: Management Committee vacancies; Office space available; website statistics go ballistic!! & more*

## Centre Trials After Hours Service

We are excited about opening our doors for a new evening service. We will be trialling an evening opening at JNC for a 6 week period.



The aim is to see if there is an unmet demand from people who work and or study during the day and who are therefore unable to access JNC services during normal opening hours.

So every week from Tuesday the 4<sup>th</sup> May until Tuesday 16<sup>th</sup> June, JNC will be open until 7.30pm.

We will be providing a friendly drop in service for people who would like information about JNC and other services, groups and classes available in the local area, training opportunities for community volunteers or who simply want to have a chat.

***“The aim is to see if there is an unmet demand from people who work and or study during the day“***

area, training opportunities for community volunteers or who simply want to have a chat.

We invite you to come along on our opening night, the 4<sup>th</sup> May to share a cuppa and pizza with us.

Please spread the word about our after hours service. For further information contact us on 9349 8200.

**Joy Steele-Wood**  
Assistant Centre Coordinator

*Cont. page 3*

### Complex Needs Network Kicks Off!

*“The network is open to any organisations providing services to clients with complex needs with an area focus of Randwick LGA and it's surrounding suburbs.”*

See Page 3

### Addressing The Needs of Teenagers At Risk

*“...we are leaning towards a group that teaches independent living skills, in a fun and interactive way, preparing our teenagers for when they are living on their own and part of the real world.”*

See Page 9

### Sustainable Communities - Clovelly Community Bank® Supports 'Kool Kids'

*Kool Kids is an after-school and holiday program aimed at indigenous children aged seven to 13 years, living in and around La Perouse and Maroubra.*

See Page 11

# John's Volunteer Service Recognised

Cont. from page 1.

Grace would have been chuffed to present the award to John, whom she particularly admired. We congratulate him for his outstanding commitment and quote from Pat's speech.

*"John has worked in many roles at The JNC since 1996, (when we were RICC), starting as a Neighbour Aid volunteer. He joined the Management Committee in 1999 and has continued in that role up to today.*

*John has given hundreds, if not thousands of hours to this organisation, and has been involved in almost all of its major decisions, heartbreaks, congratulations, and solutions, as well as the new telephone systems and computer networks, new premises, events organising, and.....the list is endless.*

*Wherever there is a problem to be solved, John is close at hand. He is known for his wit in the face of adversity and his wisdom in the face of tough decisions. It is a pleasure to present him with Mum's Award"*

**To read more about Grace's 30 year contribution to the Centre, visit our website at: [www.jnc.org.au/JNCHIST.htm](http://www.jnc.org.au/JNCHIST.htm)**

***"Wherever there is a problem to be solved, John is close at hand"***



John gets the bouquet from Pat at the 35th AGM. John's name was added to the Grace Runnerstrum Award for Volunteer of The Year - 2009.

## Management Committee Welcomes Keith Ball

### **Welcome to New Management Committee Member**

Keith Ball is one of our new Management Committee members and this is his story...I belong to the Wadi Wadi people from the Wollongong and Illawarra region and I am the Aboriginal Access Worker at Kingsford Legal Centre.

I come from a health sector background, working in both state and national non-government community based HIV/AIDS organisations on Indigenous specific projects. I completed my Bachelor of Applied Science (Indigenous Community Management & Development) at Curtin University of Technology in 2008.

My role at KLC is to increase and improve the access of the Aboriginal community in the Randwick and Botany local government areas to the KLC and related legal services.

I acknowledge that many Indigenous Australians are over represented in the legal system and for some, accessing legal services for advice and representation is low. I work in this area because I have a strong passion for seeking social justice for Aboriginal people, as I feel it my peoples basic human right to fair and equal access to legal services.

### **Management Committee Vacancies**

We are looking for 2 new Management Committee members to join the rest of our team. If you are interested in social justice goals and aspirations and want to help us provide services and make our community fairer, healthier and more equitable, then give Bob Davidson a call on 0419 415 103

### **Fantastic Office Space Available!**

We have some fantastic office space (with phones, computers, faxes, filing cabinets, etc, and separate counselling/casework space) available for another like minded service which is keen to extend into the Randwick Local Govt area and surrounding areas.

We already have several Outreach services located here at The JNC one or more sessions a week, including SLASA, the Indonesian Welfare Service, the Australian Hearing Service, Kingsford Legal Centre and CreditLine's Financial Counselling Service. We provide reception and message taking services as well as heaps of others. To discuss your Service needs and fee arrangements please get in touch with Barb or Joy.

### **Website statistics go ballistic!**

Our Website has gone ballistic in the first 3 months of this year – over 1650 hits in March alone. It seems that the need for community information is insatiable and that we are a primary provider of this information in this local area. The pressure is therefore on us to make sure our website is easily accessible & meets community needs.

### **Staff Comings & goings**

We have recently farewelled Kathryn Wakeling (Aged and Disability Co-ordinator – Services and Volunteers) who has moved to Melbourne to become a full time student, and Vaishali Shah who has taken Maternity Leave (we congratulate Vaishali on the birth of her son Aarush).

We welcome Petra Besta our new Bookkeeper, Michelle McKinney our new Aged and Disability Co-ordinator – Services and Volunteers) and Katrina Jones-Helpingstine who is our new temporary Front Desk Receptionist, filling in for Bruce who is on extended leave. Last but not least is a big welcome to The JNC's new Assistant Co-ordinator, Joy Steele Wood, whom many of you will already know.

**Barbara Kelly, JNC Co-ordinator**

# The Complex Needs Network Kicks Off

The housing crisis continues unabated and we continue to successfully assist many clients into suitable and affordable housing.

As a result of this continued need and lack of funding we are now in the process of setting up a new Housing Support Programme in conjunction with Ultimo TAFE. Hopefully, the successful implementation of this programme will mean that not only can we pass on our

**“we are now in the process of setting up a new Housing Support Programme in conjunction with Ultimo TAFE”**

hard earned knowledge in this field to students who need this valuable experience to take with them into their new careers in community welfare but our clients will benefit by us being able to continue to provide this much needed service.

Part of the success of our assistance to people in housing crisis has been attributable to forming good working

relationships with other local community services and we have all identified a need for better networking to assist the many complex needs clients accessing our services.

**The Complex Needs Network** kicked off in February and more services are becoming involved. The network is open to any organisations providing services to clients with complex needs with an area focus of Randwick LGA and it's surrounding suburbs.

**The Network** provides an opportunity for organisations to

- identify and link with other services that could further assist their complex needs clients.
- identify and take action on known 'gaps' in service provision.
- initiate case coordination where serious needs and issues arise which involve multiple services and a crisis response and
- provide a united force in pushing for better communication and response from organisations which present barriers to the resolution of client's issues.

For any enquiries relating to Housing Support or the Complex Needs Network please contact **Kim Meddows** on 9349 8200 or [info@jnc.org.au](mailto:info@jnc.org.au).

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## This Year's Theme for Open Day - *The Benefits of Volunteering on Mental Health*

*Cont. from page 1*

My role at JNC has changed yet again! While Barb was away last year, I was the locum manager for 4 months. Now that she is back I am the new Assistant Centre Coordinator.

Barb and I work closely together in all the areas that make the Centre run smoothly; such areas as staff recruitment and support, financial management, service management policy and procedures and community development.

### **12th May is Open Day!**

The JNC Open Day is on 12<sup>th</sup> May from 10am – 1pm. The theme this year is the benefits of volunteering on mental health.

There are many psychological and physical health benefits of volunteering and neighbourhood centres play a vital role in local communities by providing emotional, material and practical support to people with mental health issues.

They provide a place for people to meet and socialise, and rediscover a sense of self worth by providing volunteering opportunities.

Everyone is welcome to join us for morning tea and to enjoy a host of nurturing, fun, free activities. We look forward to seeing you there.

**Joy Steele-Wood**  
Assistant Centre Coordinator

Research shows that volunteering can have a significant impact on your physical and mental health.

#### **Volunteering can:**

- Improve the well being of individual volunteers by enhancing support networks. It is well known that people with strong social support networks have lower premature death rates, less heart disease and fewer health risk factors;
- Increase opportunities for close interpersonal relationships and strengthen a sense of belonging;
- Improve self esteem;
- Heighten a sense of well being, improve insomnia, strengthen the immune system and hasten surgery recovery time;
- Offer people the opportunity to participate in fulfilling activities;
- Make a difference in the lives of others;

- Older adult volunteers live longer than non-volunteers. Studies report that engaging in regular volunteer work increases life expectancy because social interaction improves 'quality of life'.

### **The JNC NEWS**

JNC News is available at:  
[www.jnc.org.au/JNCnews.htm](http://www.jnc.org.au/JNCnews.htm)  
Editing, layout: Corinne Campbell

JNC NEWS is sponsored by  
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The news and views expressed in JNC News are of a general nature only. Every effort is made to ensure the accuracy of the information.

The deadline for the Winter issue is  
July 2nd, 2010

Articles and items of news are  
welcome and can be sent to:

**JNC NEWS**  
Email: [info@jnc.org.au](mailto:info@jnc.org.au)

# Senior's English Class Offers More

## 'Meet The Student'

For the last two years the JNC English and Social Support Classes have been for people over 65 years of age.

We run two full classes every Thursday with the assistance of our long time volunteer teachers Yaffa Haber and Jan Sweaney. As well as providing tutoring and practice in English, our students have access to a range of centre activities and social assistance.

The 'Meet the Student' article has returned, due to the overwhelmingly positive response to our last articles with students Bing and Linda. This issue, our current English student representative is Mary.

*"If someone was moving to this area I would say, "Welcome to the Randwick! It is a lovely district!"*



## Introducing Mary

My name is Mary. I come from Hong Kong and I have been in Australia for 25 Years. I live in the Eastern Suburbs. At home I speak Cantonese and a little English. My son in-law is Australian and I like to speak English with him. I live with my son and daughter in-law and we like to watch Aussie shows such as: How to Become a Millionaire and Home and Away. English classes are very useful for that reason ha! ha!. I am lucky to have beautiful children and grandchildren who I am very proud of.

My favourite things to do are: learning English and making new friends in class, shopping locally and visiting the library to take lots of books home to read. If someone was moving to this area I would say, "Welcome to the Randwick! It is a lovely district!"

I would highly recommend living here, as most people are friendly and the traffic is not too busy. I love the lifestyle here and the beach and park are great places to exercise.

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## Multicultural Outreach Services and Groups

### Community Settlement Services

#### **Indonesian Welfare Association Inc. (IWA)**

The Community Settlement Worker is available at JNC every Wednesday 9am - 4.30pm, offering assistance with immigration, legal aid, education, housing, social security and other needs for Indonesian speaking migrants. Contact JNC Wednesdays or IWA on 9744 1866

#### **SLASA (Spanish & Latin American Social Assistance Services)**

Offering services for the Eastern Suburbs every Tuesday from 9.30am to 4.30pm. SLASA provides information about health, employment, education, immigration, housing, legal issues, English Classes, individual casework, information sessions, workshops and other activities. For an appointment ring 9349 8200.

#### **Immigration Officer**

Free immigration advice available fortnightly on Tuesdays from 1pm to 3pm. The agent is Spanish speaking. For an appointment ring (02) 9349 8200. A new immigration officer who speaks Mandarin and Cantonese is available on Thursday afternoons. For an appointment ring (02) 9349 8200.

### Multicultural Support Groups

#### **Indonesian Women's Group**

Meets the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays, between 9.30am-12md at Maroubra Senior Citizens Hall. Contact JNC Wednesdays or IWA on 9744 1866

#### **Spanish Carers Support Group**

This support group meets monthly at The Junction Neighbourhood Centre and assists Spanish speaking carers of people with mental illness including dementia. The group offers support and friendship, idea sharing, recreational & relaxation opportunities & much more. For referrals contact JNC on 9349 8200.

#### **Multicultural Support Network**

This group offers support to anyone from a multicultural background. The group meets at JNC on the last Friday of the month from 6pm to 8pm. For more information contact George on 9349 2804 or 0401 428972.

For a list of our Outreach Services, and Groups & Classes - download brochures from our website: [www.jnc.org.au](http://www.jnc.org.au) and go to [Publications](#) page. For further details contact 9349-8200 or email [Info@jnc.org.au](mailto:Info@jnc.org.au).

# What's On at The Junction Neighbourhood Centre 2010

Monday	Tuesday	Wednesday	Thursday	Friday
<p>Australian Hearing Clinic 9am-4.30pm</p>  <p>Australia's Hearing Specialist</p> <p>Knitting Network &amp; Papercraft Workshop 12—2.30pm Level 3</p>  <p><b>TAX HELP August to October</b></p> <p>Monday Morning Social Group Shopping</p>  <p>Social Support 1:1 Shopping Car Service</p>  <p><b>Spanish Carer's Support Group</b> 1<sup>st</sup> Monday monthly 1.30-4.30pm</p>  <p><b>ASPIRE</b> Autism Support Group Last Monday, Monthly 7.30pm Corio Centre</p>  <p>NAFA Film Group 6 to 8.30pm</p> 	<p>Australian Hearing Clinic 9am-4.30pm</p> <p>Australian Hearing Technician Services 1pm-4pm fortnightly</p>  <p>Australia's Hearing Specialist</p> <p>Tuesday Day Away Bus Outing</p>  <p>SLASA Spanish &amp; Latin American Social Assistance Service Settlement Worker 9-4.30pm</p> 	<p>Indonesian Welfare Association Settlement Worker 9am-4.30pm</p>  <p>Indonesian Women's Group 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays 9.30am-12md Maroubra Senior Citizens Hall</p>  <p>Social Support 1:1 Shopping Car Service</p>  <p>Harmony Anxiety Support Group 2-4pm</p>  <p><b>The JNC Shopfront is closed on Wednesdays until further notice</b></p> <p><b>SORRY NO DROP-INS or PHONE CALLS</b></p> <p><b>Exceptions only for appointments and organised groups.</b></p>	<p><b>TAX HELP August to October</b></p> <p>Senior's English &amp; Social Support Groups 10-11.30am &amp; 12-1.30pm</p>  <p>Pro-Bono Immigration Agent Mandarin/Cantonese &amp; Spanish speaking By Appointment</p>  <p>Book Club 3rd Thurs. monthly 2-3pm</p> <p>Social Support 1:1 Shopping Car Service</p>  <p>Eastern Area Tenants Service 2-4.30 pm by appt.</p>  <p>Kingsford Legal Centre 5.30-7.30pm</p> 	<p>Creditline Financial Counselling 9am-4.30pm</p>  <p>Friday Short Outing Group</p>  <p>BEST Tenants Group 1st Friday monthly 9am-10.30am</p>  <p>Social Support 1:1 Shopping Car Service</p>  <p>Papercraft Class 11am-1.30pm</p>  <p>Multicultural Support Network Last Friday Monthly 6-8pm</p> 

All services weekly unless indicated otherwise. All services in JNC Shop 2, unless indicated otherwise or location not for disclosure.

# Volunteer Managers Day a Big Success!



Above: Enis Jusufspahic (HACCDO) and Frances Marjanovic (HR Assistant at ERR)

Below: Our presenters (Left to right) Vaishali Shah, Donna Purcell and Michelle Thomas



Last 6<sup>th</sup> of November VAST celebrated, for the first time, Volunteer Managers Day. The objective was to recognise the effort of Volunteer Co-ordinators by opening a space for networking and learning. Volunteer Co-ordinators had the chance to discuss three main topics regarding the diversity in the always changing volunteer workforce. The frequency of these sessions is being reviewed.



Presentations: Working with People with Disabilities, CALD Volunteers and Virtual Volunteers

I would like to give **special thanks to Vaishali Shah** (VAST Support Worker) for coordinating this very well organised event and would also like to encourage the participation of all HACC Volunteer Co-ordinators and other roles that are involved in policy and procedure development for working with volunteers.

**Shyrley Villamil**  
VAST Program Co-ordinator

## This is what participants thought of this session:

*"Virtual Volunteering was new information I didn't really think about. All sessions were really good"*

*"Full of information easy to understand and follow"*

*"Excellent-Good ideas!"*

*"Great! Some great tips to involve people with disabilities"*

## Welcome New VAST Support Worker - Tessa Bio

Hi my name is Tessa and I will be filling in for Vashali as the VAST program support worker, while she is on maternity leave.

My work background is mainly in Human Resources and Recruitment. I majored in HR and Industrial Relations at University as I have always had a keen interest in the human side of work. For the first few years of my professional career I worked in Human Resources teams for some large corporate firms.

However, after a short time I began to realise that I had more natural interest in working for not for profits and social based work.

Last year I returned to University to study Psychology part time. I find Psychology fascinating and will continue this study for many years ahead.

I started with the VAST program a few months ago and have thoroughly enjoyed the role so far. Working with Shyrley I hope to be able to continue to provide the same great service Vashali has delivered to the local HACC organisations.

I look forward to working with all our great volunteers and servicing the invaluable organisations these volunteers support.

# VAST's 2009 Training Calendar a Success ...But Still Room to Improve!

## Dear HACC members

The VAST Training Calendar for 2009 was a success, with the number of participants in our various programs overwhelming. This is because the number of training sessions that we scheduled for 2009 was much higher than in previous years.

We scheduled a total of 42 different training sessions and I am pleased that the numbers of cancelled courses were reduced to just 5 over the 12 months.

However, there is still room to improve. There are Low numbers for Recognised Training, Diploma of Management sessions as well as from the Cert III and IV in Aged Care. Surprisingly, OH&S and Volunteer Orientation sessions are also in need of more participants. Remember to book early for your 2010 training. You can access all flyers, calendar and booking form at: <http://www.jnc.org.au/JNCPubs.htm#VASTTraining>

## NEW Management Coaching and Peer Support Program

This 5 session Coaching Program was delivered early 2009 and will be reintroduced in 2010. However, this time the focus will be on Conflict and Communication and the involvement of other peers will be highly encouraged by the Conflict Coach facilitating the program.

The aim of this program is to provide a space for HACC supervisory roles to identify real work challenges, discuss them, explore potential solutions, apply them to their real work setting and use further sessions to follow up on progress and develop and reinforce skills.

Participants will be supported by an experienced and certified coach and by other peers. So if you are not receiving Management Supervision or Coaching at work to support your professional growth and leadership development and want to be part of a support net then book now!

## Volunteer Numbers Up in 2009!

Volunteers come to VAST from different sources.

- 22% of all interviewed volunteers knew about VAST through libraries,
- 18% heard about us through other community organisations and
- 60% came from other sources such as electronic media (12%), universities (11%) among other sources.
- The number of volunteer interviews increased by 32% in comparison to the previous year.

This year we interviewed a total of 132 volunteers.

## Management & Leadership Learning Program

- Management Coaching & Peer Support Program
- Writing Successful Tenders & Submissions
- Workplace Change & Transition Management
- Coaching & Mentoring Staff
- Becoming a Leader (Emotional Intelligence focus)- Diploma of Management) Handling Complaints Effectively (For Frontline Staff and Managers)

## Community Work & Volunteering Learning Program

- Volunteer Orientation Course
- Duty of Care
- OH&S & Manual Handling (For all HACC Workers and Transport Assistants)
- Safe Home Visiting
- Home and Community Care Orientation
- Understanding Boundaries
- Positively Handling Difficult Conversations
- Mental Health Awareness
- Safe Food Handling (RECOGNISED-Cert II level)
- Handling Complaints Effectively (For Frontline Staff and Managers)
- Seniors First Aid – (RECOGNISED-Cert IV Level)
- Strategies for Working with CALD Clients and Co-workers
- Identifying and Responding to Abuse of Older Adults (For Frontline Staff/Volunteers)

You can access all flyers, calendar and booking form at <http://www.jnc.org.au/JNCPubs.htm#VASTTraining>

**Shyrlay Villamil**  
**VAST Program Co-ordinator**

(VAST) Volunteer and Service Training Program  
Junction Neighbourhood Centre, Inc.  
Ph: 93498200 Fax: 93447294  
E-mail: [vast@jnc.org.au](mailto:vast@jnc.org.au)

Shop 2, 669 - 673 Anzac parade, Maroubra NSW 2035



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## FREE PUBLIC PROGRAMS at NSW PARLIAMENT HOUSE

All activities are free to the public but in most cases require prior booking - details below.

### VISIT BEFORE YOU VOTE

It's a Federal election year! This interactive workshop demystifies voting for Federal and State Elections. Includes chamber visits (or opportunity to watch Question Time on sitting days). 2 hours.

#### Dates and Times:

- Wednesday 21 April at 12:30pm (sitting day)
- Tuesday 11 May at 12:30 pm (sitting day)
- Wednesday 16 June at 2:00pm (non-sitting day)

**BOOKINGS ESSENTIAL \***

### A LITTLE NIGHT SITTING

Find out about Parliament on a sitting evening. Watch the Houses sitting and meet Members. Light refreshment included. 2 hours.

#### Dates and Times:

- Tuesday 8 June at 5:00pm
- Tuesday 21 September at 5:00pm
- Tuesday 30 November at 5:00pm

**BOOKINGS ESSENTIAL \***

### LUNCHTIME TOURS

Visit the historic chambers and other areas of Parliament - view the Houses in session if the tour is on a sitting day. 1 hour.

#### Dates and Times:

- First Thursday of Each Month at 1:00pm.

**NO BOOKING - JUST TURN UP**

### BEHIND THE SCENES AT PARLIAMENT HOUSE

Visit the chambers and public areas of Parliament House, but go beyond - to dining rooms, gardens, the press gallery, offices. Get a look behind work and life in Australia's oldest Parliament. 2 hours.

#### Date and Time:

- Thursday 27 May at 1:00pm

**NUMBERS LIMITED  
BOOKINGS ESSENTIAL \***

### ART TREASURES OF PARLIAMENT HOUSE

An opportunity to explore artworks and artefacts in the Parliamentary collection - many not usually seen by visitors. 2 hours.

#### Date and Time:

- Tuesday 29 June at 10:00am

**NUMBERS LIMITED  
BOOKINGS ESSENTIAL \***

### \* To Book Programs:

**EITHER:** contact Parliamentary Education ph: 02 9230 2047

email: [education@parliament.nsw.gov.au](mailto:education@parliament.nsw.gov.au)

**OR:** book in person at the Legislative Assembly Front desk inside Parliament House

**FOR MORE INFORMATION VISIT OUR WEBSITE:** [www.parliament.nsw.gov.au](http://www.parliament.nsw.gov.au)

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Telscreen™ is also available in Mandarin, Cantonese, Italian, Greek, Arabic, Turkish, Serbian, Macedonian, Spanish and Vietnamese.

Customers need to ring 1800 826 500 and follow the instructions. The service is not available from a mobile phone and is not a replacement for a face-to-face hearing screening carried out by a qualified clinician. It should not be taken as medical advice. Your results from Telscreen™ may vary depending on whether you are in a quiet or noisy environment and is best carried out in a quiet environment. Customers must be over 18 years of age.

For more information regarding Telscreen™ or if you would like to discuss your hearing needs with a qualified clinician, please call us on 131 797.

# Family Support - Addressing The Needs Of Teenagers At Risk

## ***Greetings from Family Support!***

We sure have kicked off 2010 with a bang. Due to the changes occurring with the Department of Community Services (DOCS) we have had a landslide of referrals come in and almost doubled our caseload since the end of January when the changes were put into action.

The new **“Keeping Them Safe”** protocol allows other government and non-government agencies to play a crucial role in assisting families that have been referred to DOCS but are not at risk of ‘significant harm,’ and could benefit from some sort of intervention. These referrals have more often than not come from the new **Child Wellbeing Units** that have been set up in school systems and police departments. They receive the referral and find the appropriate service to help the family that is referred.

That is where we come in. However, whereas we are happy to work with these families, we are not receiving any extra funding to do so. We are at maximum capacity and have had to start a waiting list for any new clients.

We apologise if this has caused any sort of inconvenience for our clients and hope to meet the needs of our current clients as quickly as possible so that we can address the needs of our future clients rapidly as well.

***“we have had a landslide of referrals come in and almost doubled our caseload”***

Family Support is also hoping to start a new interactive group as well. We have noticed that there is a lack of resources in this area for our teenagers that are at-risk. We hope to meet this need head on by starting a group for teenagers.

However, to put this group into action we need your help. We want the group to be something that our teenagers look forward to and can learn from.

We want the group to be open to all teenagers, of all shapes and sizes, of all types of behaviours. In order to do this we need to know what type of group will get our teenagers through our door. If you have a teenager that you think could benefit from some further peer interaction and/or behaviour management, etc., or know someone who does, please let us know and what you think he or she would respond to. Or better yet, have your teenager give us a buzz or email and let him or her tell us what they would be interested in.

***“we are leaning towards a group that teaches independent living skills, in a fun and interactive way”***

As of now we are leaning towards a group that teaches independent living skills, in a fun and interactive way, preparing our teenagers for when they are living on their own and part of the real world. We would do this by doing fun and exciting activities throughout the community and incorporating those skills within the activity. Our Family Support worker has done groups like this before and has found them to be a great success.

But what do YOU think? As you are our clients and community members we want to create a service that works best for you, so please give us your input. We are also looking for volunteers to help facilitate this group. So if you do not know or have a teenager that could participate in this group, but you yourself would like to be involved, please let us know as well.

All of us on the Family Support team are hoping that you are finding 2010 to be a wonderful year and that we can add to that year in a positive manner. If you have any questions, comments, or concerns about our service please feel free to give us a bell at 9349 8200 or shoot us an email at [familysupport@jnc.org.au](mailto:familysupport@jnc.org.au). We would love to hear from you!

Kind regards,  
***Tangee Lucas***  
***Family Support Worker***

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## **A Good News Story - for a Change**

I was standing in the \$2 shop today and I got talking with a lady who was waiting to be served. As the conversation went on she asked where I worked, I told her that I worked at the Neighbourhood Centre down the road.

The lady proceeded to tell me how great the Neighbourhood Centre was, and that it had helped a friend of hers a few years back.

The story she told me was about a young man estranged from his family (due to drugs) and was living homeless on

Maroubra beach. Sarah, who was then the JNC Family Support worker had worked with the young man, helping him to sort out his drug issues and re-connecting him with his family. He now lives with his mother and works for his father.

A true success story that we did not get to hear about till 5 years down the track.

***Meg***

# Kingsford Legal Centre Outreach Project

Kingsford Legal Centre (KLC) provides **FREE** legal advice to people who live, work or study in the Randwick and Botany local government areas.

If you want to make an appointment to see a solicitor, please contact us on 9385 9566.

Kingsford Legal Centre provides an Outreach Service at the Junction Neighbourhood Centre each Thursday evening from 5.30-7.30pm.

Following is a statistical summary of KLC's Outreach Service to the JNC for the year ending 2009.

## Summary Of Statistics

There were 356 clients of which 277 were new clients and 79 repeat clients. They received 388 advices at the Junction in 2009 an average of 7.5 advices a week.

Low income clients total 57% with more medium (31%) and high income (3%) clients visiting the Junction than SENC (South East Neighbourhood Centre) and KLC proper, however this might be due in part to the fortnightly employment clinic.

Client gender was split 50/50. ATSI access is at 4%.

The percentage of DOH clients at the Junction is lower than at SENC.

Employment is by far the main area of law at 23% followed by Credit & Debt, Road Traffic Offences and Neighbour disputes.

Country of Birth of clients closely shadows KLC's main premises with Australian born, followed by China, Hong Kong and England.

Over 70% of clients attending The Junction Outreach come from suburbs to the south of the UNSW. Including: Maroubra 14%; Randwick 11%; Kingsford 9%; Kensington 7.5%; Eastlakes 5%.

Problem Type	No. Of Advices
Employment	23%
Credit & Debt	10.5%
Road Traffic & Motor Vehicle Regulatory Offences	10%
Motor Vehicle Accidents	8.5%
Neighbourhood Disputes	8%
Consumer	7.5%
Other Civil	5%
Criminal	4%
Fines	4%
Violence and Restraining Orders (non-DV)	4%
Wills, probate, guardianship, PA	3.5%
Tenancy	3%
Injuries Compensation	2.5%
Domestic Violence	1%
Govt Pensions/Allowances	1%
Strata/Body Corporate	0.95%
Discrimination	0.9%
Police Complaints	0.9%
Govt Complaints	0.7%
Family law	0.25%
FOI	0.2%

Client Age	% of Clients
<18	1%
18-34	32%
35-49	31%
50-64	23%
65 & over	11%

Country of Birth	No. Of Clients
Australia	159 (41%)
China	19 (5%)
Hong Kong	13 (3.3%)
England	12 (3.1%)
Russian Federation	11 (2.8%)
Chile	10 (2.5%)
New Zealand	9 (2.3%)
Bangladesh, India, Indonesia,	7 (1.8% each)

Housing Type	No. of Advices
Own	27%
Private Rent	27%
DOH	12%
Board	9%
Not specified	7%
Other	6%

# Supporting Sustainable Communities

The Clovelly Community Bank® Branch provides the eastern suburbs with more than just quality banking services – it provides a source of income for community projects deemed important at a local level.

The bank returns up to 80% of profits to the community and as business has steadily increased, the bank has contributed more than \$200,000 to community centres, sports clubs, schools, playgroups and hospitals that contribute to the health, welfare and safety of our community.

Bendigo Bank's Community Bank® model was created to find and provide local solutions to local problems. It's about empowering communities to take charge of their own destinies, and the Clovelly Community Bank® Branch's support of the Kool Kids program is a great example of what a united and empowered community can achieve.



**'Kool Kids' is an after-school and holiday program aimed at indigenous children aged seven to 13 years, living in and around La Perouse and Maroubra.**

The initiative has engaged more than a hundred children each year, allowing them to participate and learn new skills such as music, dance, sport and other development programs they otherwise wouldn't have the opportunity to enjoy.

To be part of the program the children must attend school and this has resulted in a 60% reduction in truancy. However, changes in funding threatened to end the program last year.

programs.

The Community Bank® branch looks forward to further supporting the community in the future and assisting worthy community ventures in this way.

Clovelly Community Bank® Branch Bendigo Bank



## The Friday Short Outing Group



### Buses to North Head

The Friday Short Outing Group offers a variety of different venues and activities. This service has two groups operating on a fortnightly basis, from 9am - 1pm, during school terms. For more information on these groups please call Megan, Activities & Outings Co-ordinator, at The Junction Neighbourhood Centre on 93498200.

Visit the JNC website for brochures and other publications that can be downloaded at [www.jnc.com.au/publications](http://www.jnc.com.au/publications).





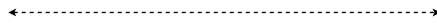
Address: Shop 2, 669-673 Anzac Parade, Maroubra 2035;  
Phone: 9349 8200; Fax: 9344 7294; Email: info@jnc.org.au; Website: www.jnc.org.au

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