

A photograph of three children sitting outdoors on a wooden stump. A young girl in a red and white striped dress is on the left, leaning her head on the shoulder of a boy in a blue t-shirt in the center. Another boy in an orange t-shirt is on the right, also smiling. The background shows a large tree and some outdoor furniture.

Junction

Growing
STRONG

FOR *40* YEARS

ANNUAL REPORT 2018/19



Tenant, Esther with Tenancy Officer, Olivia.

| | |
|------------------------------------|-----------|
| OUR CHAIR & BOARD | 1 |
| OUR CEO & EXECUTIVE | 5 |
| OUR VALUES | 9 |
| FROM THE BEGINNING | 13 |
| IN OUR CARE | 15 |
| OUR HOUSING | 23 |
| OUR NEIGHBOURHOODS | 27 |
| OUR PROGRAMS & SERVICES | 39 |
| OUR PLACES & SPACES | 45 |
| OUR PEOPLE | 51 |
| WORKING TOGETHER | 61 |
| OUR RESOURCES | 71 |



Mike Canny, Chair of the Board.

“THE PEOPLE WE WORK WITH
HAVE A VERY POSITIVE VIEW
OF JUNCTION AND OUR STAFF
CAN BE VERY PROUD OF THAT.
EQUALLY, THEY CAN BE PROUD
ABOUT EVERY PERSON THEY
HAVE HELPED; EVERY LIFE THEY
HAVE CHANGED.”

- Mike Canny, Chair

OUR CHAIR & BOARD

2018/19 was a year of consolidation for Junction after a period of rapid growth. Most importantly, it marked 40 years since the organisation's inception as a small association centred in Adelaide's south.

40 years of service to the community is a very significant and proud milestone for Junction and everyone who has been part of our growth and evolution.

Today, Junction's operations extend throughout the State and involve a wide range of services, touching the lives of over 8,500 people each year. The common thread in all of this is our desire to make a lasting difference to people's circumstances, not just for a few days or weeks, but for the rest of their lives.

Sustainability is what we are striving for - looking beyond the here and now to anticipate the needs of our clients, our tenants and the broader community, as we all grow and change into the future. Working and importantly, understanding the aspirations of those we work with and empowering them.

An example of this, is our work in Mitchell Park where we are slowly seeing the emergence of a sustainable healthy community. One that is successful not just because of the physical environment, but the cohesiveness of the neighbourhoods and the improved wellbeing and safety of people. This kind of placemaking will be a key performance indicator for us going forward.

Looking ahead, our foster care licence is another significant step. This won't replace our residential care. What it will do is provide a pathway for some of our young people who have been through the most traumatic situations.

It will enable young people who have the most complex needs to be able to heal through therapeutic care and, where possible, move through to foster care where their placements are strong. They will have had the chance and the help to build resilience. They will have had stability and security and will be set up to succeed.

As a social enterprise, we are conscious of the need to apply commercial strategies to achieve our social aims. We are continuing to make progress at strengthening the quality of our systems and people, and at building a performance driven culture.

During the year, the organisation took time out to develop a set of values that our staff have now committed to, and which we intend will be the glue that binds us as we grow and move forward.

Our new values will underpin our future. They will lie at the foundation of everything we do from this point on. Our Board is equally committed to these values.

Junction works in partnership with a range of stakeholder organisations, from tenant groups through to specialist service providers, and State and Local Government agencies. These linkages are very important to our success and we greatly value them. Equally, we continue to receive great support from our Socially Responsible Business Partners.

I would like to pay tribute to the commitment, hard work and support of all my fellow Board members, and to the inspirational and energetic leadership of our Chief Executive Officer, Maria Palumbo and to her leadership team.

Lastly, I would like to acknowledge the outstanding work of our staff and volunteers. Many of our people operate in difficult and often trying circumstances and they are the lifeline to the many people who need us.

- MIKE CANNY, CHAIR



Board Directors, Tim Jackson, Richard Osborne, Ann Nelson, Fairlie Delbridge, Rebecca Foster, Mike Canny (Chair), Pauline Rooney (Deputy Chair), Stephen Olsson and Kathryn Govan (pictured left to right).



A LOT OF PEOPLE ASK WHAT THE MOST REWARDING PART OF WORKING AT JUNCTION IS. TO ME, IT'S WHEN THOSE WE HELP DON'T NEED US ANYMORE.

- Maria Palumbo, Chief Executive Officer

OUR CEO & EXECUTIVE

Supporting South Australians to turn their lives around and become stronger and independent is the best possible outcome. What does this look like?

For some, this means moving out of our residential care following our therapeutic support into a safe, loving and caring foster placement or back, safely, into the care of their own families.

It's the mums and dads who go through our parenting programs who come out with more confidence to support their teenagers enabling their family to stay together.

It's a young person who has been living at Junction House, gaining an apprenticeship or work combined with further study, stabilising their lives and moving into private rental.

It's tenants who lead their neighbourhoods into thriving, happy, connected communities.

That all said, it is crucial that every one of these people know we are still there if they need us.

In the past 12 months, I am extremely proud of the work we have done in building resilience and independence – inside and outside of the organisation.

Empowering people can lead to extraordinary things. Our inaugural *CreArtive* competition, together with our annual *Tenant Gardening* competition, really brought this to the forefront.

We had the privilege of unearthing some truly hidden passions and talent and hearing the inspirational stories behind them. It's also been wonderful to see how our Mitchell Park tenants have embraced a new *Tool Library* initiative.

Our Hackham Community Centre continues to go from strength to strength, introducing a range of new programs to support locals.

These programs – from kids' yoga to our women's group and LGBTQ+ groups have proven really valuable and popular. Many of our programs at the Centre – including our music group and crèche – are so important for reducing isolation, early intervention and helping prevent people falling into crisis.

Our key stakeholder event for the year, *Life's a Circus*, saw some of our most loyal supporters, as well as new ones, including some of the most high profile South Australians, join us for an exclusive Fringe preview. We were honoured to have Mark Holden and Dave Hughes donate their time for the event which, while fun-filled, also enabled us to engage guests in the seriousness of our work - especially as it relates to child protection, youth homelessness and family violence.

We are also in a position to demonstrate real leadership in the sector. Our extremely successful *Unmasking Domestic Violence* event, delivered in partnership with the Allison Baden-Clay Foundation, enabled us to bring business and the community together to genuinely learn how we can all stand up to violence.

Across the ocean, our Kingscote fundraiser for more than 150 people provided a financial platform for Variety to announce its financial support for a much-needed new youth space within our community centre on the Island.

Strength comes from within. For us to be in the best possible position to help others, we have to be solid in ourselves.

The introduction of the Human Synergistics model to our professional development, combined with our values re-launch, positions us to continue to step up – as individuals, but most of all, as a team.

In the next 12 months, we will see the full benefit of our Penelope case management system as we track our impact from a baseline, helping us to really hone in on how effective our services and support are, particularly as it relates to individual clients.

Importantly, we're building on our technological capability to improve services. Over the coming year,

the introduction of Agile will enable our maintenance contractors to accept new work orders, update progress of existing jobs and seamlessly communicate in real time with our internal teams and most importantly, our tenants.

We will also be developing a tenant 'self-service' app so tenants can update their information, check their rent balances, make a maintenance request and other functions to make working with us easier.

As change has become the new norm, we have become more flexible, innovative and efficient in everything we do.

This was confirmed by our Australian Service Excellence Standards audit. The independent analysis demonstrated we are well and truly on track. It recognised we had made some hard decisions over the past 18 months and we are stronger for it. From here we will continue to grow boldly but sustainably.

It's been a big 40 years – and it's going to get better, for all.

– MARIA PALUMBO, CHIEF EXECUTIVE OFFICER



Kathryn Keenihan (Executive Manager, People & Culture), Ian Simpson (Chief Information Officer), Kirsty Drew (General Manager, Community Services), Adam Green (Chief Financial Officer), Maria Palumbo (Chief Executive Officer) and David Burton (General Manager, Housing Services) pictured from left to right.



OUR VALUES

14 YEARS ON FROM THE LAUNCH OF OUR LAST SET OF CULTURAL VALUES, WE EMBARKED ON A PROCESS TO REDEFINE OUR VALUES TO DRIVE THE CULTURE WE ALL WANTED FOR OUR ORGANISATION.

PASSION

INTEGRITY

IMPACT

RESPECT

COLLABORATION

Harnessing Human Synergistics modelling, People and Culture led workshops for all staff to voice their views on the words and sentiments to sum up the types of qualities and behaviours needed for our staff and the organisation to deliver the best possible outcomes in everything we do.

The workshops were complemented by an employee survey with nearly all staff taking part in one, if not both, of the opportunities.

Following a report on the feedback, Executive faced the challenging task of confirming the words to best sum up the opinions expressed through the consultation.

CEO Maria Palumbo said: "While not every single suggestion could be word for word, what we were intent on doing was capturing the sentiment of comments.

"Some of the words are new, others – respect and integrity – remain because they came through so clearly in the feedback."

"What became very obvious, though, was that the previous words dealt primarily with people and relationships.

Absolutely, that is the foundation of our work. But there were some things missing and this came through very clearly in the workshops. Those elements being: what drives us and what we want to achieve. We have captured that now."

“THESE VALUES ARE THE FOUNDATION FOR EVERYTHING WE DO AND HOW WE DO IT.

Photo: Hackham Community Centre mum, Chantelle with George.

Working Together Toward Reconciliation

A year since the launch of our first Reconciliation Action Plan (RAP), staff are walking together - with each other and the broader community - on the path toward Reconciliation.

Activate – the first stage of the plan - was delivered through a range of initiatives and strategies designed to connect staff to the principles of Reconciliation and to deepen our understanding and commitment.

A proactive approach underpinned our involvement, instigation and implementation of ideas and events.

These included a Reconciliation event presentation by Stolen Generation survivor, Mandy Brown who shared her emotions and experiences with staff through a series of self-authored poems.

A walk through Christies Beach with a focus on the Aboriginal heritage of the area was also a special activity.

Meanwhile, a roadshow across Junction sites provided our staff with an overview of the Plan and next steps. Presented by members of the RAP Committee, the presentations were a chance to ask questions while openly and respectfully discussing Reconciliation.

The next step on the path – *Innovate* – was introduced at the annual conference.

Reconciliation Action Group Chair, Alice Worrall said *Innovate* took our actions to the next level, with more cultural learning opportunities a priority.



Photo: Junction staff taking part in this year's NAIDOC Week celebrations and wearing their Reconciliation themed lanyards.

WITH A BIG FOCUS ON BUILDING TRUST AND COLLABORATION, WE'RE GOING TO EXPLORE AND WORK TOWARDS MORE INDIGENOUS PARTNERSHIPS, NOT JUST IN A COMMUNITY SENSE, BUT IN OUR BUSINESS AND SERVICE DELIVERY TOO.

Alice Worrall, Reconciliation Action Group Chair.



Photo: Auntie Stephanie Gollan (left) visited our Adelaide office to share information about her experiences as a Ngarrindjeri woman, as well as some of her impressive beading skills.

FROM THE BEGINNING

INCORPORATED ON AUGUST 1, 1979 AS THE NOARLUNGA FAMILY SERVICES BOARD, OUR ORGANISATION EMERGED FROM THE GOODWILL AND DRIVE OF LOCALS WHO SUCCESSFULLY TENDERED FOR A COMMONWEALTH GRANT TO GET A YOUTH HOMELESSNESS PILOT UP AND RUNNING.

The Grant, together with the generosity of the community, enabled the Service to provide accommodation for young people who would otherwise have been homeless, giving them not only a safe place to stay, but also the support of an on-site worker to help them get their lives on track.



Photo: Ruth Pichler, 'Organiser' Noarlunga Youth Accommodation Service.

Our presence and advocacy in Adelaide's south grew and we began managing more emergency accommodation sites. In 1981, the organisation leased its first property from the South Australian Housing Trust and continued to grow. We became the Noarlunga Youth Accommodation Service in 1986.

As our housing portfolio began to expand, other opportunities and needs emerged.

In the early 2000s, the Layton Report and a growing number of children in State care unveiled a desperate need and spurred an unprecedented focus on child protection in South Australia.

Then, as Southern Junction Youth Services, we became the first non-Government provider of emergency accommodation for children who were under guardianship who couldn't be placed in foster care. This would become our residential care and Therapeutic Support Services program through which we now care for 40 children and young people in 12 houses across our metropolitan area.

In the meantime, we expanded our support to include counselling services for parents and adolescents as a more holistic approach to our services emerged.

Having a safe, stable place to live is integral for a person to succeed. We recognised this and while our provision of short to medium term accommodation continued, we stepped up to take on the management of social housing properties, including housing co-ops.

The State's affordable housing plan provided a platform for innovation as we partnered with private construction companies to create new housing opportunities within landmark projects, including Seaford Meadows – where we were in a position to not only contribute but influence the building of a community quite literally from the ground up.

Our motivation to break down disadvantage and foster aspiration through mixed tenancy developments saw us bring together people from a range of backgrounds in housing which was affordable, but not 'cheap' or cookie cutter in design.

Financial benefits afforded to us as a community housing provider, combined with rent payments, enabled us to reinvest to support more South Australians into safe, decent housing as we expanded our footprint out of the south and through the Fleurieu.

The merger of Women's Housing with our organisation was pivotal to our continued ability to respond to community need and also, to grow. Not only did it facilitate our Tier One housing status, it enabled us to deliver services to support families fleeing domestic violence.

With increased capacity and capability, we became one of the first two not-for-profits to take over the management of 608 social housing properties in Mitchell Park, as part of South Australia's first transfer of public housing to community housing providers. This was followed by a further successful tender as part of the Government's second housing transfer initiative involving the transfer of another 567 properties.

In the four years to 2018, our housing portfolio grew 25 percent each year – we now manage 2,200 houses across the State, providing housing for more than 4,000 South Australians. The creation of our People and Places team has been critical to our commitment to community development – empowering tenants to help make their neighbourhoods happy, thriving and safer places.

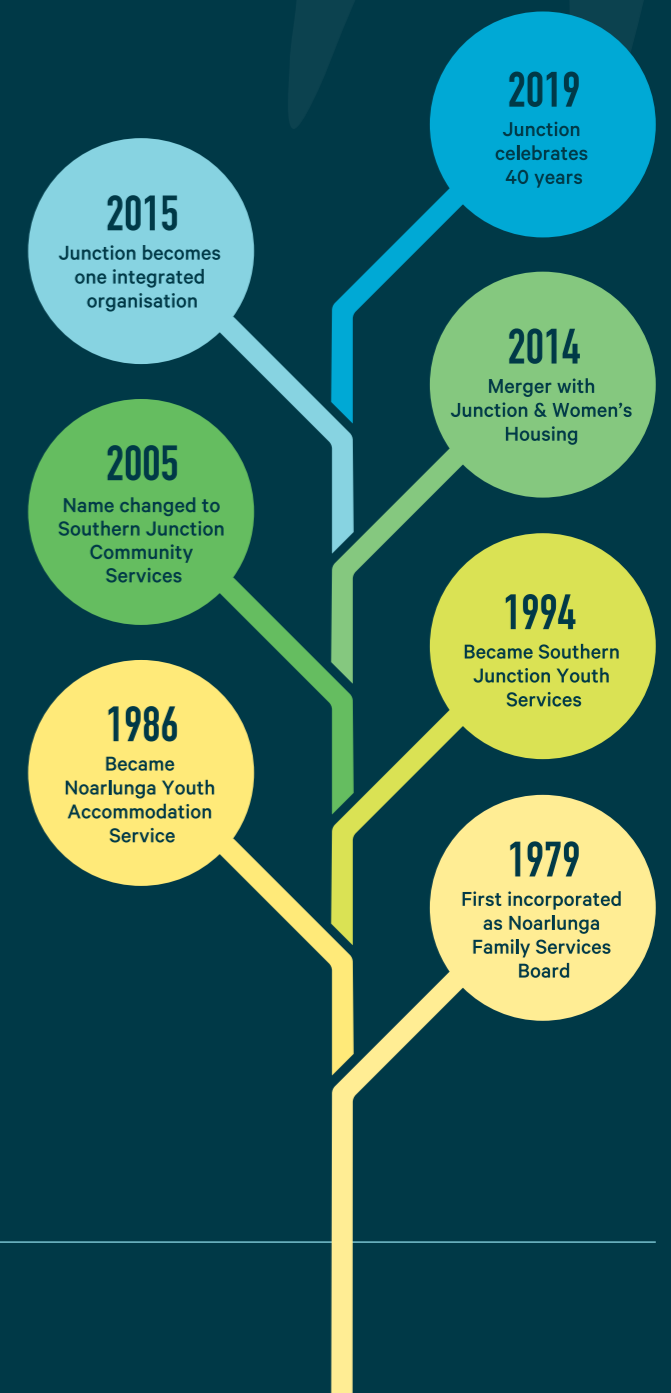
Through management of our community centres on Kangaroo Island and Hackham, we are in a position to broaden our reach, bringing together people from all walks of life to learn from each other and make positive connections - whether that be friendships, employment or training opportunities.

Our roots remain firm in homelessness services with the provision of continued and significant support for young people and teenagers.

Junction House is our much-loved and respected haven providing short to medium term housing for young people between 15 and 18 who would otherwise be facing homelessness, with 24/7 on-site support and connections to our counselling and other services.

Driven by a team of around 260, including staff, students and volunteers, Junction now supports around 8,500 South Australians each year.

The last 40 years have seen significant evolution in our society and organisation. As we look toward the future, we are stronger than ever.



IN OUR CARE

PROVIDING A HOME AND CARE FOR CHILDREN AND YOUNG PEOPLE WHO CAN'T LIVE WITH THEIR FAMILIES HAS BEEN AT THE **HEART OF JUNCTION'S MISSION FROM THE BEGINNING** – AND REMAINS AT THE CORE OF OUR SERVICES TODAY AND INTO THE FUTURE.

Residential Care

Last financial year, 58 children and young people lived in housing managed by Junction and were cared for as part of our Therapeutic Support Services program.

Many of these children and young people have experienced significant trauma and, often, abuse or neglect. Our residential care program gives children and young people a stable home in a family-like environment, including Therapeutic Support Services to help them to overcome past experiences and lead the best possible lives.

Many of the children in our residential care are sibling groups with up to four children from the same family able to live safely together. We currently have 11 residential care sites across the metropolitan area. This year we launched a campaign to build new houses to better support children in our residential care.



Of all the children in State Care in SA last financial year,

14.8 %

were in residential care.

Junction House

While living at Junction House, young people aged between 15 and 18 have the chance to stabilise their lives in a secure and supportive environment where they can gain confidence and learn skills needed for independent living. They also have access to our counselling and other support services. Most of the young people who stay at Junction House are referred through homelessness services following family breakdowns.

Corey, 18, has been living at Junction House since October following a referral through the Gateway Homelessness Service.

"I'm still settling in, but things are starting to come together now," Corey said. "If it hadn't been for Junction House I'd probably be homeless or having to live interstate now. It hasn't been easy – I had to do a four hour round trip to and from school until I was able to move schools to Christies Beach."

Corey, who hopes to pursue a career in information technology - possibly as a technician, said he now has a home life.

"It's not just the house, it's the support," he said. "The support makes it a home and I'm so grateful for that."

70 CHILDREN AND YOUNG PEOPLE ARE IN OUR CARE THIS YEAR, AND OF THOSE:

58 IN OUR THERAPEUTIC SUPPORT SERVICES

Riding the Waves of Life

Each year, children and young people in our residential care have the chance to ride the waves as part of a collaborative venture with Surf Culture Australia.

The *Life's a Beach* initiative aims to create new experiences and fun childhood memories, as well as educate about water safety and surf techniques.

Sessions end with hot chips by the beach where the young people enjoy chatting to each other and catching up.

"The only thing bigger and better than the waves were the smiles of our incredibly talented and awesome young people," Junction Mentor, Jeffrey Purves said.

"It just shows that with friends by your side and a little bit of patience and persistence, we can all achieve something we've never done before!"

Photo: One of our young people enjoying the waves.



Resilient Futures

Significant improvements to wellbeing and reductions in psychological distress are among the benefits Junction staff and clients experienced through our involvement with the South Australian Health and Medical Research Institute (SAHMRI).

Resilient Futures is an innovative, large scale initiative which helps equip vulnerable young people to deal with the challenges of everyday life and achieve their goals.

With funding from the Wyatt Trust and the James and Diana Ramsay Foundation, the program also works to help schools and organisations who support these children and teenagers.

Photo: Clients, Emmarita and Natasha, with mentors, Candice and Lauren, and client, Gabrielle (from left to right).



Learning a Way Out of Homelessness

In 13 years of school, Gemma hardly missed a day – despite sleeping rough most of this time.

Now 19, Gemma, a Junction client, says school was her routine and education a way out.

“I’d leave my stuff in the front office. While I was in class I’d work out where I was going to stay that night,” she said. “But I never missed school. I went to school every single day.”

Sadly, homelessness was the norm for Gemma. She was placed in foster care aged one and then cared for by her father who was dealing with his own struggles.

“We moved around a lot,” she said. “Sometimes we were in our own housing, but mostly it was staying with family and sometimes, we just slept in parks.”

“Eventually it got to a point where I didn’t have access to a shower or food. That’s when school intervened.”

Through the help and support of Seaford High, Gemma was linked to Mission Australia and then, Junction where she was assisted into transitional housing which enabled her to not just finish school, but to do so with an ATAR above 75.

After successfully completing her first semester at University last year, Gemma is now taking some time out to “steady (her) health” before planning to return to pursue study in social work later in the year.

“I want to keep learning because it’s always been a positive for me,” Gemma, now living in private rental, said.



Photo: Gemma.

“I’m a very reflective person now and I’m acknowledging that I have a lot to deal with and I need to stabilise my life before I go onto the next thing because I’ve never really had stability before.”

“I’m still working through things, but I think I’m okay because one day, I know, it will be all good.”

I DIDN’T DO THINGS FOR GEMMA, IT WAS JUST ABOUT ENABLING HER... IT STARTED WITH JUST GOING TO CENTRELINK, NOW SHE’S NEGOTIATING HER PRIVATE RENTAL LEASES ON HER OWN. IT’S ALL HER.

Shaina, Gemma’s Case Manager.



IT’S REALLY REWARDING TO SEE THE DIFFERENCE A HOME MAKES AND TO KNOW THAT YOU HAVE HELPED MAKE THAT HAPPEN.

- Debbie Robinson, Group Leader Housing and Homelessness, Fleurieu and Kangaroo Island

Hamish Ignites Creativity through LEGO

When Therapeutic Support Services worker, Mariah saw the joy and fun the hit series LEGO Masters brought to the children and young people in our care, she felt compelled to insta-message host Hamish Blake.

What she didn't expect was an overwhelming act of kindness in return with Hamish contacting Junction to send a video to the kids to thank them for tuning in.

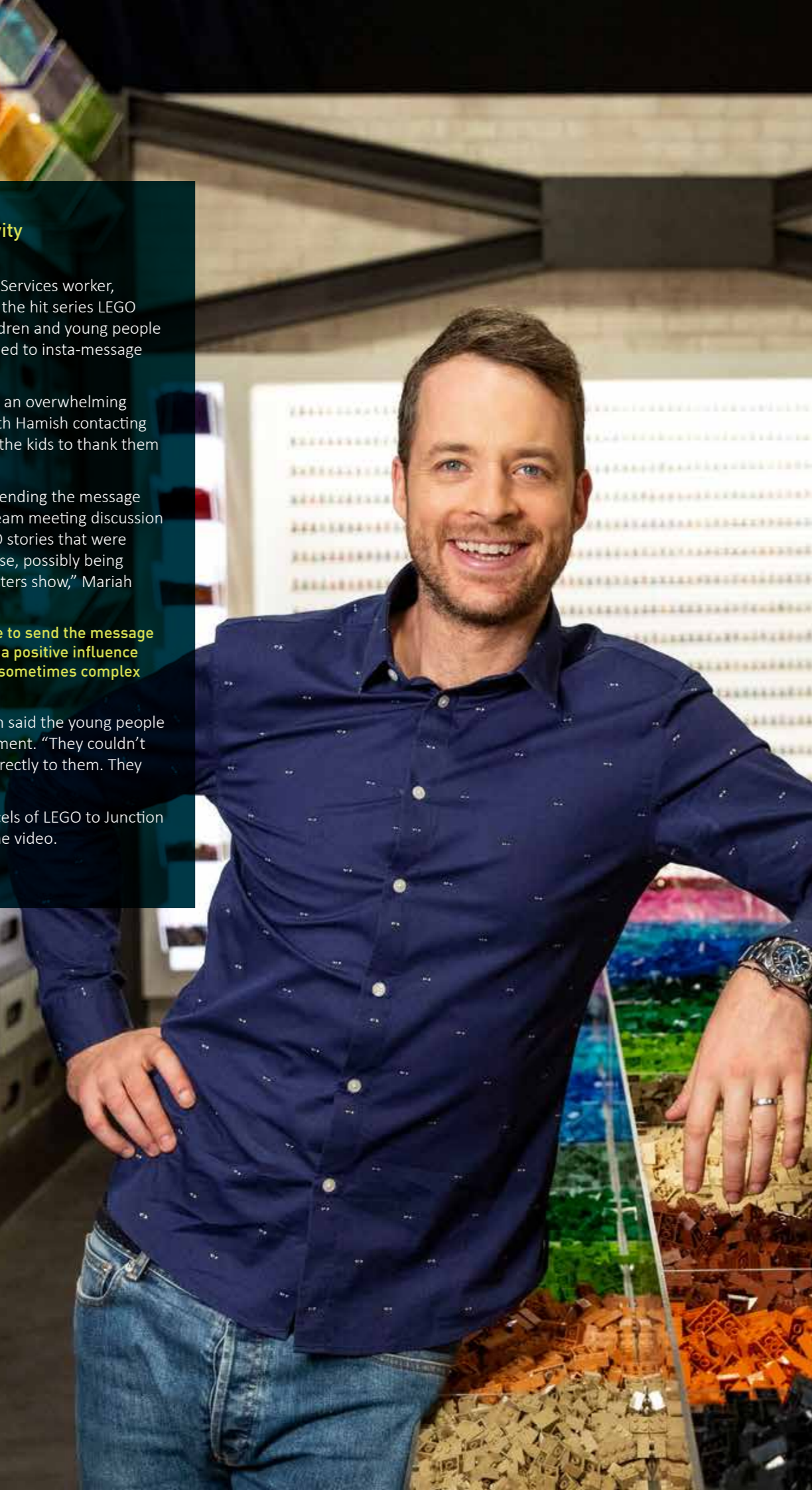
"My initial thoughts when sending the message stemmed from Lilly Pilly's team meeting discussion and the creative arts / LEGO stories that were being worked on in the house, possibly being prompted by the LEGO Masters show," Mariah explained.

"I think that prompted me to send the message just to let him know what a positive influence it had in our house when sometimes complex problems cloud over us."

On seeing the video, Mariah said the young people were overcome with excitement. "They couldn't believe it was him talking directly to them. They felt very special."

Channel Nine also sent parcels of LEGO to Junction for the children following the video.

Photo: Hamish Blake on *LEGO Masters*.



All Together for Christmas

For the first time in 2018, children and carers across all our residential care houses gathered together on Christmas Day.

It was a very successful idea which will now become a tradition and an event to look forward to.

"Christmas Day was full of enjoyable events at the Princess Elizabeth Playground. There was something there for everyone to join in on, whether they were a more active type of person or just wanted to relax in the sun."

One of the more popular activities was a little game of cricket set up on the oval that was run by our well respected Therapeutic Support Worker, Matt.

"Everyone who attended the Christmas lunch at the park brought a platter of food for everyone to share throughout the day. Although we didn't all sit down together and have lunch, everyone was just going up to the table and getting what they wanted as they pleased.

"There was a calm and friendly dog there that was very excited to see all the kids and be getting all the attention. At points I think the dog got a little overwhelmed due to the number of young people surrounding her, but overall she took it well and was patient with the very excited kids.

More of the younger kids enjoyed the playground that was there and were happily entertaining themselves, getting to interact with the other houses, as well as meeting and getting to know some of the other young adolescents that they might not have met before.

"The trampolines that were provided at the front of the playground were a big hit with all the kids because they were showing each other their tricks. This was also entertaining for the carers because they were watching some of the young people's abilities. Even sitting down and having a chat with the carers or other kids in similar situations was nice and was just that comfortable environment that I personally enjoyed and can imagine others liked as well."

Christmas Day as a whole was an amazing day full of bright and happy spirits getting along and wishing each other a Merry Christmas and Happy New Year.

It was great to see the range of kids going from 2 to 18 getting along so well and respecting each other's similarities and differences."

- Drew, 15 years old



A Caffeine Career Boost

Mochas, macchiatos and lattes were all on the menu when a group of budding baristas in our care harnessed an opportunity presented by a local McLaren Vale café.

The Meeting Place supported young people in our care aged 15 and 17 to learn not only how to make coffees, but also the history of coffee beans and the science behind the 'silkiest of froths'.

Owner Mark also taught the young people about elements of the business and invited participants to take part in a training day experience as a pathway into the workforce.

Photo: Our budding baristas in action at The Meeting Place.

OUR HOUSING

JUNCTION NOW MANAGES ALMOST **2,200 PROPERTIES** PROVIDING SAFE AND STABLE HOUSING FOR AROUND **4,000 SOUTH AUSTRALIANS.**

Our properties include:

- Community housing.
- Transitional housing for people moving from crisis to long term housing with tenancies ranging from 3 to 18 months.
- Supportive housing for survivors of domestic violence, vulnerable families and young people.
- Mental health housing for tenants engaged in the SA Health Housing and Support program. This housing is usually long term.
- Other owned housing, including properties Junction has built or acquired.



1390

People in crisis inquiring about housing this year

\$127.5 MILLION INVESTMENT PROGRAM OVER THE NEXT DECADE

to improve housing outcomes as part of Junction's housing renewal program.

*Including where properties have been transferred by the State Government as part of the *Renewing our Streets and Suburbs* and *Better Places and Stronger Communities* initiatives.

IN 2019/20, **21 HOUSING PROJECTS ARE FORECAST TO COMMENCE, TOTALLING \$42M.**

Over the past five years, the State Government has transferred around **5,300** properties to the community housing sector through two programs: *Better Places Stronger Communities* (BPSC 2015) and *Renewing our Streets and Suburbs* (ROSAS 2017).

Junction successfully tendered for transfers in both initiatives which focused on key maintenance and development outcomes for the properties leased over 20 years.

Mitchell Park (BPSC) - 608 properties were transferred to Junction in Mitchell Park.

Morphettville and Fleurieu (ROSAS) - 567 properties transferred to Junction in Morphettville and on the Fleurieu.



Artist Impression

**MITCHELL PARK
(BPSC)
\$67M**

Over 10 years with \$15.8 million to be spent in the first 3 years. 276 new homes of which 111 will be retained for social and affordable housing.

**MORPHETTVILLE AND
FLEURIEU (ROSAS)
\$42M**

Potential total expenditure over 10 years and up to \$20 million in the first 3 years as part of revised development programs.

**THIRZA AVENUE AND WALTER
AVENUE, MITCHELL PARK
\$7.5M**

Development involving: construction of 30 new dwellings, retention of 14 new dwellings (social), sale of 16 new dwellings to help fund the program. Construction expected to start early 2020.

**ANZAC HIGHWAY,
CAMDEN PARK
\$13.5M**

Development involving: construction of 54 new dwellings, retention of 15 new dwellings (social), sale of 39 new dwellings to help fund the project. Construction expected to start mid 2020.

**HENDRIE ST, MORPHETTVILLE
\$6.3M**

Development including 20 townhouses to be constructed, 9 sold and 11 retained for social housing. Construction scheduled for 2020.

People First Property Maintenance

Ensuring our 4,000-plus tenants across the State live in decent housing that is well maintained and upgraded regularly is a key Junction priority. However, we can't and don't deliver this alone. Our organisation works closely with around 100 local contractors to deliver responsive repairs, general maintenance and planned upgrades of individual properties and common areas in our neighbourhoods - from as far south as Kangaroo Island, to as far north as the Riverland.

"The reality is, we do ask a lot of our contractors because some of the people living in our housing are facing really challenging situations or they have literally come out of crisis," Housing Services General Manager, David Burton said.

"This calls for not only an ability to get the job done, but to do it with care and sensitivity. There also has to be a degree of flexibility. From our perspective, it is imperative we engage people-oriented professionals to deliver our maintenance services. We are fortunate in South Australia to have many local businesses who fit this bill."



Photo: Danny from Maintenance Matters.

**REGENT STREET,
MELROSE PARK
\$4.9M**

Development and sale of 21 residential allotments sold as house and land packages through developer partner, Qattro to fund the construction of a three-level, 15 unit apartment building for social rental housing. Stage 1 comprising the creation and sale of 7 allotments is complete. Delivery of key infrastructure and preparation of the apartment site is now underway.



Artist Impression

OUR NEIGHBOURHOODS

WHEN YOU ASK SOMEONE ABOUT WHERE THEY LIVE, **WHAT DO THEY SAY?** MORE OFTEN THAN NOT, PEOPLE WILL TALK ABOUT THEIR NEIGHBOURS, THEIR GARDEN, PLAYGROUNDS, DOG PARKS, PERHAPS THE LOCATION IN TERMS OF DISTANCE TO SCHOOLS, SHOPS AND WORK.



Tenant Survey revealed **83%** overall satisfaction



Of the **2173** tenants surveyed, **556** responded (**26%**)



42 Pop Up Events engaging **520** tenants

As we deliver on our mission to provide safe and affordable homes that contribute to thriving communities - placemaking is a priority across our housing portfolio.

To us, this means supporting the evolution of strong communities and neighbourhoods by empowering our tenants so, with our help, they can create places where they want to live and are proud to call home.

We do this by working closely with our tenants and local community groups and services to link people and ideas, work out solutions to common challenges, highlight achievements and foster positive networks and connections.



Out and About

Forging community connections doesn't happen by sitting behind a desk. That's why our People and Places team can be found popping up around SA – quite literally!

The team – Junction's community engagement arm – is forging stronger links with tenants and local organisations and services. People and Places work 'on the ground' with and in local communities, getting to know tenants and neighbourhoods.

Our Pop Ups – a grassroots series of events held in neighbourhoods and community centres – have continued into 2019 and are embraced by locals.

"It's about us reaching out and listening to our tenants and communities in a way that is comfortable for them," Housing Services General Manager, David Burton said. "Where we can, we bring our urn for a cuppa, some bickies and sometimes even a barbecue, so we're not rushed."

"When we ask our tenants what they value most about the Pop Ups, friendship and nourishment are just two of the key themes that emerge which is really powerful."

Mr Burton said tenancy officers, accompanied the People and Places team help to address housing related concerns tenants might have, as well as representatives from the local councils and NDIS where available and appropriate.

"It's not just about Junction connecting with tenants, it's about bringing together people who can help each other and work together," he said. "Just as importantly, it's a platform for tenants to meet each other, to strengthen ties and even forge friendships."

Photo: Tenant, John leads line dancing at our Strathalbyn Pop Up event.



**WHAT A FANTASTIC INITIATIVE –
ENHANCING OPPORTUNITIES FOR
PEOPLE TO BUILD CONNECTIONS
IN THEIR COMMUNITY.**

- Leighton Boyd, Director MarionLIFE Community Services

Home Sweet Home

Jane had always wanted to own a home of her own, but had given up hoping it would happen.

After living in private rental most her life, she joined a co-op, attracted by more affordable rent and secure tenancy.

“The flexible rental arrangements enabled me to study to regain my registered nursing qualifications, giving me another phase of working life,” Jane said.

When the co-op ended, Junction took over management of the house. A variety of circumstances allowed Jane to think she could buy the property.

She has now purchased the home she has been living in for the past decade.

The Peterhead property, which settled on October 10, has a small garden and two bedrooms – one which Jane, who is also a freelance editor, uses as a study.

Junction CEO, Maria Palumbo said while it was not common or always possible for tenants to purchase the homes they are living in, it was a fantastic outcome for Jane.

While her home is comfortable and cosy, Jane said it is the location and community which she loves most of all.

“I walk on the beach a lot, I love walking by the river, I go kayaking around the port and swimming in the summer,” she said.

“More than anything, I love the people I’ve met here. They’re a bunch of really interesting people who I have shared values with. I have always felt very welcome.

“When the chance came up to buy the home, I was immediately keen. It means more than a house. It’s my home, my community and my neighbourhood.”



A Celebration of Strengths

When Sharon found a stable home, she also discovered a talent she didn’t know she had.

“I had never painted before but I was given some brushes so one day, when I felt settled, I started painting,” Junction tenant, Sharon said. “I had been living in a shelter (Western Adelaide Domestic Violence Service) so getting housing through Junction was a new start.”

Twelve months on, Sharon, a mother-of-five, was among the winners of our *CreArtive* tenant art competition.

She says the winning entry, her painting *A Celebration of Strengths*, reflects her inner strength and overcoming adversity to find contentment.

“My lifetime of experiences has led me to see things differently,” Sharon says. “It’s amazing how much painting and art changes how you look at things. Now I see flowers and I see all the colours in them.

“I think of something and I draw and then paint with acrylics. I like lots of warmth. The strength of women is something I tend to bring out.”

Photo: CEO, Maria Palumbo and *CreArtive* winner, Sharon.

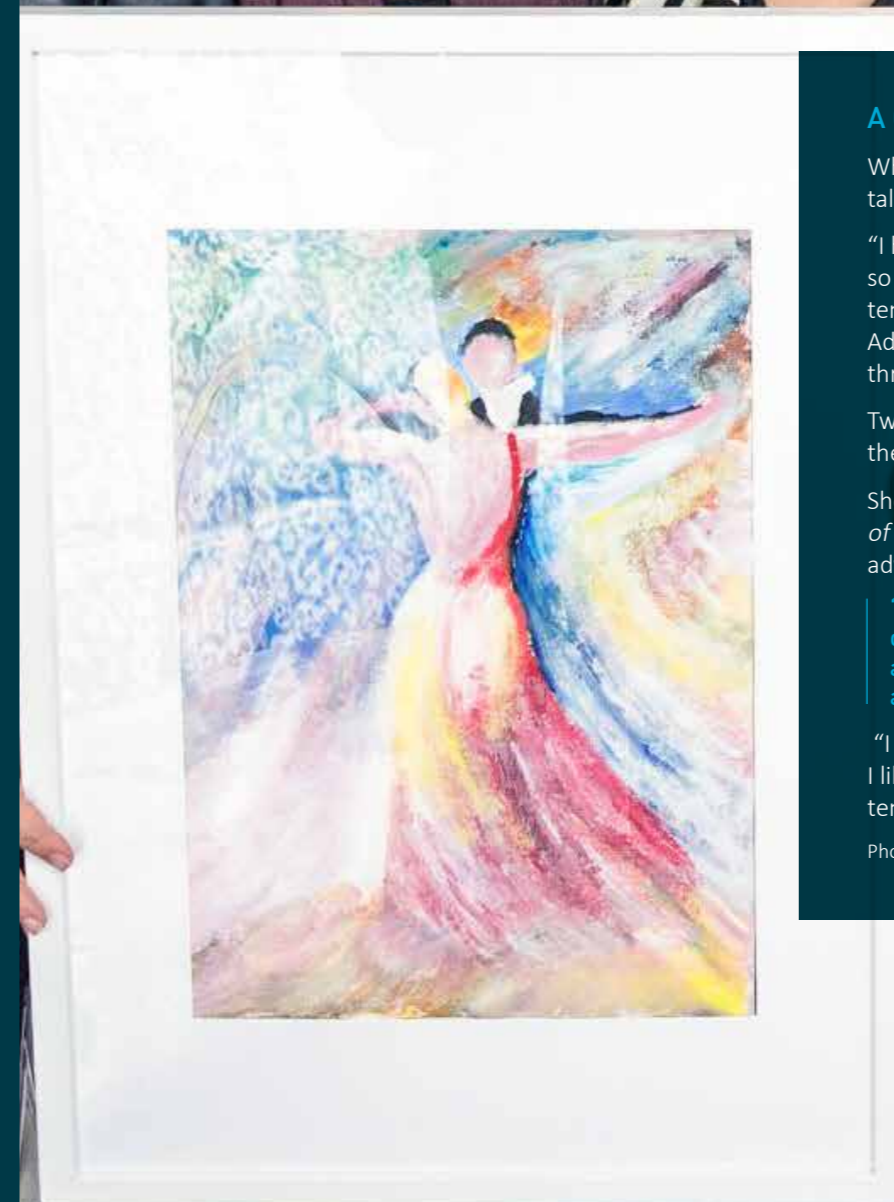
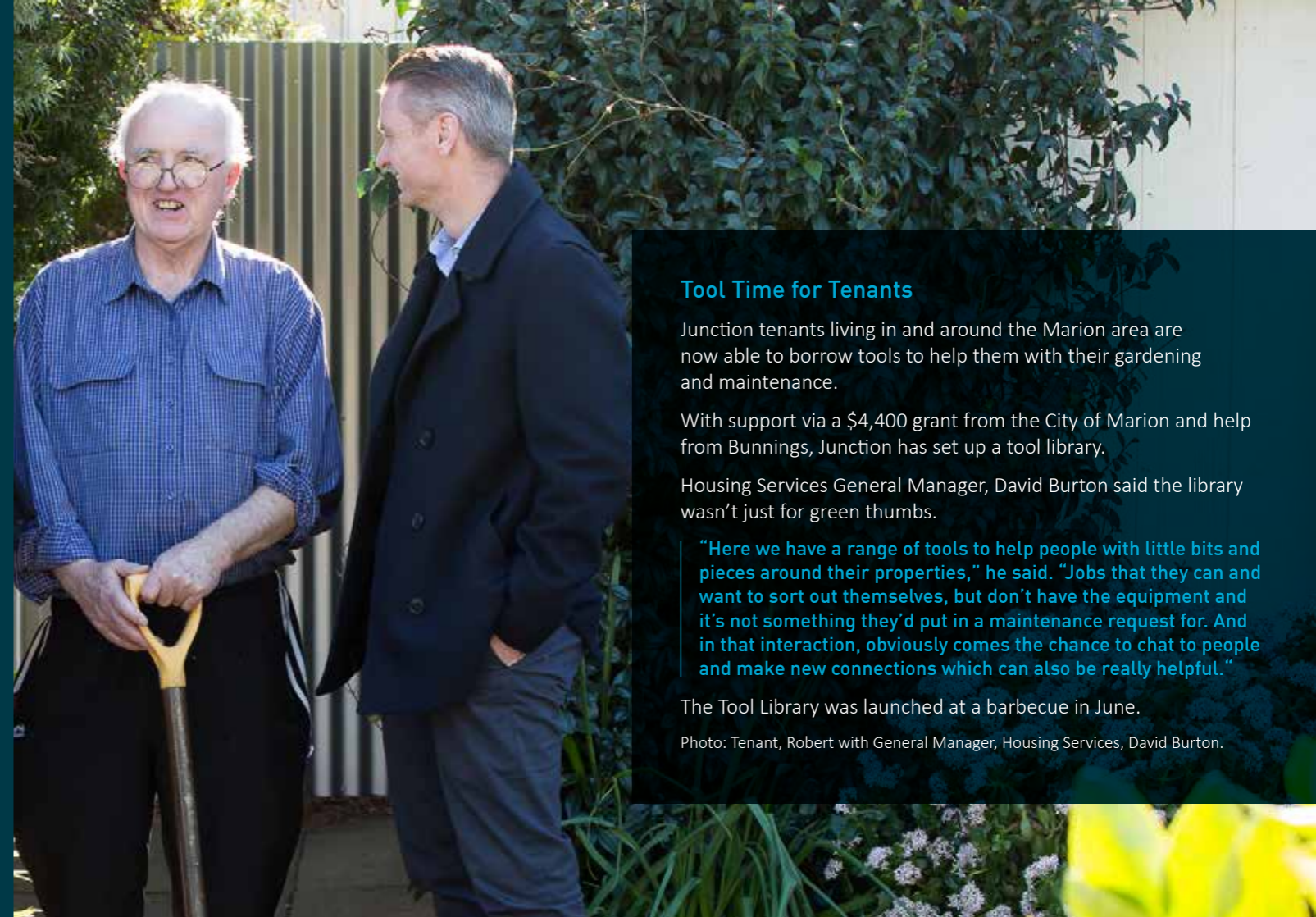


Photo: Junction Development Officer, Velizar Sedev (left) with Tenancy Officer, Liz McCarthy (right) and Jane (centre).



Tool Time for Tenants

Junction tenants living in and around the Marion area are now able to borrow tools to help them with their gardening and maintenance.

With support via a \$4,400 grant from the City of Marion and help from Bunnings, Junction has set up a tool library.

Housing Services General Manager, David Burton said the library wasn't just for green thumbs.

"Here we have a range of tools to help people with little bits and pieces around their properties," he said. "Jobs that they can and want to sort out themselves, but don't have the equipment and it's not something they'd put in a maintenance request for. And in that interaction, obviously comes the chance to chat to people and make new connections which can also be really helpful."

The Tool Library was launched at a barbecue in June.

Photo: Tenant, Robert with General Manager, Housing Services, David Burton.

Garden a Saviour for Helen

When Helen saw her Mitchell Park property for the first time, it was overgrown with weeds and needed a lot of work.

However, after she spotted a native frangipani in the front yard, she knew it was the perfect home for her.

"My mum passed away not long before I moved," Helen said. "I had been living with her and caring for her and one of the things she always said was she'd like a frangipani. When I saw it (the frangipani) near the front window I knew it was meant to be."

That was 14 years ago. Today, Helen is among the winners of Junction's 2018 *Tenant Gardening Competition* claiming the prize for best rear garden. Helen was among 12 entrants to win first or second place in the second annual competition which received 33 entries.

"When I arrived, I used to walk around the streets to familiarise myself with the neighbourhood," she said. "As I walked I would grab a few clippings here and there. My whole garden is made of those cuttings. I haven't spent a cent on plants or mulch."

Photo: CEO, Maria Palumbo with Gardening Competition winner, Helen.

"In fact, I wanted to plant a garden bed over some old grass so I used old newspapers to cover the ground until it died. It has turned out the newspaper has been the best type of mulch because the flowers in that bed are now blooming."

Helen, who was nominated for this year's competition by a friend, said gardening gave her energy and "a lot of enjoyment". It was also a haven for others.

"My neighbours come over and we sit and talk here and have birthdays here. It's very peaceful."

"My mum had also liked bougainvillea. We'd try to grow them where we previously lived but it hadn't worked. When I moved to Mitchell Park I brought a pot which had a geranium and a bougainvillea but the bougainvillea had never grown. Eventually I took it out of the pot and put it in my new backyard."

"It went berserk. Every time I look at it now, I think that is mum. I think the garden loves me. It's been my saviour."



A Swimmably Good Day

Sunshine, sausages and swimming set the scene for a perfect community gathering organised by Junction and the City of Marion this summer.

Around 90 tenants were among those to join the fun at Marion Outdoor Pool on March 17 which also included mini golf and other organised activities.

For many tenants, it was the first time they had attended the community facility.

Photo: Junction's Jo Wilson and Amelia Stacey serving at the Marion Pool event.

JUNCTION IS SO WANTING US
TO BE A COMMUNITY AND THEY
BRING US TOGETHER.

- Denise, Tenant and Community Champion





Reaching Out to 'Rightsize'

An innovative yet sensitive initiative supporting Junction tenants to reduce clutter in their homes will be extended across the wider community.

Junction service partner, *To Keep or Not to Keep* will deliver a series of workshops across the local government area thanks to a grant from the City of Marion.

The workshops will focus on tips and guidance for people struggling to 'rightsized' their belongings. Led by *To Keep or Not to Keep* owner, Amelia Balmer, the workshops will focus on tips and guidance with topics covering fire risks, environmentally-friendly recycling and waste disposal.

In 2018-19, *To Keep or Not to Keep* worked with 20 Junction tenants to help them address hoarding and/or clutter issues.

Photo: Junction's Amelia Stacey with City of Marion Counsellor, Kendra Clancy and *To Keep or Not to Keep* owner, Amelia Balmer (centre).



Tenants, Esther and Lynne with Tenancy Officer, Olivia.

Pop Up Party

The new Glandore Community Centre provided the perfect venue for a tenant Pop Up event and party during our 40th birthday week.

A burst of winter sunshine enabled around 35 tenants in and around the Glandore and Mitchell Park area to connect with each other and our staff over games and a "good old-fashioned cuppa."

Photo: Tenants connecting over a cuppa.



OUR PROGRAMS & SERVICES

JUNCTION, ALONGSIDE OUR SUPPORT AND SERVICE PARTNERS, DELIVERS AROUND 50 PROGRAMS TO HELP SOUTH AUSTRALIAN INDIVIDUALS AND FAMILIES.

Where possible, we aim to work with people to break cycles of poverty, trauma and abuse before they reach crisis point and to help them build resilience and independence.

Sexual Abuse Counselling

Helen Dunkley has been working at Junction for more than ten years as our dedicated Sexual Abuse Counsellor.

Over that time, she has supported around 340 clients who have been impacted by a form of abuse that sadly, carries a label for many people.

“It is a reality that shame is a by-product of having been part of something shameful, even though a person, particularly if a child, had no way to prevent it,” Helen explains.

“These deep-seated feelings like shame and guilt can profoundly affect how someone sees themselves as a person, and it is not an accurate view.”

Helen said she uses education and opportunities for those impacted to explore more of who they are (and would have been) without that label of sexual abuse.

“Because of the tangled lives that are often a prelude to these abuses, there is a need to learn afresh how to assess situations and relationships for safety, trust and sustainability, and to learn strategies to manage their emotions and behaviours to maximise positive life changes,” she said.

“Sometimes it is a mission of slowly building a new sense of self, and dealing with the grief. That is part of accepting what cannot now be changed, but also the hope of what is both possible and necessary.

“I see it is a privilege to be part of someone’s healing.”



135 Clients
supported through Counselling
Services, including 24 under 18.

**105 CLIENTS RECEIVING
DV SERVICES, INCLUDING
39 CHILDREN.**



New Understanding for Financial Hardship

Some of the most vulnerable South Australians struggling to deal with debt and money worries are now getting help to turn their situation around sooner.

Through a new memorandum of understanding between leading social enterprise Junction and Uniting Care Wesley Bowden (UCWB), tenants living in social housing properties managed by Junction are eligible for free priority financial counselling that is confidential with UCWB.

Junction CEO, Maria Palumbo said the initiative would ensure earlier intervention in many situations.

“As housing providers, we have the privilege of gaining an insight into the homes and lives of our tenants,” she said. “This can put us in the unique position of being an obvious connection between tenants and links to other supports such as financial counselling.”

“However, the reality is that right now in SA, it is usually a two to six week wait to see a financial counsellor. If you are facing pressing circumstances, which many people are by the time they reach out, this delay can be detrimental and compound what is often an already dire and extremely stressful situation.



“People living in our properties are generally on low and fixed incomes. Some have complex needs that require ongoing support. Ensuring they have priority access to financial counselling, in many cases, prevents them from reaching crisis point.

“The fact that the counselling is completely confidential between UCWB and our tenants is also really important.

“It means tenants can feel completely confident the help and support they receive is strictly a matter between them and their counsellor. Junction is simply the link.”

Photo: Junction CEO, Maria Palumbo with Carol Shard, Executive Manager, Social Inclusion, Uniting Care Wesley Bowden.

Reuben's Just Ace

When Reuben Fredrickson moved to Kangaroo Island last August, he had no job, no funds and no home.

“I was just living with a friend of mine,” he said. “I had nothing.”

Things looked up when Reuben found work and was able to then rent a place of his own – but after losing that job, paying rent became almost impossible.

Walking into the Kangaroo Island Community Centre, Reuben's life changed.

“They gave me a food allowance to enable me to live,” he said. “They liaised with my landlord on my behalf to help me keep my house. It was amazing - it was so good, I don't know how to explain it.”

Through the Centre, Reuben was also connected to the Adult Community Education (ACE) course which was pivotal to getting his life on track.

ACE, a South Australian skills gateway initiative run through KI Community Centre, provides options for gaining skills and learning experiences to support employment pathways and life opportunities.

“ACE gave me skills which I'll have now for the rest of my life,” Reuben said. “I learned how to make the most of my food, to cook, how to use a knife properly, how to budget simply and live more healthily.

“My favourite was the curries we made. It's easy to whip up a chicken curry and way less expensive than take away.

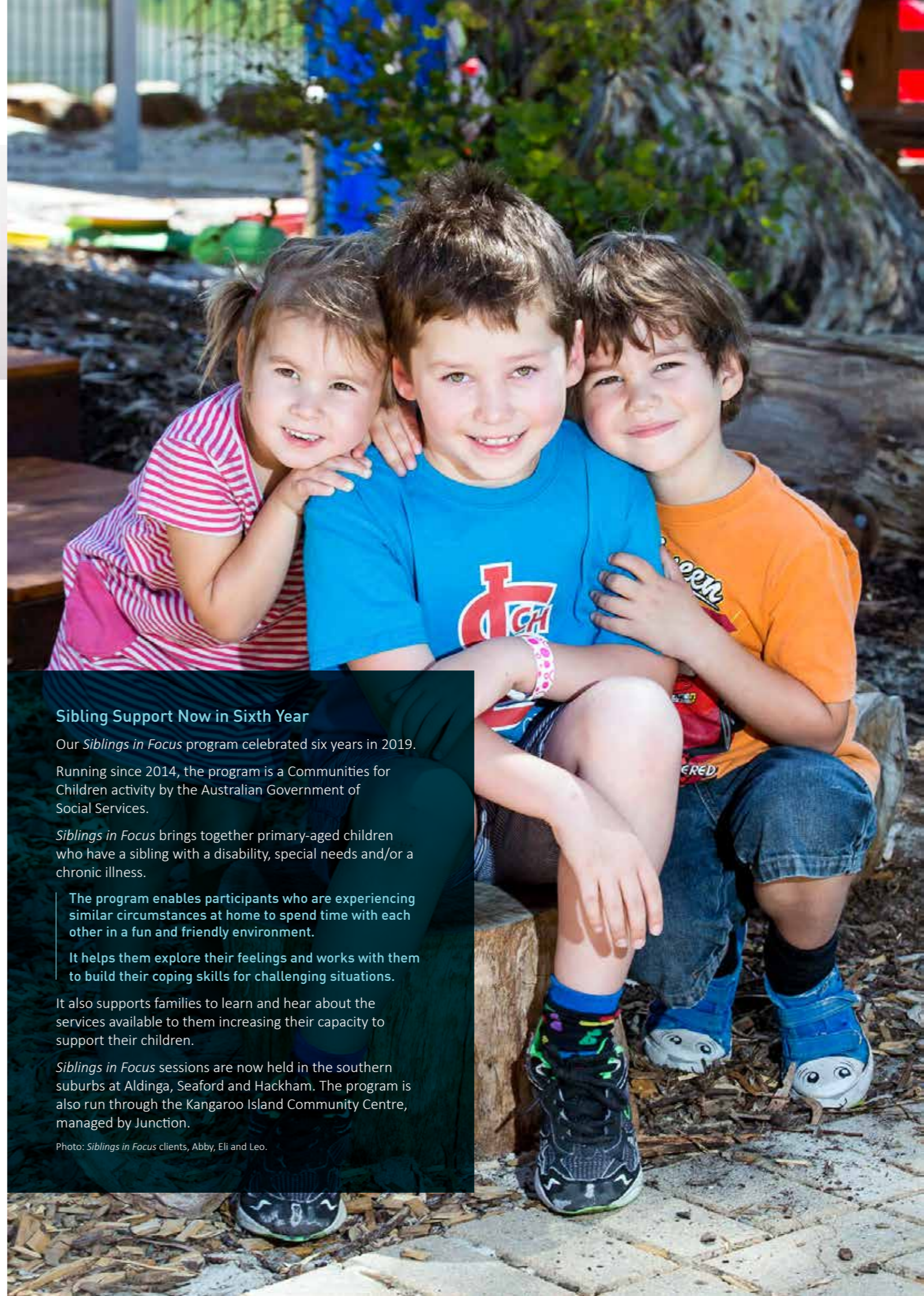
“As a person with dyslexia, numbers and words can be really confronting for me. That course just helped break it all down. It's one of the best things I've done.”

Almost 10 months on, Reuben has now left the Island moving closer to family support in Bathurst.

“I'm just so grateful for the help I got to get things together and for the skills I learned through the Community Centre and to Maree (Junction Coordinator) and everyone who helped me there,” he said.

“Initially you can be a bit scared to ask for help, but it doesn't hurt to stick your neck out a bit.

“More often than not people will say yes to helping you. Giving things a go can just make such a difference.”



Sibling Support Now in Sixth Year

Our *Siblings in Focus* program celebrated six years in 2019.

Running since 2014, the program is a Communities for Children activity by the Australian Government of Social Services.

Siblings in Focus brings together primary-aged children who have a sibling with a disability, special needs and/or a chronic illness.

The program enables participants who are experiencing similar circumstances at home to spend time with each other in a fun and friendly environment.

It helps them explore their feelings and works with them to build their coping skills for challenging situations.

It also supports families to learn and hear about the services available to them increasing their capacity to support their children.

Siblings in Focus sessions are now held in the southern suburbs at Aldinga, Seaford and Hackham. The program is also run through the Kangaroo Island Community Centre, managed by Junction.

Photo: *Siblings in Focus* clients, Abby, Eli and Leo.

“I THINK THAT COUNSELLING PROVIDES A SAFE SPACE AND I BELIEVE THAT EVERYONE CAN BENEFIT FROM THAT. SOME OF OUR CLIENTS HAVE A LOAD OF DIFFERENT TRAUMAS TO OVERCOME AND THEY NEED A SAFE SPACE TO DEAL WITH SOME OF THOSE ISSUES, TO HELP THEM BUILD THEIR RESILIENCE. MOST HAVE IT WITHIN THEM, BUT THEY JUST NEED SOME HELP TO COME OUT THE OTHER SIDE WITH MORE RESILIENCE AND HOPE FOR THEIR FUTURE.

– Sheila Davidson, Senior Counsellor and longest serving staff member.

With a Little Help

When Emily was a teenager, her life changed dramatically in a very short space of time. Her parents split up, then soon after her grandfather passed away and her mother was diagnosed with breast cancer. Understandably, Emily found herself struggling to cope with these huge life changes on top of the demands of high school.

“It was hard. Very, very hard,” Emily said.

“I was in a very bad place. I just wanted to cut it all out.”

As things went from bad to worse, Emily turned to Junction. She worked with our counselling program where she received ongoing support.

“When I get stressed out, I’m a person who overthinks everything,” said Emily.

“Sheila (Senior Counsellor) has been my help and go to person. She just brings me back to the here and now.”

Fourteen years later, Emily, now 28, has continued to prove that we are not defined by our darkest moments, having worked through her difficulties with Junction beside her every step of the way.

She is now a fully qualified hairdresser and will soon be heading off on a honeymoon with her new husband.

“We’ve just bought a house, our first house together, and I’m having a baby. So yeah, we’re pretty happy!”

“Without Junction, I’d be in the wrong headspace.

“I don’t want to think about where I’d be right now without that support and someone who I know I can trust.”

Photo: Junction client Emily with Senior Counsellor, Sheila Davidson.



OUR PLACES & SPACES

THERE MIGHT BE MILES OF OCEAN BETWEEN THEM, BUT OUR COMMUNITY CENTRES AT HACKHAM AND ON KANGAROO ISLAND ARE THRIVING HUBS OF ACTIVITY AND CONNECTION FOR LOCALS.

Both Centres boast a range of activities bringing people from all walks of life together to catch up, learn, develop and access help and support – crucial to early intervention and crisis prevention.

Serving Up for Future

Upgrading the KI Community Centre to create a new youth space hasn't stopped the Centre serving up a range of initiatives – including school holiday and employment programs, as well as a key study resource.

In term one, Kingscote Area School students harnessed the Centre as a hub for learning and engagement as part of the Integrated Studies course.

The pilot project supported Year 11 students' health and wellbeing through various programs at the Centre, including a soup kitchen, mosaic group and community services.

Students also worked with Junction to develop and design the new youth hub, studying paint palettes and selecting colours to reflect the different spaces and to choose furniture and fixtures within each space.

KI Coordinator, Maree Baldwin said:

"We want the hub and the whole centre to be a space where people can hang out and have fun, as well as an avenue where young people, especially, can demonstrate leadership and actively participate in their community."

Photo: Kingscote Area School students cooking up a storm.



"We don't have any family locally so the Centre has been a huge support for us. Most of all, our children absolutely love coming here because there is always something happening, there are things to do and everyone is friendly and caring. We know the amount of effort and generosity so many people put in to make this such a special place where people feel safe and happy. To all the staff and volunteers and businesses who give... I want them to know that what they do is so valued and appreciated and our family and children wouldn't be as strong as we are if it weren't for what we have here."

- Chantelle, Hackham Community Centre client

Chantelle with daughter, Florence, son George and Junction crèche worker, Jodie.



A Party for All

Singing. Dancing. Face painting. And of course, cake. Our 40th anniversary community celebration brought together the many faces of our organisation for an afternoon of fun and happiness for all.

More than 100 attended the event at Hackham Community Centre - most who were yet to be born when Junction was incorporated in 1979.

CEO, Maria Palumbo said it was wonderful to see the many faces who make up our Junction community.

“Some people connect with our organisation at a point in their lives where they are literally at a crossroad, and where we can, it’s about helping them in the right direction.

Whatever different pathways led people to Junction, the main thing is we are all part of this community and we are all stronger for it.”

A few short ‘formalities’ at the event included a client, Emma speaking about the support provided to her family through Junction; a traditional welcome performance by children attending the Centre and a song specially written for Junction in honour of the milestone.

Walking Steady was written and performed by music teacher, Sherilee Williams who also performed the track live on the day.

Photo: Music teacher, Sherilee Williams with client, Abigail.

A Haven to Learn and Connect

Yoga. Music. Art. Cooking. Support Groups. Gardening. Crèche. Playgroup. You name it and you’re likely to find it at Hackham Community Centre.

Tammy Elvin, Team Leader at Hackham Community Centre, said many of the programs offered by the Centre are pivotal to preventing people reaching crisis point.

“There are so many people who come through our doors who we are able to help and support in a range of ways – not just for the reason they came in.

“Our music groups, playgroups and crèche are really important for supporting development and early intervention – particularly in children with special needs, including autism.

“They are also really informal platforms for parents and carers to talk and get support if they need it. For some, attending our Centre would be the only outlet they have each week and when they come here, they get the break and the energy they need to keep going.”

Photo: Music Teacher, Sherilee Williams with Junction Team Leader, Tammy Elvin.



Reaching Out Across the Fleurieu

Junction now has a new base to reach out to tenants and clients on the Fleurieu moving into a new premises in Goolwa’s main street in December.

Over the past five years, Junction’s presence in the Fleurieu has grown considerably and demand for services continues to increase.

We now manage more than 340 properties in the area through our housing services and provide around 330 locals each year with help through our homelessness and domestic violence services and programs.

This is in addition to a range of community development initiatives and programs we run across the area, including those in partnership with Government and other community organisations, such as education around drug and alcohol misuse and suicide prevention.

CEO, Maria Palumbo said the move would better equip staff to support clients and tenants from the region.

“While our staff carry out a lot of their work in communities and neighbourhoods, it is important for the organisation to have a place where clients and tenants can attend for face-to-face help and support,” she said.

“The new Goolwa office comprises our housing and community support services which is also really important for a holistic approach – so, if and when needed, we can provide coordinated support to those who need our help or link them to other services.”



Photo: David Basham MP, Member for Finnish and Kirsty Drew, General Manager, Community Services cut the ribbon to officially open the new office on December 13.

Junction
Growing
STRONG
FOR 40 YEARS

JUNCTION HAS BEEN
A BIG PART OF OUR LIVES.

- Emma, Hackham Community Centre client

Photo: Hackham Community Centre client, Emma with daughter, Eleanor

OUR PEOPLE

WITH MORE THAN **260 STAFF AND VOLUNTEERS** ACROSS OUR ORGANISATION WHO UNDERTAKE SOME OF THE TOUGHEST WORK IN OUR COMMUNITY, JUNCTION'S COMMITMENT TO GROWING STRONG STARTS FROM THE INSIDE OUT.

This year brought challenges and rewards for our 260-plus staff, students and volunteers, each whose individual contribution builds our capacity to make a real impact.



Photo: People and Places Team Leader, Jo Wilson with tenant, Lillian.



WHEN YOU USE THE WORD **JUNCTION**, IT'S KIND OF A **CROSSROAD** ISN'T IT? IT'S THAT OPPORTUNITY WHERE YOU'RE GOING TO REACH A WIDE POINT AND YOUR LIFE CAN GO EITHER WAY. **JUNCTION**, TO ME, IS THIS WONDERFUL PICTURE OF ARRIVING AT THAT WIDE POINT AND MAKING A SELECTION FOR THE BETTER.

- Brenton Ragless, Junction Ambassador and Channel 9 Newsreader



Staff Conference

Courage. Resilience. Hope. Strength.

These were the messages that rung loudly in the ears of all who attended our 2019 staff conference.

This year's event featured key note presenter, Margaret Harrod. While most people had not heard of Margaret prior to the conference, few would forget her.

In an interview with Jane Doyle which was confronting and compelling, Margaret, a former nun, explained the events that led her to become a whistle-blower on her twin brother, a paedophile priest – including her own sexual abuse inflicted by their father.

CEO Maria Palumbo said Margaret's story "aligned significantly" with Junction.

"The challenges Margaret has faced are the same as many of our clients so this is a reality for us," Ms Palumbo said.

"The messages Margaret shares around courage and resilience are so important. Her strength and courage is just incredible. It's what we want for our organisation and everyone we work with."

Other highlights of the conference included a traditional Aboriginal Welcome by Uncle Moogy Summer complete with Indigenous music and dancers, and a panel of Junction staff, clients and tenants who told their stories about growing strong through challenge and adversity.

"It was raw, confronting and at times, hard to listen to because it was real people speaking about real life," Ms Palumbo said. "It goes right to the heart of why we exist, and why it is so important that we take care of each other and ourselves."

Photo: Senior Manager, Strategy and Service Development, Andrew Cockington with Margaret Harrod (centre) and Jane Doyle.

“NOTHING IS SO BAD YOU CAN'T TALK ABOUT IT.”

- Margaret Harrod, author, *Blood on the Rosary*

A Hand for our Volunteers

When a social enterprise like Junction starts attracting more volunteers, it is an exciting time of growth and community for everyone involved.

It can also be a little overwhelming for staff who need to be on board, train and manage all of them. This is a great problem to have, but as an organisation we need to create systems and standards to support our volunteers.

That's where the Volunteers Handbook comes in handy; it serves to inform, educate and support our volunteers.

At its core, the Volunteers Handbook, updated this year, is a consistent resource (printed and digital) that clearly defines what Junction does, and how volunteers help our organisation so that everyone starts off with the same knowledge.

This way, volunteers and staff have a handbook that helps them succeed and empowers people to do their best work.

Photo: CEO, Maria Palumbo, Hackham Community Centre volunteers, Lou and Len, with Jennifer Langusch, HR Advisor.

“**IT'S JUST A GREAT FEELING KNOWING YOU'RE DOING SOMETHING FOR THE COMMUNITY AND HELPING OTHER PEOPLE. IT'S A FULL ON DAY, BUT IT'S WORTH IT.**”

– Lou, Hackham Community Centre volunteer



NZ Reward for Laura

Program Maintenance Officer, Laura Lovey was given the chance to study social housing in an international community following a national accolade.

Laura, who has worked at Junction for about three years, won the Rising Star award at the PowerHousing 2018 Awards presented in Canberra in late July. As part of her award, PowerHousing Australia will support Laura to travel to either New Zealand or Manchester in the UK to further boost her development.

The Rising Star category was one of the most contested with 12 nominations from across the country.

CEO Maria Palumbo said Laura worked across the business “so the services we deliver to our tenants are connected.”

Photo: Laura Lovey, Program Maintenance Officer.



Junction – A New Generation

Whoever warned against working with kids or animals was clearly nowhere near a Junction office on December 21.

Around 80 children and young people – sons, daughters, grandchildren, nephews and nieces together with groups from our residential care – converged on our offices as part of our first Bring Your Kids to Work Day.

Thanks to everyone who helped coordinate activities (including Christmas biscuit decorating, movies, face painting, balloon artistry and a trip to the park) to keep the younger ‘workers’ busy.

CEO Maria Palumbo said the initiative was a great way for our kids to see a different side to our life, for everyone to meet members of our family and help us get a better understanding of who we are, not just as employees but as people.

Photo: Junction's Miriama Mokomoko with daughter, Jorja.





Accolade a Bonus for Nat

It was just over five years ago that Natalie Holman, then working as a legal secretary, decided to pursue a new career.

Wanting “something more fulfilling” she gained her Certificate IV in Youth Work – and has never looked back.

In fact, Natalie was recently named a runner up for the South Australian Youth Worker of the Year Award.

The Junction Therapeutic Support Worker said she considered the recognition “an absolute bonus.”

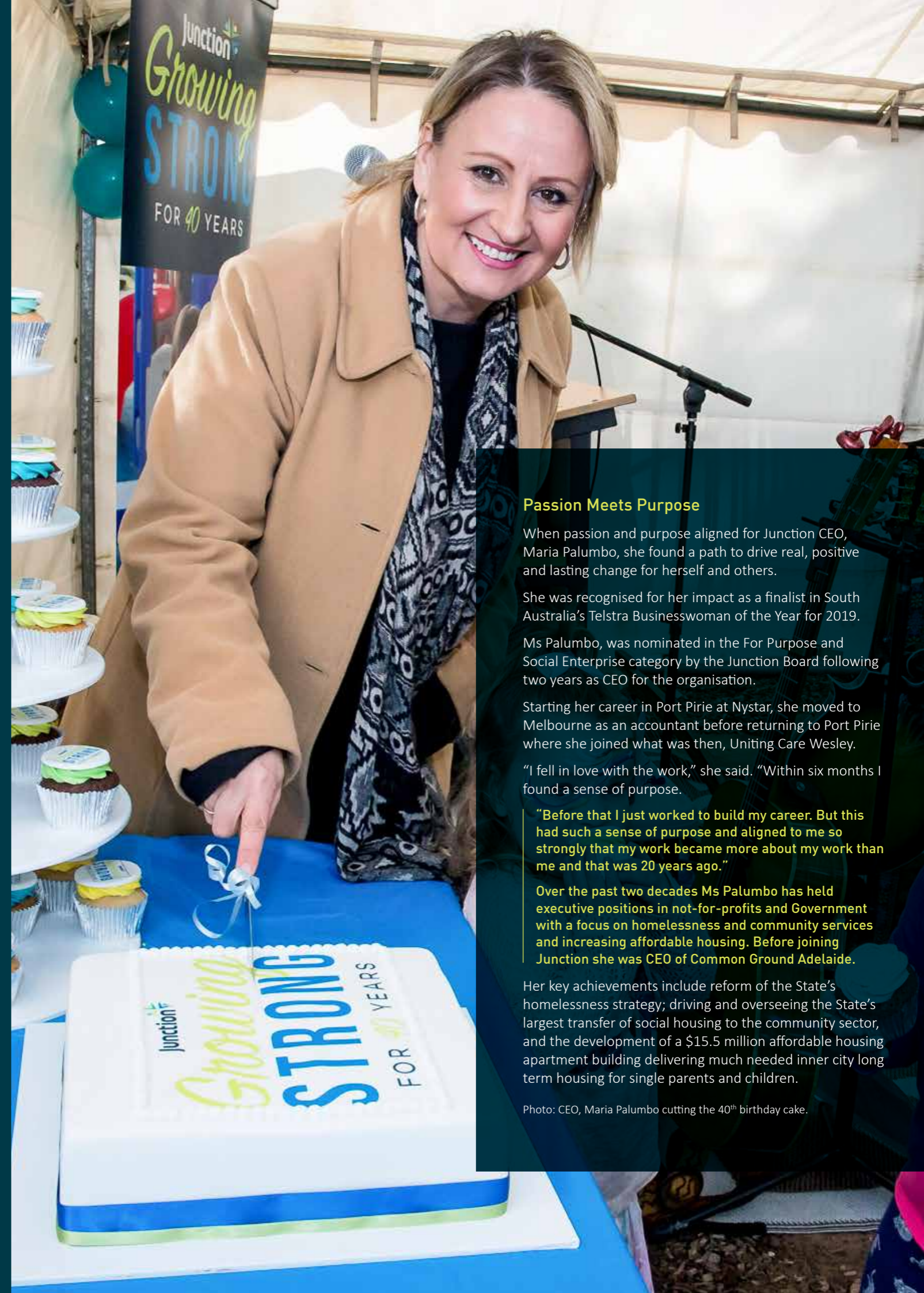
“I was working with a little boy who was struggling with a speech impediment,” Nat said. “To hear him now be able to pronounce certain words and to know when to slow down and take a breath when he’s speaking sounds like a small thing, but it really is huge for him and how far he’s come.”

“It’s usually the small steps you notice and they’re the things that make you see you are having an impact – that the time you spend with these kids is making a difference in their development and their lives.

“I just do what I do because I love it.”

The 2018 Award ceremony, hosted by Nat Cook MP, Jayne Stinson MP and Susan Close MP, was held at Parliament House in mid-November.

Photo: Natalie Holman (third from right) among those to receive awards at Parliament House.



Passion Meets Purpose

When passion and purpose aligned for Junction CEO, Maria Palumbo, she found a path to drive real, positive and lasting change for herself and others.

She was recognised for her impact as a finalist in South Australia’s Telstra Businesswoman of the Year for 2019.

Ms Palumbo, was nominated in the For Purpose and Social Enterprise category by the Junction Board following two years as CEO for the organisation.

Starting her career in Port Pirie at Nystar, she moved to Melbourne as an accountant before returning to Port Pirie where she joined what was then, Uniting Care Wesley.

“I fell in love with the work,” she said. “Within six months I found a sense of purpose.

“Before that I just worked to build my career. But this had such a sense of purpose and aligned to me so strongly that my work became more about my work than me and that was 20 years ago.”

Over the past two decades Ms Palumbo has held executive positions in not-for-profits and Government with a focus on homelessness and community services and increasing affordable housing. Before joining Junction she was CEO of Common Ground Adelaide.

Her key achievements include reform of the State’s homelessness strategy; driving and overseeing the State’s largest transfer of social housing to the community sector, and the development of a \$15.5 million affordable housing apartment building delivering much needed inner city long term housing for single parents and children.

Photo: CEO, Maria Palumbo cutting the 40th birthday cake.

“EVERY CHILD IS UNIQUE
AND THE DIFFERENCE YOU
CAN MAKE BY BUILDING
A RELATIONSHIP CAN BE
REALLY REWARDING AND
SATISFYING, THAT’S WHAT
I’M THERE FOR.”

- Nat, Therapeutic Support Worker



WORKING TOGETHER

AS A SOCIAL ENTERPRISE,
JUNCTION'S CAPACITY IS BUILT
FROM WITHIN — BUT THAT IS
ONLY THE BEGINNING.

Educating, involving and working with the whole community enables us to maximise our impact and most positively affect the lives of South Australians. In 2018-19, Junction stepped up in its commitment to collaboration in the pursuit of a better future for all through our leadership across the housing and community services sector – creating awareness and understanding about how we all have a role to play in bringing about positive and sustained change.



Photo: Comedian, Dave Hughes and Ringmaster, Mark Holden who both kindly donated their time for the event.



Rolling Up for a Cause

Oh what a night!

More than 240 South Australians “rolled up” to support *Life's A Circus* – a Junction event to raise awareness of our work in youth homelessness, family violence services and child protection.

The exclusive, circus-themed preview event featured Mark Holden as ringmaster and beloved stand-up comedian Dave Hughes – who both generously donated their time to our cause.

The night's line-up also included a vibrant selection of some of the Adelaide Fringe's best circus acts – from clowns and acrobats, to magicians and showgirls.

“This event brought together some of the best artists and experiences that the Adelaide Fringe has to offer – all ahead of opening night,” Junction CEO, Maria Palumbo said.

“Where children can't stay in their families, they need a village, they need everyone in the community to be part of their sense of support,” she said.

Photo above: Junction Board Director, Fairlie Delbridge, CEO Maria Palumbo, Premier Steven Marshall MP, The Hon. Rachel Sanderson MP, Minister for Child Protection (pictured from left to right).

Photos below: Junction Ambassador, Libby Kosmala OAM and her husband, Stan (left) and one of the Fringe acts of the night, La Bomba Showgirls (right).





Appeal a Blessing for Corrina

Through the generosity of our donors, we were able to reach out to more than 600 South Australians as part of the 2018 Junction Christmas Appeal.

Vouchers, food hampers and gifts were provided to families and individuals struggling to make ends meet, easing the stress and adding a bit of sparkle where it was needed most.

Mother of four, Corrina, considers the Junction Christmas Appeal “a blessing.”

Corrina, who attends Hackham Community Centre, said the hamper she received made a huge difference to her family’s Christmas.

“Holidays are always hard, but the Christmas holidays are the hardest for us,” she said.

“The hamper and other bits and pieces they give us at that time of year really helps with food and makes it easier. Plus, they run Christmas activities to keep the kids busy.

“I couldn’t thank them enough for everything they’ve done for me and my family.”

Photo: Client, Corrina with her twins.

2018 Christmas Donors included:

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employment & training

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Group
The name behind the scenery.

COLINDALE



WE’RE ALL REALLY PROUD TO BE INVOLVED WITH JUNCTION.

- Anthony Kittel, REDARC Managing Director



Not So Pretty

The murder of Allison Baden-Clay at the hands of her husband shocked our nation and challenged the stereotypes of domestic violence.

Our *Not So Pretty: Unmasking Domestic Violence* initiative brought together more than 200 people for a working lunch, to have an open discussion about the hidden signs of domestic violence and empowering action to end it.

The crowd was visibly moved, many to tears as guest speaker Vanessa Fowler, Allison's sister and now Chair of the Allison Baden-Clay Foundation, shared the story behind the headlines, including the hidden signs of abuse leading up to Allison's death.

Vanessa was supported in her presentation by Shaan Ross-Smith, Director of a Griffith University program focused on educating people to be active bystanders in relation to all types of violence.

"Our offices, workplaces and neighbourhoods are where we spend most of our time – where we see and speak with each other regularly, where we can make a difference," Junction CEO, Maria Palumbo said.

"In years gone by, if people suspected domestic violence it was considered better to turn a blind eye, to not get involved. What we now know is that doing nothing can have as dire consequences as doing the wrong thing, and so it is simply about teaching people about what to look for and what they can actually do help and stop the situation before it's too late.

"While we all came to know Allison through the headlines as a result of her murder, the story that led to her death started long before. A lot of people still think the typical face of a domestic violence victim is battered and bruised – but that's not usually reality and Allison's story demonstrates this."



1 Woman

dies every week as a result of domestic violence.

1 in 5

women have experienced sexual violence.

3 in 10

women have experienced physical violence (perpetrated by another person, irrespective of the type of relationship).

2.2 million

23% or 1 in 4 women have experienced emotional abuse by a partner.

1 in 6

have experienced an episode of stalking.

Photo (top left): Mark Searle, Managing Director, With Purpose, Vanessa Fowler, Chair Allison Baden-Clay Foundation and Robyn Layton QC AO, Junction Ambassador (pictured top left).

Photo (top right): Junction's Merrilyn Matthews, Adrianna Burnes-Nguyen, Kathryn Keenihan and Jennifer Langusch.

Photo (middle): Shaan Ross-Smith, Griffith University presenting at the event.

Photo (bottom left): Maria Palumbo, CEO.

Photo (bottom right): Junction's Adam Green, Kirsty Drew, Andrew Cockington and Karina Smith.

Photo (above): Guests connecting at the event.

A Powerful Partnership

Celebrating 40 years of incorporation in 2019 isn't all Junction and leading local business REDARC have in common.

The organisations also share values and a local vision for healthy, safe and prosperous communities.

REDARC Managing Director, Anthony Kittel said his company first connected with Junction in 2011.

"Obviously we're in the southern community here in Adelaide and we wanted to support a charity and an organisation that was looking after the southern area, so that was the immediate connection to Junction," he said.

"I think the work that Junction does helping children and particularly women as well, achieve the most that they can with their lives. We have the same values here at REDARC with our employees and making sure that we give them the best opportunity to be successful."

Mr Kittel said supporting the Hackham Community Centre "through some tough financial times" and now, seeing the Centre thrive, was "amazing."

"We're all really proud to be involved with Junction."

"I think importantly, you know, that having a place that people can feel safe, they can go there and they can swap stories. Those connections can be lifelong."



Photo: REDARC's Barb, Nyree, Tennille and Emmeline with Junction CEO, Maria Palumbo (centre).

White Ribbon Collaboration

White Ribbon Day in late November also provided a platform for the newly formed Fleurieu team to catch up with the local community.

More than 85 people attended a WRD event at Goolwa in the Alexandrina Council courtyard on November 28.

David Hammond, from the Goolwa Children's Centre, led a group of men who recited the oath:

"I swear I will stand up, speak out, and act to prevent men's violence against women."

Attendees were encouraged to sign the 2018 White Ribbon board made in the shape of a white ribbon.

The event was planned and run by Alexandrina Council, Junction and the Goolwa Children's Centre, with the support of community groups.

Junction was also involved in the inaugural Yankalilla White Ribbon breakfast with 70 ribbons being handed out to raise awareness about ending men's violence towards women.

Photo: Members of the Fleurieu team at the local White Ribbon event (right).

Junction and Variety Join Forces for Youth

A new dedicated space for youth managed by Junction in Kingscote has been boosted by the generosity of Variety – the Children's Charity.

Variety provided Junction with a \$25,000 grant for furniture and internal fit outs to support the completion of the Kangaroo Island Youth Hub.

The grant was presented at a fundraising dinner organised by Junction with support from the Kangaroo Island Council and Variety at the Kingscote Town Hall.

More than 130 people attended the event which showcased food and beverages from local entrepreneurs and included a formal three course dinner and auction.

The idea of a dedicated youth space came out of the Youth Affairs Council of South Australia's Young People on Kangaroo Island Consultation Reports contracted by the Officer of the Commissioner for Kangaroo Island.

In the report, which focused on challenges and opportunities facing local young people, those consulted identified the need for an indoor, safe, recreational area including books, wifi, a place for television and movies, video games and a 'chill out' zone.

The youth space is now being built and will be opened later in 2019.



Photo: Junction KI Coordinator, Maree Baldwin, Variety supporter (Adelaide Brighton Cement), Luba Alexander and General Manager, Community Services, Kirsty Drew.



Banking on Community Support

The Commonwealth Bank Australia (CBA) again provided significant support to Junction clients and communities in the 2018/19 financial year.

CBA invested a total of \$40,000 in services and initiatives including:

- \$10,000 for our counselling program as part of a three year community grant totalling \$30,000
- \$10,000 towards community and youth development at Seaford Meadows
- \$10,000 for our Hackham Community Centre
- and \$10,000 to support our work assisting vulnerable people in the Fleurieu.

Photo: Junction Volunteers, Len and Karen, with Di, Manager, CBA Christies Beach (centre).

The Cup of Life

A simple coffee can make a huge difference with hundreds of South Australians supporting Junction through their daily cuppa ritual.

The initiative, embraced by REDARC and interior joinery experts Comace, involves businesses donating pods for coffee machines and staff then making gold coin donations for the pods which are passed on to Junction.



**IT'S ABOUT TAKING TIME
TO BUILD A RAPPORT AND
BUILDING ON THAT TRUST.**

- Liz McCarthy, Tenancy Officer

OUR RESOURCES

Financial Overview

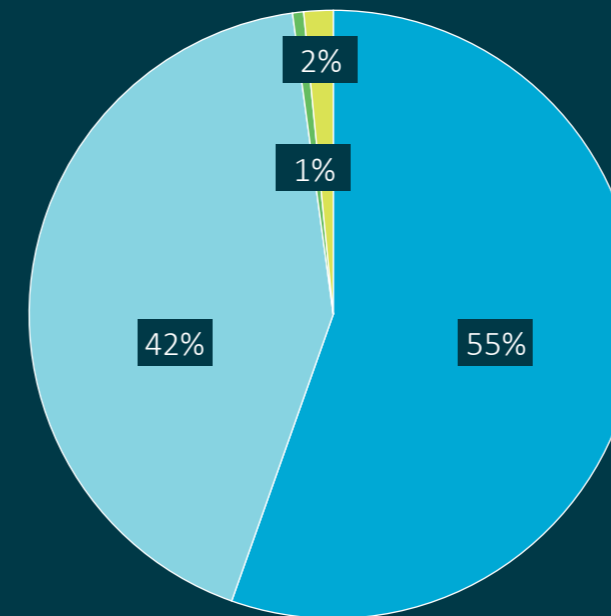
Junction's sustainability, credibility and capacity is underpinned by strong financial management.

In 2018/19, the organisation recorded a net surplus of \$10.01 million after recognising the net surplus from investment property transfers of \$2.35 million and property revaluations of \$3.571 million.

Junction returned \$1.3 million in revenue to the South Australian Government from social housing rental income.

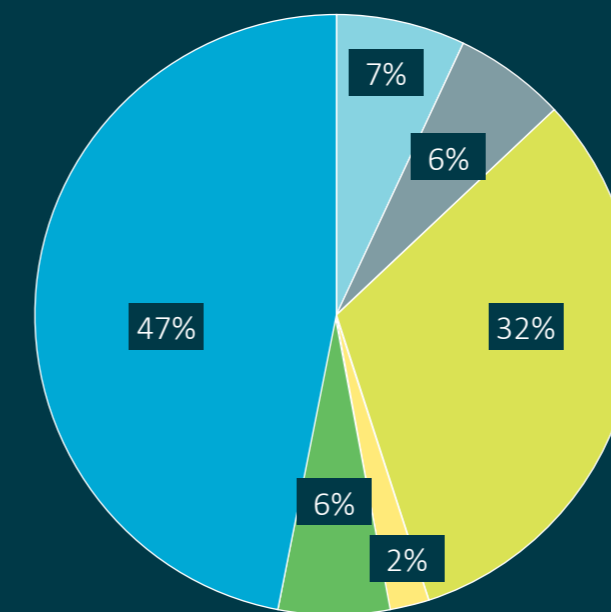


Mattie, a Junction client, playing at Hackham Community Centre.



REVENUE

| | \$'000 | % |
|------------------------|----------|-----|
| Rental Income | \$20,741 | 55% |
| Operational Grants | \$15,880 | 42% |
| Donations and Bequests | \$221 | 1% |
| Service Fees and Other | \$581 | 2% |



EXPENDITURE

| | \$'000 | % |
|-----------------------------------|----------|-----|
| Admin | \$2,104 | 7% |
| Asset Management | \$2,033 | 6% |
| Children and Youth | \$10,621 | 32% |
| Community Engagement and Families | \$701 | 2% |
| Homelessness and DV | \$1,977 | 6% |
| Housing | \$15,517 | 47% |

| FINANCIAL PERFORMANCE (FOR THE YEAR ENDING 30 JUNE 2019) | 2019 | 2018 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Rental income | 20,741 | 19,382 |
| Operational grants | 15,880 | 15,469 |
| Other | 801 | 381 |
| Total revenue | 37,422 | 35,232 |
| Employee benefits | 18,847 | 17,793 |
| Property and maintenance expenses | 6,723 | 7,713 |
| Other expenses | 6,084 | 5,785 |
| South Australian Housing Trust charge | 1,300 | 1,318 |
| Total expenses | 32,954 | 32,610 |
| Net finance cost | (164) | (65) |
| Increase in fair value of investment property | 3,571 | 3,792 |
| Investment properties received for no consideration | 3,622 | 5,644 |
| Investment properties disposed of at no consideration | (1,487) | (3,003) |
| Net surplus | 10,010 | 8,990 |

| FINANCIAL POSITION (AS AT 30 JUNE 2019) | 2019 | 2018 |
|--|----------------|----------------|
| | \$'000 | \$'000 |
| Current Assets | 12,241 | 9,934 |
| Non-current Assets | 212,922 | 205,372 |
| Total Assets | 225,164 | 215,306 |
| Current Liabilities | 5,989 | 6,934 |
| Non-current Liabilities | 7,339 | 6,546 |
| Total Liabilities | 13,328 | 13,481 |
| Net Equity | 211,835 | 201,825 |

The Consolidated Summary Financial Report is derived from the audited financial report of Junction Australia Ltd. It does not contain all the disclosures required by the Australian Accounting Standards. Readers of this report should note that reading the summary financial report is not a substitute for reading the audited financial report. The audited financial report of Junction Australia Ltd is available on request.

“**THIS SOUND FINANCIAL POSITION CREATES A BASIS FOR FUTURE GROWTH, INVESTMENT AND INNOVATION TO IMPROVE OUTCOMES AND OPPORTUNITIES FOR OUR CLIENTS, TENANTS AND COMMUNITIES.**”

- Adam Green, Chief Financial Officer



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REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS TO THE MEMBERS OF JUNCTION AUSTRALIA LTD

Opinion

The summary financial statements, which comprise the financial position as at 30 June 2019 and the financial performance for the year then ended, are derived from the audited financial report of Junction Australia Ltd for the year ended 30 June 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, on the basis described in the summary.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards - Reduced Disclosure Requirements and the financial reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 27 September 2019.

Directors' Responsibility for the Summary Financial Statements

The Directors are responsible for the preparation of the summary financial statements on the basis described in the summary.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

BDO Audit (SA) Pty Ltd

G K Edwards
Director

Adelaide, 27 September 2019

“CELEBRATING 40 YEARS OF
SERVICE TO THE COMMUNITY IS
A VERY SIGNIFICANT AND PROUD
MILESTONE FOR JUNCTION AND
EVERYONE WHO HAS BEEN PART OF
OUR GROWTH AND EVOLUTION.

- Mike Canny, Chair



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