

2011 annual report



Southern Junction Community Services Inc
Connecting People | Building Inclusive Communities

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Acknowledgement

Southern Junction Community Services gratefully acknowledges our funding bodies, socially responsible businesses, philanthropic supporters and community donors for their ongoing support for and encouragement of our efforts to 'transform lives and communities'.

We also express our sincere appreciation of the work undertaken by government agencies and other community organisations that work collaboratively with our staff to provide an increasingly diverse array of quality, coordinated services that respond to the needs of families and individuals in a timely and effective way.

Our work is inspired by the courage, determination and resilience of the people with whom we work. We recognise that it is the goodwill and generosity that is nested within communities and the perseverance and capacity of individuals to overcome barriers that ultimately enables us to play our part in building and sustaining healthy, inclusive communities.

Southern Junction Community Services

Statement of Purpose

Southern Junction Community Services builds inclusive communities through an integrated approach to the provision of quality housing, community development and social support services. We work with people who are subject to social or economic disadvantage, other agencies, groups and individuals to overcome barriers and develop resilience.

SJCS dynamically responds to the changing needs and demographics of the communities in which we work by:

- Contributing to the safety and well-being of children
- Empowering and equipping young people to live well in the community
- Promoting and supporting the effectiveness of families
- Providing safe places for people to live, work, meet, learn and play

Vision Statement

The value of all groups and individuals is actively demonstrated by the way they are included and enabled to participate in the community.

Mission Statement

Southern Junction Community Services will work in a way that is people focused, flexible and responsive, with an emphasis on early intervention and prevention. Our work will reflect the belief that all people have the right to pursue and achieve independence and self-reliance.

Core Values

Southern Junction Community Services aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ Every person deserves to be treated with respect
- **TRUST** ~ Safety and trust are the foundations of healthy families and relationships
- **INCLUSION** ~ Inclusive communities value and embrace diversity
- **INTEGRITY** ~ Acting in a way that is honest, just and open to others



Kids Club ~ Hackham Family Connections

2020 Vision Statement

By the year 2020, Southern Junction Community Services (SJCS) will be nationally recognised as a '**Centre of Excellence for Integrated Social Practice**' that effectively responds to the changing demographics of the communities in which we work. We will provide high quality services to our target groups through an integrated approach that incorporates provision of affordable housing, community services and social infrastructure to people who are subject to social and/or economic disadvantage. This will be demonstrated by:

- **Quality service provision**
- **Effective advocacy for communities, groups and individuals**
- **Social innovation**
- **Professionalism of staff**
- **National presence, linkages, networks and partnerships**
- **Strength of leadership in the community and inter-agency collaboration**
- **Level of influence upon public policy**
- **Depth and breadth of expertise shared with other organisations**

Pursuit of the 2020 Vision

SJCS will pursue the realisation of its 2020 Vision through a range of growth and development strategies that will be outlined in three successive Triennial Plans. The Board of Directors recognises that SJCS will need to become a larger organisation in order to:

- Provide services to the widest possible community
- Diversify our funding sources
- Be sustainable

The following are recognised as essential keys to attainment of the 2020 Vision:

- **Evidence-based Practice** - The Board and management of SJCS will ensure that service provision and development is informed and guided by relevant research and consultation.
- **Higher Profile** – SJCS will need to raise its profile in order to support future development. Directors recognise that the organisation's name may need to be changed to support a national profile and reflect SJCS's future directions and intended services.
- **Robust Structures and Systems** - SJCS will need to identify and move to a legal structure that best positions the organisation to deliver its services, optimise growth opportunities, mitigate risk and comply with regulatory and tax requirements. SJCS will need to obtain legal advice on how this may be achieved and how these activities may be structured. Governance, Management and operational systems will need to be further strengthened.
- **Independent Resources** - SJCS will need to secure adequate resources and become more financially self-sustaining, with its independence underpinned by revenue generated from a range of sources including commercial ventures, housing provision, philanthropic, private and government funding.
- **Profit making activities** - SJCS will undertake ethical, commercial profit-making activities, and/or establish separate profit-making entities, in order to fund its social purposes.
- **Vibrant Flexible Workforce** - A vital enabler of the 2020 Vision will be SJCS's ability to attract & retain a high quality workforce & workforce expertise.

Governance Leadership and Planning

Chairperson's Report



David Healey
Chairperson – SJCS Board

During 2010/11 Southern Junction Community Services (SJCS) continued what has now been six years of rapid growth. One tangible measure of this growth is the increase in our annual revenue from \$1.8 million in 2004/05 to \$11.4 million in 2010/11. However, a more important measure is that over this period we have spent more than 90% of our income in direct service delivery as we respond to the needs of the communities we serve.

Elsewhere in this report are details of services we continue to provide, new services we have introduced, partnerships we have formed and new geographical areas we have expanded into. Although difficult to measure, the Board is very much aware that during this expansion we need to ensure that the quality of our services is at least maintained, and preferably enhanced. There is a good deal of anecdotal evidence that the community values our services. For example, when I attend

formal openings of new services, community leaders frequently comment on our high service standards. However, a future challenge for the Board will be to introduce service quality measures.

The Board intends to continue to dynamically respond to the community's future needs and acknowledges that this will require SJCS to continue to grow. A further challenge for the Board is to ensure the organisation's future growth is well planned and managed. To meet this challenge in 2010/11 the Board employed the services of a number of consultants to help us with planning for both the short (3 years) and long term (15 years). In addition to determining where we wished to be positioned in 2020 and beyond, we also explored innovative ways to finance our anticipated growth. I am pleased to report that Board members were unanimous in their vision for our future and are clear about the strategies needed to achieve this vision.



SJCS Annual Public Meeting Presentation

As mentioned in the CEO's report, a significant part of this year's growth was in Junction Housing. Such a level of expansion requires Board, Management and Staff to devote a good deal of time to this endeavour. However, the Board is very much aware that the prime focus of SJCS is to provide social support services to the community. With this in mind, the Board carefully used its governance role to ensure that the expansion of our housing arm did not detract from the provision of other high quality services.

"The Board looks forward to continuing this excellent working relationship with the CEO and other senior managers as we forge into the future."

As can be expected with any dynamic organisation, Board membership changed again this year. We welcomed two new Board members, Joanna Beaumont and Deborah Ankor, who replaced Alison King and Chris Doull. Alison had served on the Board for four years, one of them as Chair, and Chris had contributed to the Board for three years. I would like to thank both Chris and Alison for their excellent service as well as all other Board members. Although membership of the Board is very rewarding, it requires significant work both in contributing to regular Board meetings and Board sub-committee meetings as well as preparation for meetings. As Chair I have been very gratified by the dedication and professionalism displayed by all members.



The Board extends its appreciation to SJCS Management and Staff. We understand how difficult it is to maintain high quality service levels during periods of significant change. The reports you provide to the Board, the feedback we have received from the community and the reports from the CEO, all indicate that you have provided excellent services in the past and give us confidence that you will continue to do so in what we see as an exciting future.

The Board would also like to extend a special thanks to the CEO Graham Brown. When we first appointed Graham we did so with the mandate to "grow" the organisation. He has certainly done that. It has been his leadership that has inspired staff to excel, and has attracted significant increased funding that has facilitated the expansion of the organisation's services. The Board looks forward to continuing this excellent working relationship with the CEO and other senior managers as we forge into the future.

David Healey
Chairperson of the Board of Directors

Board of Directors

Each Board Director of SJCS adds to the rich diversity of life experience and balance of knowledge and skills that enable the Board to be effective in their governance tasks and responsibilities. The Board is a future-oriented governance body that has worked to stretch its vision during the year, resulting in a bold and inspiring 2020 Vision, whilst simultaneously monitoring and guiding SJCS's increasingly diverse activities. [SJCS Board Directors from the left: Back Row: Clare MacAdam, John Amer, Graham Brown, Graeme Duncan, Middle Row: Deborah Ankor, Joanna Beaumont, Front Row: David Healey, Marina Deaville, \(Absent: Bill Peterson\)](#)



Board Director	Position	Task Group Focus
David Healey (Chairperson)	Management Accountant - Department of Families and Communities	Finance & Risk Review Group Board Director Recruitment Task Group
Clare MacAdam (Deputy Chairperson)	Director of Development - Annesley College	Governance Review & Growth Task Group Strategic Planning Task Group Marketing and Branding Task Group Board Director Recruitment Task Group
Marina Deaville (Treasurer)	Finance Manager Seymour College	Finance & Risk Review Group Board Director Recruitment Task Group
Bill Peterson (Secretary)	Australian Red Cross Housing Officer	Governance Review & Growth Task Group Community Housing Appeals Panel
Graeme Duncan	Business Manager, eResearch SA and SABRENet	Finance & Risk Review Group
John Amer	Retired Former Property Manager	Finance & Risk Review Group Governance Review & Growth Task Group Community Housing Appeals Panel
Joanna Beaumont	Senior Consultant Adelaide City Council	Strategic Planning Task Group Marketing and Branding Task Group
Deborah Ankor	Director of Professional Programmes Flinders Law School	Community Housing Appeals Panel Board Director Recruitment Task Group
Graham Brown	Ex-Officio Member Chief Executive Officer	Strategic Planning Task Group Finance & Risk Review Group Marketing and Branding Task Group Board Director Recruitment Task Group Governance Review & Growth Task Group

Treasurer's Report

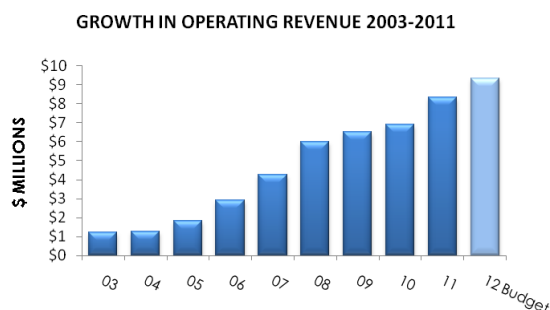


Marina Deaville
Treasurer – SJCS Board

Operating Activities

Southern Junction finished the 2010/11 financial year with an operating surplus of \$220,236. The surplus is primarily derived from once-off project management fees from the housing construction program. The money is committed to be invested in organisational infrastructure, the housing program and some of our community services which receive little or no government funding.

Our operating revenue increased by 20% compared with last year, continuing the strong pattern of prudent financial management and steady growth over the last six years. Operating revenue was \$8.3 million in 2010-11, representing growth of 189% over the past five years.



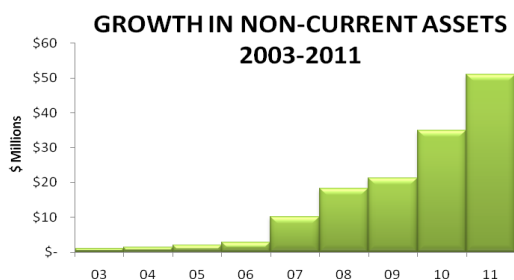
Capital Growth and Activities

On behalf of the Board, I gratefully acknowledge the receipt of significant capital grants, subsidies and housing stock transferred to us during the year from the State and Federal Governments. The Wyatt Benevolent Institution has also continued to be a generous supporter of our Junction Housing Strategy, with capital grants totaling \$680,000 provided in support of our affordable housing development projects.

Substantial growth of our housing stock has continued throughout 2010-11 with the value of housing stock under management growing to \$56.4m compared to \$34.6 from last year. To date, we have received \$14.95M of the \$16.8M in capital grants which were originally allocated by the State Government in support of the Junction Housing Strategy. The balance is anticipated in 2011-12, during which time we expect to deliver the last of the 87 new dwellings, including provision of one more dwelling than contractually required.

In addition:

- Mental Health Services has expanded the scope of the Housing Accommodation and Support Program (HASP) by committing to capital grants for three (3) additional dwellings
- The Nation Building Economic Stimulus Package has resulted in 27 fully-funded dwellings being transferred to our Junction Housing division during the 2011 calendar year.
- The first installment of funding under the Federal Government's National Rental Affordability Scheme was received in 2010-11 (\$44,020). This is expected to increase to \$416,000 during 2011-12 and then to approximately \$500,000pa for the next 10 years.



Subsequently, the Statement of Financial Position shows that the value of our total assets has increased to \$58.6 million (\$36 million in 2009-10) and Total Members Funds has grown to \$23.3million (\$7.8million in 2009-10). It is very pleasing to note that Southern Junction's financial position is underpinned by a strong and growing asset base with fixed assets now valued at \$57.2 million compared with \$2 million in 2005.

Management of Growth

The Board recognises that the significant growth in revenue, expenditure and assets outlined above needs to be supported by sound financial management expertise and reliable infrastructure and systems.

The Board has therefore supported the following initiatives:

- **Strong Professional Management**

New roles have been established in areas including: Financial Management, Human Resource Management, Housing Development and Asset Management.

- **Risk Management**

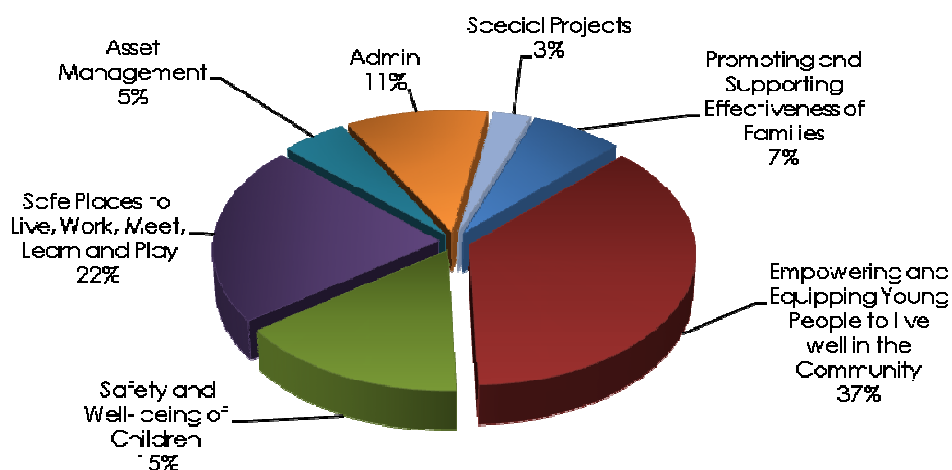
The proactive identification and management of risk across all aspects of the organisation continues to be a high priority for the Board and these are being continuously monitored and very effectively managed.

The 2010-11 Annual Financial Statements are provided in a concise format that has been developed in consultation with our Auditors. A full version of the financial statements can be provided upon request to the Chief Executive Officer's Office.

I thank and commend the Management Team for their professional diligence and commitment to transparent accountability.

Marina Deaville
Treasurer of the Board of Directors

WHERE THE MONEY WAS SPENT IN 2010-11



Chief Executive Officer's Report



Graham Brown
Chief Executive Officer

When reflecting upon the 2010-11 period, I recall the wise saying that *'before one may sail to distant lands, one must first agree to leave the shore'*.

These words remind me of the life journey of so many of our clients and tenants who are confronted by adversity on a daily basis and are challenged to muster the courage and determination to step forward in the hope that tomorrow will be somehow better for them and their families than today. In some ways, the work of Southern Junction Community Services also reflects such a quest, a journey toward the fulfillment of our social purpose. Our aspiration is to contribute to the formation and maintenance of healthy inclusive communities by actively demonstrating that *'all individuals and groups are valued, included and enabled to participate in their communities'*. It is therefore my ongoing pleasure to work with the Board and staff who are actively pursuing a bold 2020 vision. This vision must be evident in the here and now in every interaction that we have with our clients and colleagues every day if we are to fulfill the ultimate vision in the longer term.

With the ongoing support of our funding bodies, socially responsible businesses, philanthropic supporters and community donors, we have been able to further expand the range of services provided to various communities this year as summarised in this Annual Report.

We are delighted to have the opportunity to expand our specialist homelessness and housing support services, and to establish domestic violence services, across the Fleurieu Peninsula and on Kangaroo Island. The desperate need for these services, and the advent of new resources, has provided the impetus for establishment of the *Kangaroo Island Community Services Centre* that was officially opened in March this year. Whilst still in its infancy, this service-delivery hub has not only provided a venue for delivery of our own services but is actively promoting collaboration and facilitating improved service coordination by enabling the co-location of a cluster of other government and community agencies.

By entering into a service agreement with the City of Onkaparinga, our growing staff has been able to engage young people in an array of creative youth services. Working in partnership with Council staff, our innovative Youth Centre staff are providing a program of high-energy activities that aim to empower and equip young people to live and participate well in their local communities.

Junction Housing has moved into full flight this year and completed development of 58 high quality affordable homes across the Southern Adelaide and Fleurieu regions with a further 29 to be delivered by mid 2012.

National Rental Affordability Scheme subsidies and State Capital Grants have been blended with generous financial support from the Wyatt Benevolent Institution and debt facilities to support realisation of the bold vision outlined in the 'Housing the South' Strategy over recent years

“When reflecting upon the 2010-11 period, I recall the wise saying that ‘before one may sail to distant lands, one must first agree to leave the shore.’”

In addition to the provision of stable, affordable and appropriate homes, these projects have provided the opportunity for Junction Housing to demonstrate housing development capability and to develop strong working relationships with three of SA's quality home builders: Fairmont Homes, Rossdale Homes and the Weeks Group. The establishment of an innovative social enterprise called 'Junction Landscaping' has also added a further exciting dimension to these construction projects by providing new training and work opportunities for young people who have been long-term unemployed.

Whilst I have highlighted a number of new service initiatives above, I take this opportunity to also acknowledge the ongoing work of our Senior Managers, staff and volunteers and thank them for their commitment to sustaining the provision of our many existing services. Their diligent professionalism and the respectful relationships that they form with their clients are the essential foundations upon which this organisation is built.

Finally, I thank the Board for their ongoing commitment to sound organisational governance, for their willingness to share their expertise and contribute their time to help guide the organisation. This year, building upon over three decades of service and following an extensive deliberative process, the Board has articulated an aspirational vision for SJCS to be nationally recognised as a 'Centre of Excellence for Integrated Social Practice' by 2020. As we set out on the next leg of this journey toward the transformation of lives and communities, I particularly acknowledge the outstanding contribution of Mr David Healey, who has served well as both Board Treasurer and Chairperson over the last 6 years. His commitment to the purposes, growth and development of Southern Junction has been unwavering and I have very much appreciated his wisdom and the encouragement and support that he has provided to both the Board and myself.

Graham Brown
Chief Executive Officer



Anniversary Apartments Launch July 2011:
Graham Brown, Hon Jennifer Rankine MP
Minister for Housing, and Amanda Rishworth
MP Federal Member for Kingston

Impact of Community Services

It has been a very busy year for Southern Junction, particularly following the extensive reform of the homelessness sector. Sector reform processes and successful participation in associated tender processes, has resulted in a number of **new community service initiatives** including the establishment of:

- Fleurieu and Kangaroo Island Domestic Violence Outreach Service
- Homelessness Support Service on Kangaroo Island via Finding Workable Solutions
- Provision of transitional accommodation in Kingscote
- An innovative ChildLink program
- A partnership approach to the delivery of these services with Homelessness Strategy Unit staff.



Kangaroo Island Community Service Centre

Expansion of existing services included:

- Outer South Youth Housing Support
- Outer South Generic Homelessness support in collaboration with Lutheran Community Care
- Fleurieu Housing Support Service at Goolwa

Through the process of establishing the Domestic Violence service on Kangaroo Island, it became apparent that there was a shortage of office space. Many agencies were offering 'fly in, fly out' services and were

meeting clients in parks and cafes as they did not have a base from which to work.

"One of SJCS' strengths is our ability to work collaboratively with community groups, funding bodies, other agencies and businesses and this has been further demonstrated throughout the year through the number of new collaborations we have established."

This led to the establishment of the **Kangaroo Island Community Services Centre** which now has three agencies offering services on a fulltime basis and another four mainland-based agencies that use space on a casual basis. The building is also used regularly for community meetings. The Centre was opened in March 2011 and feedback from the local community and organisations using the building is that it is addressing long-standing service gaps.

Onkaparinga Youth Services (OYS) is another exciting new initiative this year. This service is delivered in partnership with City of Onkaparinga and operates out of three youth centres at Christie Downs, Reynella and Aldinga.

This undertaking has transformed three empty buildings into an array of creative recreational activities, including after school and school holiday programs, that actively engage young people in their local communities. The programs are designed for each centre in consultation with young people and many are delivered in partnership with other agencies.

The centres also provide space for activities that support disadvantaged and marginalised young people to develop skills and to become more connected to their communities.

"I would like to take this opportunity to thank our hard working and dedicated staff and volunteers, our funding bodies and community partners for their willingness, commitment and enthusiasm in bringing these achievements to reality over the past 12 months."

The advent of OYS and the continuing good work of our Community & Family Centres at Seaford Meadows and Hackham have enabled us to substantially strengthen our **Crisis to Connectedness** approach and to demonstrate an increasingly strong focus on community development by offering programs that promote social inclusion.



This has also served to further strengthen our **Integrated Service Delivery** approach, the intent of which is to provide people with smoother pathways in their journey from Crisis to Connectedness. Recognising that this is not a linear path, it can be difficult for people to make this transition when they need to continually access

services provided by different organisations. Telling their stories multiple times to different organisations they may not be familiar with, can be intimidating and may result in people not accessing services that would be helpful to them. We have the ability to share information across the organisation and meet a broad range of needs from within our own service provision base. This means that the needs of individuals and families can be more easily recognised and better served, reducing the likelihood of 'falling through the gaps'.



Finally, I would like to take this opportunity to thank our hard working and dedicated staff and volunteers, our funding bodies and community partners for their willingness, commitment and enthusiasm in bringing these achievements to reality over the past 12 months. You are a testament to what can be achieved when we all work together.

Sue Phillips
General Manager – Community Services

Impact of Housing Services

Junction Housing (JH) is an integrated affordable housing provider that aims to foster a sense of 'place' in communities through the provision of high quality affordable housing and social infrastructure. We are innovators, aggregators and most importantly collaborators.

*"I feel privileged to have a brand new house I can call home."
Junction Housing Tenant*

The cycle of coming together, keeping together and working together can take years to produce outcomes. However we are fortunate that the strength of our relationships with our partners has yielded some outstanding results for the community we serve during this past year. The 2010/2011 year has seen multiple projects that were initiated several years ago coming to fruition including:

- Completion of development of 58 new dwellings comprising 41 high quality dwellings for affordable rental and 17 houses for Mental Health consumers, with 29 additional new dwellings to be completed in 2011/12.
- The handing over of 27 new properties from the South Australian Government under the Nation Building Economic Stimulus Package Social Housing Initiative;
- The launch of Junction Landscaping, a new social enterprise initiative, that is providing training and employment opportunities to long term unemployed young people; and
- The expansion of Property Management Services to provide professional tenancy management on behalf of other agencies.

Each of these achievements is the result

of working in partnership with others and the dedication of Junction Housing's professional staff. During the year Junction Housing was restructured into three operational portfolios: Property Management; Property Projects and Assets; and, Junction Landscaping. The establishment of these three portfolios has provided a scalable base for expansion and provides focus on quality, risk and effectiveness across all areas of our operations. As an expression of commitment to continuous improvement, Junction Housing has enrolled in the National Community Housing Standards certification program and is expecting to achieve certification in the new financial year.

Property Management

Under the skilled guidance of Operations Manager Jen Duggin, this Portfolio has successfully integrated 159 additional tenancies into the Junction Housing's growing property portfolio, representing almost 100% growth inside 12 months. A new Tenant Activities Program (TAP) is also being developed by this team that will be launched in the new financial year and will provide further benefits to tenants.

The quality of JH staff and systems has led to an increase in the Community Housing portfolio through transfer of the former Oasis Cooperative properties. Junction Housing is now managing 118 Community Housing properties and is proactively seeking opportunities to further expand this portfolio. This has led to productive discussions with a number of cooperatives that are currently considering their future and we thank them for their trust and willingness to explore the mutual benefits of a joint future.

The Junction Housing Team is now managing a portfolio of over 326 properties as shown in the table below.

Housing and/or Tenancy Programs	Tenancies as of 30 th June
Community Housing	118
Supported Tenancy Scheme (STS) Properties	51
Nation Building Economic Stimulus Plan – Supportive Housing Program	27
Affordable Housing	53
Mental Health – Housing & Accommodation Support Program (HASP)	17
Tenancies Managed for other agencies	60
TOTAL	326

Property Projects and Assets

This new portfolio is responsible for asset planning, property maintenance and property development. Special thanks to Ali Cawtherway who has taken on the role of Acting Manager of Property Asset Services which now oversees the asset maintenance functions of the portfolio, and has played a vital role in the delivery of our new housing developments.



Anniversary Apartments Project under construction 2010

The Junction Housing strategy has a key focus on increasing supply of good quality affordable housing and during the year 58 new dwellings were successfully delivered including the flagship 'Anniversary Apartments' project. Delivery of these dwellings forms part of a development pipeline valued in excess of \$20 million that has been supported by a range of funding and delivery partners. The quality and affordability of these dwellings demonstrates the value of JH's strong

partnerships and collaborative approach.

Junction Landscaping

Junction Landscaping is an innovative new social enterprise that has been developed in conjunction with the City of Onkaparinga and provides training and employment opportunities in landscaping for long-term unemployed young people. The inaugural training program, supported by a grant from SA Works, enabled 17 people to receive horticultural training and has led to 9 employment outcomes.

Junction Landscaping is operating as a commercial enterprise offering landscaping and maintenance services to other organisations with the added benefit that the majority of employees are from disadvantaged backgrounds and/or have experienced long-term unemployment. The business plan for Junction Landscaping forecasts that commercial operations will provide financial sustainability. This will allow investment into training and support programs to assist unemployed young people to develop skills, confidence and experience that enable them to gain meaningful ongoing employment. This initiative is part of SJCS/JH's integrated approach to building social capital and developing social infrastructure in the regions in which we work.

The quality of Junction Housing's people, systems, technology and approach will continue to identify and optimise opportunities for the benefit of the communities we serve by innovating, aggregating and collaborating. Junction Housing's role as a leading provider of good quality affordable housing and social infrastructure will continue to grow using our proven approach that seeks to bring people together, keep them together and work together to address unmet need.

Anniversary Apartments

Junction Housing's 'Anniversary Apartments' housing development at Christie Downs was officially opened by the Minister for Housing, the Hon. Jennifer Rankine on 13th July 2011.

This unique affordable housing project comprises 21 high-density dwellings and sets new standards in affordable living. Designed to 6-Star energy efficiency standards and with access to recycled water through a partnership with the City of Onkaparinga, the development aims to address environmental sustainability and enable long-term affordability for tenants. The site is located adjacent to the Noarlunga Centre precinct and provides easy access to amenities including schools, child-care centres, medical clinics and major transport routes. The dwellings have been tenanted by a blend of very low, low and moderate income households who will have the opportunity to mingle in a large common garden that was landscaped by Junction Landscaping. Working in partnership with Fairmont Homes, who designed and constructed the project, and financially supported

by the Wyatt Benevolent Institution, HomeStart Finance and State and Federal Governments, the project is a shining example of what can be achieved with the right mix of inspiration, funding support and a committed project team. The project demonstrates Junction Housing's capacity to manage larger more complex projects to which all parties are proud to put their name.

"Our planning and design department, along with Junction Housing, took a very proactive stance with the local council, and thoroughly prepared and presented our vision for the development. It was enthusiastically received, and now there are twenty-one beautifully designed 3-bedroom townhouses and 2-bedroom studio apartments ready for people who need a home. It's a fantastic outcome."
Brenton Allen - Operations Manager of the Fairmont Homes Group,

Junction Housing's partnership with Fairmont Homes and funding partners has enabled the delivery of an outstanding affordable housing project with a high level of amenity that provides a 'sense of place' within an existing community that sets new standards in the provision of affordable, desirable and sustainable housing for a mix of households. The townhouses and apartments are fantastic, and the people who have moved in are very proud to call home.



Anniversary Apartments Project completed July 2011

Working Together

SJCS networks widely and seeks to work collaboratively with government and other community agencies, community groups, funding bodies, and businesses. This approach has been demonstrated in the growing number of new and emerging collaborative ventures that are leading to service innovations.



HomeStart Fundraiser for 'Feet on the Street'

SJCS is often the initiator and/or facilitator of 'courageous' collaborative conversations with key stakeholder groups that often lead to much stronger and more sustainable outcomes for individuals and communities. As an independent organisation with a proud heritage of dynamically responding to the changing needs of communities, SJCS is often able to bring groups and individuals together, to respond quickly and to develop and implement innovative approaches where others may not be able.



Mr & Mrs Whyte of the Rotary Club of Noarlunga ~ Foodbank Presentation



Public Release of the Turning Point Program Evaluation Report & Launch of the Southern Family Safety Initiative October 2010

Whilst SJCS's Senior Managers are active participants in public policy forums and debates, they are also proactive participants in numerous sector working parties and regional collaborative networks with our valued colleagues from government and other agencies.

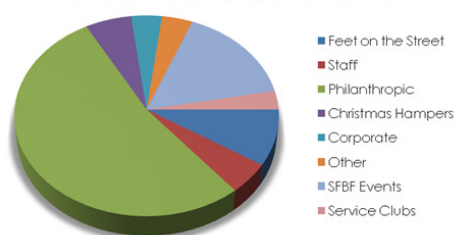
During the last 12 months, SJCS has appreciated the opportunity to establish and further strengthen our working relationships with a growing number of *Socially Responsible Businesses*. The encouragement and financial support provided by these community-minded organisations is highly valued and demonstrates an increasing awareness that all members of our society have a shared interest and responsibility to participate in the task of building and sustaining the type of communities that we all want to live and do business in. Please see Acknowledgements on page 32.

Southern Family Benefit Fund

The Southern Family Benefit Fund (SFBF) has been established to extend the support that SJCS can provide to families who are impacted by multiple adversity factors including:

- *Low Household Income*
- *Relationship Breakdown*
- *Violence, abuse and trauma*
- *Children with special needs*
- *Physical and mental illness*

Source of Donations 2010/2011



A total of \$120,569 was raised during 2010-11 through the generous financial support of philanthropic trusts and foundations, socially responsible businesses, service groups, community donors and payroll deduction schemes. (See list on pages 32 and 33)

Allocation of SFBF Funds	
Family & Sexual Abuse Counselling	\$56,002
Point of Engagement	\$60,000
Family Connections Centre at Hackham	\$48,835
Community Connections Centre at Seaford Meadows	\$17,400
Christmas Hampers	\$9,213
Turning Point	\$5,000
Total Allocations	\$196,450
Funded from:	
2010-11 revenue	\$120,569
Funds drawn from reserves	\$75,881
	\$196,450

Subsequently, Southern Junction has been able to extend the nature and level of support provided to disadvantaged families and vulnerable children in the Southern Adelaide and Fleurieu Regions this year.

During 2010-11 the Southern Family Benefit Fund supported the following initiatives:

- Provided free access to a professional **Parent Adolescent Counselling Service**
- Sustained free access to a professional **Sexual Abuse Counselling & Support Service**
- **Effective Parenting Courses** including 'Hand in Hand' and 'Whose in Charge', for families that are seeking support, skills and guidance on how to deal with challenging circumstances
- Three unique '**Small Steps (Supported) Playgroups**' have been provided for vulnerable children and socially isolated parents
- **Over 200 Christmas Hampers** were distributed to socially and economically disadvantaged families
- A range of free family and community activities were provided through our '**Family Connection' and 'Community Connection' Centres** in Hackham and the rapidly growing suburb of Seaford Meadows
- '**Point of Engagement' Program** has provided intensive family support services that have ensured the safety and well-being of vulnerable children.



Andrew Harris from Minerds Bell Cheque Presentation in support of our SFBF

Service Provision

Residential Children's Services

The Residential Children's Services (RCS) Portfolio operates across two Supported Emergency Accommodation Service (SEAS) sites: **Parkview House** (up to 4 young people, aged between 11 years and 15 years) and **Clanree House** (which is predominantly a sibling based site.) These sites provide accommodation and support to children and young people under the protection of the Guardianship of the Minister in a home-like environment.

This portfolio also includes a mentoring program called **Youth Connections**. The Youth Connections Program provides a high quality mentoring service to clients based at our SEAS sites. Mentoring may be provided through one on one interaction or group activity programs.



We also engage with young people across all our SEAS sites through **Educational Support Workers (ESW)**. This program was developed to support young people at our sites who have disengaged from the education system. The program supports them to re-engage and assist with their educational requirements through interactions tailored to their individual needs and requirements.

During 2010/2011 the ESW program has:

- Enhanced communication and liaison with schools
- Promoted positive attitudes to learning
- Increased rates of school attendance
- Promoted positive socialization in the school context
- Reduced the number of adverse client incidents at school
- Improved self-esteem and educational achievement levels for clients within SEAS sites.

Following are quotes from young people who have been connected with the portfolio during 2010/11:

"I love the food here" - Parkview house

"It's great sharing a room with my brother" - Clanree House

"Thank you for helping me fix my bike, I can now ride to school" - ESW

As part of our integrated approach to service delivery, the portfolio also engages with Onkaparinga Youth Services (OYS) to assist young people at the SEAS sites with mainstream services and increase opportunities. All young people within the portfolio have enjoyed structured school holiday outings with both Youth Connections and OYS throughout the year.

The Office of the Guardian visits our sites on a regular basis throughout the year and feedback is always positive. There have been instances where the Guardian has been able to advocate for young people at the SEAS sites in order to achieve positive outcomes for them.

The Residential Children's Services portfolio has embraced the concept of continuous improvement and is working within a well defined strategic framework outlined in our Annual Portfolio Plan.

Some of the areas that were explored to improve the quality of care for children within the portfolio were:

- Active participation of young people and children whilst in care
- Linking with other SJCS programs and resources, to increase community participation and opportunities
- Recognising the critical importance of nurturing positive relationships with children in care, whilst adhering to organisational boundaries and standards

- Promoting the rights and opportunities for children and young people in alternative care, as per the Alternative Care Standards and the Office of the Guardian's Charter of Rights
- Strengthening cultural identity
- Strengthening systems and structures for staff to ensure they have the support and tools they need to do their jobs effectively
- Ongoing professional development and training for staff working with young people in the SEAS sites.

Staff within the portfolio work within SJCS' core values, are passionate about the work they do and show a real commitment and a genuine enthusiasm for our community's future.

"It was great to go to the Royal Show, thank you" - Youth Connections



Residential Children's Services 2010/11 accommodation statistics

Program	Age	Gender	Client numbers
Parkview House	10 – 15yo	2 male 2 Female	15
Clanree House (siblings)	5 – 13yo	Mixed gender	10
Youth Connections	5 – 18yo	Mixed gender	25 across all SEAS sites.
Educational Support Worker (ESW)	5 – 18yo	Mixed gender	15 across all SEAS sites.

Building a Bike Today, a Life Tomorrow...

In January 2011 a young man, who had become disconnected from his community and was not involved in the education system entered SEAS Parkview. An Educational Support Worker (ESW) engaged with this young person to provide some focus through educational projects. His interests were mechanic's course and he immediately wanted to start restoring a bike. This young man had brought with him an old bike that was dilapidated and missing a back wheel.

"Following his exit, this young man sent a special thank you to his Educational Support Worker."

During the process the young man visited the local hardware store to get advice on the paints and how to apply them. He also made several visits to a local bike store and gained advice on parts and construction and used all his own tools. This young man exited our service in May 2011 and is now the proud owner of a unique snappy looking bike, which will assist him to get to school. Through the process of completing this project the young man learnt project planning, budgeting, project management, technical skills and developed a better sense of self esteem through his personal achievement. Following his exit, this young man sent a special thank you to his Educational Support Worker.
(One Residential Children's Service Client's Story)



Client story from Outer Southern Youth Services

Luke left home at the age of 15 after being subjected to physical and emotional abuse. After couch surfing for some time, Luke presented at SJCS. His needs were assessed and he subsequently moved into a SJCS property with a friend. Luke has successfully been living independently and sustaining his tenancy for the past two and half years.

Recently Luke told his worker that his dream was to be a professional photographer and to study the habits and lives of foxes and other wild animals. The worker asked Luke if he had researched where he could do a beginners course in photography. Luke said that he had tried before but had made no progress.



The worker had recently received information about The Adolescent Community Brokerage Grant that included funding for Education, Training and material supplies that might support his aspirations. The only hiccup was the funding was only for 16-20yr olds and Luke was turning 21 in the next few weeks.

The worker discussed this with Luke and he went off to do the groundwork, which included researching the best pathway of study to pursue a career in photography and the equipment, and materials he required to complete the study.

After many weeks of liaising between DFC and TAFE to co-ordinate the process Luke's application was submitted the week he turned 21.

Luke's application was approved the day before his 21st birthday and funding of \$4,000 was approved. It was with much pleasure that the worker was able to give him the news of this exciting new opportunity on his 21st Birthday.

Youth and Community Development Services

The Youth and Community Development Portfolio consists of Onkaparinga Youth Services, Hackham Family Connections Centre, Community Connections Seaford Meadows, Southern Family Links and volunteering.

The range of services and programs offered is diverse, however the common connection is that we work from Centres based in the community. These are places where people can come together to meet, learn and play. They make connections, make friends, access services and support and they also have a lot of fun.

SJCS recognises the importance of access to places where communities can come together and we are working with a range of agencies to ensure that these critical hubs of community activity are sustained.



Onkaparinga Youth Services

SJCS has been partnering with the City of Onkaparinga to provide youth services in the region since July 2010 and our staff work closely with the Council's Community Development Officers to ensure that we provide integrated and complementary activities that are meaningful and relevant to young people.

The youth services we provide are delivered from three Centres across the Onkaparinga Council region with the Reynella Enterprise and Youth Centre in the northern part of the region, the Southern Youth X-Change at Christie Downs in the central area and The VOLT in the outer south at Aldinga.



Staff have worked hard during the first year of operation to create a wide-range of services for all young people aged 8 – 25 across the region. A highlight of these has been the school holiday programs operating from each centre. A particularly popular event is the 'Skate and Scooter Tours' that young people from all three Centres have participated in.

Reynella Enterprise and Youth Centre (REYC)

The new model for Onkaparinga Youth Services was launched at the Reynella Centre in September 2010. The well-attended event highlighted the hopes and ambitions for the services and set the tone for the rest of the year.

At Reynella in recent months alone we have seen young people involved in DJ, break-dance and hip hop dance classes.

The Reynella Centre has delivered a wide variety of programs and activities for young people that reflect their needs and interests. Activities have included:

- Music workshops involving music DJ and Master of Ceremonies classes.
- Break-dance and hip hop dance classes.
- Homework clubs
- Art classes and other crafts based events.

The walls of the Centre, which are now filled with some amazing art works created by young people, also provide a base for other organisations that work with young people, including the Sammy D Foundation.

Southern Youth Xchange

The Southern Youth Xchange is a thriving centre that delivers numerous programs for young people including:

- Healthy eating and cooking programs where young people learn to cook healthy nutritious meals from around the world.
- Adelaide Zoo brought animals to the Centre for young people to meet.
- 'Songspinning' was offered by a community volunteer and involved young people being provided with guitars and attending weekly guitar and song writing lessons.

The centre won a grant to deliver art programs during National Youth Week, resulting in the large reception area being filled with some really exceptional art work.

"The Southern Youth Xchange is a thriving centre and we have delivered numerous programs for young people."

The VOLT @ Aldinga

The VOLT in Aldinga is a hub of activity and is always full of young people attending programs and other service providers that utilise the Centre as a base. Programs delivered at the centre have been so popular that they have been fully booked.



The VOLT @ Aldinga

Amongst the successful programs delivered was the National Youth Week Event- "Own It-Summer Heat Cool Down." This was a live music and performance event and was made possible as a result of winning a \$1,000 grant from the City of Onkaparinga. The event was organised by young people for young people and involved artists, performers and community members. There were five performances for the event and approximately 150 young people attended the event throughout the day. This event was heavily supported by SJCS volunteers and staff from the three Centres, City of Onkaparinga workers and members of the local community. Young people were not only offered live performance and music, but a sausage sizzle, snacks, fun activities and heaps of freebies and prizes.



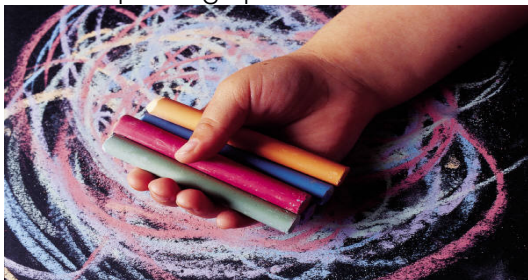
The 'Cultural Food Safari', a healthy eating program (funded by a Forsyth Grant) ran over seven weeks with guest chefs demonstrating cooking from a different country each week, enabling young people to learn about food and nutrition, cooking techniques and different cultures. An Environmental Health Officer from the City of Onkaparinga also attended one of the sessions to teach participants about food safety and a nutritionist from Aldinga GP Plus came to speak with them about nourishing food.



An artist from within the community facilitated a program called 'Art with Annie' and helped to develop the skills and techniques of participants. This program was a real highlight as young people were highly engaged and positive feedback was received from both participants and their parents.

Southern Family links

The main focus for Southern Family Links (SFL) over the last year has been the development of our support program for the families of children with a disability or developmental delay and families where a parent has a disability that is impacting upon the children.



The program has successfully established networks that have been extremely valuable in finding pathways to support the families. SFL has also been providing direct support with families through advocacy in schools and pre-schools. Through this advocacy SFL has been able to provide both the parents and the schools/pre-schools with resources, information and support, with very positive feedback indicating that the children are now making progress in their learning for the first time since commencing their education.

Family Connections Hackham

Family Connections Hackham continues to provide excellent and extremely popular programs that are valued by the local community.

Several grants have enabled free programs including Kids Club, a Kids Healthy Cooking Kitchen, parenting programs for a Mums' group and a Dads' parenting program to be offered.

“Family Connections Hackham continues to provide excellent and extremely popular programs that are valued by the local community.”

This very active Centre is highly valued by local people who cannot access services at other Community Centres due to transport and other access issues. The Centre is managed by Southern Junction in three-way collaboration with Southern Primary Health and City of Onkaparinga.

Southern Junction provides staffing and covers operational costs with the valued financial support of several *Socially Responsible Businesses* that also recognise the importance of providing safe and welcoming places where community members can *meet, learn and play*.



Southern Primary Health provides a small amount of funding annually in recognition of their ongoing use of the Centre and City of Onkaparinga provides and maintains the building.



Whilst sustaining this Centre continues to require a financial commitment from SJCS, the substantial benefits of the programs offered to this local community are unquestioned.

Community Connections Seaford Meadows

Community Connections Seaford Meadows (CCSM) has had a successful year providing an increasingly diverse weekly program of activities in this rapidly growing community.



Activities have included:

- 'Kids Healthy Eating Kitchen' - One Mum told us her child 'banned' her from the kitchen because the child wanted to cook.
- After school 'Kids Club' incorporating a very popular cooking and craft group.
- A very popular community 'Twilight Walk' in December
- Numerous play groups and coffee groups
- Community BBQ's, raffles, carols and neighborhood walks to spot the Christmas lighting decorations were all exceptionally successful.

All these activities are pitched at involving families and children who are normally difficult to engage.

Home and Family Support Services

Housing support for people who are homeless or at risk of homelessness

Recent reform of the homelessness sector resulted in a number of new service requirements including a 'No Wrong Door' policy, 'Waitlist' support, provision of case management for children and an expectation of no exits into homelessness. These reforms are producing positive results for clients, but have meant a need to further prioritise work.

Alongside the reform came the provision of additional affordable housing via the Federal Government's National Building Economic Stimulus Package (NBESP). Additional resources have also been allocated for the support of people who have high and complex needs requiring more intensive support through the 'Supportive Housing Initiative'.

"To date 10 clients and their families have been housed in youth allocated NBESP housing."

Outer South Youth Housing Support Service (OSYHSS)

OSYHSS provides outreach support services for homeless young people in the outer south metropolitan area, with staff supporting over 150 clients and their children in the past year.

To date 10 clients and their families have been housed in youth allocated NBESP housing. Three of these clients are receiving support from Disability SA that has enabled them to move into secure, independent housing including a support package delivered by SJCS staff to ensure that the tenancy is sustainable.

Intensive Tenancy Support Program (ITS)

This program provides outreach support for Housing SA tenants and clients living at the Eleanora Centre a crisis accommodation centre located at Noarlunga Downs for homeless people. SJCS provides the ITS as part of a collaboration with Calvary Lutheran Family Support Services and excellent working relationships with Housing SA. This joint approach builds upon a long-standing history of interagency collaboration between these agencies that share a mutual commitment to supporting this client group.



ChildLink

The new position of ChildLink Team Leader has been established to raise awareness of the needs of children in homeless families, to strengthen service responses and to support staff who provide case management services for children.

This position provides support to the Outreach Support team as they endeavor to address issues impacting on the health, safety and well-being of children including parental mental illness, family violence and substance misuse.

A 'SJCS ChildLink Resource Folder' has been developed that contains a wide range of learning resources for workers and resource information packs for distribution to families.

Supported Playgroups

'Small Steps' Playgroups provide a supportive environment for parents to spend positive time with their children whilst developing their parenting skills in an informal setting. The programs are delivered through our Family and Community Centres at Hackham and Seaford Meadows and many parents are assisted with transport to enable them to attend.



Small Steps continues to attract strong numbers of mothers and children with both parents and children enjoying the opportunity to meet in a safe, supportive, friendly environment. Relationships Australia provides an Occupational Therapist who facilitates attachment-based programs.

'Tweenies' is a strongly supported playgroup at Seaford Meadows providing valuable opportunities for social connection for isolated young families, including recent migrants to Australia.

Sexual Abuse Support Counselling

This service primarily supports individuals and families to manage the trauma of sexual abuse.

The effects of such abuse are far reaching causing guilt, shame, grief, depression, anger and other emotions that deeply affect people's functionality. Education for all family members is a crucial and unique aspect of this service that contributes to establishment of a better informed, and more supportive, environment for victims and particularly for children.

Although community demand is much greater, limited resources have restricted this critical service to only two days per week. SCJS therefore continues to explore opportunities to increase the service's availability.

Parent - Adolescent Counselling

This service primarily supports families through the challenges and changes of their adolescent children. This professional counselling helps families build negotiation, mediation and problem solving skills to improve their interactions with each other.

The Service aims to empower families to positively progress through the complex transitions of Adolescence and to reduce family breakdown, which can sometimes result in homelessness for the young person. Counselling has been found to be most effective if both the parent/s and the young people are willing to engage. In this 12 month period our counselling services have supported over 165 individuals through a range of problems.



Effective Parenting Programs

The services are offered in a group format for parents who are struggling with their parenting role and need support to achieve a positive result, or sometimes just need to hear that they are not alone in the challenges they face as parents. We offer these services through two groups.

"I no longer take the whole blame for my children's behaviours."

- Responding to a growing need in the Community, the **'Who's In Charge?'** course is designed to empower parents dealing with children who use violence and abuse toward them and/or other family members. Feedback from parents who have completed the course includes "I feel less isolated" and "I no longer take the whole blame for my children's behaviours". With increased confidence and support, parents are often able to make changes which enable them to improve their interactions with their children.
- **'Hand in Hand'** - Group sessions support the parents of children with disruptive and challenging behaviours that often result from previous trauma and abuse. Consistently high enrolments in this course are an indicator of the effectiveness of its unique approach. The course includes consideration of the impact of a broad range of factors such as food additives and sleep patterns.

Fleurieu Housing Support Service

Fleurieu Housing Support Service (FHSS) covers a large geographical area spanning the councils of Alexandrina, Victor Harbor and Yankalilla and has been kept busy with 10 -14 new referrals each month.

FHSS staff are active participants in the Southern Fleurieu & Kangaroo Island Housing Round Table which fosters collaboration with both government and other community agencies. A draft Working Agreement is also being developed with Whalers Housing Association and a new Fleurieu Domestic Violence Service has been established in conjunction with Southern Domestic Violence Service. A caravan has been purchased to provide transitional accommodation for those needing a short-term accommodation option.

Innovative Community Action Networks (ICAN) – Case Management Services

SJCS has become a valued provider of the small but increasingly important program that supports primary school students in Years 6 and 7 in numerous primary schools in the outer south and Lower Fleurieu. This program has been instrumental in assisting students identified as being at risk of disengagement from school to remain connected to education. The effectiveness of this service revolves around partnering with the school, family and the local community to provide tailored support to individual students, and their parents. The program at Victor Harbor has been making skate boards and a go-kart whilst, at other schools, the program has focused on individual students as they work on personal issues and prepare for the transition to High School.



Point of Engagement

The Point of Engagement (PoE) program undertakes intensive intervention with parents or pregnant women who have drug or alcohol abuse issues and are at risk of having their children removed. The program's effectiveness is underpinned by strong collaborative relationships with Drug and Alcohol Services SA (DASSA), Families SA, Department of Education and Children's Services (DECS) and Flinders Medical Centre. This important program has been generously supported by the Pickard Foundation until June 2011 and is currently being sustained by the Southern Family Benefit Fund.

PoE has enhanced assessment and evaluation processes to better reflect the wider range of issues faced by families experiencing many stresses. This service has demonstrated capacity to work effectively with high risk families and vulnerable infants, who are characteristically difficult to engage but desperately need support to develop stable home environments and encouragement to develop more positive approaches to parenting.

Fleurieu and Kangaroo Island Domestic Violence Service.

The 2010 reform of the Homelessness Sector also resulted in SJCS winning State Government resources to establish a new Fleurieu and Kangaroo Island Domestic Violence Outreach Service.

Recognising the expertise of Southern Domestic Violence Service (SDVS), SJCS's entered into a collaborative

relationship with them to establish and delivery this new service. Subsequently, SDVS delivered the Fleurieu service from SJCS's Goolwa Office for the first twelve months whilst SJCS staff delivered the Kangaroo Island service from the recently established Community Services Centre in Kingscote, commencing on 1st December 2010.



The KI service raises awareness of Domestic Violence issues within communities and supports women, children and young people living with, or escaping, domestic violence, empowering women by providing information, the development of support networks and assisting them to stay safe by exploring alternative housing options when appropriate.

Acknowledging the importance of community knowledge and participation, a Reference Group has been established including service providers from Health, education, employment and community members to support the ongoing work of the service.

We wish to take this opportunity to thank Dallas Colley and Southern Domestic Violence Service for the key roles they have played in establishing this important service.

Fleurieu and Kangaroo Island Domestic Violence Service Statistics	
Number of Clients	19
Number of Children attached to Clients	19
Number of clients to 30th June who received a service	15
Women's Support Group participants	7
Children attached to participants	10
Community service centre coordination group	3
Number of interested people	7

Residential Youth Services

Residential Youth Services encompasses three residential care sites being Mulberry Court, Gulfview House and Junction House.

Program	Age	Gender	Client Accommodation Capacity (at any point in time)
Mulberry Court – Supported Emergency Accommodation Service	12 – 17yo	male	6
Gulfview House – Supported Emergency Accommodation Service	12 – 17yo	female	4
Junction House – Specialist Youth Homelessness Service	14 – 18yo	4 male 4 female	6 long term 2 emergency

Supported Emergency Accommodation Service (SEAS)

The **Mulberry Court and Gulfview House** SEAS residential services provide 24/7 Emergency Accommodation for young people under the Guardianship of the Minister for Families and Communities.

- Gulfview House has provided a safe and secure environment for almost 30 young women over the past year. Through the single gender focus, we continue to see significant benefit for clients as they continue to grow and develop as young women. Staff are consistently developing innovative and individual responses to clients' changing needs. Several clients have had multiple placements at Gulfview when other placements have broken down. When these young women return to Gulfview they often state that they feel safe, and that they value the consistency of approach.
- Mulberry Court has supported 14 young males aged 11-18 in the past year, with many staying for extended periods of time as there is

a significant lack of exit points for many of these clients. This can lead to feelings of abandonment and low self-esteem for these young men, often resulting in significant and ongoing behavioral implications. Staff therefore work tirelessly to provide support and reassurance through provision of resources and a variety of activities including a gardening project and art focused activities that assist them to address and overcome these issues. At the request of the young men, some of these art pieces are proudly displayed around the units.



The appointment of a Training Coordinator during the year has increased access to high quality staff training programs including SJCS's recently updated Behaviour Management Program.

The roles of Team Leaders, Coordinators and Residential Care Workers is complex and challenging and staff are to be commended for their commitment and dedication to their work with young 'charges', who often exhibit challenging behaviours.

Educational Support Worker (ESW) roles have been established in response to the needs of young people within our service who are unable, or unwilling, to attend school. This has been a successful move with ESW staff working closely with other staff to provide innovative educational experiences and positive outcomes for our clients.



Team Leaders and Coordinators have established and strengthened communication pathways with a variety of other agencies and service providers through consistent communication, advocacy and the

continuous review of processes that have led to better outcomes for many of our clients. Information sessions have also been provided to Christies Beach Police that has led to greater understanding of the roles and responsibilities of Residential Workers and the complexities of working with this client group.

"SEAS Gulfview has provided a safe and secure environment for almost 30 young women over the past year."

Junction House

Junction House has provided safe, secure accommodation for up to eight young people who are homeless or are at risk of homelessness and has operated at capacity for the majority of the year.

Young people often enter Junction House amid periods of personal crisis when they are in desperate need of specialist support services. Whilst providing safe accommodation, a client-centered case management approach is used by staff to support young people to review their circumstances and begin to move toward increased stability and connectedness. Whilst we maintain two emergency beds at this site, these are often occupied for longer periods of time due to a lack of exit points within the housing system.

Whilst living at Junction House, clients are supported and encouraged to prepare themselves for independent living, with staff providing access to information and opportunities and advocating on their behalf.

Administration and Financial Management

Sound Administration

The Administration services team has worked throughout the year to find efficiencies in the tasks that are undertaken to provide the best possible outcomes for our stakeholders.

Significant resources have been invested into reviewing and enhancing document management systems in order to efficiently and consistently manage this function across the organisation.



The Information Technology infrastructure supporting the organisation continues to be strengthened in order to enhance the organisation's administration and communication functionality. A Remote Communications Project has been undertaken during the year to identify and evaluate emerging technologies and communication tools, including video conferencing as a way of linking remote sites and staff with their colleagues and clients.

Southern Junction has reached for the sky by embracing new 'cloud' technologies to assist the organisation to link users via high quality scalable IT systems that can support the geographical growth of the organisation in line with the Board's 2020 vision.

Accountable Financial Management

SJCS's Finance Team has been strengthened by the appointment of a part-time Management Accountant. This role increases the Finance Team's capacity to keep pace with the ever-increasing complexity of the organisation and its accountability to both internal and external stakeholder groups.

The Finance Department has continued to review, strengthen and formalise the operating practices and procedures employed by the team throughout the year. Through this commitment to continuous quality improvement, the capacity and capability of this very focused team continues to keep pace with the accounting and reporting needs of SJCS's increasingly diverse range of housing and social support services.

In recognition of the growing quantum and complexity of the organisation, the 2010/11 Annual Financial Statements have been prepared on the basis of General Purpose Financial Reporting standards this year, one full year ahead of schedule.



Acknowledgements

Valued Financial Supporters

Southern Junction Community Services gratefully acknowledges the substantial financial support of the following:

- *Wyatt Benevolent Institution*
- *Paul Terry Foundation*
- *Pickard Foundation*
- *Department of Families and Communities - Housing SA,*
- *SA Department of Health - Mental Health Unit*
- *Australian Government Department of Families, Housing, Community Services and Indigenous Affairs - National Rental Affordability Scheme*
- *Community Benefit SA*
- *City of Onkaparinga*
- *Socially Responsible Businesses:*
 - *The Fairmont Homes Group*
 - *Fenton's Conveyancers*
 - *Minerds Bell – Financial Planners*
 - *RedArc Electronics*



Southern Family Benefit Fund

Thanks are also extended to sponsors & donors of 'Southern Family Benefit' including:

A Class Metal Finishers Pty Ltd	McLaren Vale Rotary Club
Badge a Minit	Michael Hegarty & Associates
Best Electrical	Noarlunga Centre Church of Christ
BusyHands Property Maintenance	Office of Amanda Rishworth MP
Cartridges Now	PB Southwick
Centour Consulting Pty Ltd	Prime Auto Care
Christine Miller Accounting & Taxation Services	Redarc Electronics
City of Onkaparinga	Rossdale Homes
Christies Beach Blue Light Branch	Rotary Club of Noarlunga
CMI Toyota	R & R Airconditioning Refrigeration
Coles Supermarkets Australia Pty Ltd	SJCS Board Directors
Comace Pty Ltd	SJCS Staff Members
Dickson's Glass & Aluminum	Southern Business Solutions
Doherty Plumbing Pty Ltd	State Surveys
Fenton's Conveyancing	The CEO Institute Pty Ltd
Grating Industries	The Original Open Market Inc
Lightwork Home Cleaning	Westpac Bank
	Wistow Locks Alarm's General Repairs

Valued Service Providers and Suppliers

Southern Junction Community Services gratefully acknowledges that the following agencies and businesses have provided good service and value in support of our work during 2010-11.

Accredited Locksmiths Doors & Security Pty Ltd
All Biz Supplies
All Waste Water Services
Office of Amanda Rishworth MP
Angry Beaver
Badge a Minit
BDO
Beaurepaires
Beachlands Lawn & Garden Service
Best Electrical
Budget Landscape & Building Supplies
Busy Hands Property Maintenance
Bunnings - Noarlunga
Cartridges Now
Chubb Fire & Safety
Clarkson's Glass
CMI Toyota Southside
Cove Print
Coles
Corporate Express
Davis & Brooks Building Services
Davis Langdon
Discount City Carpets
Doherty Plumbing
EPAC Salary Solutions
Fairmont Group
Fenton's Conveyancing
Frontline Development Consultants
Gary Price – Window Cleaning

Genesis Fitness - Noarlunga
G-Force Building & Consulting
Global Bath Insert Pty Ltd
HomeStart Finance
Housing SA
Ian's Garage Door Centre
Jamie Brougham – Gardening Services
Jarvis Toyota
Jim's Antennas
Lightwork Home Cleaning
Natasha Adams Graphic Design & Illustration
Noarlunga Carpet Company
Ollie Com Voice & Data Solutions
Puratap
R & J McCann & P.A. Kerkemeyer
Richardson Cleaning Service
SA Compost Waste
Signature Lawns
Southern Locksmiths
Southwick Goodyear
Spotlight
Suburban Locksmiths
Stardust Cleaners
The Good Guys
Wayne Phillis Ford & Kia
Westpac
Wistow Locks Alarms & General Repairs
Woolworths

SJCS Staff at Work and Play



Audited Financial Statements

For the period 1st July 2010 to 30th June 2011