

2022 ANNUAL REPORT



Joining Families
Support Services

Joining Families Support Services 2022 - ANNUAL REPORT

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ABOUT JOINING FAMILIES SUPPORT SERVICES

Joining Families Support Services (JFSS) is a non-for-profit community and social organisation supporting individuals and families of refugee and immigrant backgrounds, mainstream Australians to achieve their full potential. We provide refugee and migrant settlement services and NDIS services. JFSS also works with and provides support to disadvantaged and vulnerable people from culturally and linguistically diverse (CALD) communities and the broader community at large. Our goals are to assist our clients in building capacity, overcoming inequality, fostering family resilience, and building stronger communities.

We are here to serve our community. JFSS advocates for and empowers people with life-skills, knowledge, awareness, and realistic strategies to positively change their lives. Through advocacy and representation, we join families, and network with our partners to support families and provide immediate, short-term, and long-term care for children, young people, and adults.

OUR VISION

Joining families together

AIMS

Creating better lives full of joy, happiness and harmony for children, adults, families, and the community

MISSION STATEMENT

Nurturing individuals and families while networking with our partners to build stronger communities.

CORE VALUES

We value individual's differences.

We are ethical and act with integrity in all we do

We are accountable to the families and community we serve and to our funding bodies

We see each person's strength, believe that every individual can grow, build, and shape their own life

We enable to overcome challenge

SOCIAL JUSTICE

We care, we strive and advocate for equity and opportunity for all

We build relationships with those we save and care for

We stand with our community. We dedicate ourselves to their rights and interests

We are ethical and act with integrity in all we do.

To achieve these aims and objectives **Joining Families Support Services:**

- Provides support and assistance to various diverse migrant and refugee groups in developing activities such as providing space and office facilities; assistance to seek and secure funding; and organise cultural events.
- Joining Families Support Services also works with government and non- government services by organising events, activities, programs, classes, seminars, networks of services and resources related to the needs of migrants, refugees, and new and emerging communities.
- Provides office space for other specialist services to outreach in the area.
- Work with and develop opportunities for clients, volunteers and student placements to access information sessions, workshops, classes, and seminars that are related to their settlement needs and orientation; involvement in relevant groups; and our computer lab.
- Provides NDIS services to its targeted clients

Joining Families Support Services is an Accredited NDIS Service Provider registered for the following NDIS support categories:

NDIS GROUP REGISTRATION

- Accommodation/Tenancy
- Personal Activities
- Assist-Life Stage, Transition
- Assist-Travel/Transport
- Daily Tasks/Shared Living
- Development Life Skills
- Household Tasks
- Participate Community
- Plan Management
- Group/Centre Activities

ASSISTANCE WITH DAILY LIVING

- Meal planning & preparation
- Assistance with medication
- Assistance with bathing and personal hygiene
- Assistance with dressing and grooming
- Assistance with toileting and incontinence care
- Talking, listening, and sharing experiences
- Providing medication reminders
- Assistance with errands and appointments

DOMESTIC SUPPORT

- Cleaning, gardening
- Shopping
- Attending personal appointments
- Lawn mowing
- Organising and sorting through mail
- Transportation assistance
- Playing games, listening to music, and other forms of entertainment
- Light housekeeping
- Laundry assistance

SUPERVISED TRANSPORTATION

- We provide transport and supervise children and young persons for a variety of activities. Our staff will ensure the transportation and supervision is always safe and enjoyable.

EMERGENCY RESPITE

- Our team are available 24 hours to provide support and supervise children and young persons with the access to our Overnight Centres or other suitable locations for emergency care. Our staff will support and supervise children, focusing on their emotional needs and other immediate needs.

DAY AND OVERNIGHT RESPITE

- We are ready with plans for constructive, enjoyable, and fun activities with children and young persons. We provide day activities and short-term activities that focus on the children's needs and requirement. Additionally, children have access to our Overnight Centre or other suitable locations for short-term respite.

ACKNOWLEDGEMENTS

Volunteers:

Joining Families Support Services recruits and supports volunteers every year. Our volunteers bring with them different skills and expertise and assist staff with reception duties, facilitate groups and classes and also assist with community celebrations and events. Volunteering at Joining Families Support Services is also an opportunity for newly arrived individuals who are looking at entering the Australian workforce. It is a practical way to be introduced to Australian workplace practices and culture; gain skills that can be included on their Resume as 'Local experience'; also proven to be means to positive settlement.

Thank you to all our dedicated and wonderful volunteers – what you offer every day is priceless. We would also like to acknowledge all those volunteers who were with us last year and have moved on.

Student Placement:

Joining Families Support Services provides work placement to university students from UNSW, Western Sydney University, The Australian Institute of Counsellors, and the Macquarie University. JFSS provides students with work experience opportunities to help them gain valuable practical skills and relevant placement hours to their area of studies. Students gain experience in a range of different areas such as reception and administration, project work, case work, community development, organising community events and programs, youth work, etc.

Local Members & Mayor:

Joining Families Support Services wishes to acknowledge:

The Mayor of Blacktown, Counsellor Tony Bleasdale. His advocacy helped the JFSS management committee secure the Oakhurst Neighbourhood Centre building. Due to his advocacy JFSS was able to establish itself and service it targeted vulnerable members of the community.

The Member for Mount Druitt, Edmond Atalla, MP, supported the Youth Mentoring Program grant application under the NSW Stronger and Together Grant 2021. JFSS secured the funding for the purchase of a van that allows transporting young people in the Mount Druitt Area and surrounding suburbs to attend the youth mentoring program. The JFSS minibus continues to support vulnerable community members to access services at the JFSS Centre in Oakhurst.

The Member for Blacktown, Stephen Bali, MP, supported the African Families Christmas Dinner Night grant application under the NSW Stronger and Together Grant 2021. JFSS secured the funding for the purchase of the staging equipment to support the Project.

The Member for Chifley, Ed Husic, MP, supported the JFSS 2021 Volunteer Grants. JFSS secured the funding to purchase laptops to support the JFSS volunteers in effectively running the homework support program.

Partnerships, Supporters and Media:

Joining Families Support Services networks and collaborates with other services in the Blacktown, Penrith and Hawkesbury Local Government Areas to deliver the wide range and complex services required by the community. By working closely with such partners, we aim to minimise unnecessary client movements between organisations and make relevant referrals and advocacy on their behalf. Our partners and supporters consist of various specialised agencies, non- government and government organisations, charities, local political representatives, community organisations, local and community media as well as individuals.

On behalf of our clients, the Management Committee, and staff we would like to thank all our partners and supporters for their cooperation.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Welcome to the second annual report from Joining Families Support Services, where we are always happy to help. I am honoured to be the Chief Executive Officer of such an exciting and moving organisation. As the CEO, I am looking forward to witnessing this organisation progress and expand, as well as assist, aid and provide services to the underprivileged.



At Joining Families Support Services, The Management Committee have been working hard with staff to ensure we develop and maintain the most effective JFSS possible. This will be accomplished through the implementation of various strategic objectives of our Strategic Plan and Business Plan

At JFSS we are thankful for all our board members as their contributions have resulted in a greater JFSS and has allowed for the acquisition of new volunteer staff members, student work placement from Western Sydney University, UNSW, and Australian Institute of Counsellors. These staff members and volunteers provide a different variety of skills, experience and backgrounds which only make JFSS better equipped to address the needs of our community.

I extend a warm welcome to our newest volunteers Angele Mutombo and Carine Ntamba. Joining Families Support Services also continues to build strong partnerships with other key services provides in our local community to enable us to better meet the needs of our community. We continue to seek partnerships with various city council's and other organisational groups. These partnerships with aid us in the conduction of upcoming events such as NAIDOC day, 2023 Australia Day, Harmony Day and Refugee Day.

We also continue our work on specific projects to improve the access of our community to services, through partnerships with other agencies. I would like to extend a very big thank you to our staff members for all their patience and support through the establishment of this organisation. I would also like to acknowledge the commitment and hard work of the members of our Management Committee, their dedication is the foundation of this organisation.

I look forward to the bright future ahead of Joining Families Support Services.

Isaac Kisimba,
Chief Executive Officer

MESSAGE FROM THE CHAIRPERSON

Joining Families Support Services Incorporated has made some very positive progress this past financial year, despite the continuing chaos caused for us by the ongoing COVID 19 pandemic. In July of 2021 we managed to lodge our NDIS accreditation and were given every indication by our audit partners that it would be successful. The whole process was an incredible team effort from within our organisation, with particular thanks to our Chief Executive Officer Isaac Kisimba providing the overall focus. The final approval was also considerably held up by the pandemic, but finally in May of 2022 the approval came through.



This gap in receiving the actual accreditation took up most of our operating year, and it is only now that we are ready to receive NDIS clients. Nevertheless, we've been very busy exploring and developing the other areas our organisation wishes to engage in - particularly in regards to migrant services - and we've been very busy with funding applications for projects in this area, and other social and community building projects that we wish to accomplish. We've also accomplished several community pandemic outreach programs, and student placement and work experience has also been developed and nurtured during this last year.

Mathew Lynn
Chairperson

MANAGEMENT COMMITTEE



**ISAAC KISIMBA
PUBLIC OFFICER**



**MATHEW LYNN
CHAIRPERSON**



**JUSTINE NDAYI
TREASURER**



**BENNY MUYAMBO
VICE-CHAIRPERSON**



**ASTRIDE MUKENDI
MANAGEMENT
COMMITTEE
MEMBER**



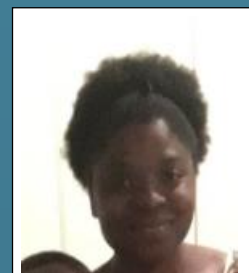
**NADINE MUYAMBO
SECRETARY**



**LOUISE WHELAN
MANAGEMENT
COMMITTEE
MEMBER**



**SARAH NDAYI THISMANGA
MANAGEMENT
COMMITTEE
MEMBER**



**ROSE KABANGA
MANAGEMENT
COMMITTEE
MEMBER**

STRATEGIC GOALS

Joining Families Support Services (JFSS) Strategic plan 2021 -2025:

- Provide Every person with the opportunity to achieve his/her fullest potential and participate in and contribute to all aspects of life.
- Provide a sustainable service to children, young people. Individuals, families and people with disability that will
- Provide sustainable furnished accommodation and care to the homeless people including those with disability
- Provide services to our marginalized communities who are disadvantaged.
- To keep its clients happy and provide them with high quality services that respond to every individual unique needs.

Objectives:

Goals for The People We Serve

- ☐ Focus on the experience of our customers.
- ☐ Provide quality services.
- ☐ Enhance social inclusion.
- ☐ Prioritise safeguarding.

Goals for Our Staff

- ☐ Ensure effective workplace planning.
- ☐ Enhance our reputation as a great place to work.
- ☐ Foster leadership for all.
- ☐ Build a culture of innovation and learning.
- ☐ Grow our volunteer footprint.

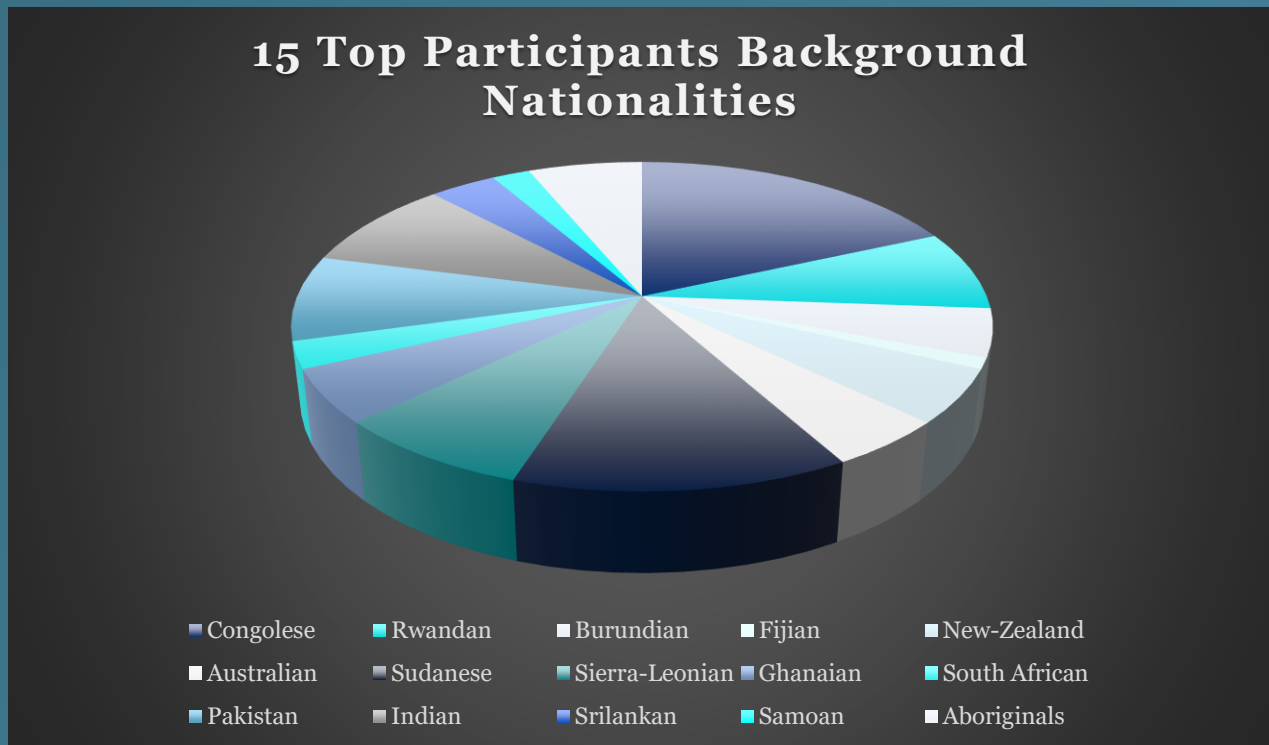
Goals for Our Organisation

- ☐ Expand strategically.
- ☐ Monitor and improve all business processes, practices, and systems.
- ☐ Leverage technology effectively.
- ☐ Improve outcome measures.

Goals for Our Community

- ☐ Effectively engage and partner with local council, school and other organisations
- ☐ Build our profile and brand.
- ☐ Increase our community leadership

CLIENTS' BACKGROUND NATIONALITIES



PROJECTS AND PROGRAMS



COVID 19 COMMUNITY SUPPORT PROGRAM

Joining Families Support Services (JFSS) supported the community through COVID-19 via a support program that targeted a range of issues.

- JFSS assisted refugees' families within their homes with daily tasks and got in touch with services that will assist them with their immediate needs.
- The COVID 19 Support to refugees and migrants team updated the program participants on COVID-19 health restrictions. It translated the information into Arabic, Dinka, Swahili, Tamal and French languages so that the refugees could better understand the messages.
- JFSS purchased and provided free food hampers to refugees and migrant families in Western Sydney struggling to provide food to their families. Food hampers were packed with culturally appropriate items and delivered directly to the door of the affected families. Joining Families provided Food Hampers to 150 families in the Blacktown local government areas and surrounding suburbs.
- JFSS provided case management services to 243 families affected by COVID 19 through a home visit, referral to appropriate service providers, and emergency food relief organisations. The Caseworker worked with the families affected by developing case plans to address the ongoing issues that families were experiencing.
- JFSS provides free interpretation services to vulnerable families through our Centre at the Oakhurst Neighbourhood Centre. Ethnic community language classes were also conducted online and face to face at the Centre with volunteer teachers who teach the young people their language and culture.
- Joining Families Support Services provided 65 individuals with free access to computers, the internet, and printing. Individuals were free to use laptops, navigate the internet, and print.
- JFSS provide homework support to 16 primaries and 18 high school students twice per week on Wednesdays and Thursdays evening with volunteer tutors from the community and university students on work placement to support the children with homework.
- Both Immediate Community Care Support and Overcoming language barriers were addressed at Joining families via our Online Counselling services; we received 58 requests from families needing Counselling Services due to the stress of being in the house for a prolonged period. All were assessed, and some referred to organisations and services such as Starts Counselling services face-to-face and via telehealth for migrants and refugees needing support to cope with hardship.

- Online counselling services were also available to provide further support during the devastating period of Covid19 by linking individuals with other local organisations and services such as STARTTS, Headspace and Blacktown Women and girls.



COVID 19 TRANSLATED HEALTH INFORMATION IN LOCAL LANGUAGES

COVID 19

Health information in ARABIC

BE COVIDSAFE

للحصول على معلومات حول COVID-19 والدعم بلغتك

اتصل بخط
National Coronavirus Helpline
على 1800 020 080 وحدد الخيار 8 للمساعدة في الترجمة مجاناً

COVID 19

Health information in SWAHILI

BE COVIDSAFE

Watu wengi ambao wana COVID-19 wanaweza kujitunza nyumbani

Dalili za kawaida za COVID-19 ni kichwa kuumwa, koo ya kuumwa, kukohoa, na pua yenye mafua

COVID 19

Health information in FRENCH

BE COVIDSAFE

Que faire si vous avez le COVID-19

Isoler-vous

Vous et tous les membres de votre foyer devez rester chez vous pendant au moins 7 jours, ou jusqu'à ce que vos symptômes disparaissent. Si vous avez attrapé le COVID-19 mais que d'autres personnes de votre maison ne l'ont pas, gardez vos distances avec elles autant que possible.

Prévenez les autorités sanitaires locales et les personnes avec lesquelles vous avez été en contact

Si votre test d'antigène rapide (TAIR) s'est révélé positif, vous devez le faire savoir aux autorités sanitaires locales afin qu'elles puissent garder la trace des personnes susceptibles d'avoir besoin d'aide. Suivez les conseils de votre service de santé local pour vous enregistrer comme cas positif au COVID-19. Contactez toute personne que vous avez vue dans les 2 à 3 jours précédant le début de vos symptômes ou lorsque vous avez été testé positif. Ces personnes sauront ainsi qu'elles doivent surveiller leurs symptômes et se faire tester si elles ne se sentent pas bien.

Obtenez les provisions dont vous avez besoin

Pendant que vous vous isolez, commandez des produits d'épicerie ou des médicaments en ligne, ou demandez à des amis d'aller les chercher et de les déposer à votre porte.

Prenez soin de votre santé

De nombreuses personnes atteintes de COVID-19 présentent des symptômes légers et peuvent se débrouiller seules à la maison. Reposez-vous, buvez beaucoup d'eau et mangez bien. Prenez votre médicament habituel contre la fièvre ou les courbatures. Si vos symptômes vous inquiètent, appelez votre médecin ou la National Coronavirus Helpline au 1800 020 080 et choisissez l'option 1. Pour les services d'interprétation, appelez le 131 450.

Appelez le Triple Zéro (000)

Appelez le Triple Zéro (000) pour les urgences, par exemple si vous avez du mal à respirer, si vous avez des douleurs thoraciques ou si vous craignez du sang. Si vous ne parlez pas anglais, lorsque vous appelez le 000, prononcez le mot « ambulance » et restez en ligne pour demander un interprète.

pour plus d'informations

Pour plus d'informations, visitez health.gov.au ou appelez le 1800 020 080. Pour obtenir des services d'interprétation, appelez le 131 450 et demandez à être mis en relation avec le National Coronavirus Helpline, option 1.

COVID 19

Health information in Fijian

BE COVIDSAFE

Qarauni na ituvaki ni nomu vakasama kei na tiko bulabula

Na revurevu ni coronavirus e vakavuna na yalo bibi kei na galili. O na leqataka na nomu matavuvale kei ira na nomu itokani era tu mai vanua tani. E bibi mo qarauna na ituvaki ni nomu vakasama kei na nomu tiko bulabula.

Na veikua o rawa ni cakava?

Veitarata tikoga vei ira na lewe ni matavuvale kei ira na nomu itokani.
E na rawa ni vukea na nomu bula vinaka ke o wasea na veikua o vakasama vei ira na lewe ni matavuvale, na nomu itokani se na ilaila ni lotu. Mo sema tiko e na taleveni se video call.

Me donu vinaka na gaura ni moce.
E bibi na moce ki na bulabula ni yagomu kei na tuvaki ni nomu vakasama. E lewa na matua e gadrevi me na moce e na loma ni 7 ki na 8 na aus e na veibogi ka 9 ki na 11 na aus o ira na gone/tubogone.

Vakalailaitaka na gamu yagoma ni vavalagi kei na kana tavako.
Mo kakua se vakalailaitaka na nomu gamu yagoma ni vavalagi kei na kana tavako.

Vakacegu mai na social media
Na rawa ni veisutaka na ituvaki ni nomu vakasama na raica vakadene na social media. E na rawa ni o bula vinaka ke o dau vakacegu iko mai na social media.

Yavalata na yagomu ka kania na kakana bulabula
Na tiko bulabula e vinaka ki na nomu vakasama kei na yagomu. Taubale me yavalata tiko na yago, sikova na park e voloka, se vakakauwa yago e vale. Kania na kakana bulabula mevaka na vuamuka kei na kakana dradrau (vegetables). Vakailayala ga na kania se gamuva na kakana e levu kina na mika.

Tu vakarau mo soli veivuke
Qirita na nomu itokani ke dode drau sega ni veitalano, soli veivuke vei ira e na nomu itikotiko (community) se era tu wavotiki iko. Veitarata vua e dua o kila ni lakoruruma tiko na gaura dredre.

Vakarutaka e dua na ituvateva e veisiga
Vakarutaka na ituvateva ni dua na siga ka me tiko na gaura me caka kina na cakacaka e vale kei na gaura ni cakacaka saumi. Qaraura vakavutaka me sema tiko kei ira tale eso, cakava na veikua o dau taleitaka ka tiko na nomu gaura ni vakacegu. Me tiko na gaura ni moce kei na gaura ni kana.

Vagava veivuke
Kevaka o sotava tiko na leqa, mo vagava na veivuke ni beta ni bibi na leqa. Ira na rawa ni vukei iko na ilaila ni Lotu kei na ilaila ni nomu itikotiko (community). E dodona talega mo vagava veivuke mai vua e dua na kenadua e na tabana ni bula.

O na kunea e vei na veivuke?

National Translating and Interpreting Service 131 450
E sega ni saumi ke qirita na daunivakavakadewa e na maronoya o koya na kemu itukutuku ka na semati iko ki na Coronavirus Mental Wellbeing Support Service.

Coronavirus Mental Wellbeing Support Service 1800 512 348
E na soli veivuke e na taleveni na kenadua mai na tabana ni bula. E sega ni saumi ka dola tu me 24 na aus dua na siga, 7 na siga dua na macava.

Lako ki na headtohealth.gov.au ka ni tu kina na itukutuku ni veivuke kei na veikua tale eso e volai tu e na nomu vosa, ka ra na veitokoni o ira na kenadua.

AUSTRALIA DAY – 26th of January 2022

Joining Families Support Services hold Australia Day on the 26th of January 2022. The event took place at the Plumpton Neighborhood Centre in the Community Hall and outside the Centre in the Car Park Area. The event was characterized by Multicultural Life Dance performances, singing, dance, speeches from various communities, and children's activities, including Jumping Castles, Face painting, BBQ, and the Australian storytelling, the history of Aboriginal and the British, the importance of being Australian, the Australian values. Leaders from various ethnic backgrounds attended Australia Day, including the live musical Band performances, singing, African drumming, African fashion show and Sapologie and the multifaith church choirs singing. Despite COVID 19, the community living in Oakhurst, Plumpton and Moundruitt, and surrounding suburbs attended the day outdoor and the evening indoor event. Joining families Support Services had more than 200 participants and managed to spread the message of belonging, harmony, tolerance. The participants reflected on their lives in Australia, being Australian, respecting diversity, and celebrating Australian Multiculturalism.



HOMEWORK SUPPORT PROGRAM

The Homework Support Program is an effective program that provides one-on-one tutoring services for primary and secondary school students. Numerous volunteers have already been recruited prior to the conduction of this program. This program provides stationary as well as office equipment (computer/printers) to the underprivileged who have trouble in attaining these services on their own. Enrolments for this program continues to increase and the portion of the community we aid continues to grow.



MULTICULTURAL YOUTH MENTORING PROGRAM

The Multicultural Youth Mentoring Project is a project that supports disadvantaged young people aged 12 - 24 living in Mount Druitt and surrounding suburbs. The program has 80 young people and youth from Culturally and Linguistically Diverse Communities attending the program at the Oakhurst Neighbourhood Centre. Youth are brought to the centre to meet mentors, counsellors, and access JFSS computer, printer and internet.



FRENCH / SWAHILI CLASSES

Joining Families Support Services provided language classes for French and Swahili. Beginners and intermediate classes for both French and Swahili were offered online and in-person at the Joining Families Support Services office. To maintain Covid-19 restrictions, the classes were available online through zoom, ensuring that the community of refugees and migrants stayed connected and safe. However, as these restrictions eased, our team made face-to-face classes available, allowing the refugees and migrants communities to connect with their linguistic roots, educate themselves on other cultural backgrounds and gain more skills. Twelve sessions of Free French Beginners Lessons were, provided to 15 individuals.



Your time to lean French

Free French Lessons

Date: Every Thursdays
Time: 5:30pm – 6:20pm

Address: 51 Standish Avenue, Oakhurst 2761
For enrolment, please call 0421 653 673
Email: info@joiningfamilies.org

Organised by **Joining Families Support Services**
For more information call: (02) 8605 3652 or 0421 653 673



AVAILABLE
Online & Face to face
Free French Lessons
Beginners & intermediate level







Oakhurst FREE FRENCH CLASSES Drop-In Sessions

Open to all students,
grades 1-12

 Every Thursday
4pm - 6pm

Address: 51 Standish Avenue Oakhurst

THE AFRICAN FAMILIES CHRISTMAS DINNER NIGHT 2021

The African Christmas Dinner Night takes place as an annual multicultural event organized by our board committee members with the financial support of the Blacktown City Council, Parramatta City Council, and the Hills Shire Council. The event consisted of various culturally diverse singing, dancing, and instrumental performances. The African Christmas Dinner Night serves as an opportunity for different ethnic groups to engage in various cultural activities as well as enjoy different cultural cuisines.



SETTLEMENT PROGRAM

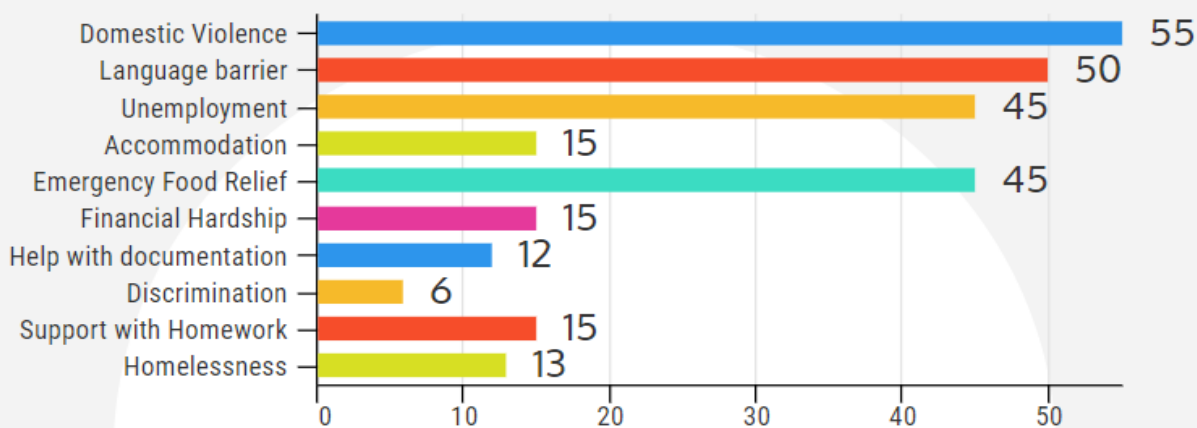
Settlement Services

The JFSS Settlement Support Program provides initial settlement assistance to immigrants, refugees, and individuals/families seeking asylum. The program provides immediate support to newcomers and ensures the refugees are successfully integrated into Australian society. JFSS programs expose newly arrived individuals to various support services and groups while providing essential life and communication skills to promote self-reliance.

The objectives of Joining Families' settlement support are to:

- Nurture resilience, self-reliance and confidence while settling in a new environment
- Promote equitable participation within society
- Promote social cohesion and diversity within Australian society
- Improve social and economic well-being of individuals and families settling in Australia
- Strengthen community connectedness

The Top 10 Humanitarian Issues



● 2016

The eligible clients of the humanitarian settlement program are refugees who have lived in Australia for five years or less and Immigrants with low English language proficiency.

This program builds client independence, knowledge, and the ability to navigate and access mainstream services. The services provided under the settlement program include casework, group information sessions, support groups and classes. JFSS provide casework services to humanitarian entrants clients residing in Mount Druitt, Blacktown, and surrounding suburbs during their first five years of arrival. Casework was provided to clients in various languages through accessing Translating and Interpreting Services (TIS) National to assist clients in their community languages, including Farsi, Dari, Lingala, and Kiswahili.

The JFSS Bilingual Caseworkers provided direct services in Lingala, Swahili, Kiswahili, Arabic and Tamal. The top issue we identified and addressed during the last twelve months was an increase in domestic violence due to prolonged COVID 19 lockdown, unemployment, and lack of suitable affordable accommodation close to public transport and other necessary facilities.

VAN PURCHASE

JFSS has purchased a van which we have utilised to support members of our community. Our van has been useful in providing transport to youth who wish to attend the multicultural youth mentoring program. JFSS also utilised the van to support clients and allowed them to visit their loved ones in Hospitals and Aged Care facilities. The JFSS van also supports the students, volunteers and other community members in accessing services, and volunteers conduct their duties and go out into the community to conduct their work.



ELDERLY SUPPORT GROUP

The JFSS Elderly Support Group meets once per week at the Joining Families Support Services. The Project is designed to break the isolation, promote friendship and wellbeing of the elderly people



UPCOMING PROJECTS & PROGRAMS

1. NAIDOC Day – 09/07/2022

JFSS will hold the NAIDOC DAY "Get Up! Stand Up! Show Up" on Saturday, 9th of July 2022. The event will consist of an Aboriginal Didgeridoo performance, Aboriginal Face painting and other multicultural performances such as singing and dancing. Also, Australian Aboriginal history speeches, Storytelling, Speeches from various Aboriginal Elders, the smoke ceremony, children's activities, including Jumping Castles, animal farm, BBQ, the history of Aboriginal and the British, celebrate the many Aboriginals who have driven and led change in our communities over generations. Leaders from various ethnic backgrounds and Aboriginal Elders and groups are invited. The event aims to send the message of equal rights and basic human rights for all Aboriginals, justice, equity, and the proper recognition of Aboriginal and Torres Strait Islander peoples' rights

2. The Humanitarian Social Enterprise Project (HSEP)

The Humanitarian Social Enterprise Project (HSEP) is designed to provide refugees and humanitarian entrants with skills such as employment training, English lessons, Interpretation, and translation services, resume writing, Interview technic, pathways to employment, apprenticeship, training, counselling, advocacy, and representation. The program will make its targeted clients Job ready and enable them to find employment and keep a job. Through The HSEP, humanitarian entrants with law English and without trades or qualification will receive ongoing skills development training and obtain recognised qualification within Australia that will make them employable. Project Participants will receive ongoing step by step support to start up a social enterprise business in the areas of their employment choice. The social enterprise support will involve free consultant services, free case management services, free development of a business plan, formation of steering committee and registration

3. African Christmas dinner night at Blacktown Workers Club – 03/12/2022

The African Christmas Dinner Night takes place as an annual multicultural event organized by our board committee members with the financial support of the Blacktown City Council, Parramatta City Council and the Hills Shire Council. The event will consist of various culturally diverse singing, dancing, and instrumental performances. The African Christmas Dinner Night serves as an opportunity for different ethnic groups to engage in various cultural activities as well as enjoy different cultural cuisines.

4. Harmony Day – June 2023

Joining Families Support Services in hosting the Harmony Day in March 2023 at Oakhurst Neighbourhood Centre

CONSULTATION

JFSS was approached by 180 Degree Consulting from Macquarie University. The consultant students offered to undertake consultation with Joining Families Support Services in three main areas of growth in the organisation.

1. To increase revenue by 50% in the next year by forming a foundation of strong internal processes
2. Influence and attract external Donation
3. Increase Grant funding

The consultant group 180 Degrees provided recommendations that were welcomed by the Joining Families Support Services. The findings and recommendations of the 180 Degree Consulting are highly appreciated by the JFSS.

TEAM PROFILE



Anel Davila
Consulting Director



Tom Henderson
Team Leader



Rujuta Pendharkar
Consultant



Anthony Massih
Consultant



Jonas Weinrabe
Consultant

180 DEGREES CONSULTING

INTRODUCTION



CLIENT TESTIMONIALS

Ramon Rivas

Ramon is an elderly client who was experiencing hardship and daily challenges such as access to transportation. Ramon's wife had experienced a stroke and he had difficulty in accessing transport to the hospital to visit her. JFSS supported Ramon and had volunteers who took him to the hospital and returned him home, in addition to this JFSS provided transport for other tasks such as shopping. Ramon was quite isolated, and we referred him to elderly groups for him to join to expand his social support system. As well as this, Ramon had his own medical concerns and was told he had to wait a long time to be able to access medical advice. JFSS provided Ramon with information and support which meant he accessed medical support quicker and was able to get the surgery he needed. Ramon's surgery was successful, and he is very happy with the services that JFSS provided him.

The core services we provided Ramon were:

- Transportation
- Case management
- Referrals
- Provision of information



Pichen Tubatshiku

Pichen is a client who came to us seeking support in finding a job in the disability sector. Pichen previously had a physically strenuous job, however, through an injury he was unable to continue working there. Pichen had previous experience in the disability sector and needed assistance in getting a job. JFSS provided him with support and advice with his resume and necessary worker checks. JFSS then recommended Pichen for a job at a disability service provider. Through JFSS Pichen was able to get a job in the disability sector and starts work next week.

The core services we provided Pichen were:

- Referrals to jobs
- Provision of information
- Guidance through the job seeking process
- Recommendation for employment as a Disability Support Worker

Pichen has told us that he was really happy with the services JFSS provided, where the staff were helpful, professional and made the whole process easy for him. Pichen stated that JFSS provided really good advice and direction in the job hunting process. Pichen highly recommends JFSS especially for migrants who may need assistance in finding a job.



JFSS STAFF

JFSS takes on several university students on work placement to provide them with experience. In 2021 JFSS had two Western Sydney University (WSU) students who contributed greatly to JFSS. These students assisted in acquiring grants and aiding in the COVID-19 program which provided food hampers to vulnerable people within the community. This program greatly helped the community, providing vulnerable individuals with support. In June 2022 JFSS has taken on two University of New South Wales (UNSW) students and two WSU university students. These students are contributing to many areas such as project work and case management. The UNSW students have been working on our NAIDOC day event that will take place on the 9th of July. This event will include Aboriginal performers and elders who will make speeches as well as a range of children's activities. JFSS has also taken on a counsellor student from the Australian Institute of Counsellors who is providing services to JFSS.

JFSS wants to acknowledge and express our appreciation for the work that the university students have contributed to our organisation.

JFSS staff are bilingual from various multicultural background with massive experience in settlement services. JFSS has just been established and is popular because of its excellent track record for the best customer satisfaction. JFSS staff have never compromised on the quality and services provided to its targeted clients. It's believing in keeping its clients happy and providing them with high-quality services that respond to their individual unique needs.



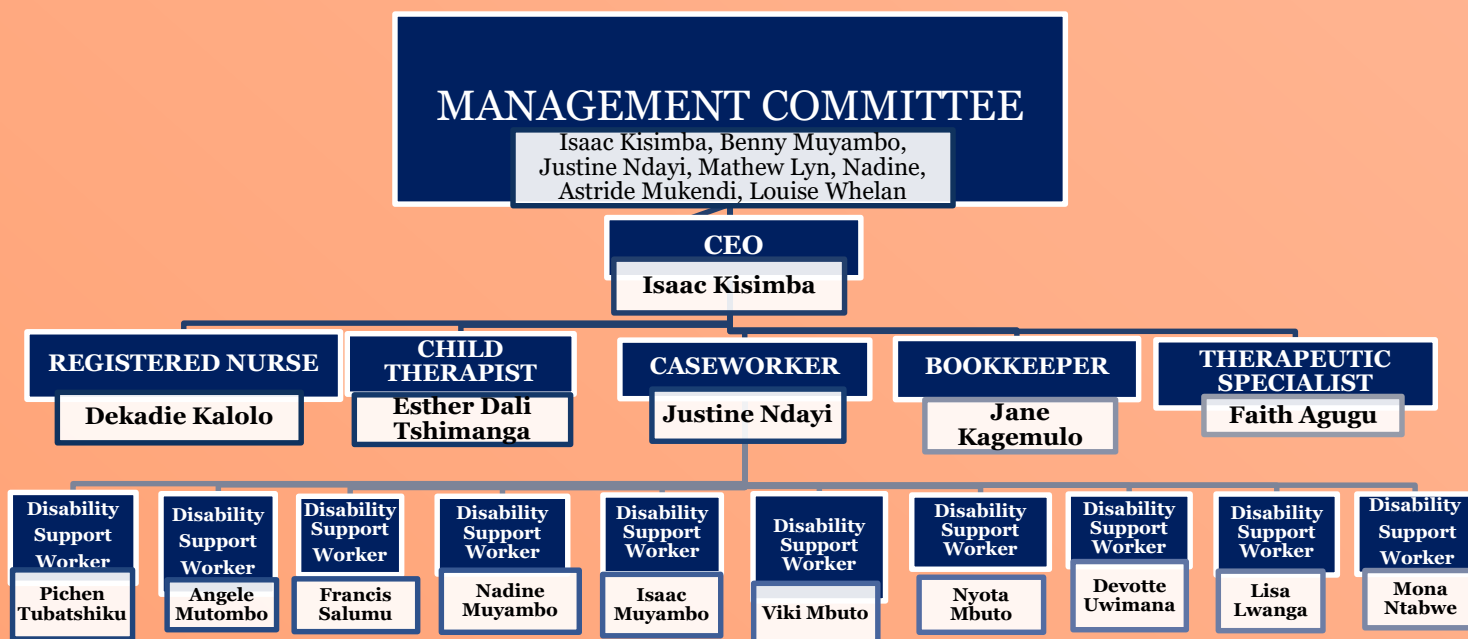
ORGANISATIONAL GOVERNANCE

BOARD / MANAGEMENT COMMITTEE

Joining Families Support Services is a non-government, community-based organisation run by its members. Members of organisation include the staff, board members or organisational representatives who either work or live in the local area, are aware of the hardships faced and are determined towards making the community a better place for all residents and guests. The management committee are elected each year from Joining Families Support Services membership and are known as the Management Committee (MC). The Management Committee members voluntarily manage the organisation and is governance, maintain focus on its aims and objectives; keep JFSS's vision in focus and ensure it is directed and developed towards achieving our long-term strategic goals. On behalf of all Joining Family Support Services, I would like to thank all of the staff members, volunteers and supporting organisation for their contributions towards this organisation over the course of the last year.

Organisational Structure

The following is the organisational structure of Joining Families Support Services:





2022

FINANCIAL STATEMENTS

JOINING FAMILIES SUPPORT SERVICES INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL
REPORT FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
NOTE 2 - GOVERNMENT & OTHER GRANTS		
Covid 19 Microbusiness Grant	12,000	-
Community Builder Grant	38,000	-
Council Grant	15,400	-
Covid 19 Support Grant	65,225	-
Covid 19 Community Support Grant	5,000	-
Volunteer Grant	2,500	-
NAIDOC	3,000	-
	<u>141,125</u>	<u>-</u>

NOTE 3 - FUNCTIONS & ACTIVITIES

After School Program	598	-
Australia Day	15,400	-
Community Support	5,000	-
Party Expenses	4,827	-
	<u>25,825</u>	<u>-</u>

NOTE 4 - MEMBERS' LOAN

Isaac Kisimba	-	13,650
Justine Ndayi	-	9,500
Esther Tshimanga	550	2,900
Nadine Muyambo	1,782	8,950
Sarah Ndaya Tshimanga	50	2,000
Dekadie Kalolo	-	2,100
Astride Mukanya Mukendi	-	1,225
Rose Kabanga	-	1,300
	<u>2,382</u>	<u>41,625</u>

JOINING FAMILIES SUPPORT SERVICES INCORPORATED
STATEMENT OF COMPREHENSIVE INCOME
YEAR ENDED 30 JUNE 2022

	Notes	2022	2021
INCOME			
Government & other grants	2	141,125	-
Business fees		2,907	-
Other income		<u>2,573</u>	<u>-</u>
TOTAL INCOME		<u>146,605</u>	<u>-</u>
EXPENSES			
Accountancy		2,127	4,200
Administration		1,112	57
Advertising & promotions		1,572	583
Bank charges		30	-
Depreciation		20,102	11,044
Functions & activities	3	25,825	-
Insurance		1,987	-
Motor vehicle expenses		3,247	600
Printing & stationery		3,235	1,898
Rental expenses		16,698	16,950
Staff allowances & benefits		23,316	412
Subscriptions & fees		1,733	4,587
Telecommunications		<u>4,347</u>	<u>1,214</u>
TOTAL EXPENSES		<u>105,331</u>	<u>41,545</u>
OPERATING SURPLUS (DEFICIT)		<u>\$ 41,274</u>	<u>-\$ 41,545</u>

JOINING FAMILIES SUPPORT SERVICES INCORPORATED
STATEMENT OF CASH FLOWS
YEAR ENDED 30 JUNE 2022

	Notes	2022	2021
OPERATING ACTIVITIES			
Receipts from customers		146,605	-
Interest received		-	-
Payments to suppliers & employees		- 85,229	- 30,501
Interest paid		<u>-</u>	<u>-</u>
Net cash provided (Used) in operating activities		<u>61,376</u>	<u>- 30,501</u>
INVESTMENT ACTIVITIES			
Purchase of assets		<u>- 20,102</u>	<u>- 11,044</u>
NET CASH OUTFLOW		<u>- 20,102</u>	<u>- 11,044</u>
FINANCING ACTIVITIES			
Members' loan		<u>- 39,243</u>	<u>41,625</u>
NET CASH INFLOW		<u>- 39,243</u>	<u>41,625</u>
NET CASH INCREASE (DECREASE)		2,031	80
CASH AT THE BEGINNING OF YEAR		<u>80</u>	<u>-</u>
CASH AT THE END OF YEAR		<u>\$ 2,111</u>	<u>\$ 80</u>
RECONCILIATION OF SURPLUS TO NET CASH INFLOW FROM OPERATING ACTIVITIES			
Operating surplus (deficit)		41,274	- 41,545
Add back:			
Depreciation		<u>16,867</u>	<u>11,044</u>
		58,141	- 30,501
Change in operating assets and liabilities			
Decrease (Increase) in Receivables		-	-
Increase (Decrease) in Payables		-	-
Increase (Decrease) in provisions		<u>-</u>	<u>-</u>
CASH FLOWS FROM OPERATING ACTIVITIES		<u>58,141</u>	<u>- 30,501</u>

JOINING FAMILIES SUPPORT SERVICES INCORPORATED

Management Committee Members' Declaration

In accordance with a resolution of the management Committee of Joining Families Support Services Inc., the committee members declare that, in their opinion:

1. The financial statements and notes, as set out in this report, satisfy the requirement of the Australian Charities and Not-for-profits Commission Act 2012 and:
 - a. Comply with Australian Accounting Standards applicable to the Registered Entity; and
 - b. Give a true and fair view of the financial position of the Registered Entity as at **30 June 2022** and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the Registered Entity will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Muyambo Isaac Kisimba
26 July 2022



Nadine Muyambo



JOINING FAMILIES SUPPORT SERVICES INCORPORATED

COMPILATION REPORT

We have compiled the accompanying special purpose financial statements of **JOINING FAMILIES SUPPORT SERVICES INC.**, which comprise the statement of financial position as at **30 June 2022**, the statement of Comprehensive Income and other comprehensive income, statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes. These have been prepared in accordance with Australian Accounting Standards.

The Responsibility of the Directors

The directors of **JOINING FAMILIES SUPPORT SERVICES INC.** are solely responsible for the information contained in the general-purpose financial statements and the reliability, accuracy, and completeness of the information.

Our Responsibility

On the basis of information provided by the directors, we have compiled the accompanying special purpose financial statements in accordance with the financial reporting framework and APES 315: *Compilation of Financial Information*.

Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with Australian Accounting Standards. We have complied with the relevant ethical requirements of APES 110: *Code of Ethics for Professional Accountants*.

Assurance Disclaimer

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements. Accordingly, we do not express an audit opinion or a review conclusion on these financial statements.

The special-purpose financial statements were compiled for the benefit of the directors who are responsible for the reliability, accuracy and completeness of the information used to compile them. We do not accept responsibility for the contents of the special purpose financial statements.

**RJW Associates
Public Accountant**

**Parramatta
26 July 2022**

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Joining Families

Support Services