

**2020**

# **ANNUAL REPORT**

**JOINING FAMILIES SUPPORT SERVICES**



**Joining Families**

Support Services

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# 1. About Joining Families Support Services:

## Joining Families Support Services:

Joining Families Support Services is an independent community based multicultural organisation. We aim to identify the needs of, and improve settlement services to, migrants, refugees and emerging communities in the Oakhurst and surrounding suburbs and Blacktown Local Government Area in general.

Joining Families Support Services' main objective is to build resilient communities by providing appropriate orientation, information and referral to our target groups by:

- Assisting them with their settlement needs.
- Addressing their issues as they arise.
- Providing them with access to mainstream services and resources.

In order 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.

## **2. 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.

## **3. STUDENT PLACEMENT:**

Joining Families Support Services provides TAFE, and other, 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.

## **4. 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.

## 5.MESSAGE FORM THE GENERAL MANAGER:

Welcome to the 1<sup>st</sup> annual report from Joining Families Support Services, where we are always happy to help. I am honoured to be the General manager of such an exciting and moving organisation. As the Manager I am looking forwards 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 and management to ensure we develop and maintain the most effective JFSS possible. This will be accomplished through the implementation of various strategic objectives to be developed in our upcoming Strategic Plan 2021-2025.

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. These staff members provide a different variety of skills, experience and backgrounds which only make JFSS better equipped to address the needs of our community.

I extent a warm welcome to our newest volunteers Benny Muyambo and Isaac Wapeke, welcome to the JFSS family.

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 20210 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 all of our staff members for all of 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.

## 6. Management Committee

	Name	Phone	Email	Address	Qualification	Position
1	Isaac Kisimba	0421 653 673	<a href="mailto:kisisaac@yahoo.com.au">kisisaac@yahoo.com.au</a>	97 Fyfe Road, Kellyville Ridge NSW 2155	Bachelor's Degree in social science & Master's degree in social work	Chairperson/ Public Officer General Manager
2	Benny Muyambo	0435 399 441	<a href="mailto:muyambo777@gmail.com">muyambo777@gmail.com</a>	5 Saturn Place, Doonside NSW 2767	current Bachelor of Psychology	Vice Chairperson
3	Nadine Muyambo	0449874730	<a href="mailto:nadinemuyambo2@gmail.com">nadinemuyambo2@gmail.com</a>	5 Saturn Place Doonside NSW 2767	Current Bachelor of Social Work	Secretary
3	Justine Ndayi	0412 198 851	<a href="mailto:justinendayi1978@gmail.com">justinendayi1978@gmail.com</a>	97 Fyfe Road, Kellyville Ridge NSW 2155	Bachelor's Degree in social science Diploma of Community Services Case Management	Treasurer
4	Mathew Lyn	041438869	<a href="mailto:mathewlynn@ozemail.com.au">mathewlynn@ozemail.com.au</a>	Blue Mountains, NSW	Master of Art	Chairman
6	Astride Mukendi	0450 805 114	<a href="mailto:astridmukanya@hotmail.com">astridmukanya@hotmail.com</a>	304 Edensor Road, Edensor Park NSW 2176	Diploma in Child Development	Board Member
7	Louise Whelan	0417202489	<a href="mailto:photos@loiuisewhelan.com.au">photos@loiuisewhelan.com.au</a>		Master of Art	Board Member
8	Rose Kabanga	0422 155 209	<a href="mailto:rosekabanga2@gmail.com">rosekabanga2@gmail.com</a>	304 Edensor Road, Edensor Park NSW 2176	Bachelor's Degree in education	Board Member

## **5. STRATEGIC GOALS**

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

As stated above, Joining Families Support Services have aspirations for future events, achievements and objectives we aim to achieve in the future. These achievements are to be attained through the achievement of JFSS's strategic goals. The following are Joining Families Support Services 2020-2025 Strategic Goals. JFSS staff and board members have formulated JFSS's new Strategic Plans for 2020-2025. This will also include input from various other Stakeholders: Funding bodies, Networks, interagency, clients and supporters.

### **From 2021-2015, Joining Families Support Services Aims to Achieve the Following Strategic 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.

## **6. Programs and Projects**

### **The African Christmas Dinner Night**

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 had attendance of more than 200 people and 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.

### **The African Drumming Group**

The African Drumming group is where a group of young individuals who possess a passion for African drumming gather together and enjoy and express themselves with music. The program also allows the youth to acquire new skills in the form of drumming. This program aims to integrate young people of all backgrounds within the community and expose them to new cultural activities. This project also aims to break the isolation within the local community, promote friendship and multiculturalism, empower African Australian individuals, educate and inform young people, as well as raise awareness of African Cultural in Australia.

### **The African Cleaning Project**

The African cleaning project is sustainable project that provides cleaning services to the African community, refugees, migrations and the general public (to all). The ACP is a social enterprise that provides jobs for the unemployed and provides them with cleaning experience. This project also promotes cleanliness and hygiene in Australia. This project provides new skills and educates newly arrived refugees and migrants within the country.

### **Neon Stars Dancing Program**

The Neon Stars Dancing Program is a youth dance group who gather each week and learn new dances. This group perform at various community events and functions. The purpose of this group is to provide young people with self confidence in key life skills such as communication, teamworking and leadership skills.

## **7. UPCOMING PROJECTS & PROGRAMMS**

### **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 experience difficulty 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.

### **Living Skills for The Youth**

Youth group information sessions on topics such as healthy relationships, nutrition, respect, values, social interactions, effective communication, legal aid, Youth Ombudsman, Drug and Alcohol, cultural diversity, etc are provided to young people to ensure the youth are brought up with adequate morals.

### **The Youth Outreach Program**

The Youth Outreach project is a project targeted at culturally and linguistically diverse youth aged between 12-24 years old. This project aims to deliver outreach services to youth in the local public schools in the local community. Youth Consultation meetings are to be held at our community centre in Oakhurst to ensure we regularly monitor the changing needs of young people within the community. The Youth Outreach program also includes exciting activities for participants such as morning breakfasts for families, child-protection information sessions, driving safety lessons, music classes, recreational activities and sporting activities were all during school terms and school holidays.

## 8. ORGANISATIONAL GOVERNANCE:

### BOARD / MANAGEMENT COMMITTEE

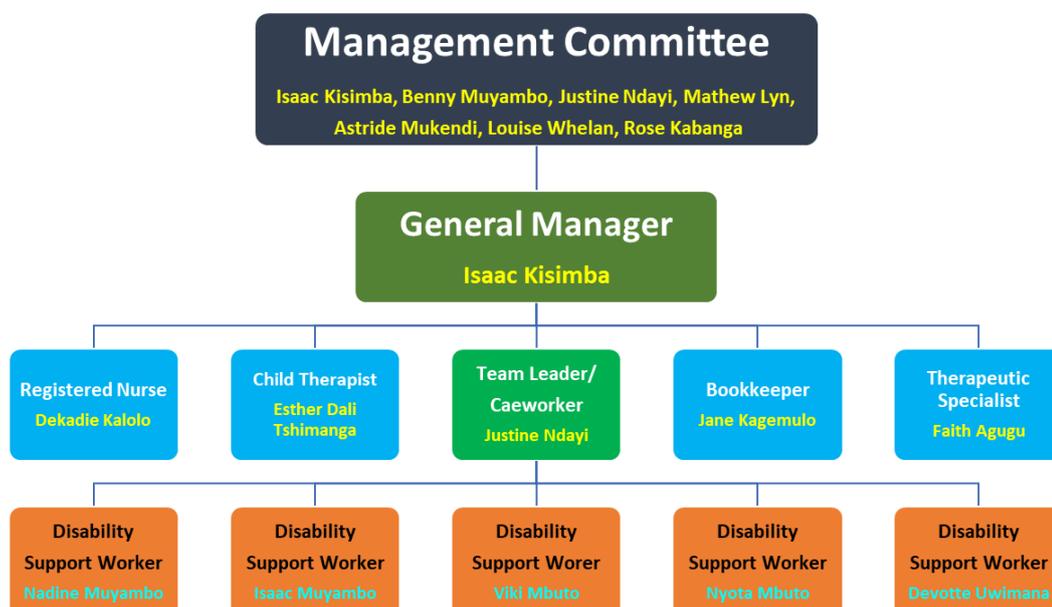
Joining Families Support Services is a non-government, community-based organisation run by its members. Members of this organisation include the staff, board members or organisational representatives who either work or live in the local area, are aware of the hardships faced and are determined towards 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 its 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 of 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

Follows is the organisational structure of Joining Families Support Services.



## 9. FINANCIAL STATEMENTS:

<b>2020 Financial Statement</b>		
Income	Management Committee Members Blacktown City Council The Shire Hills City Council Parramatta City Council	\$17,400 \$500 \$100 \$200  <b>Total Income</b>
		<b>\$18,200</b>
Expenditure	<b><u>Office Furniture</u></b> Monitors Office chairs Office Desks Miniature fridge Keyboards/mouse Laptops Office stationery Cupboards Rubbish bin Printer	Quantity 6 6 6 1 8 6 - 3 4 1  <b>Total</b>
		<b>\$13,200</b>
	<b><u>Program Delivery</u></b> <b>African Families Christmas Dinner Night</b> Venue Hire Cost Bond Decoration DJ Hire Food Plates and Cups Drinks and wine Camera man charges Other expenses such as fuel, transport and cleaning needs.	\$580 \$460 \$500 \$500 \$500 \$100 \$750 \$400 \$10  <b>Total</b>
		<b>\$3,800</b>
	<b><u>African Youth Music Band</u></b> <b>Purchase of Equipment</b> Guitars Drum set Keyboard Speakers	3 1 2 2  <b>Total</b>
		<b>\$1,200</b>
	<b>Total Expenditure</b>	<b>\$18,200</b>

Signature



Name: Isaac Kisimba – Chairperson

Signature:



Name: Nadine Muyambo - Secretary