

Annual Report

FY24

the
Junction
Works





Acknowledgment of Country






In the spirit of reconciliation The Junction Works acknowledges The Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.



Our Mission

Creating Possibilities in People's Lives

Our Values

-  **Respect:** We embrace the diversity of all people
-  **Integrity:** We are honest, ethical and compassionate in our actions
-  **Creativity:** We are flexible now and imaginative about the future
-  **Excellence:** We adapt and strive to produce the best results
-  **Vitality:** We are filled with energy, confidence and belief

From the Chair



It's been both a challenging and purposeful year for us at The Junction Works. We finish this financial year with a sense of renewal and purpose – confident that we have made changes in our organisation that have been necessary to place us on a much firmer financial position.

We are led by a strong team that is focused and disciplined, all of whom positively ooze enthusiasm and purpose.

The Board and management are united in their vision of an organisation that is committed to creating possibilities in people's lives, committed to supporting our people being the best that they can be and committed to doing this in a way that is sustainable. A good deal of our time this year has been focused on the long-term sustainability of the business and we commence the new financial year well positioned to realise new opportunities and address the challenges that our sector faces as the long-term funding and sustainability of the NDIS is addressed by the Federal Government. Our sector is evolving, and The Junction Works stands ready to be with our participants and families through this evolution.

Creating possibilities in people's lives often means encouraging people to try new things. As an organisation, The Junction Works has also been willing to do this, consistently expanding and re-evaluating the services we provide. This journey will continue into 2025 as our team deliver on our three-year strategy and move the organisation to a period of sustainable growth that is focused on serving our community, our participants and our families with services they want, when they want them and how they want them.

For next year, I'm excited at the possibilities – our focus on highly engaged people and a positive culture is really gathering momentum. People are at the core of everything we do at The Junction Works, and I know we will continue in 2025 with the same positivity and purpose that has marked 2024.

Richard Amos

Chair for The Junction Works

From the CEO



In 2024 we have spent a considerable amount of time and energy on engaging with our participants and facilitating a range of fun and engaging activities that excite them and enable them to experience new things.

Another key achievement in 2024 was the addition of 3 new Supported Independent Living houses and the upgrade of one of our older properties. We are proud about the quality of our housing properties and the quality of the care that is provided within our houses. Our housing environments are designed to feel homely and welcoming, leading to improved outcomes for our participants.

Our Austral Day Program is highly engaging and our unique semi-rural setting provides our participants with amazing opportunities to participate in a wide range of engaging programs that are fun and focused on enabling participants to achieve their goals.

Our Works Practice and Support Coordination teams have been continually growing and focusing on closer collaboration with our Day Program and Housing teams. Their clinical knowledge combined with the expertise of our support workers is providing an increased number of positive outcomes for our participants.

The Community & Youth teams have had another year of overachievement, far exceeding their contract KPIs in terms of engaging with vulnerable members of our community.

We are proud to say that we are financially sustainable, despite the changes and challenges of the NDIS reform. Our focus in FY 25 is to continue to offer a wider range of activities while improving our focus on the health and wellbeing of our participants and teams.

Terry Wilson
CEO for The Junction Works

Our Strategic Plan 2024-2026

The Junction Works is a not-for-profit organisation that has supported the people of South-West Sydney since 1987. Our mission, 'Creating Possibilities in People's Lives' provides opportunities for people to embrace their unique qualities through the services and programs that we offer.

Our Mission Creating Possibilities in People's Lives

Our North Star The Junction Works empowers people to find their spark by providing high-quality wholistic services.

Our impact areas



Voice of participants, families and community

We listen to and embed the voice of participants, families and community in everything we do.



Great place to work

We understand that our people make the difference. We foster a positive, inclusive and respectful culture, and inspire passion through development and diverse experiences.



Dynamic and innovative services

We co-design wholistic, enriching, person-centred services that exceed expectations and bring the fun. Our services are always evolving, sustainable and making a real difference.

Commitment to excellence and integrity



We continuously improve the way we work being guided by lived experience, contemporary best practice, and our listening systems. Our commitment to robust risk management and upholding safety and regulatory compliance, fosters a culture of trust, accountability and integrity in all our interactions

Our FY25 Strategic Priorities

1. Participants have a voice and opportunities to contribute
2. Our people have development plans in place, with ongoing opportunities
3. Our people are highly engaged, and feel valued and respected
4. Participants are actively engaged in program design
5. All service offerings are financially sustainable

Our programs deliver impact for South-West Sydney community



Our participants had lots of fun, gained skills and built social connections

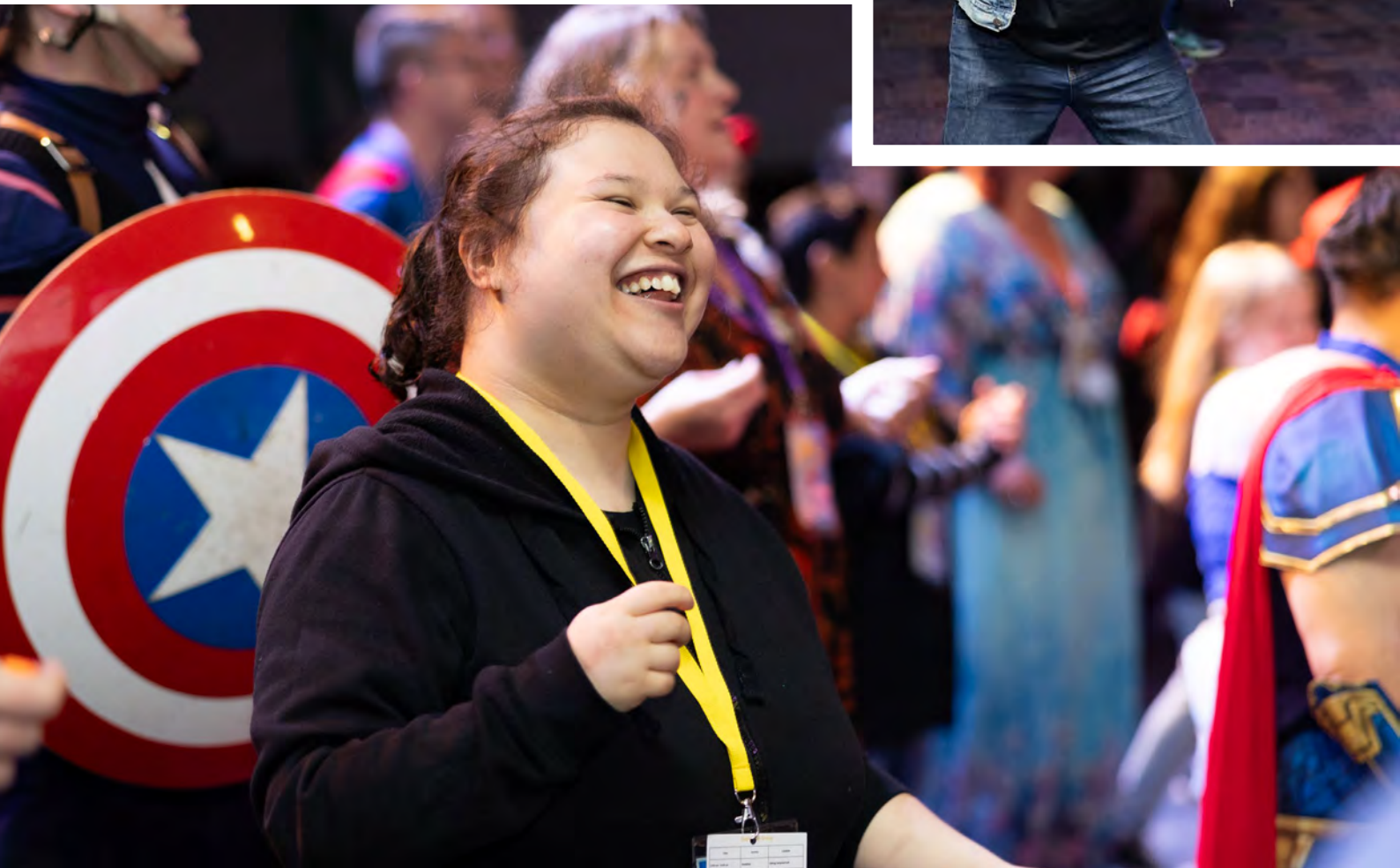
SPARK Festival 2023

The Junction Works ran its annual SPARK performing arts camp at Stanwell Tops from 6-8 October 2023. The aim of SPARK is to ignite possibilities and bring participants of different needs together to celebrate their amazing accomplishments throughout the year.

This year's disco theme was 'Superheroes', with a range of activities on offer including arts & crafts, dancing and soul drumming.

SPARK brings many smiles and so much joy to the lives of our participants

Our participants showcasing their amazing dance moves during the disco





(Top photo): SPARK is held annually at Stanwell Tops and is attended and loved by many internal and external participants



(Middle photo): SPARK inspires creativity through its yearly themes, where participants are able to express themselves and showcase who they are

(Bottom photo): The Junction Works management team at SPARK



Roar & Snore at Taronga Zoo

In the beginning of 2024, we had an exciting new respite opportunity to engage in the Roar & Snore experience at Taronga Zoo. This involves participants camping overnight in safari-style tents, with dinner and breakfast included, and exclusive behind-the-scenes access to walk through the zoo. Participants learned fun facts about various animals and got to hand-feed giraffes!

Mid-Year Concert

In 2024, Austral participants were incredibly excited to practice and rehearse in preparation to perform at our Mid-Year Concert! With eight performances in total, Austral Campus transformed into a temporary theatre ready for participants to jump on stage and perform various acts of singing, dancing and acting for their watching peers, family and friends. Some lucky carers and family members won raffle prizes and we all enjoyed a BBQ lunch afterwards. We received an overwhelming amount of positive feedback from attendees and participants, who couldn't wait to do it all over again at the End of Year Concert!

VIVID Sydney

In June, we took part in a respite program with a VIVID cruise around Sydney Harbour, showing off iconic landmarks such as Sydney Harbour Bridge and the Opera House dazzling in coloured lights and projections. Participants enjoyed a delicious two-course dinner, took lots of photos, and spent time socialising both below and above deck. The evening was relaxing and enjoyable, offering the chance to view the city from different angles and in different lights.

(Left photo): Participants attending the annual VIVID festival

(Right photo): Participants visiting Madame Tussauds as a part of the Meriton Respite Opportunity.



Creative Social at Lansdowne Aged Care Facility

Seniors were able to engage with The Junction Works team and create different pieces of arts and crafts. The Seniors were able to showcase their artistic side and realise their potential. The program has helped foster their independence, mobility and social connections with others in the facility.

Study Skills workshop at Warakirri College

This workshop offered students new ways to study and provided them with practice and memory techniques to help them retain information better, covering both mental health and studying “better not more”. Students learned the importance of self-care while studying, and gave feedback that the workshop was highly engaging and informative.



Thank you so much for today,
the kids absolutely loved
having you here

Parent feedback from NAIDOC
Week event



R U OKAY DAY at Moorebank
High School was memorable for
the team as we were able to bond
over a fun day

TJW Community & Youth Officer

Art and Soul

A well-loved expression and mindfulness program for youth, offering a powerful way to explore emotions and tackle challenges in a healthy manner. The program uses creative mediums to engage with feelings, enhance mindfulness, improve communication, set goals and build self-esteem while experimenting with a variety of artistic forms.

Social Butterflies

A counselling program offering a space for children to discuss concerns together. Student feedback has been that they enjoyed the activities and counselling approach, with outcomes including children who are selective mute feeling safe to speak up



Our Social Butterflies program is a safe space for making new friends and learning new skills

We deliver programs that provide social inclusion and community participation

Our programs are developed based on strengths-based and person-centred approaches, that aim to encourage and recognise individual talents and needs, fostering a positive environment and wellbeing.

Allied Health



Working together with participants and their carers to translate NDIS plans into meaningful goals and therapy outcomes, through services across psychology, behaviour support, speech pathology, physiotherapy and occupational therapy.

Support Coordination



Guiding participants and their carers throughout their NDIS journey to meet individual needs and goals, through passion, experience and creativity.

Programs of Supports (Day Programs)



Offering a wide variety of activities designed to build skills, foster independence and encourage community connection. Located at our newly renovated Austral Campus on one acre of beautiful Dharug land.

Supported Independent Living



Delivering 24/7 professional support for daily tasks and empowering individuals to achieve their goals and creating their desired lifestyle at 13 SIL homes across South-West Sydney

Community, Youth & Children's Services (incl. OOSH)



Providing personalised early intervention programs and services, including before and after school and vacation care, to develop skills, increase knowledge and build social inclusion within the local community.

Unlocking Natalie's potential



This is my first time noticing progress from Natalie after only a few weeks

Natalie's mother



Through tailored occupational therapy support from The Junction Works, Natalie has made remarkable strides in engagement, coordination and independence

Natalie, a young woman accessing disability services, initially faced challenges with engagement and focus. She was often distracted, heavily reliant on her iPad, and struggled to maintain interest in activities. Tasks requiring the use of both hands were particularly difficult, as Natalie avoided using her left hand entirely. These challenges limited her ability to develop essential skills and engage meaningfully in her environment.

Tailored support for meaningful progress

Natalie worked closely with an Occupational Therapist (OT) from The Junction Works, who created a structured and supportive environment to address her unique needs. Natalie's therapist used approaches such as modeling and gestural prompts to help Natalie understand turn-taking and following instructions. Over time, Natalie demonstrated improved focus, successfully maintaining attention on tasks for over 10 minutes, and increased use of her left hand in various activities such as puzzle manipulation and playing a small drum.

Building confidence for the future

With her newfound skills, Natalie is set to achieve even greater milestones. Her increased engagement and improved coordination lay the groundwork for developing greater independence in daily tasks. Future goals include enhancing her ability to follow instructions with less prompting, refining her turn-taking skills, and continuing to strengthen her use of both hands. Thanks to the support from The Junction Works, Natalie is on a clear path to further growth, independence, and confidence.

Empowering a new beginning for Liam



TJW people care about their jobs, its more than a career choice and they provide things like emotional support

Liam's mother



With The Junction Works' advocacy, a young adult with limited NDIS funding has secured a pathway to community and connection

A young adult with disability, who recently graduated from high school, faced a challenging transition as he prepared to leave the supportive environment of school. His NDIS plan was significantly underfunded, with no supports in place to prepare Liam for after-school transition. This left his parents feeling anxious about how he would adapt and develop necessary skills for his future as both parents work full-time.

Advocacy for essential support and services

When Liam's mother discovered The Junction Works at an expo, she connected with our team to explore options. Despite initial limitations in his NDIS funding, TJW provided support coordination to help secure funding for essential services. TJW's support coordinator gathered the necessary documentation, including school reports, work experience reports and an occupational therapist assessment report, and submitted an urgent review request to the NDIS for funding allocation.

A brighter future

With an updated NDIS plan in place, Liam now has funding for five days per week at The Junction Works' day program at Austral, as well as dedicated support coordination. This support will enable him to engage in structured, skill-building activities, fostering independence and social engagement. TJW's assistance has also alleviated his parent's concerns about his future, who are both extremely relieved and happy with the great outcome for Liam's new plan. Now, he is set on a path to meaningful connection and growth, supported by a caring and well-coordinated team.

Providing a village of support for Janette



Our Mums & Bubs group are now friends for life, with our kids also becoming friends

Janette



The Junction Works supported Janette in overcoming isolation by fostering social connections and building her confidence as a new mother.

As a first-time mother, Janette struggled with feelings of isolation and loneliness. Her long-term friends had older children, leading her to feel she didn't have the support of a "village" to assist her. Janette also struggled with her newborn's sleeping difficulties. Janette found herself overwhelmed and in need of a community to share her experiences and provide support.

Confidence and connections through support

The Junction Works played a pivotal role in helping Janette regain her confidence and overcome these challenges. By attending Tiny Tots Playgroup and the Mums & Bubs program, Janette found a welcoming space where she could connect with other mothers facing similar challenges. The weekly playgroup provided her with routine and structure, while the Mums & Bubs sessions offered invaluable peer support and social interaction. These programs not only empowered Janette as a mother but also fostered lasting friendships among the mothers and their children.

A foundation for lifelong friendships

The Tiny Tots and Mums & Bubs programs have created meaningful social opportunities for both Janette and her son, Jackson, who enjoys interacting with children of different ages. The friendships formed through the Mums & Bubs program have become a cornerstone of Janette's support network. Looking ahead, Janette is excited to remain involved in the playgroup until Jackson begins kindergarten, knowing that it has been a transformative experience for their family.

Finding connection through live musicals



Mark has greatly improved around his attitude and enjoyment around certain things

Ida, Mark's mother



Mark has discovered a love for live performances, leading to greater engagement, enjoyment, and personal growth

Mark, a participant at The Junction Works, previously resisted attending community access outings, often arguing against participating and avoiding new experiences. His reluctance to engage limited his opportunities for personal and social development, creating challenges in finding activities that sparked his interest and involvement.

Introducing new experiences to spark engagement

The Junction Works introduced Mark to tailored community access outings, offering a range of programs and experiences to cater to participants' diverse interests. Among these, live performances proved to be a transformative experience for Mark. Despite not outwardly expressing excitement, he engaged fully during shows like Chicago and Disney on Ice. Mark's echolalia turned into a form of interaction with the performances, highlighting his ability to connect with the art. His enthusiasm was especially evident during The Lion King segment, his favourite movie, where he tracked characters with rapt attention and even telling others to pay attention during the performance.

Unlocking joy and new possibilities

Mark's growing enthusiasm for musicals and live events has opened a new world of enjoyment and personal connection, and demonstrates the importance of providing participants with variety and options for programs. These experiences have not only enriched his life with joy but also demonstrated his ability to engage socially in unique and meaningful ways, deepening his engagement with the world around him.

Peter's journey to independence



I love my housemates

Peter



With the support of The Junction Works, Peter overcame a challenging family background and behavioural struggles to lead a more independent, stable life in a supportive community.

Peter, a young man with an intellectual disability, came from a challenging background with significant personal and social challenges. This background was often reflected in Peter's behaviours. Peter faced a difficult path, further complicating his journey towards independence and stability.

Building independence through wholistic support

Peter initially had difficulty adjusting when he came to The Junction Works, where his learned behaviours made it difficult for him to live with other residents. Recognising his need for more wholistic supports to build his independence, The Junction Works worked with Peter to provide wrap-around supports including allied health professionals, a behaviour practitioner, and a support coordinator to guide him. Eventually, Peter transitioned to a Supported Independent Living (SIL) home in Western Sydney, where he gained more freedom and independence. Here, Peter learned vital life skills like cooking and washing, fostering a sense of capability and autonomy. With therapeutic supports and a structured environment, his behaviours began to improve over time.

Embracing a positive future

Today, Peter is thriving with his newfound independence and stability. He lives peacefully in his own unit, where he enjoys activities like mowing lawns and gardening. His behaviour has shown marked improvement, and he communicates much more effectively. Peter has a solid support network, including family members who frequently visit him, providing companionship and taking him on day trips. With The Junction Works' consistent support, Peter has found a calm and steady path forward, leading a more fulfilling and independent life.

A fresh start for Pietro



The care and attention provided by the Junction Works team has been exceptional

Pietro's sister



Through The Junction Works' care and advocacy, Pietro has transitioned from a challenging living situation to a stable, supportive home, fostering his well-being and social connections.

Pietro had been experiencing inadequate supervision and quality of care, resulting in a detrimental effect on his health and a lack of proper meals. With his sister living interstate, Pietro lacked a local support network to advocate for his needs.

Transitioning to a Safe and Supportive Environment

When Pietro's sister discovered the details of his situation, she reached out to TJW seeking better living arrangements for him with a better quality of service. TJW's team took over Pietro's SIL package and coordinated a transition to a new group home in Western Sydney, where he could receive the attention and support he needed. The TJW team helped him access crucial services, including much-needed dental work, and resolved longstanding issues, such as obtaining a disability pension travel card to give him greater independence and mobility. TJW staff now support Pietro in managing his medical conditions and helped him through a difficult personal loss.

Building Connections and Finding Friendship

Now residing at a Supported Independent Living home in Western Sydney, Pietro has found a welcoming and supportive home where he gets along well with his housemates, even joining them for outings on weekends. With TJW's involvement, Pietro now enjoys a safe and stable environment, and has regained the essential supports for his health and well-being. His experience at TJW has provided him not only with physical stability but also with the companionship and consistency that have fostered his growth and happiness.

Meet some of our incredible team who create possibilities in people's lives



Gary Katu

Disability Support Worker, Austral

How long have you been at TJW?

I have been employed with TJW for 10 years.

How would you describe TJW in 3 words?

Diversity, challenges and rewarding

What do you do here at TJW?

In my role as a disability support worker, being able to empathise with participants and understand the challenges they are facing, also having the ability to put yourself in their shoes. Support the participants to do the things that matter most to them.

What has been your favourite activity that you've been involved in at TJW?

My favourite activity would have to be key word signing (KWS). KWS is used with people that have communication difficulties. KWS uses the same signs as the deaf community in Australia, called Auslan, however KWS is different to Auslan.



Amanda Scerri

Assistant Director, OOSH

How long have you been at TJW?

I have been at TJW for 17 years.

How would you describe TJW in 3 words?

Inclusive, diverse and respectful.

What do you do here at TJW?

Assistant Director Holsworthy OOSH and Vacation Care.

What has been your favourite activity that you've been involved in at TJW?

One of my favourite events is the year-end party we host for the children. It's heart-warming to see them all come together to celebrate, their faces lighting up with excitement as they discover the activities we've planned. Watching them proudly perform their year-end dance and Christmas songs for their families is always a highlight. It's also wonderful to see the families join in and enjoy the afternoon, engaging in the festivities with their children.

Our shared services teams continue to make strides in delivering industry best-practice

Quality & Compliance

Complaints & Incidents Framework

We are enhancing the way we capture our incidents and complaints with the implementation of easy-to-use digital form and workflow IT platform. As our complaints and incidents framework is a key component of how we listen at the Junction Works, we heard from our people that we had some pain points in how they interacted with our old system. Having an open, honest and transparent reporting culture and system is a cornerstone of a safe and quality service.

Our new system will promote quicker resolutions to incidents/complaints and feedback than the current process, through creating new escalation workflows based on event severity and risk level to increase visibility and escalation to all management levels. We have also strengthened our reporting for management to identify trends to promote better service to our participants, including improved dashboard analytics capability for all managers.

Empowering people to speak up goes to the very heart of people feeling valued and respected within the Junction Works community. Speaking up about safety and letting us know when our services are not 'hitting the mark' helps ensure that we are working towards continuous improvement in the safety and quality of supports and services to people, not only for participants, but also in relation to employee health, safety, and wellbeing.

Services & Clinical Governance Committee

The Committee focuses on monitoring and reviewing the safety and quality of clinical and service delivery practices, to ensure culturally safe and accessible services that promote holistic participant health and wellbeing. The Committee initially focused on ensuring our processes, practices and documentation were in alignment with the National Disability Insurance Scheme (NDIS) Practice Standards and other key documentation released from the Quality and Safeguards Commission, such as Practice Alerts and the High Intensity Support Skills Descriptors.

Effective partnerships between participants, their support network (including allied health professionals) and TJW at all levels of care planning, provision, and evaluation is critical to supporting the delivery of safe, coordinated, effective and holistic participant health and wellbeing, including clinical care, that is guided by participant needs, goals and preferences, and is directed towards optimising their wellbeing and quality of life.

Quality & Compliance

NDIS Registration Audit

In October and November 2023, our re-registration audits were conducted against the NDIS Practice Standards, by auditors from Global Compliance Certification (GCC). We had a great result where we retained our NDIS registration and the auditor's findings included no major or minor non-conformances. In addition, the auditor concluded that our Operations and Governance exceeded the expected standard, and we were deemed to be operating at a level of Best Practice.



Significantly, participants have bestowed a high rating upon the provider's overall services, emphasising the quality and satisfaction associated with the organisation's offerings. This positive feedback underscores the provider's dedication to excellence and the well-being of the participants they serve.

NDIS Practice Standards audit excerpt



Information Technology

Enhancing Services through Data-Driven Insights

The Junction Works team have improved PowerBI dashboards across a range of data sets and databases, enabling advanced data analysis and forecasting previously unattainable with disconnected systems. The team developed APIs to connect the reporting tools to the various software The Junction Works uses on a day-to-day basis. This upgrade provides The Junction Works the ability to identify trends and make data-driven decisions across a variety of different scenarios, leading to improved programming and outcomes for our participants.

Fostering Creativity and Innovation Through 3D Printing

The Junction Works' acquisition of a 3D printer expands the range of program options available to participants, fostering creativity and hands-on learning. After thorough research, the team purchased and installed the printer at the Austral Campus, equipping it with a variety of coloured filaments.

This technology enables participants to bring their imaginations to life by designing and constructing 3D models, unlocking new opportunities for skill development and creative expression.

Bassam with a light-box printed on the new 3D printer



Our people

At The Junction Works we are committed to “creating possibilities in people’s lives”, starting with our incredible workforce. This year, we focused on cultivating our culture underpinned by our TJW values, mission and a foundation of collaboration, recognition and shared purpose. Other areas of focus included the transformation and automation of our systems and processes while establishing strong frameworks with the essential elements that enable our people to thrive and perform at their best every day.

Cultivating our TJW Culture

At TJW, our culture is built on our mission to create possibilities in people’s lives. Throughout 2024, we reinforced this commitment by focusing on workforce initiatives that promote a positive, inclusive, and person-centred environment built on a foundation of collaboration, recognition, and shared purpose. We prioritised integrating our organisational values into everyday interactions, ensuring they guide decision-making and behaviours across all levels. This focus has helped to enrich an environment where our people continue to actively live our values and mission.

Celebrating success has become a cornerstone of our culture. Through our revamped TJW recognition awards and improved communication channels, our employees consistently acknowledge the efforts of their teams who go above and beyond in their roles.

Listening to our people

In early 2024, we held an Employee Engagement Survey for our employees to share their thoughts and capture feedback on what is working well, areas for improvement and actions for growth. We achieved a participation rate of 63% with an overall engagement score of 73%, the results have shaped our key cultural priorities moving forward. Key focus areas our people identified included communication and recognition, leading to the following initiatives:

- ✓ Improving our Document Library providing easy access to policies & procedures
- ✓ Revamping the TJW recognition awards
- ✓ Enhancing our communication channels
- ✓ Expanding leader access to our HRIS
- ✓ Implementing online training via our new Learning Management System
- ✓ Regular Toolbox Talks
- ✓ Implementing a new Performance Development Framework
- ✓ Traineeships in our Disability Services underway
- ✓ Cert III and Cert IV courses underway via external training providers
- ✓ Facilitating regular Town Hall meetings
- ✓ Transforming the format of our monthly Employee Newsletter

Capturing employee feedback on a regular basis is instrumental in driving positive changes and continuing to make TJW a great place to work.

Our people

Our Achievements

Transforming our systems & processes

To simplify and modernise our people management across the organisation, we have automated and streamlined our processes implementing several system upgrades:

- Integrated our recruitment and onboarding systems
- Launched a new Human Resource Information System (HRIS)
- Launched a new learning management system (LMS)
- Integrated our LMS with our HRIS
- Developed a suite of online forms to streamline new and existing processes

These new systems provide our people with easy access to navigate the key stages throughout their journey at TJW. The self-service functionality helps to drive accountability across the business as well as empowering our leaders and enhancing decision making with real-time access to key people data.

Creating opportunities to learn & grow

By investing in our people and promoting a culture of continuous learning, we have been building a workplace where everyone can thrive. Our new LMS was launched with the aim of creating learning opportunities across our workforce. The new system features a comprehensive library of online training courses and webinars covering a wide range of topics relevant to all our services. We have also integrated the LMS system with our HRIS which is a key step in ensuring that we can track and maintain our training records all in one place.

To support the launch of our LMS, we developed mandatory training guides aligning with our broader Pathways to Possibilities framework – a comprehensive suite of initiatives focussed on strengthening the capability and development of our people. Additionally, Toolbox Talks offer just-in-time learning addressing critical topics raised by service teams, further driving our culture where our people feel supported personally and professionally.

Empowering our leaders

Supporting leadership capability has been a key focus:

- Dedicated online courses designed specifically for our people leaders to help enhance their leadership skills and knowledge.
- Access to their team's people data in our HRIS, including compliance and training records in real time.
- An online People Leaders Toolkit has been set up as a key resource centre featuring various guides, templates and resources to support effective team leadership.

Our people

TJW Traineeships & Graduates

In line with our commitment to the growth and development of our people, 12 employees successfully completed their traineeship within our Disability services, which included a Certificate III in Individual Support (Disability). A further 10 are still completing their traineeship and studies.

- 11 employees graduated from their Cert IV in Leadership & Management course.
- 21 are continuing their studies in relation to the Cert IV in Mental Health course.

We are very proud of all our employees who have and/or continue to balance their studies with work and their personal lives.

260

employees (increase of 29% on FY23)

13

contractors

14

volunteers

7

students

19

casual employees converted to permanent roles to enhance job security

4

12 years average tenure

33.9%

employee turnover (incl. two service closures)

12

successfully completed TJW Traineeships, incl. Certificate III in Individual Support (Disability)

30

leaders attended the first Leaders Hubs

11

graduates for Certificate IV in Leadership & Management

10

TJW Traineeships underway, incl. Certificate III in Individual Support (Disability)

21

currently studying Certificate IV in Mental Health

Financial Summary

	2023-24	2022-23
Income & Expenditure		
Revenue from continuing operations	24,895,876	19,801,909
Other Income / (Loss)	542,757	126,883
Expenses from continuing operations	24,770,794	23,185,798
Surplus / (Deficit) from continuing operations	667,839	-3,257,006
Deficit from discontinued operations	-1,541,750	
Deficit for the year	-873,911	-3,257,006
Other comprehensive income for the year	1,332,384	734,667
Total comprehensive income for the year	458,473	-2,522,339
Assets & Liabilities		
Total Assets	20,340,540	20,285,651
Total Liabilities	3,538,306	3,941,890
Net Assets	16,802,234	16,343,761
Cash Flows		
Net Cash (used in) / from Operating Activities	2,447,689	-2,279,448
Net Cash (used in) / from Investing Activities	-96,391	-2,501,244
Net Cash (used in) / from Financing Activities	-229,657	-610,500
Cash and Cash equivalents at 30 June	7,751,337	5,629,696

94.5%

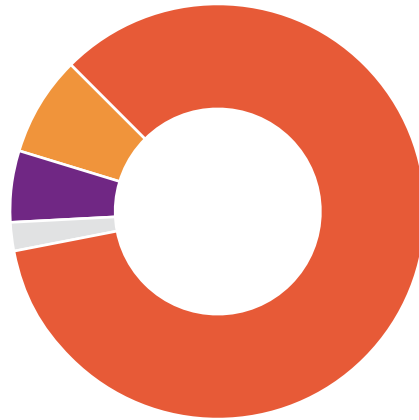
of our total income comes from Government Funding

82%

of our total income is spent on direct service delivery

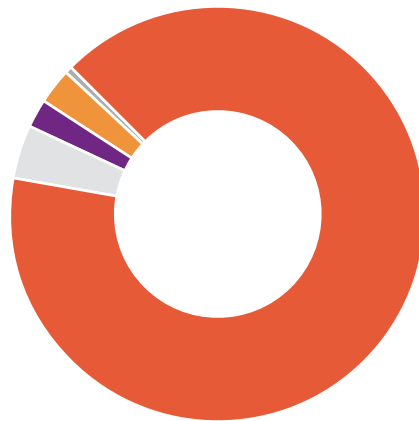
How we are funded, and how we spend our funds

Expenses



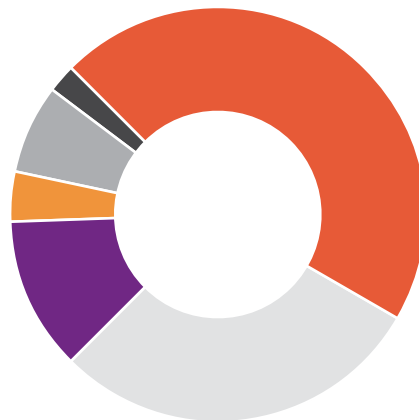
- Employee benefits expense - **84.5%**
- Client expenses - **2%**
- Facilities and vehicles - **5.6%**
- Administration and other expense - **7.7%**

Revenue by Source



- Federal Government - **90.3%**
- State Government - **4.3%**
- Interest and other income - **2.1%**
- Rendering of services - **2.8%**
- Donations, bequests & fundraising - **0.5%**

Revenue by Category



- Supported Independent Living - **46%**
- Day Programs - **29%**
- Allied Health - **12%**
- Support Coordination - **4%**
- DCJ and OOSH - **7%**
- Other - **2%**

Contact Us

135 Thirteenth Ave
Austral
Darug Country
NSW 2179

T (02) 8777 0500

E joinus@thejunctionworks.org

www.thejunctionworks.org



The Junction Works is a not-for-profit, community-based organisation serving the greater Western Sydney Region since 1987. It is a Public Benevolent Institution, registered as a Charity endorsed with both Tax-exempt status and DGR (Deductible Gift Recipient) status. The Junction Works carries a full range of insurances which include public liability, professional indemnity and workers compensation.

CFN (Charitable Fundraising Number): 16962 | NDIS provider number: 405 000 2486

© The Junction Works 2024. ABN: 79 133 200 905