

A photograph of a man in a blue shirt carrying a young child on his shoulders. They are standing in a field of tall, golden-brown grass. The background is a bright, hazy sky with soft clouds, suggesting a sunset or sunrise. The overall mood is warm and family-oriented.

ANNUAL REPORT

2023-2024

Jannawi Family Centre

ABN 13 851 971 562

A photograph of a woman with long dark hair hugging a young child from behind. The woman is smiling and has her eyes closed. The child is wearing a yellow shirt. The background is a blurred indoor setting with a doorway.

JANNAWI'S VISION IS THAT CHILDREN
CAN BE SAFE WITH THEIR FAMILIES AND
COMMUNITIES.

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A NOTE FROM OUR BOARD CHAIR AND DIRECTOR



It has been a big year for Jannawi Family Centre. In July 2023, we moved out of the building in Wiley Park where we began working to support vulnerable families back in 1978. After more than 40 years in the one location, the move was challenging for all of us. But the good news is that we have now settled into our beautiful new premises in Summer Hill.

In February 2024, we held a wonderful Welcome to Jannawi event to show off our new premises and to thank our friends and supporters, whose generosity made it possible for us to move into our new home.

The last twelve months have been spent settling into our new surroundings and forging new relationships with local community partners and neighbours. But we are maintaining very close ties to the community around Lakemba and Wiley Park. Currently, we run two outreach programs in Lakemba.

Earlier in 2024, Jannawi was invited by the NSW Department of Communities and Justice to submit an application for funding to employ frontline workers as part of the NSW Government's National Partnership Agreement with the Commonwealth to support domestic, family and sexual violence initiatives. We are very happy to report that Jannawi's application was successful and we have been funded to create three new family counsellor positions to work with Culturally and Linguistically Diverse (CALD) families. This is a major milestone for Jannawi, allowing us to reach even more families facing complex challenges and requiring culturally sensitive support.

In October, Leanne Wallace retired as Chair of the Jannawi Family Centre Board after more than ten years of tireless work supporting and championing the work of Centre. We would like to take this opportunity to thank Leanne for her incredible service over this time.

And finally, we want to thank the amazing Jannawi staff who continue to provide a safe and supportive environment for our families so that they can heal and grow strong and resilient.



Helen Rogers

Helen Rogers

Chair, Family Centre Board



Biljana

Biljana Milosevic

Centre Director

THE JANNAWI STRATEGY



Our Values

- Caring** We care about the children and families we work with and each other. We want to make a difference.
- Respect** We are sincere and respectful.
- Hope** We believe in change for the better.
- Integrity** We are open, honest, fair and ethical.
- Community** We engage with our diverse communities in an environment of mutual respect.
- Compassion** Our work is based on respect and commitment and our willingness to tackle difficult problems.
- Growth** We work in a learning environment and support continued learning in those we work with.

Our Vision

Children can be safe with their families and communities.

Our Purpose

We walk alongside families to help them heal from trauma and feel safe.

Our Strategic Priorities

- Quality Service Delivery:** what we deliver, how we support families and communities and how we communicate this outside the organisation.
Goal: deliver services tailored to local needs and ensure people can access the family support system without fear.
- Sustainability, Growth and Reach:** how we manage our people, assets, implement our delivery model and expand services in a way that is responsive to our current and future families and communities.
Goal: ensure continues financial success of current services whilst responsibly expanding the number of communities we are located in.
- Relationships and Partnerships:** who we engage with and how we influence system change for the family and child support system.
Goal: build deep relationships within our local communities and influence the national discussion as a leader in designing a violence-informed system of care.



STRATEGIC PRIORITIES

2023 - 2024 HIGHLIGHTS

1 Quality Service Delivery

- We continue to work on finalising the Jannawi Model of Practice so that we can clearly communicate how we work with families.
- We have commenced work on improving how we measure organisational performance, particularly the impact our service has on clients.
- We have developed a Jannawi Strategy that articulates our vision, purpose, values and aspirations.
- Regular external supervision and training and in-house professional development opportunities on topics including Trauma Informed Practice, Collective Care and Conflict of Interest.

2 Sustainability, Growth and Reach

- We are developing a workforce plan and have established a new Operations Manager position.
- We successfully tendered for three new domestic and family violence frontline workers (Family Counsellors), to commence work by October 2024.
- We have established outreach programs in Lakemba to ensure we maintain our close ties with diverse communities South-West Sydney.
- We have a secure five-year lease on our new premises in Summer Hill.
- We have continued to grow our donor base to supplement our government funded contracts. This allows us to work with families for as long as they need our support.

3 Relationships and Partnerships

- We have begun to make connections with the Summer Hill and broader Inner West community and have begun to establish strategic partnerships with other local community organisations.
- In June, our Centre Director was invited to speak at the Association of Children's Welfare Agencies (ACWA) annual conference attended by child and family safety professionals from across Australia.
- For the second year, we have participated in the Observership Program for young professionals seeking experience on not-for-profit Boards, which has helped to expand our networks in the corporate and philanthropic sectors.

OUR PROGRAMS

THE FAMILY PROGRAM

The Family Program is a specialist therapeutic child and family safety service.

The Program offers specialist counselling, complex case management, assessments, safety planning, child development interventions, information/advice/referrals, parent education, court support and home visiting.

The Program works with children assessed to be at risk of significant harm, aged 0-12 years.

The Program employs two Family Counsellors and two Early Childhood educators to work intensively with families to address child protection worries.

This year, we began a Little Learner's Group to help children prepare for kindergarten. The 8-week group ran in the school terms and helped children learn the basics of literacy, numeracy and social skills to help them succeed at school. Children attended alongside their parent as a shared learning opportunity. The groups were facilitated by Iman Kourouche, our Early Childhood teacher who also teaches at local public schools.

COMMUNITY CONNECTIONS

Community Connections supports Culturally and Religiously, Linguistically Diverse (CARLD) families to access mainstream services and build social connections.

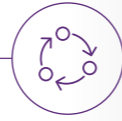
Community Connections targets families with children aged 0-8 years, however also supports families with older children.

It employs Bilingual Family Workers to provide case management, information/advice and supported referrals, supported playgroups, peer support groups and home visiting.

Our supported playgroup runs weekly in school terms at the Australia National Sports Centre on Punchbowl Road in Lakemba and is facilitated by Arabic Bilingual Worker Fidaa Haj Younes. This is our outreach to families in the south-west suburbs and sees up to 10 families regularly attending with children aged 0-5 years. This year saw visits from Campsie Police and Lakemba NSW Fire Service to educate children about our first responders. The children enjoyed turning on the police siren and learning how to crawl to keep safe in a fire.

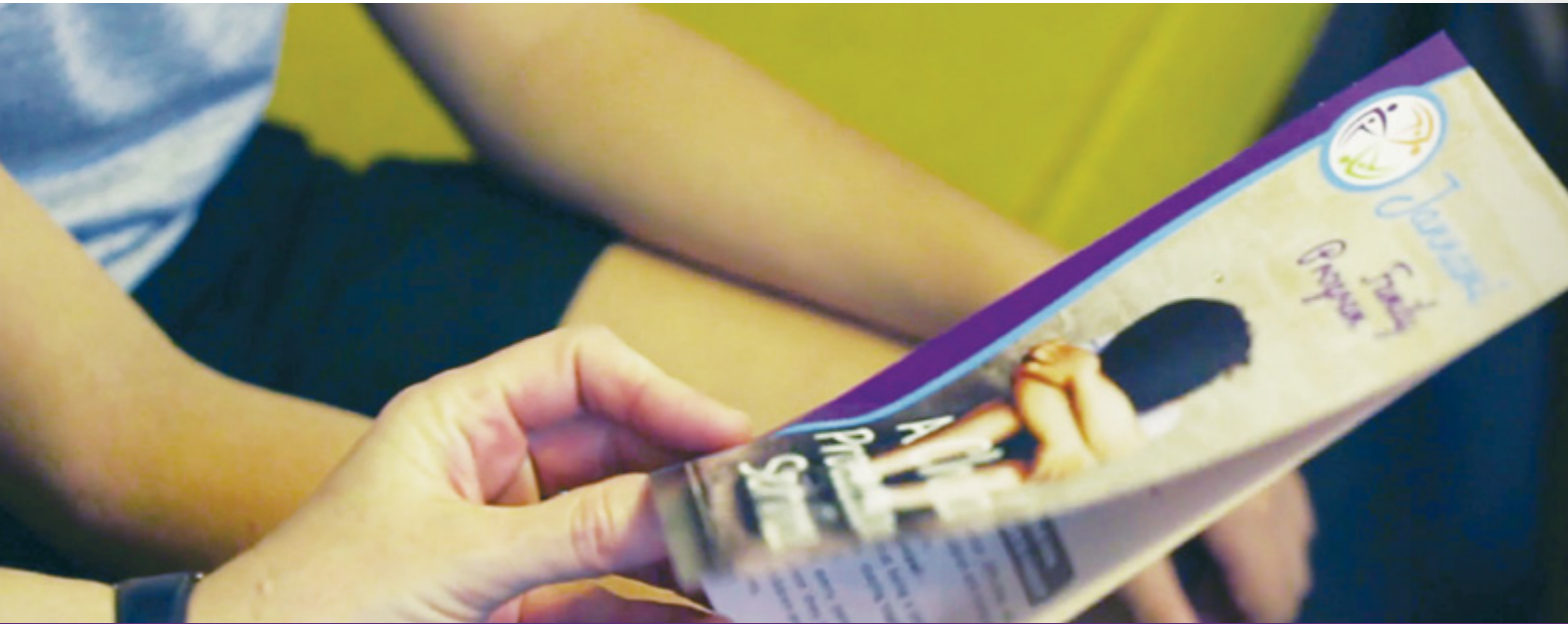


OUR IMPACT



Whilst many families are referred to the Family Program for specialist support, we provided **Targeted** support for all families attending Jannawi.

Targeted support includes activities such as family capacity building, parent education, counselling, supported playgroups, and information/advice/referral. Intensive support includes **Specialist** support such as sexual assault and domestic and family violence specific counselling.



REFERRALS



As in previous years, the Family Program saw referrals primarily come from NSW Department of Communities and Justice (DCJ) Lakemba, followed by Burwood WDVCS (Women's Domestic Violence Court Advocacy Service), NSW Health services, other non-government organisations and self-referrals. This past year has seen us engage with more fathers who do not live in the home with their children. We continued to support families with older children in the home, aged 12 years and over, where domestic and family violence is a concern.

The Community Connections Program saw most families attend following a word-of-mouth referral or recommendation from a friend or neighbour. Referrals were also received from Multicultural Liaison Officers at NSW Police, local schools and Canterbury-Bankstown Council staff facilitating referrals from enquiries received from other local service providers. These families are provided with family capacity building, information, advice and referral, home visiting and supported playgroups.

DATA



A total of 183 clients received support

With an average of 15 sessions per client; includes 136 females and 47 males. The majority of clients are from a Culturally and Linguistically Diverse background. Many use English to access the service, but speak a broad range of languages at home including Arabic, Urdu, Bengali, Mandarin, Turkish, Samoan and Tongan- just to name a few!

158 clients received targeted support

The majority of children were aged 0-4 years of age with the majority of parents aged 30-34 years.

25 clients received intensive or specialist support

The majority of children were aged 5-9 years with the majority of parents aged 40-44 years of age.

Family Capacity Building, which includes case management, support and home visiting, accounted for the majority of the activities, followed by counselling, then information/advice and referral to other services. Personal and family safety was the primary reason for referral, along with child development.



PACIFIC INTEGRATED NETWORK

The Pacific Integrated Network met regularly throughout the year and its first meeting for 2024 was held in March at the Revesby Workers' club. Jannawi instigated and supports the Network by providing resources so that PIN meetings can continue. The Network is appreciative of being able to connect with others and in making PIN possible to support many complex family matters which requires a collaborative and collective approach. PIN was inspired by the Jannawi model with its ecological psychosocial framework.

One of the biggest achievements was the graduation of the 7 Samoan Interpreting Scholarship recipients from PIN who had recently completed the accreditation process with Multicultural NSW. Language is a huge barrier across all sectors – PIN is pushing the need for other Pacific languages to be included, namely Tongan, Fijian, Bislama and Cook Islands Māori.

Since April 2024, Ana from Twinnies Publishing House (first Pacific Publisher in NSW) has hosted PIN meetings at Bankstown. PIN has been involved in a lot of great projects across sectors including, Samoan and Tongan children's book launches, speaking to diversity at the Police Academy at Goulbourn, International Women's Day, workshops to support Seasonal Workers on sponsored visas, Pasifika Preventing Diabetes Project and more. All this would not be possible without the encouragement and support of Jannawi. Our gratitude also extends to our Board for their ongoing support of what we all do.

Audrey Malietoa Hill

Pacific Bilingual Family Worker
Facilitator Pacific Integrated Network



WELCOME TO OUR NEW HOME

On 15 February 2024, we had a fabulous Welcome event at our new premises in Summer Hill. It was a wonderful night attended by over 70 people who came along to see our new home and learn more about the incredible work that Jannawi does.

We had a thought-provoking Welcome to Country and Smoking Ceremony by Brendan Kerin from the Metropolitan Local Aboriginal Land Council. We then heard from the Hon Jo Haylen MP, NSW Minister for Transport and Member for Summer Hill, who recognised the importance of the work we do and welcomed us to the neighbourhood.

We were also very pleased to hear from a great supporter, Dr Michael Easson, co-founding Director and Executive Chairman, EG Funds who spoke about why his company supported the vital work that Jannawi does with some of the most vulnerable families in our community.

Importantly, we also heard from one of our clients who told a powerful story of family trauma and abuse which has since transformed to healing and family growth as a result of the holistic support and sustained services provided by Jannawi.



OUR TEAM



At Jannawi we have a remarkable team that brings hope, enthusiasm and professional integrity to their work every day.

Staff	
Biljana Milosevic	Centre Director
Romina Sesto	Operations Manager*
Carolyn Hua	Financial Administrator
Supreeja Soundiah	Centre Administrator
Family Program	
Aisha Akkawi	Family Counsellor
Catherine O'Brien	Family Counsellor
Iman Kourouche	Early Childhood Teacher
Kate Bures	Child Development Worker
Community Connections Program	
Audrey Malietoa Hill	Pacific Bilingual Family Worker
Fidaa Haj Younes	Arabic Bilingual Family worker

*Romina commenced work in July 2024

+Staff at Jannawi work part-time. The 10 individuals above represent 5.71 FTE

The Centre's governance supported in 2023-24 by the skilled and diverse members of the Jannawi Family Centre Board.

JFC BOARD	POSITION	NUMBER OF MEETINGS
Leanne Wallace*	Chair	2 out of 2
Helen Rogers	Chair	6 out of 7
Robyn Hodge	Deputy Chair	6 out of 7
Veronica Macdonald	Treasurer	5 out of 7
Diana Humphries	Secretary	6 out of 7
Michelle Azizi		5 out of 7
Michael Camit		5 out of 7
Antoinette Holt		7 out of 7
Luke McCaskie		6 out of 7
Wafa Zaim		4 out of 7

*In October 2023, Leanne Wallace retired as Chair after more than 10 years the role and Helen Rogers was the incoming Chair

Jannawi Connections was established in 2013 as a separate organisation to raise funds for Jannawi Family Centre, to support valuable initiatives that are outside the scope of its core grants and ultimately expand the unique Jannawi model into new regions such as Sydney's inner west. Jannawi Connections Inc. is a registered charity with Deductible Gift Recipient (DGR) status.

(ABN 45306019085). Jannawi Connections is governed by a separate Board.

JCI BOARD	POSITION	NUMBER OF MEETINGS
Monique Jackson	Chair	7 out of 9
Christine Campbell	Deputy Chair	9 out of 9
Simon King	Treasurer	5 out of 9
Leanne Wallace	Secretary	9 out of 9
Michelle Uhlhorn		8 out of 9
Biljana Milosevic		9 out of 9
Julie Tilley		7 out of 9
Megan Shipley*		3 out of 3
Julie Toma*		1 out of 3
Rebecca Mercer+		4 out of 4
Helen Rogers#		7 out of 7

*Megan Shipley and Julie Toma resigned from the Board in October 2023

+ Rebecca Mercer joined the Board in March 2024

Helen Rogers joined the Board in November 2023

PARTNERS AND SUPPORTERS



- Canterbury Bankstown Council
- Inner West Council
- NSW Department of Communities and Justice
- Commonwealth Government
- EG Funds
- FLNT
- Property Industry Foundation
- King and Wood Mallesons
- The Wales Family Foundation
- Ian McNair Foundation
- University of Sydney
- Revesby Workers Club



FAMILY STORY



After years of abuse at the hands of their husband and father, the Khoury* family have started creating new and safe memories together and are working on healing from their trauma .

Jannawi has been supporting the Khoury family, including three children aged 4, 8 and 10 years. The children live with their mum, Mariam*. Jannawi received a referral from child protection workers to support the family's healing and recovery after Mariam experienced a particularly severe assault by her husband and the father of the children.

The Khoury family had experienced extreme domestic and family violence, including spiritual and cultural abuse. On the day Mariam left, she had been held hostage for days. Her husband had assaulted her so badly Mariam thought he would kill her. This was just one episode of many, which had occurred over many years.

Mariam managed to phone Police in the middle of the night when her husband was asleep. The family home was raided and the father was charged with numerous offences, after Mariam was taken to hospital and found to have severe physical injuries including broken bones. Her husband was kept in prison until his sentencing. Mariam was brave and able to attend court and give evidence against him and he was sentenced for a significant period. Jannawi supported Mariam through the complex court process, talking with police and explaining her legal options regarding divorce and child custody. Our court support was crucial, as Mariam was extremely fearful of repercussions.

Jannawi worked with the Khoury family to counteract and challenge the tactics used by the father. Mariam began to trust Jannawi and her views have shifted to be more positive and healthier. She had been brainwashed to not speak to, or trust, outsiders.

Jannawi staff were open and honest with the children and helped teach them positive social values and interpersonal skills. They all attended family group sessions at Jannawi to talk about what they had lived through, and Mariam showed enormous courage to sit and listen to the experiences of her children, whom she thought she had protected from much of the violence.

**Names have been changed for privacy*

OUR FINANCIAL STATEMENTS



Overall, the current expenditure tracked better than the expected budget for the 2023/24 Financial Year. The total revenue for Jannawi exceeded \$1 million dollars for the first time with \$1,028,244 of income received. This is due to higher revenue received across all areas. It includes generous support from a range of supporters including a grant from Jannawi Connections Inc (\$60K), Revesby Workers Club (\$25K) and funds received from FLNT and EG (\$52K) for contributions to our rent.

Our core DCJ funding this year was \$694,385 and this was spent purely on employee expenses including salaries, Workers Compensation and training for staff. This highlights the gap in government funding and service delivery, but the additional income generated also demonstrates a healthy financial position for the Family Centre.

Whilst our expenses have also been slightly higher this year across a number of areas, the revenue received means that we are expected to end the year with an overall \$33, 515 surplus- the first one in many years.

Also important to note for this financial year is the unusual financial circumstances due to the move to a new premises and the donations received and spending required for the fit-out of the premises.

Balance Sheet

1. Cash Assets in the bank at 30 June 2024 is \$134,779.

2. Total Current Assets is at \$135,946.

Due to the new premises and fit out, our Total Assets currently sits at \$708, 091. This includes Right Of Use Assets which is a line item complying with a requirement to calculate assets which we do not own, but are leasing or renting. It also includes Property, Plant and Equipment.

3. Net Assets is \$73,144.

4. Total Liabilities sits at \$634,947 and primarily constitutes lease liabilities for the next 4 years and employee leave benefits.

TOGETHER

We acknowledge the Gadigal and Wangal people who are the traditional owners of the land on which we meet, and we recognise their continuing connection to land, waters and culture. We pay our respect to their Elders past and present.

Jannawi Family Centre is located in Sydney. Jannawi was established to support children and families who have experienced trauma through violence, neglect, psychological or sexual assault, including as a result of family violence. We do not judge and we do not limit our support; we walk beside families until they are strong enough to walk on their own.

Following a re-structure in 1991, Dharug elders generously gave permission to use the word Jannawi in the service's name. Jannawi is a Dharug word meaning 'with me, with you'. It describes our philosophy of walking alongside families to create deep and meaningful change.

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