



THE JUNCTIONWORKS  
"Creating new possibilities in people's lives"

## Engaged Employees deliver better outcomes for our Clients and Families

The business cybersphere is awash these days with advice about the benefits of employee engagement and its impact on net profit margins and ultimately shareholder returns.

But what does employee engagement mean and look like in a non-profit organisation like The Junction Works, where Mission is the driver, rather than the priority of attaining a profit?

Employee engagement is the emotional commitment individual employees have to their organisation. This commitment means that employees find meaning in their work and actually care about what they do. And when employees care about their work, they use discretionary effort and 'go the extra mile'.

**For a service organisation like The Junction Works, discretionary effort means that employees offer more of their capability and potential in the support of clients. It results in higher service levels, quality and productivity, which leads to better outcomes for the people we support and their families.**

One of the ways that employee engagement can be measured is through an Employee Engagement Survey. At The Junction Works we commission these surveys every 18 months and the results of our latest survey by Voice Project are extremely positive.

With an 85% response rate (a remarkable sign of engagement of itself), the survey indicates that 100%



**The Junction Works has some of the most dedicated people I have ever worked with. Staff are TJW's greatest strength.**

TJW Employee, 2016 Employee Engagement Survey

of staff are "aware of the values of The Junction Works", and 98% believe in those values.

Ninety seven percent of respondents understand how their work improves the lives of our clients and importantly 97% gain a level of personal satisfaction from finding new ways to meet our clients' goals.

Now that's an indication of high levels of employee engagement.

**Chris Campbell  
Chief Executive  
Officer**



## The BASICS of Client and Customer Engagement



One of the ways we are capitalising on our high level of employee engagement at The Junction Works is to create outstanding client and customer experiences through our BASICS program.

Drawing on the notion of intentional trust, The BASICS of Client and Customer Engagement was developed and introduced to The Junction Works by international conference speaker and best-selling author, David Penglase, MBA.

Every employee has now been introduced to the BASICS, with the purpose of ensuring that every one of us understands our role in ensuring the people we support receive the service they want, need and expect and that they are supported with care and compassion.

David Penglase has spent over 20 years working with for profit and not-for-profit organisations, helping leaders and their teams harness the power of what he refers to as the Science of Intentional Trust.

To find out more about the work of David Penglase go to [www.davidpenglase.com](http://www.davidpenglase.com)

# Creating new possibilities together

At The Junction Works we enjoy developing relationships with our corporate supporters and we aim to create partnerships that are mutually beneficial.

We're keen to leverage the promotional opportunities that arise for both The Junction Works and our corporate partners.

And we want our clients, families, community and others to know how our corporate supporters are helping to achieve our mission of 'creating new possibilities in people's lives'.

And that's important - because The Junction Works supports some of the most vulnerable and disadvantaged people in our community. And we know that the support we provide makes a real difference to the quality of lives and the opportunities made available.

So whether it's a donation, in-kind support, being involved in our fundraising campaigns or volunteering to support some of our activities and events, we want to ensure that you get as much out of it as we do.

## A kitchen treat



#TJWJunkFreeJune

Supporting a living skills and respite house for young people living with disability.



With the generous support of the local community, corporate supporters, individual donors and a licence agreement with Cancer Council Queensland, The Junction Works' 2016 Junk Free June Campaign proved a great success, generating \$48,000 for our Living Skills & Respite House.



Chris Campbell, CEO, was delighted with the outcome of this year's Junk Free June campaign.

"I would like to thank everyone involved in Junk Free June, from the series of site open days and workshops through to donations, individual and team fundraising initiatives and other efforts", said Chris.

"We were particularly fortunate this year to have increased our Junk Free June

total through a licence agreement with Cancer Council Queensland allowing the organisation to share our trademarked 'Junk Free June' in return for a fee.

"This meant we could capitalise on our own, home grown fundraising efforts", Chris said.

The Junction Works' 'Junk Free June' was trademarked by Adams Pluck pro bono in 2012.

"The 2016 campaign has only further demonstrated to us what partnerships can achieve", said Chris.

The Junction Works' next major fundraising event is the annual Clarendon Cup Charity Golf Day, taking place on 14 October 2016 at the elegant Macquarie Links International Golf Course. For further information, please contact The Junction Works on 8777 0500.

Employees from Franklin Templeton used their 'Involved' employee engagement program recently to help out in The Works Teaching Kitchen. The task was to prepare canapes for an upcoming event. It was a mutual learning experience with our guys showing the guys from Franklin Templeton how it's done! (And the results were delicious.)





## Our Living Skills and Respite House is now **a step closer**

The Junction Works' Living Skills and Respite House is a step closer following the generous donation of land from local philanthropist and medical practitioner, Dr Sushil Anand and his wife, Alka.



The Junction Works started fundraising to build the Living Skills and Respite House in late 2014, with the goal of raising \$1.5 million.

Since then our primary fundraising vehicles, Junk Free June and the Clarendon Homes Charity Gold Day have focussed on raising the funds required. We have also received some very generous donations along the way from corporate supporters, community groups and individuals.

The Anand Family's donation of land through the vehicle of a long term lease arrangement has now moved the Living Skills and Respite House within reach.

**We thank Sushil and Alka for their generosity and for helping The Junction Works meet the support and learning needs of adults living with disability, and their parents and carers.**



We welcome your support  
**Donations** supporting the Living Skills and Respite House can be made...

- 1** Through the donation button on the TJW website at [www.thejunctionworks.org](http://www.thejunctionworks.org) (Credit Card required)
- 2** By cheque made out to 'The Junction Works', PO Box 15, Austral NSW 2179
- 3** By phone or in person using your Credit Card. Phone Noelene on 8777 0500 or visit the TJW Austral Service Centre, 135 Thirteenth Avenue, Austral.

All donations over \$2 are tax deductible and a receipt will be sent promptly. The Junction Works follows National Privacy Principles. Should you wish to be removed from our mailing list, please contact us on 02 8777 0500 or email [info@thejunctionworks.org](mailto:info@thejunctionworks.org)



The vacant land in Austral



# Join The Junction Works for our 2016 Charity Golf Day



TJW's 2015 Charity Golf Day sponsored by Clarendon Homes

The Junction Works 2016 Charity Golf Day will be held on Friday, 14th October 2016 at the magnificent Macquarie Links International Golf Club.

Macquarie Links is a championship 72-par golf course designed by distinguished course designer, Robin Nelson. The course is sculpted along the lines of the majestic Scottish Links, with manicured fairways and greens and prestigious vistas

Sponsored by Clarendon Homes, our charity golf day includes:

- Professional bag drop and registration of players
- Electric Golf Carts to have you zipping around this beautiful course
- Detailed player briefings prior to tee time
- Promotional opportunities for your business including on-course signage displays
- Driving Range Facilities
- Hire equipment (if necessary)
- On-course refreshments
- Pre and post golf catering
- New dining room experience with sweeping views of the course
- Corporate gifts and prizes

So get your team together, or come on your own.

## Clarendon Homes

### PLAYING OPTIONS

Package includes all on-course fees and competition, golf cart, golf pack, on-course refreshments, breakfast, lunch and beverages (inc. GST)

#### Sponsorship Packages:

Gold Sponsor	\$8,000
Silver Sponsor	\$4,750
Bronze Sponsor	\$1,850
Drinks Cart	\$3,300

#### Playing Package:

\$325 per person  
Includes tax deductible donation of \$200 per person  
Team players (4 people) @ \$1,300 per team

Playing costs remain at 2015 prices including tax deductible component!



Registration forms will be posted out shortly. Alternately contact The Junction Works on Ph: 8777 0500 or Em: info@thejunctionworks.org