

# JUNCTIONCONNECT

## Leading through change

With industry change thrust upon service providers and users under the NDIS, there is one certainty: the need to address challenges and to adapt. But what does effective change management look like in the disability sector, and how do we maintain strategic direction in an unpredictable environment?

With the arrival of the NDIS in July 2016, there was undeniably the expectation that the transition would present complex challenges to organisations operating under the old funding model, as well as to participants and families entering the new marketplace of support services through the scheme.

After all, the NDIS requires the adoption of an entirely new business model for organisations, with the former model of paid-in-advance block funding replaced by individually-funded contracts paid following service. Add into this NDIS prices, many of which are lower than the cost to provide a service and an increase in competition, and you have a context of real change.

Nevertheless, reflecting on the challenge and impact of the NDIS on The Junction Works, it can be said that despite the industry change, a great deal has stayed the same. The NDIS has caused us to reshape and strengthen our efforts to deliver value and commitment to the people we support. Whilst we have been growing our support services, we believe that our focus on consolidating these with our clients and families over the next 12-18 months will put us on the path to success.

### How are we adapting to industry change?

#### By strengthening our communications

Under the NDIS, participants are at the centre of the decision-making process. At The Junction Works, our role is to reduce the confusion around their NDIS plan, to assist them to navigate services and to provide a voice on behalf of individuals and families throughout the process.

#### By maintaining authenticity and building trust

A downside to the competitive NDIS marketplace is its potential to drive certain providers into over-promising on services - and in turn, under-delivering - in order to compete. Whether to meet demand or to avoid disappointment by 'matching' client expectations, this presents a clear risk to the

integrity of the organisation. At The Junction Works, our strategy has been to establish transparent communications with clients entering into a service agreement by being open about what we can and cannot deliver. We know that our community trusts that we will act in their best interests and offer the best solution based on all available options.

#### By investing in our staff to improve client engagement

The desire of our staff to achieve results for those we support is an advantage for The Junction Works to build on. Through The BASICS of Client & Customer Engagement (a staff training program introduced in 2015 to The Junction Works by David Penglase), and efforts to foster a positive culture through open communication, we hope to cultivate the passion of our staff as a powerful driving force in the future.

#### By being open to partnerships

We know the value of developing mutually beneficial relationships with our corporate partners - and the NDIS has opened up an entirely new avenue for The Junction Works to do this with fellow providers. We have taken a collaborative approach by welcoming new partnerships, ideas and opportunities.

Paramount to any change is recognising where there is a need to adapt, but equally important, where there is not - and for The Junction Works this is in our mission and values. Our responsibility is to lead the people we support through difficult circumstances by delivering quality services with an accountability of outcomes - a mission that will withstand any change.

As long as we continue to stay true to what we do best, *creating new possibilities in people's lives*, we are confident that we can deliver value to our families beyond any funded package.

**Chris Campbell**  
Chief Executive Officer



## 30 YEARS of creating new possibilities

From humble beginnings in Leppington, to an NDIS provider of support services across 16 South West Sydney locations, The Junction Works has grown apace with the needs of the local community since our establishment in 1987.

In realising our past achievements and successes, we have much to celebrate in 2017. Thank you for being part of our journey.





Through the combined efforts of the local community, corporate supporters, TJW staff and individual donors, JUNK FREE JUNE 2016 generated \$48,000 for young adults with a disability, through The Junction Works' Living Skills & Respite House.

100% of every Junk Free June donation goes towards supporting young adults living with disability in South West Sydney.

## HOW YOU CAN SUPPORT JUNK FREE JUNE 2017

### Take up a SPONSORED CHALLENGE

- Commit to a walk, jog or extra gym session per week
- Give up take-away or alcohol
- Try a new sport
- 100,000 steps challenge

### Start up a TEAM CHALLENGE

- Exercise challenge
- 100,000 steps challenge
- Healthy brunch
- Trivia night

Sponsor **CHRIS CAMPBELL**

For his 2017 challenge

# A room with a view: Meridian IT hosts a successful Charity Auction

A successful charity auction was hosted by Meridian IT last December, raising \$10,000 to support young adults with a disability.

Taking place at Sea Life Sydney Aquarium, the charity event brought together Meridian IT clients and suppliers in support of The Junction Works' much-needed Living Skills & Respite House.

Present at the function were two young adults supported in The Junction Works' disability services, Michael and Francesca, who spoke about their relationship with the organisation and the positive impact of their support.

"Meridian IT has played a key role in assisting The Junction Works' expansion of services that support the ambition of young adults like Michael and Francesca," said Chris Campbell.

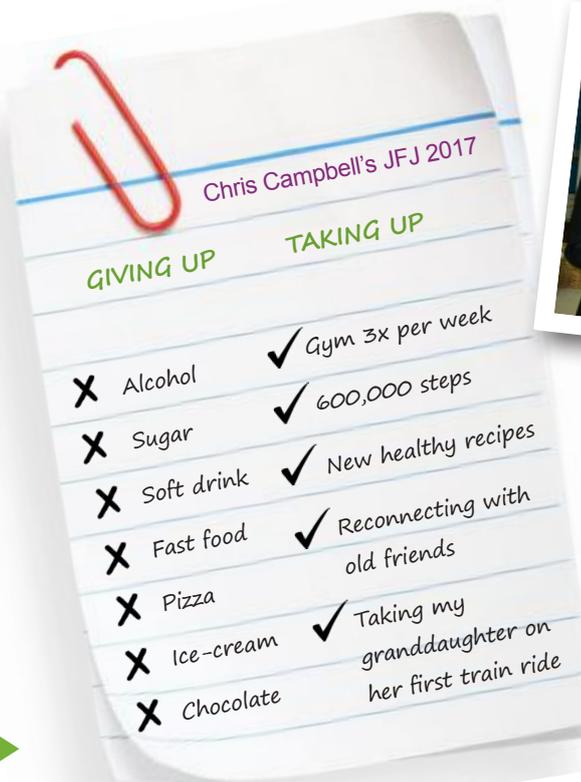
We would like to thank Steve White, Country Manager at Meridian IT and his staff for their active role in helping individuals, families and communities living with hardship or disadvantage across South West Sydney.



Above: Francesca and Michael, supported in TJW disability services, at the Meridian IT Charity Auction (December 7 2016 at Sydney Aquarium)

## Join CHRIS CAMPBELL on his annual Junk Free June venture!

Chris is eliminating the junk and making room for the good stuff this year...



### What will your pledge be?

Why not start your own 30-day challenge or support Chris this June? To make a donation, head to our website:

[www.thejunctionworks.org/supportus/donate](http://www.thejunctionworks.org/supportus/donate)

where you can leave Chris a message in our comments box.



For more info or to DONATE, head to:

[WWW.THEJUNCTIONWORKS.ORG/SUPPORTUS/DONATE](http://WWW.THEJUNCTIONWORKS.ORG/SUPPORTUS/DONATE)

# Interlink Roads supports new facility at TJW

Last year a generous grant from Interlink Roads (M5 South West Motorway) was made to The Junction Works for the construction of a 30m by 9m greenhouse polytunnel for our Cowpastures Community Garden at Austral.

The Sydney motorway business donated \$14,000 in 2016 to establish the structure, which has since provided a sustainable supply of fruit and vegetables for The Junction Works.

The growing of produce in the polytunnel has been an invaluable asset in skill development for young adults with a disability supported in our Teaching Kitchen, Catering and Garden &

Maintenance Programs, as well as for staff luncheons and community events.

“We greatly appreciate the ongoing support of the team at Interlink Roads, who have sponsored numerous projects at The Junction Works to inspire young adults with a disability,” said CEO Chris Campbell.

“Without their interest and generosity, we would not be able to develop the great initiatives that we now have at The Junction Works.”



## TJW at the Camden Show

With the establishment of the polytunnel, young adults with a disability supported in our Garden & Maintenance Program have been mastering the skills to grow and harvest different varieties of fruit and vegetables.

**The guys were keen to enter their produce in the recent Camden Show - and were thrilled to discover that their entries won gold and silver across four categories!**

The polytunnel is another example of a community partnership that has created additional opportunities at The Junction Works, including skill development, community inclusion and positive learning experiences, as well as rewarding our guys with a sense of gratification and achievement.



The Junction Works' 2016 Annual Report is available to download at [www.thejunctionworks.org/aboutus/annualreports](http://www.thejunctionworks.org/aboutus/annualreports)

# Sixth-time Gold Sponsor Clarendon Homes win their cup at TJW's 2016 Charity Golf Day

**Peter Campbell, CEO of Clarendon Homes, was presented the Clarendon-sponsored Cup at last year's Charity Golf Challenge.**

Held at the Macquarie Links International Golf Club, an astounding \$80,000 was raised through the event on account of registrations, donations, sponsorships, and an attractive auction and raffle, with all funds going towards our Living Skills & Respite House. The success of the day would not have been possible without the support of our growing corporate sponsors - thank you for your involvement.



**Clarendon Homes**

**meridian IT AUSTRALIA**

**HLB Mann Judd**  
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**fowler HOMES**

## Save the date



Our 2017 Golf Day will be on  
**Friday, 13th October 2017**

*More details to come*

### Donations supporting The Junction Works can be made...

**1. ONLINE:** via our website: [www.thejunctionworks.org/supportus/donate](http://www.thejunctionworks.org/supportus/donate)

**2. BY CHEQUE:** made out to The Junction Works, PO Box 15, Austral NSW 2179

**3. BY PHONE OR IN-PERSON:** Call 8777 0500 or visit our Austral Service Centre, 135 Thirteenth Avenue, Austral 2179

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 call us on 02 8777 0500 or email [info@thejunctionworks.org](mailto:info@thejunctionworks.org)



[www.thejunctionworks.org](http://www.thejunctionworks.org)

