



# ANNUAL REPORT

## 2024-2025

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Jannawi Family Centre

ABN 13 851 971 562

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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 another busy year for Jannawi Family Centre.

Most notably, the past 12 months has seen a major change to our governance structure. In October 2024, the two Boards – Jannawi Family Centre and Jannawi Connections – came together and made a decision that the time was right to wind down Jannawi Connections Inc and transfer fundraising and advocacy responsibilities to the Jannawi Family Centre Board. As a result, the Jannawi Connections Incorporated Association was formally dissolved in July 2025. We want to thank Jannawi Connections Board members past and present for making such a meaningful impact on everything that Jannawi Family Centre has been able to achieve over the last 12 years. In particular, we want to thank Monique Jackson for her leadership of the Jannawi Connections Board over the last five years.

Our organisation has grown over the last 12 months thanks to additional funding allocated as part of the NSW Government's National Partnership Agreement with the Commonwealth to support domestic, family and sexual violence initiatives. With this funding, we have created three new family counsellor positions to work with culturally and linguistically diverse (CALD) families in the City of Sydney and Georges River Local Government Areas.

In January, staff and Board members attended a cultural training day at Muru Mittigar Aboriginal Cultural and Education Centre in Rouse Hill, a Dharug -led social enterprise. It was a great day, with insightful and lively discussions on First Nations history, a richer and deeper understanding of Welcome to Country and Acknowledgement of Country, and the importance of building meaningful connections with local Indigenous communities and families.

In February 2025, we held our 2nd Open House to thank our friends and supporters, and take the opportunity to champion the work we do every day to support some of the most vulnerable families in our community. We especially want to thank the two clients who spoke so personally about their experiences working with Jannawi.

This year, we said farewell to Kate Bures, one of our early childhood specialists, who has retired after 12 years' service with Jannawi. This year also marked 25 years since our Director, Biljana Milosevic started work at Jannawi.

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**  
Chair, Family Centre Board



**Biljana Milosevic**  
Centre Director



# THE JANNAWI STRATEGY

## Our Values

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

## 2024 – 2025 HIGHLIGHTS

### 1 Quality Service Delivery

- We have continually monitored our practice to ensure it aligns with our vision, purpose, values and aspirations articulated in the Jannawi Strategy.
- Staff have had regular external supervision and training and in-house professional development.
- This year, external professional development included cultural awareness training with Muru Mittaggar, a Dharug-led social enterprise and attendance at the Child and Adolescent Sexual Assault Counsellors (CASAC) Conference in Bundanoon.

### 2 Sustainability, Growth and Reach

- With additional funding from the Commonwealth-State National Partnership Agreement to support domestic, family and sexual violence initiatives, we have created three new frontline family counsellor positions.
- We continue to run outreach programs in Lakemba to ensure we maintain our close ties with diverse communities South-West Sydney.
- We took the decision to wind down the Jannawi Connections Incorporated Association and to integrate fundraising and advocacy into the work of the Jannawi Family Centre Inc Association. To support this work, a new Growth and Impact sub-committee of the Jannawi Family Centre Board has been established.

### 3 Relationships and Partnerships

- We have connections with the Summer Hill and broader Inner West community and have established strategic partnerships with other local community organisations.
- In June 2025, our Centre Director spoke at an event organised by No to Violence to welcome the new Federal Minister for Social Services, the Hon Tanya Plibersek MP.
- Jannawi has presented at 4 National Conferences to speak about our work with children and all of family.
- Following a public vote, we were fortunate to receive a \$5,000 CommBank community grant.
- For the third 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.

Due to new funding, the Program has expanded and now employs five Family Counsellors, an Early Childhood Teacher and a Support worker to work intensively with families to address child protection worries. In some areas, young people are also supported.

This year, we continued our 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 has a focus on 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. The program includes 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 PROGRAMS CONTINUED...

### NEW DOMESTIC, FAMILY AND SEXUAL VIOLENCE COUNSELLORS

Jannawi was successful in a tender to expand and deepen our service footprint to new areas of Sydney. The 2 year funding from the Commonwealth, managed by DCJ, has allowed us to employ an additional 3 Family Counsellors. This includes 2 roles to service the Georges River LGA with both a Senior and Trainee role, as well as a Senior Family Counsellor for the Sydney LGA. These roles are filled by Culturally and Linguistically Diverse (CALD) workers to support CALD women and children and keep them safe. This expansion has meant establishing networks with a range of different services and interagencies, as well as local communities. The funding has also allowed Jannawi to better support young people over the age of 12 years and has seen our service work closely with local high schools to support students onsite, offering flexibility and improved accessibility.



### LITTLE LEARNERS PROGRAM: EMPOWERING SCHOOL READINESS AND FAMILY ENGAGEMENT

**Iman Kourouche- Early Childhood Teacher**

The Little Learners Program was developed to address the gap in foundational skills among young children, particularly those from non-English-Speaking Backgrounds and under-resourced communities.



As a Primary School and Early Childhood Teacher, I noticed many children were entering school without essential life skills like fine motor coordination, basic literacy, numeracy, and social-emotional development.

To bridge this gap, the Little Learners Program was developed and focuses on preparing children aged 4 to 6 years for a smooth transition into formal education by equipping them with the necessary tools for success.

The program emphasises:

- Fine motor skills (e.g. holding a pencil, using scissors)
- Basis literacy (alphabet, phonics, early reading skills)
- Basic numeracy (shapes, numbers, counting)
- Social-Emotional development, including building self-regulation and confidence



A key aspect of the program is the active involvement of parents, particularly those from non-English-speaking backgrounds. Recognising the challenges that these families may face in supporting their children's education, the program offers sessions and resources to equip parents with practical strategies for reinforcing learning at home. By empowering parents with the right tools and knowledge, we ensure that children's development is supported both in the classroom and at home.

One of the most rewarding moments of this term came when a mother from a refugee background and despite her limited English, approached me and said: "You're doing great."

Another mother stated, "My daughter never used to like work, now she loves it." This simple yet powerful feedback highlights the trust and connection we're building with families, helping them feel more confident in their role as partners in their children's learning journey.

The program has been successfully running in local community centres and this term, we expanded it to work collaboratively with Hampden Public School in Lakemba. The school has a significant number of children from diverse backgrounds, including refugee experiences, and also provides targeted support for those with special needs. The feedback from both parents and children has been overwhelmingly positive, with notable improvements in the children's school readiness and self-confidence.

Looking ahead, we are excited to continue growing the Little Learners Program, reaching more families, and ensuring that all children have the foundational skills they need to thrive in school and beyond.

*These programs are very important because at this age they don't want to hold a pen, they have no attention and no focus. After coming here, at home she says "mummy, I want my pen, I want to do work"*  
-Farzana, mother.

*This is so important- no pay, its free, everyone want this one - a mother who brings her child to the Little Learner's group and who used to attend a local playgroup.*





# OUR IMPACT

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

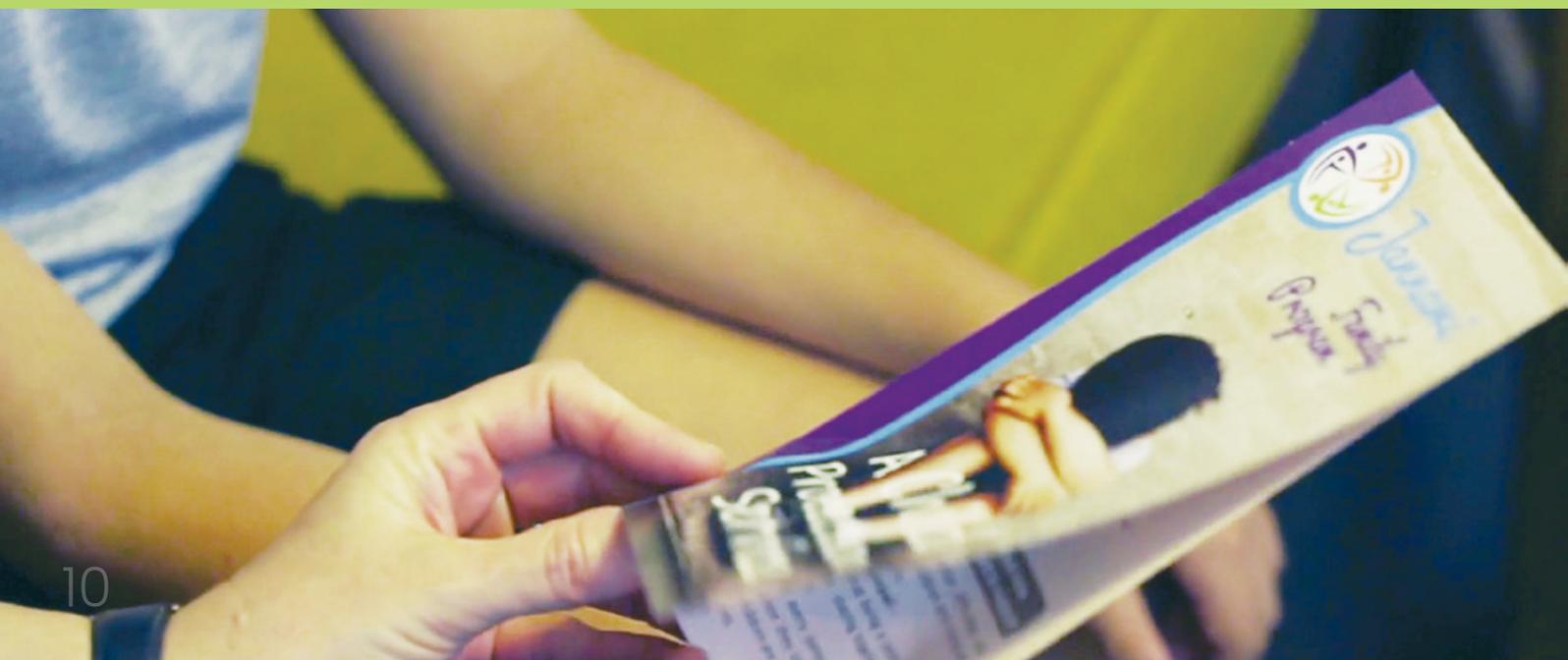
**Targeted** support includes activities such as family capacity building, parent education, counselling, supported playgroups, information/advice/referral and an interagency. Intensive support includes **Specialist** support such as sexual assault and domestic and family violence specific counselling.



# 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 live in the home with their children, as well as those who live apart. 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 158 clients received support

With an average of 15 sessions per client, which includes 108 females and 50 males. Most clients are from a Culturally and Linguistically Diverse background. Many use English to access the service, however speak a broad range of languages at home including Arabic, Urdu, Bengali, Mandarin, Turkish, Samoan and Tongan- just to name a few!

Of the total, 124 clients are attributed to the Family program versus the new program areas, with a total of 49 cases with an average of 22 sessions per case, which was a significant 15.8% increase on last year.

Our New Domestic, Family and Sexual Violence Counsellors have started to see an increase in Teenagers aged 12-19 as part of the new program.

## 108 clients received targeted support

The majority of children were aged 5-9 years of age with the majority of parents aged 30-34 years.

## 50 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 (PIN)

This is an interagency facilitated by Jannawi's Pacific Bilingual Family Worker, Fa'aalu (Alu) Faletoes Luli. Its members are Pasifika workers, or anyone committed to supporting and working with Pacific individuals and families to create positive and meaningful change. The Network aims to break down service system silos and

provides a supportive network to increase collaboration, discuss common issues and solutions and assist in reducing the cultural load many face doing this work. The monthly meetings are held at 10am on the third Friday of each month at Ashfield Civic Centre and the room hire is generously supported by Inner West Council.





# JANNAWI CONNECTIONS INC WRAPS UP

This separate fundraising charity was established in 2012 to support the work of the Family Centre by sourcing alternative revenue and raising funds for the accommodation needs of the service.

At the time, the Family Centre was auspiced by the Uniting Church of Australia and was providing services from a building owned by them in Wiley Park. A need was identified for a specific focus on fundraising and a decision was made to establish a separate charity to do this work. Passionate, highly skilled and knowledgeable individuals joined the JCI Board to ensure processes were in place for a clear and ethical focus on good governance and centring our work with children and families.

Over the years, the activities of Jannawi Connections Inc included raising the profile of the Family Centre to let people know who we were and what we did. In the early days, it may be hard to believe, but domestic, family and sexual violence was not on the radar of the general public, nor was it a focus of government funding. There was much debate internally about how to raise awareness of the issues, without alarming the public. Our accommodation needs were becoming more urgent and we were increasingly struggling to find a space in the very crowded charity sector. Dedicated Board members tapped into their networks- both personally and professionally- and it meant that regular donations began to flow in and an annual grant could be provided to the Family Centre to maintain service delivery. It also allowed for innovation and creativity.

The activities undertaken over the years included a 'friendraising' event, webinars, sourcing regular philanthropic donors, building individual and workplace gift giving, organising working bees with corporate partners, establishing a social media presence and regular reviews of our strategy.

Following Jannawi Family Centre becoming an independent incorporated association in 2021 and a successful move to Summer Hill in 2023, a decision was made to streamline our governance structures by integrating fundraising into the work of the Family Centre. This is now a vital role for all community based organisations if they are to survive into the future. Throughout 2025, we undertook the process of dissolving Jannawi Connections Inc, which formally occurred in August 2025. We have established a Growth and Impact sub-committee of the Jannawi Family Centre Board which will keep the work of Connections alive into the future.

Leanne Wallace and Monique Jackson who filled the roles of Chair were pivotal to the success of Jannawi Connections Inc and we are extremely appreciative of their leadership, vision and passion over the many years in the role. Also, a big thank you to the Nous Group for their generous in kind support and to all the current and former Board members who so generously offered their time, expertise and support to the charity and guided us to where we are today.





# JANNAWI OPEN HOUSE

On 20 February 2025, we held our annual Open House event. Following our fabulous Welcome Event at our new premises in Summer Hill in 2024, we thought we would continue this as an annual tradition. There was a heartening Welcome to Country from Uncle John and Aunty Liz, a connection we have had over the years working in Canterbury-Bankstown.

It was another enjoyable night attended by over 60 people who came along to hear some powerful stories from two of our clients. They shared their amazing journey's of healing and recovery and the way that Jannawi walked alongside them providing holistic support and sustained service. They had to room in tears and it was such a privilege to see them share this in front of their children and their grandmother.

It was an honour to open our Centre to the community, supporters, donors and service partners to learn more about Jannawi, see the space and gain a deeper understanding of the work we do. 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.



Update photos for 2025



# 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
Audrey Malietoa Hill	Family Counsellor (FDV)
Bianca Barboza	Family Counsellor – Trainee (FDV)
Mava Samimi	Family Counsellor (FDV)
Iman Kourouche	Early Childhood Teacher
Kate Bures	Child Development Worker (retired June 2025)
Demelza Marlin	Support Worker

## Community Connections Program

Fidaa Haj Younes	Arabic Bilingual Family Worker
Fa'aalu (Alu) Iuli	Pacific Bilingual Family worker

*Note: Many staff at Jannawi work part-time. The positions above represent 8.76FTE. This list is current as at September 2025.*



*Kate Bures Farewell Lunch*



## OUR TEAM CONTINUED...

The Centre's governance supported in 2024-25 by the skilled and diverse members of the Jannawi Family Centre Board.

JFC BOARD	POSITION	NUMBER OF MEETINGS
Helen Rogers	Chair	6 out of 6
Robyn Hodge	Deputy Chair	5 out of 6
Veronica Macdonald	Treasurer	6 out of 6
Diana Humphries	Secretary	6 out of 6
Michelle Azizi		5 out of 6
Michael Camit		3 out of 6
Antoinette Holt		6 out of 6
Luke McCaskie*		1 out of 6
Wafa Zaim		4 out of 6

\*Luke McCaskie is currently on leave from the Board

## Jannawi Connections Board members

JCI BOARD	POSITION	NUMBER OF MEETINGS
Monique Jackson	Chair	7 out of 9
Christine Campbell	Deputy Chair	9 out of 9
Biljana Milosevic*	Treasurer	5 out of 9
Helen Rogers**	Secretary	7 out of 9
Michelle Uhlhorn		6 out of 9
Rebecca Mercer		3 out of 9
Julie Tilley		7 out of 9
Leanne Wallace***		2 out of 9
Simon King		1 out of 9

\* Biljana Milosevic became Treasurer in November 2024

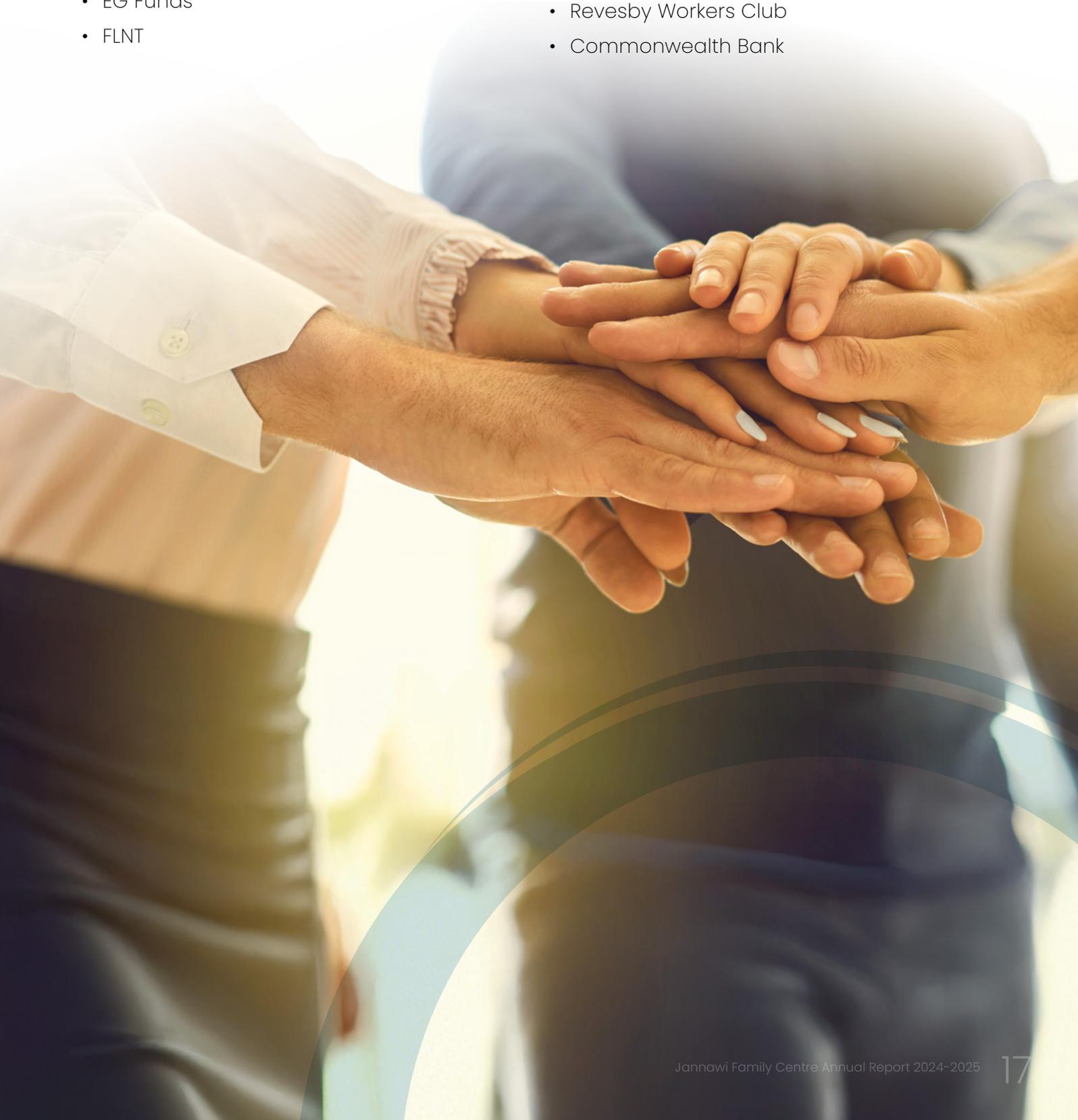
\*\* Helen Rogers became Secretary in November 2024

\*\*\* Leanne Wallace and Simon King resigned from the Board in November 2024



# 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
- Commonwealth Bank





# FAMILY STORY

## Repairing the mother-child bond

**After years of living with violence and coercive control at the hands of their husband and father, Amy\* and her two children have begun a new chapter. Together, they are creating safe and positive memories and slowly rebuilding the love and trust while working towards healing from the abuse.**

The Vu\* family, with two young boys aged 6 and 8, were referred to Jannawi by another support service who felt they would benefit from specialist support. All three of the family members experienced severe assaults, leaving deep emotional wounds. When Amy and her children fled the violence and settled in Sydney, they had very little community or family support. The service encouraged Amy to reach out to us, as she needed support in strengthening her bond with her sons, a bond that had been deliberately targeted and harmed as a tactic of the abuse and coercive control.

At first, specialist counselling was provided individually for Amy and for each child, helping them process their worries and make sense of the violence and hurt they had all endured. Home visits were undertaken for staff to role model and respond to highly challenging behaviours and dysregulation of emotions for the children, which often came out as targeting their mother. Over time, Jannawi gently brought the family together in meetings where they could share their feelings, listen to each other, and openly talk about the hurting they experienced, to better understand each other.

Amy has been deeply honest in her journey. She has been able to acknowledge and share how, in the past, she would avoid talking about the violence and how she grieved not being able to protect her children from harm. While she is not responsible for the violence, she has acknowledged this grief as part of her healing. Today, she is able to sit with her sons, hear their stories, and share her own. The boys are no longer impacted by the brainwashing their dad exposed them to.

Now, Amy and her boys have a strong, healthy relationship built on love, trust, and open communication. Their time together is filled with warmth, and it includes sharing some very special and beautiful moments together as a family, such as fishing together.

It has been an honour for Jannawi to walk alongside the Vu family in their journey of healing, recovery, and reconnection.

*\*Names have been changed for privacy*



# OUR FINANCIAL STATEMENTS

The total revenue for Jannawi exceeded \$1 million dollars with \$1,369,822 of income received. This is due to higher revenue received across all areas. It primarily includes funding from government sources which totalled \$1,086,413, including a new 2 year Domestic, Family and Sexual Violence Grant under the Commonwealth National Partnership Agreement (NPA). We are also fortunate and grateful for the generosity of a range of supporters including a final grant from Jannawi Connections Inc of \$150K, as well as individual donations, training and specialist consultations. This provided for other income of \$278,151.

The overall expenditure sits at \$1,204,274. A large majority of our core government funding this year was primarily spent on employee expenses including salaries, Workers Compensation and training for staff. This highlights the pressure for small NGOs to pay staff what they deserve, as well as maintain service delivery. For the first time in a long time, we had a staff vacancy due to new funding and we experienced significant struggle to recruit and fill a specialist role which has now occurred. However, the additional income generated by the Family Centre also demonstrates a healthy financial position.

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 \$165,548. However, this figure represents salary savings.

## Balance Sheet

1. Total Assets is at \$797,915.

Due to the new premises and fit out, our Total Assets also 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.

2. Net Assets is \$238,692.

3. Total Liabilities sits at \$559,223 and primarily constitutes lease liabilities for the next 3 years, as well as 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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