

CHALLENGE

Community Services

ANNUAL REPORT 2021-22



3	OUR VISION / OUR MISSION / OUR VALUES		
4	MESSAGE FROM THE CHAIR		
5	MESSAGE FROM THE CEO		
8	FINANCIAL SUMMARY		
9	FIRST NATIONS		
	9	Summary & Achievements	
	10	Start Up Deadly	
11	FAREWELL TO LESLEY HOOD		
12	OUR BOARD MEMBERS		
15	FOSTER CARE		21
	15	The Year In Review	
	20	Statistics	
			21
			21
			24
25	ALLIED HEALTH		28
	25	The Year In Review	
	27	Statistics	
			28
			30
31	OUR PEOPLE		
	31	The Year In Review	
	32	Statistics	
33	THANKS & ACKNOWLEDGEMENTS		

Note: For privacy and confidentiality reasons names of clients have been changed



Our Mission

To assist people to reach their potential through innovative and people-focused services.



Our Vision

We aim to create a world where everybody belongs and everybody grows.



Our Values

Compassion
We care for people

Collaboration
We come together to achieve our vision

Respect
We accept everybody for who they are

Integrity
We do the right thing

People-Focused
People first in all we do

Challenge Community Services has provided innovative and people focused services to the community for over sixty years from humble beginnings in 1958 as the Tamworth and District Handicapped Children's Association to now offering, throughout regional and metropolitan communities in New South Wales and the greater Brisbane area in Queensland, wide focused services which include Disability Services, Foster Care, Allied Health and supported employment for people with a disability as part of our range of Business Services.



I wish to give sincere thanks from myself and all the members of the Board for the commitment of all our organisation's staff members during the trying times of COVID, from which, while still remaining vigilant, we are hopefully emerging. The Board recognises the dedication of all during these trying times.

I am aware that at times there have been notions that situations confronted were "impossible", however you all showed that "I'm possible".

We continue to be driven and determined creating an environment where anything is possible.

Together we are formidable, we gain strength from one another, obtain experience and knowledge from each other and we promote a single focus: the people we support are put first – always.

As you would all be aware, in May there was a change in the Federal Government and Mr Bill Shorten was appointed as the Minister for the NDIS. On taking up the reins Mr Shorten has, amongst other things, been zeroing in on those who would fleece Australians with permanent and significant disability of their National Disability Insurance Scheme funding. Those involved, unbelievably, pretend to support NDIS participants but instead try to rip them off by blatantly over charging and skimming extra money from their plans. Several people have been arrested and jailed with others to face Court. The full dollar value of this is not currently available however every dollar saved will be reinvested in the NDIS and the Annual Pricing Review released in June claims that NDIS participants will have better access to safe supports with price limits for all supports delivered by disability support workers increasing by 9%.

Lastly may I sincerely thank all members of the Board for their commitment to this great organisation.

BILL WARBURTON
Chairperson



The 2021/2022 financial year has been a very busy and exciting year for Challenge Community Services.

We have continued to battle with COVID issues and have been very fortunate that we were well prepared and put in place robust policies, procedures and practices that ensured minor impact upon the organisation. On the occasions when we were impacted, we were able to act quickly to avoid the spread of the pandemic.

Our staff have been very proactive in keeping families informed of the various issues and we have been very appreciative of the support we have received from parents, trustees/guardians, suppliers of Personal Protective Equipment and the NDIS Commission. Despite the changing demands from the State Governments (NSW and QLD) in terms of the number of vaccinations required and the ever-shifting time frames, our devoted staff have stepped up to the demands placed upon them during this time in an incredibly positive manner. We are appreciative of all their hard work and commitment. I would like to thank the Executive, Senior Leadership Team, our staff, clients and their families, and carers for assisting us in developing and maintaining a professional pathway through the uncertainty created by COVID.

This year, the organisation developed our First Nations Action Plan; we now have two full-time First Nations staff working across the whole organisation to assist our staff to grow in their cultural awareness. These positions are a great resource, and we expect the First Nations department to continue to grow in strength and influence so that we can better serve the needs of our First Nations clients, their families, and our staff. We have also produced some very colourful First Nations clothing items that have been added to our uniform catalogue.



The design for the artwork was commissioned by Bradley Burns.

This year we have placed a deposit on a new administrative building in Tamworth. This building will become available towards the middle of 2023 and will enable Challenge to have all our administrative staff and many of our program staff in a new Head Office at the Tamworth Homemakers Centre. This has been an incredibly positive and strategic move for the organisation, as rather than paying rent, we will be able to contribute this money to paying off our own facility and reduce costs by having one location, rather than three.



The need for a NDIS Worker Screening check (NDISWC) was introduced on 1 February 2021 for all new staff and over time, for existing staff. There was a requirement for all Disability Support Workers to have an NDISWC to ensure Challenge abides by these new requirements from the NDIS Commission. As many of our corporate services staff and other employees may interact with the people we support, the Executive team decided to make it mandatory for all staff and Directors to undertake this screening check. This is in addition to the Police Check and the Working With Children Check (or the equivalent checks in QLD) that all staff are also required to undertake. The NDISWC is a consistent way for the NDIS to support the safety of people with disabilities.

We have had an incredibly positive result this financial year. However, this not has not been without its tribulations and hard work. There have been several organisations, both large and small, in the Disability Sector that have been forced to close due to financial instability.

We also focused on improving our Workplace Health and Safety regime, and thus reduced our Workers Compensation premiums and assisted injured staff to return to the workplace in a timely manner. We have also undertaken a successful implementation of a restructure of the accommodation aspect of Disability Services, which had a positive impact on 700 staff and over 200 clients. We now have Team Leads in each of our disability houses. These Team Leads undertake administrative duties and also work on shifts directly with the clients in the house. This ensures a greater understanding of client needs and assists in ensuring that any new staff members are fully trained in the needs of the clients at the house.



We have increased our asset base by reducing our number of rented properties and motor vehicles, instead looking at strategies to purchase where we can.

This year we have had a strong focus on teamwork across Challenge and have been encouraging the development of policies and procedures that apply across the whole organisation, rather than program specific. We are continuing to aim to be one organisation, and this is now better reflected in more cooperative staff behaviours and information sharing. An example of this is our new website, branding and signage which reflects Challenge as one organisation.

The Board requested that we ensure that Tamworth is our Head Office. Most of our Executive positions are now Tamworth based and this has assisted greatly in better cooperation, reduced travel, and accommodation expenses.

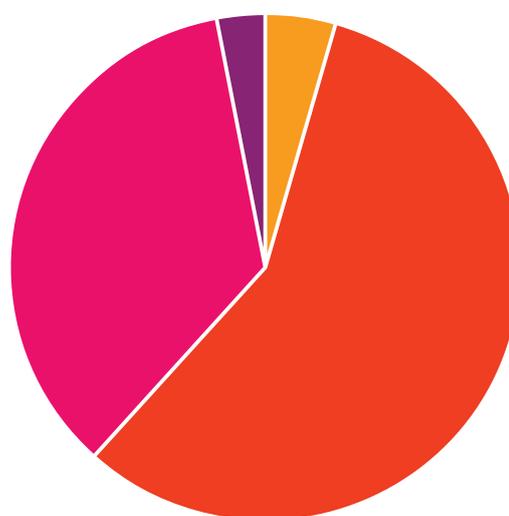
This will be my last report as CEO of Challenge. I have made the decision to move back to Queensland to be closer to family and to undertake an important role in the community sector. I would like to thank the Executive team, all the staff and supported employees, the clients, the Board, and all that I have interacted with in this role for making me welcome in Tamworth and throughout all the Challenge networks.

PETER L MAHER OAM
CEO

2-year summary	2021/22	2020/21
Revenue & Expenditure		
Total Revenue & other income	107,022,660	104,259,217
Total Expenditure	101,375,469	101,922,865
Operating Surplus	5,647,191	2,336,352
Assets & Liabilities		
Total Assets	50,210,339	45,859,942
Total Liabilities	18,219,408	19,516,202
Net Assets	32,990,931	26,343,740
Cash Balance		
Cash and cash equivalents at 30 June	16,894,560	12,928,770

Total Income - \$107m

Business Services	4.7%	
Disability Services	57.1%	
Foster Care	35.3%	
Allied Health	2.9%	



The 2021/2022 financial year was a year of challenges with disruptions to our care and services with lockdowns, border closures and staff shortages. Despite this, the organisation's total revenue for the year increased from **\$104.2m** to **\$107m** representing an increase of **2.7%**.

Staff and employment costs accounted for **66.6%** of total expenditure, and direct out of home care expenses accounting for another **23.4%**.

Funding streams from both Federal and State Governments have continued. We are thankful for the support we receive from them and from the local councils in which we provide services.

Reinvestment

During this financial year we have reinvested a total of \$3,045,000 in capital expenditure. This included the upgrade of our IT equipment (\$123,553) and the purchase of replacement motor vehicles for our fleet (\$2,524,000).

Assurance and Risk

PKF was again our auditors for 2021/2022 Financial Year and we value their independent assessment of our internal financial controls and were pleased that they issued an unqualified audit opinion on the organisation's financial statement.



Over the previous 12 months, Challenge has taken some crucial steps in becoming a more culturally safe workplace and expressing cultural appreciation for our First Nations staff, clients and communities.

Some key achievements include:

- Implementation of a First Nations Practice Framework with our guiding values and principles that support us in providing culturally safe programs for our clients and communities.
- Delivery and implementation of an online Cultural Awareness course “Your Mob Learning” that was rolled out across the organisation and is available for all staff and carers to complete.
- Establishment of an initial cultural advisory group, Yindyamarra Mawang, which will continue to grow and incorporate the entire organisation as we move forward on our Reconciliation Action Plan (RAP) Journey. Yindyamarra Mawang are Wiradjuri words with the respective meanings of ‘respect’ and ‘all together’. When used together, this is translated to ‘with respect, all together’.
- Commissioning of a First Nations artwork for the entire organisation which was completed by Wayde Clark and titled “We Value Community”. You will see this artwork on many of our documents, or displayed in offices. The artwork was also placed on newly designed First Nations Challenge polo shirts that are proudly worn by many of our staff members.

These are just some key achievements in this space, as there have been lots of other achievements including partnering with Aboriginal organisations, Acknowledgement of Country posters and cards, staff cultural immersion training and much more. The next 12 months of our journey will continue to embed culture within our practices and governance as we move forward with our Reconciliation Action Plan (RAP) journey.



Start Up Deadly

Over the last 12 months, we have been coordinating and delivering Start Up Deadly. Robin Allport took up a secondment as the Program Coordinator.

Start Up Deadly is an entrepreneurship program for young First Nations people either in or who have been in Out of Home Care (OOHC), or struggle to seek mainstream employment opportunities. The program sought to establish new forms of employment options according to strengths, interests and abilities of the young people involved. The main goal was for each participant to establish a microbusiness, however as we continued in the program, we identified that some young people wanted to enter mainstream employment, and thus we supported participants to achieve their goals.



Challenge delivered the program internally in the areas of Tamworth and Dubbo, and also coordinated and supported the program to be delivered through three partnered Aboriginal agencies, Winanga-Li in Gunnedah, Nepean Community and Neighborhood Services in Penrith, and Leticia Anne Designs in Newcastle.

In the program we had 24 unique participants. Of these 24, we supported 3 young people into apprenticeships, and 12 young people have their business up and running to the point of selling products or offering services. The remaining participants are continuing to work on their business ideas and we should see these beginning to take shape in the coming months with the support of the mentors they were linked with.

The program will be evaluated by the University of Newcastle and this information will be used to inform future use and adaptation. Since the completion of the program, we have also been advised that the program has been nominated for an award at the NSW Youth Action Awards in the category of 'Outstanding work with Aboriginal young people'.

We congratulate the participants of the program, thank our mentors that came on board to support our young people and look forward to growing the program further.

BRADLEY BURNS
Senior Advisor – First Nations



Lesley Hood joined the Challenge Board of Directors on 24 November 2009.

Lesley served on the Challenge Board for 12 years before she resigned due to health issues on 17 July 2021.



Lesley was a big supporter of Challenge and everything that Challenge stands for. Lesley loved being part of our Annual Swimming Carnival in Gunnedah, our Annual Art Competition and anything Business Services related. You could always guarantee Lesley would be at any Challenge event with her big laugh and smile ready to go.

Lesley believed that, having a disability herself, she could relate well to other children and young adults who have both physical or mental disabilities.

In 2017 Lesley was nominated for Tamworth Regional Council Citizen of the Year Award.

We would like to take this opportunity to thank Lesley for all her support, dedication, and loyalty not just to the Board but to the whole of Challenge. Your contribution to Challenge is dearly missed. We wish you all the best for the future.



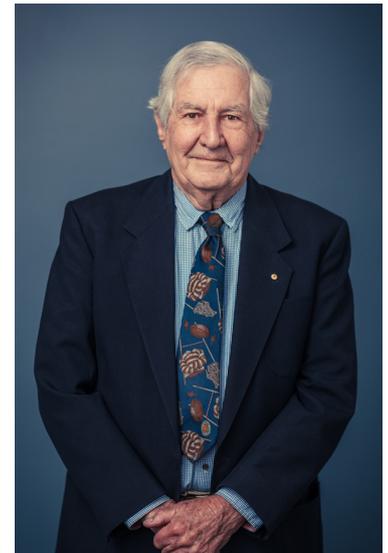
WILLIAM (BILL) WARBURTON (OAM)

Bill Warburton joined the Challenge Board of Directors in 2010.

Bill was appointed the fourth Chairman for Challenge in 2019.

Bill has been associated with Challenge in its many forms since 1971 and brings more than 50 years' experience as a Chartered Accountant to his position. Bill said it was rewarding to help Challenge remain financially secure in changing times.

Bill is a retired Accountant and was awarded an OAM in 2020 for Service to the Community.



EDWARD (TED) WILKINSON

Ted Wilkinson first joined the Challenge Board of Directors in 1978, after being involved in the Disability Sector for many years.

Ted was appointed the third Chairman for Challenge from 2011-2019.

Before his retirement from local radio, Ted's career spanned 38 years at the New England Commercial Radio Network. The past 25 years has been spent as a primary producer on his property at Willow Tree. Ted is also on the board of the Quirindi Jockey Club and a member of the Willow Tree Bowling Club. Ted said he was thankful for the hard work of both staff and the Board, who continue to provide great services and outcomes for Challenge clients, carers, children, and the community.

KEVIN KELLY (AM)

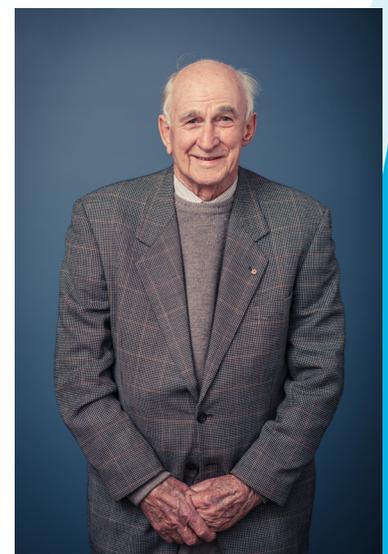
Kevin Kelly joined the Challenge Board of Directors in 1961, when his daughter Rose enrolled at the Bullimbal School and was our second Chairman from 1982 – 2011.

In 2009 Kevin was awarded an AM for his Services to People with a Disability.

Kevin brings 70 years' experience in running his property at Spring Ridge and an expertise in diplomacy to his position.

Kevin has been rewarded for his work by seeing many positive outcomes for Challenge as an organisation and for the community.

When he is not devoting his time to Challenge, the church or his farm, Kevin can be found reading, spending time with family and friends, or travelling.



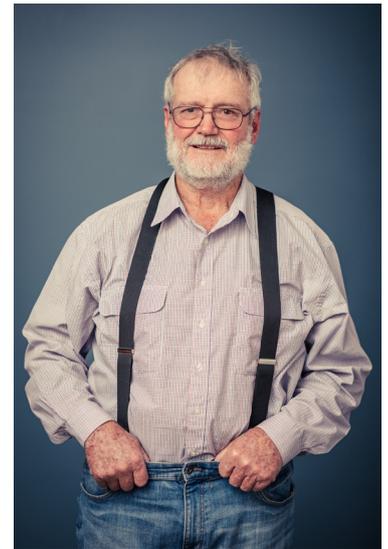
PAUL GRUBER

Paul Gruber originally sat on the committee at the Gunnedah branch of Challenge before taking up a role on the Challenge Board of Directors in 2001.

Paul's association with Challenge began when his 18-month-old daughter Roslyn was diagnosed with a brain tumor. Paul originally joined the Gunnedah Challenge Committee, before his daughter, Roslyn joined Challenge.

Since 2011, Paul has held the position of Deputy Chairman and brings his hands-on experience of the disability sector to the Challenge board.

Paul said that he enjoyed seeing the positive impact Challenge has on the lives of clients, carers, children, and the communities in which we work.



LOUISE MATTHEWS

Louise Matthews has been a director since 2003 and brings 30 years of business experience to the Challenge Board of Directors.

Louise said Challenge's growth over the past two decades has been phenomenal and she was proud of the way the organisation has never lost sight of its core values, particularly its focus on, and responsibility for, its clients, carers and children.

Louise is an active member of the Rotary Club of Tamworth First Light. She just received a Double Sapphire Paul Harris Fellowship, for her contribution at a club level and her work with Rotary Youth Leadership Award (RYLA). Louise is the 'RYLA Mum' and is heavily involved with this personal and professional development camp for leaders of the future.



CHRIS DURKIN

Chris Durkin has served on the Challenge Board of Directors since 2002. As the father of a daughter with a disability, he felt it was his duty to assist the organisation wherever he could, and he enjoys having input into the disability industry.

Chris said it was very rewarding to know he was a part of an organisation helping those less fortunate. He said the decisions the Challenge Board of Directors make had the potential to have a huge impact on the lives of its clients, carers, and children.

Chris has been a member of the South Tamworth Lions Club for 35 years.

Chris' interest in clay target shooting has led to his involvement with the Tamworth Clay Target Club, including six years as Treasurer.



JOHN GLYNN

John Glynn joined the Challenge Board of Directors in 2017. John said being able to help the disadvantaged in society was ample reward for providing the Board with his extensive legal experience.

John was a practicing solicitor in Queensland and New South Wales for over 35 years and retired in 2021.

John is involved in Youth Insearch and was formerly a member of Rotary Club of Tamworth First Light.

John has an avid interest in flying and aviation in general and his interests have led him to be a member of the Aircraft Owners and Pilots Association of Australia. John is also a member of the NSW Rural Fire Service.



DR STEPHEN HOWLE (OAM)

Stephen joined the Challenge Board of Directors in 2020.

Stephen is the newest member of the Challenge Board and retired from Medicine in 2018.

In 2019 Stephen was awarded an OAM for Services to Medicine.

Stephen has had experience with various Boards and Committees including the medical staff councils at the Base Hospital and Tamara; Board Member and Chair of NW Slopes Division of General Practice; Board Member of the New England Medicare Local; Board Member of the NSW Faculty of the Royal Australian College of General Practice. At present, he is on the board of Healthwise, as well as a Board Member of Peel Health Care, a local Tamworth general practice.



FOSTER CARE

Foster Care Re-accreditation

The OCG undertook our reaccreditation assessment during 2021-2022. This process consisted of four weeks of intensive file auditing by multiple teams of assessors. We were so excited to receive notification of accreditation for a further period of five years to provide statutory out-of-home care services in NSW, under the Children’s Guardian Act 2019.

In their feedback, the OCG noted: “Challenge Children’s Services has demonstrated a commitment to providing quality services to children and young people in its statutory out-of-home care programs. The agency articulates a strengths-based, flexible, and responsive approach to service delivery. Case work and planning focuses on the rights and individual needs of children and young people, with the overall aim of providing children and young people with safe, suitable, and permanent placements.”

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

Leo Buscalgia

The 2021 – 2022 financial year saw us deliver multiple training opportunities:

- TCI Workshops for Carers: 50 carers have engaged in the workshops since we commenced the ZOOM sessions in October 2021.
- 90 staff have completed TCI training
- Five staff trained as TCI Trainers
- Ten staff trained as CARE Educators; nine from the Foster Care Leadership team and PSP Practice Team and one from the Executive Team.



Our Practice Journey

The expansion of the Permanency Support Program (PSP) Practice team and the opportunity to resume face-to-face training has seen more Foster Care staff and carers able to benefit from Therapeutic Crisis Intervention (TCI) and CARE Training.

TCI training is continuing, with the inclusion of mini-refreshers to ensure that staff are considering TCI at a deeper level, with connection to the individual work streams they cover.

The CARE Education retreat occurred in March this year with senior management, including the CEO, participating as the first line of implementation. During the retreat it became apparent that the principles of CARE (developmentally focused, family involved, relationship based, competence centred, trauma informed and ecologically oriented) apply to multiple everyday situations.

Carer Team Leads the Way

On the 2nd December 2021 Challenge Foster Care participated as guest speakers at The Online NSW Carer Forum highlighting the voices of carers who are committed to the best possible outcomes for children and young people in out-of-home care.

The Forum consisted of key speakers such as the Minister and key decision makers regarding systemic issues, updates and improvements. Challenge spoke of the work being done to build stronger relationships and promote healthy communication in the sector.

Our Carer team was also instrumental in the development of the Department of Communities and Justice PSP Carer Household Authorisation Dashboard. This dashboard offers a view of our own data, compared to the sector as a whole, based on data from the Office of Children's Guardian Carer's Register. Challenge played a part in establishing this dashboard, meeting with the developers regarding its content. Providing advice to the Government regarding sector wide systems is just one way we continue to be leaders in our space.

Carer Recognition

My Forever Family NSW facilitates the annual Carer Recognition Awards to recognise the valuable role carers play in the lives of children and young people. These awards are open to all authorised carers in NSW and nominations are submitted by carer's peers, agencies, families, and young people in care. Sue Hefford, a carer linked with the Challenge Central Coast office was a very worthy recipient in the recent 'My Forever Family' Carers award. The team held a morning tea to celebrate Sue's success and commitment to supporting children and young people. Thank you Sue for your continued dedication to children and young people.

Finding Family

Working in collaboration with our Department of Communities and Justice (DCJ) colleagues, our casework team have completed extensive family finding work for two siblings in the Northern Territory. A dynamic duo consisting of a Challenge caseworker and a caseworker from DCJ headed to the NT for a week to find and support new connections with family. This valuable family finding work and the tenacity of the caseworkers have resulted in the opportunity to reconnect with a sibling and also create a family connection with Pop and an Aunty. These family connections have created an opportunity for the siblings to plan a trip in the school holidays to be on country, connecting with culture. Their Aunty is the family knowledge holder and is planning to take the siblings to places of cultural significance for the family, including the Tiwi Islands and Arnhem Land.



Supporting our young people to achieve

Our Foster Care team supported a young person to successfully undertake an apprenticeship and gain entry to study Midwifery at University next year. The financial burden associated with independent accommodation, studying and running a vehicle can be very overwhelming for our young people transitioning to independence. Challenge was able to work with our DCJ colleagues and secure funding for 12 months of rental accommodation and support with a vehicle. When told about the funding that would be contributed, the young person said she was "absolutely stoked". The team is so proud of this young person and continues to offer support as she navigates independence.

“Every child needs at least one person who is irrationally crazy about him or her.”

Urie Bronfenbrenner

We know the importance of permanency for children and young people, and as such, there is nothing more rewarding than seeing them leave our system. Just a few of our success stories from 2021-2022 include:



- A young person has been adopted by his carers and is absolutely thriving. The carers have a great relationship with the young person’s family, often arranging for regular time spent together. The young person has started primary school and is loving all that school has to offer.
- Two sisters have had a successful restoration and moved back home with their mum. Challenge have continued to provide support. A final visit was scheduled where the two sisters, mum and the caseworker met in the park to celebrate with a picnic lunch, cake and balloons!
- A young lady who has been in care since she was 6 months old has been restored to her mum’s care. This young person has achieved so much having been returned to her mother’s care.
- Two brothers have been restored to mum with continued support for a 12-month period. Mum has worked really hard to transfer the children to local services and support their transition to school and preschool. Mum and the boys have remained connected to the boys’ foster carers, and they have provided an enormous amount of support to mum.

Events

In April the Hunter team held an event for young people and carers at Inflatible World. There was a great turnout of young people and carers who enjoyed a pizza lunch and inflatable world fun. Our young people had the opportunity to socialise with other young people and carers had the chance to socialise and make connections with other carers. The feedback from attendees was really positive and the Hunter team said it was such a fun day they would love to run more events and opportunities for everyone to connect.



Pay It Forward

Challenge Foster Care were the lucky recipients of a Pay it Forward initiative which saw the Australian Reptile Park donate 2958 double entry passes. These passes will go a long way to supporting family time visits and fun outings for families.

FOSTER CARE STATISTICS

Challenge Foster Care supported

532

case-managed children and young people in 2021 - 2022

Challenge Foster Care are supporting

40 children and young people

and their carers to work towards Guardianship or Adoption

Challenge Foster Care supported

28 young people in 2021-2022

to achieve permanency

with **19** of these young people continuing to receive post permanency support

Challenge Foster Care supports

662 authorised foster carers

which included 29 newly authorised households and an additional 15 transferred households from other providers.





DISABILITY SERVICES

Focus Areas

There has been a real focus on support workers this year with the growing concern of the after-effects of COVID and lock downs and the illness in general it became apparent that we need to move to a model that was more interactive and engaging to assist in managing staff welfare and their needs.

Our number one priority is enhancing development and engagement with our frontline staff which continue to progress into the new financial year and beyond.

Jess and Jess Cooking

Our Operations Manager for the Illawarra Donna recently shared these photos with us, along with following message:

“My favourite part of my role as Operations Manager is having the privilege of visiting our participants and seeing how far they have come in reaching their goals.

Jessica Mamuti kicking her goals, cooking dinner. Jess prepared and cooked sausages, mash potatoes, corn on the cob and peas with no assistance from myself. Jessica Martinelli smashing goals cooking muffins for dessert with assistance from housemate Jessica Mamuti.

I am so proud of both Jess’ and seeing how far they have come with their independence.”



Abby's New Home

“Our 20-year-old daughter, Abby, moved into a home at Kincumber under a Supported Independent Living environment with Challenge Community Services six months ago. Due to Abby's disability, she has many high, complex and demanding needs. Challenge have gathered a wonderful team of people to support Abby who are just amazing.

They are interested in her and genuinely care for her. Abby's support workers are a dedicated team, they listen, they focus on our daughter, they want the best for her. Abby is valued and supported.



Challenge is allowing Abby to make decisions and developing skills to increase her independence. Abby has transitioned into her home so well in such a short period of time, and with the support from Challenge, is living her best life. She is thriving. Abby and our family could not be happier. Abby is busy, is engaged, she is participating with chores around the house, she is going on outings and enjoying fun experiences. She is socialising and has many visitors to her house. We often take Abby for a couple of hours through the week for dinner or to visit the extended family and after a couple of hours of being with us, Abby asks us to take her home now please. This makes us so content and realise we have made the right decision for Abby to move into her own home. We are so happy to be working with Challenge to support our daughter living independently.”

Brooke Fitzgerald

Congratulations to our amazing Brooke Fitzgerald, who was a finalist at this year's Australian Disability Service Awards. Brooke dedicates herself to producing the best outcomes for her clients, even when faced with very difficult circumstances. We're extremely proud of you, and very happy to have you on our team.

Brooke is pictured here with her manager Janet, who nominated her for the award.



Easter Hunt with Singleton High School

Our talented day program participants from Singleton had a great time this Easter decorating beautiful rocks, that were then donated to Singleton High School's special education unit for an Easter Egg Hunt which brought joy to many. Challenge donated a variety of delicious prizes to the eagle-eyed egg hunters and a great day was had by all involved. Big thank you to everyone who painted the beautiful rocks and to Claudette TeWhata for organising the egg-stravaganza!



Our Ten Pin Bowling Champion

Matthew joined Challenge in December 2021 and lives in SIL accommodation in Sydney. Matthew is an outgoing, easy to talk to and motivated young man. Matthew enjoys playing ten pin bowling, touch footy, singing and loves watching news, daily current affairs programs and documentaries.

A winner of four State Championships for ten pin bowling with the Special Olympics, Matthew feels both proud and humbled by the experience. Matthew was honoured to hold the torch at the 2022 State Championships in Campbelltown alongside the Police Captain. Matthew credits his mum for being his biggest motivator. She has taught him the power of open-ness and honesty, raising him to be the empowered, insightful, positive young man he has grown into.



Matthew has enjoyed a smooth transition into life with Challenge. He enjoys working with people who understand what he's been through. Matthew is now looking forward to travelling and going on holidays over the coming 12 months. Matthew shared with us a couple of words of advice, stating "Stay motivated and don't be afraid to reach out to people when you need help. Just remember, you're not alone in what you are going through."

DISABILITY SERVICES STATISTICS

North West
12 Day Programs

Queensland
8 SIL sites

New England and Mid North Coast
21 SIL sites

Lower Hunter/Central Coast merged with Upper Hunter

15 & 5
SIL sites Day Programs

Western and Central Western

9 & 8
SIL sites Day Programs

Sydney merged with the Illawarra making a total of

20 SIL sites

CLIENTS

Region	Staff	DP	SIL
Sydney	142	NA	42
Hunter	129	137	20
Brisbane	35	3	11
New England	167	209	48
Western	137	101	28
North-West	122	240	

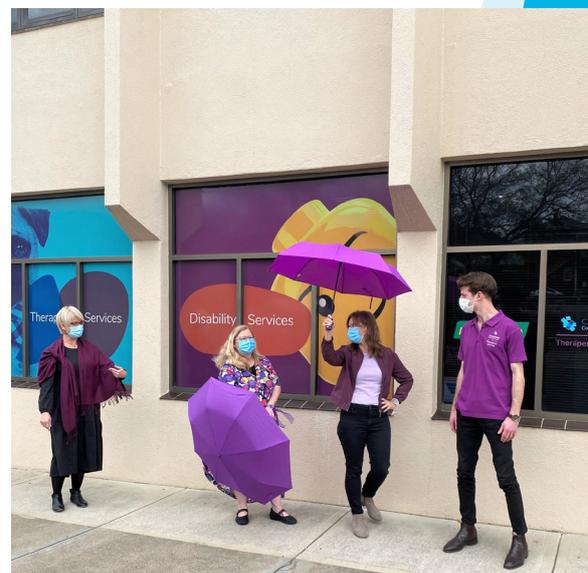


ALLIED HEALTH

Good News Stories

Joey resides in Foster Care. His Psychologist from Challenge has been providing positive behaviour support to Joey and his carers as well as working closely with Joey in his school environment for the last 18 months. Prior to engaging with a Psychologist and Behaviour Support Practitioner Joey was regularly absconding from school and had had several suspensions due to behaviours of concern. With regular support from his Psychologist, Joey has had only one incident in the school year of 2022 and continues to make good progress. Joey has grown in confidence to ask for help, and importantly, when to communicate that he feels confused, angry or upset. When Joey becomes overwhelmed he is able to self-direct himself to a designated “calming corner” in the classroom and comfortably return when he feels ready to re-engage. Joey’s psychologist, Carers and the wider Foster Care team are really proud of how far Joey has progressed in regulating his behaviour and his ability to remain calm and manage certain situations.

Charlie is 14 years old and their parent reached out to Challenge Allied Health due to Charlie’s self-harming behaviours and regular suicide ideation they had been experiencing for up to six months prior to engaging with one of our Allied Health staff. Charlie and their clinician immediately built a good rapport and Charlie felt comfortable engaging each week. After a few months of fortnightly appointments to discuss Charlie’s worries, concerns and anxieties, with regular and ongoing engagement and assessment sessions with their clinician, Charlie has now had over four months with no self-harming behaviours or suicide ideation. Charlie continues to see their clinician fortnightly but both Charlie and their clinician are considering stretching appointments out further.



Abby is six years old and lives in a therapeutic house care model with the support of therapeutic staff. Abby has high needs and required a lot of positive behaviour supports when external agencies engaged with the Challenge Allied Health team. Abby's clinician worked collaboratively with two Out of Home Care agencies to create a therapeutic model of care to support Abby's high needs. Within six months of providing supports Abby had developed good emotional regulation for her age and had also developed some excellent prosocial behavioural skills. With this in mind Abby, after six months, was able to access the community with her carers, join in with sibling time and participate in activities with others her age. Abby is looking to successfully complete her first year of kindergarten and she has demonstrated some significant improvements academically. The best news of all, Abby is now transitioning from the therapeutic house care model to a permanent carer who has the skills to meet her needs. Abby's carer will continue to be supported to implement the strategies that the clinician has put in place to assist with Abby's success and growth.



This last financial year the Challenge Allied Health team have supported four of their clinicians to become fully registered Psychologists. The pathway to registration for Psychologists involves not only ongoing professional development and supervision but requires them to pass a final written examination and to also submit up to three case studies for approval from the Australian Health Practitioner Regulation Agency. Well done to our four team members for their dedication and the hard work they have displayed to meet their registration requirements.

31 Total Staff

Clinical Psychologist: 1

Psychologists: 9

Provisional Psychologists: 9

Social Workers: 6

Behaviour Support Practitioners: 2

Mental Health Facilitator: 1

Administration Support: 3

Locations:

Wollongong, Western Sydney,
Central Coast, Newcastle,
Maitland, Taree, Upper Hunter,
Tamworth, Gunnedah, Narrabri
and Armidale, Ballina

823

Active Clients
supported with
NDIS funding

298

Active Clients
supported with
Foster Care
funding

Foster Care
175 Referrals

595

Total Referrals

Fee for Service
40 Referrals

NDIS

380

referrals of which 285 were
requesting Behaviour Support, 86
requesting Individual counselling,
therapy or assessments supports
and 9 requests for Psychosocial
Recovery Coach Supports.

ALLIED HEALTH STATISTICS



BUSINESS SERVICES

Business Services started the year with the ending of the kerbside recycling for the Tamworth Regional Council LGA. While many were wondering what we could do to fill in the space, we kept our teams very busy with the processing of cardboard and return and earn products. We also took the opportunity to provide our teams with the opportunity to try different jobs as we developed more sustainable employment opportunities in Tamworth.

Other areas of Business Services have been just as busy. With a La Nina weather effect hitting the regions, the lawn and yard maintenance teams have been run off their feet for summer and winter. The output achieved is a credit to employees and staff who kept up with, at times, very busy schedules and who provide an outstanding service to all our customers.

We maintained our commitment to offer a wide and diverse range of employment opportunities for people with a disability to access work to build confidence and independence across all our Business units.

Tamworth Recycling



Employees: 34 Staff: 6

Secure Scanning



Employees: 11 Staff: 3

Challenge Work Crew



Employees: 8 Staff: 4

Waste No More



Employees: 8 Staff: 4

Narrabri Recycling



Employees: 10 Staff: 9

Koora Industries



Employees: 18 Staff: 4

Nat's Cricket Success

Nat Young who works with Challenge Community Service's Scanning and Work Crew teams is Tamworth's newest National representative playing in the "International Cricket Inclusion Series".

Nat is a long-time cricket player and lover of the sport. He achieved this wonderful goal in life when he qualified as part of the Australian Intellectual Disability Squad.

Nat had a wonderful series showing off with two 50-plus run partnerships and came fourth in the batting average for the Aussies.

One exciting aspect of being in the team was the "Cap" presentation, "it was very special for Nat" said his dad. He felt really honoured to be playing for Australia and was glad that all his hard work had paid off.

Nat is not only very good at cricket, he will soon be playing Golf in the Special Olympics.

We are all super proud of Nat here at Challenge.



Challenge Chickens

The Narrabri Recycling Team commenced the raising of chickens from day old up to 18 weeks for the purpose of selling them as layers. This new venture was a trial to see if there was any local interest and a way of introducing a different work stream into the site.

Twelve months on we are now up to our sixth batch of day old chickens and have constructed a purpose built brooder box twice the size of our loaned start-up equipment. We are also now planning to increase the number of pens to keep up with the demand in the local area for well raised birds. Challenge chickens have been sold to all parts of the region even as far as Lightning Ridge.

The activity provides training to the team in raising and care of animals and our local Supervisor John Patterson, has provided much of the training, expertise and equipment to get the venture off the ground.



Tamworth Recycling Milestones

The team at Tamworth Recycling continued to process cardboard and products from the Reverse Vending Machines and had a very busy year. We took time out in June to acknowledge and recognise the commitment of some of the team to working at Challenge.

- Bruce McLoughlin 40 years
- Rhett Warden 15 years
- Ross Saunders 20 years
- Stephen Craig 10 years

BUSINESS SERVICES STATISTICS

Tamworth Recycling

Truck Collections (cardboard and bottles): 672T

Commercial Cardboard: 1250T

Reverse Vending Machines: 1850T

Waste No More

Product Received from Tamworth Council: 14T

Product collected directly by WNM: 25T

Total Waste diverted from Tamworth Landfill: 39T

Narrabri Recycling

Kerbside Collection: 1380T

Reverse Vending Machine: 1151T

E&E Waste Recycling QLD: 293T

Commercial, including truck pickups: 470T

Challenge Work Crew

Lawn Contracts: 200+

Commercial Cleaning Contracts: 6

Secure Scanning

Mailout Contracts: 10

This equates to 36,700 items, magazines or catalogues

Documents Scanned and Reassembled or Shredded: 437,825

Koora Industries

Total Stakes Made - 73,347

Hardwood Pallets - 2445

Grave Markers - 79

Dunnage Blocks - 1039

Lawns - 1015 Hrs



PEOPLE AND STRATEGY

2021-2022 has been a year of transition for the People and Safety team at Challenge. The major focus has been meeting the changing requirements imposed by the Federal and State governments associated with the COVID pandemic. This has been a priority to ensure that quality care was provided to our clients, children and young people.



- Key strategic initiatives that were focused on included:**
- Recruitment of staff via specific partnerships with Recruitment Agencies, TAFE NSW and organisations that offer ‘traineeships’.
 - Retention of staff by investing in leadership development to build stronger teams;
 - Broader on-line training aligned with the needs of our specific divisions, both technical and non-technical.
 - Proactively focusing on Wellbeing initiatives to assist staff in COVID-19 lockdowns deal with mental health issues that emerged.
 - Transferring of our default Superannuation Fund to Australian Super during the year which aligns with the default fund named in the three modern awards applicable to Challenge.

OUR PEOPLE STATISTICS

At 30 June 2022, the total staff and supported employees was

977 907 staff & 70 supported employees

This was a reduction of 33 over the last financial year which finished on 1,010 staff and supported employees.

Our gender breakdown is

Female

658

(67%)

Male

319

(33%)

Employment status

Full Time

255

(26.1%)

Part Time

611

(62.5%)

Casual

111

(11.4%)

Thanks & Acknowledgements

AbSec
Acacia Medical
AGL
Allannah & Madeline Foundation
Allcoast Locksmiths
Allianz Insurance
Amy's OT
AMPS Agribusiness Tamworth
Anaconda
Anytime Fitness Cessnock
Arcadian Consultants
Aspire
AWAHS Men's Shed
Australian Federation of Employers
and Industries – AFEI
Australian Reptile Park
Austbrokers ABS
Autism Community Care Services
AWAHS (Albury Wodonga
Aboriginal Health Service) Mens
Shed (Cultural support and
mentoring)

Baby Bunting
Balladoran Cultural Camp Education
Ballina Adult Community Education
Bath Stewart Associates Pty Ltd
Be Recruitment
Behaviour Change Consulting
Big Brown House
Big W
Blackbutt reserve
Blue Moose Productions
BOC Gases
Boys to the Bush (Mentoring and
cultural camps)
Bullimbal School Tamworth
Bunnings Warehouse
Burraja Indigenous Cultural and
Environmental Centre (Mentoring and
Cultural support)
Busy Bees

Cessnock Zoo
Coles Supermarkets
Colgate Palmolive
Commserv Professionals Pty Ltd
Complex Care
Connecting Families
Cornerstone OnDemand
Cornell University
Counselling and Social Support
Services (CASS)
Create Foundation
Crossing Theatre Narrabri

Dymocks
Dr Mark Clayton

Eddies Fresh Chickens – Taree
Endeavor Children's Services
Ethical Merch Co
Estate of the late M P Pengilley
Everyday Independence
Expr3ss

Feral Archery Rutherford
Fiona Haymes

Glen Chuck Psychologist
GoGo Coffee
Good 360 Australia
Greenhill's Kmart

Harvey Norman
Health Care Australia
Henriques and George Ballas
Homes North
House of Hyggelig
Hunter Hair and Co
Hunter Wetlands

Ignite Support Services
Insight Therapies Animal Assisted
Therapy and Play Therapy

Jason Cannon – Cannon Cohen &
Associates
JB Pest Services
John Tredinnick – Psychologist
JLS Psychology

Kids Out West
Kmart
Kristy Ward Psychologist

Liberty Foodcare
Leticia Anne Designs

Mana Support
Marathon Health
Marg Murray at Marra Marra Cultural
Services
Mark Saddler at Bundyi Cultural Tours
Midale Psychology and Consultancy –
Melanie Howe
Murrook Cultural Centre
Myhealth Medical Centre Oran Park –
Dr Petrus Weenink
My World Speech Therapy

National Australia Bank
Nepean Community and
Neighbourhood Services (NCNS)
Newcastle ferry service
NLS Law – Neisha Shepherd

Oakvale Farm

Paramount Youth Services
Paint Shop Armidale
Parry Logistics
Pathfinders
Paul Riley – Riley Psychological
Services
People Fusion
Phoenix Wings Wellness
Planit Kitchens Central Coast
Poppy Seed Media
Port Stephens Security Doors and
Shutters
Praise Joe Urban Pantry Tighes Hill
Priceline Pharmacy
Promotions Only

Quality Care
Quantum Services Consulting

Rebel Sport
Reconciliation NSW
Redback Solutions
Regent Cinemas
Regional Australia Bank
Rotary Club of the Entrance
Rotary Club of Walcha

Sacha Markham Expressive Therapy
Safe Places Community Services
Sailability (Belmont & Port Stephens)
Seed People Consulting
Stoney Aqua Park

Tamworth Shopping World
Taree Ten Pin
Terrace strike zone
The Entrance Rotary Club

Wagga Speech Kids
Wendy and Bret Blackmore
Westpac Banking Corporation
Whitehaven Coal
Widders Consultancy
Winanga-Li
Woolworths

Your Mob Learning

Federal Government
Department of Health
Department of Social Services
National Disability Insurance
Agency

NSW State Government
NSW Department of Communities
and Justice
Housing NSW
NSW Department of Education
NSW Health

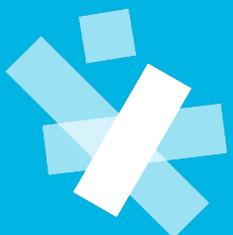
Local Government
Gwydir Shire Council
Moree Plains Shire Council
Narrabri Shire Council
Tamworth Regional Council
Gunnedah Shire Council
Muswellbrook Shire Council
Upper Hunter Shire Council

**Major Therapeutic Services
Supporters**
Flourish Australia
Aruma
Foundations Care
Kirinari
Life Without Barriers
Nado Disability Services
Northcott
Sunnyfield

1800 679 129

info@challengecommunity.org.au

challengecommunity.org.au



CHALLENGE
Community Services