



CHALLENGE
Community Services

2020 Annual Report

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Cover

From left to right:

Back, Peter Shirdon, Ted Wilkinson, Ben Ballintine, Imogen Bailey, Kimberly Tufrey, Bill Warburton;
Front, Laura Hughes, Barry Murphy, Katie Ireland, Robin Allport, Kevin Kelly, William Nelson

Photography by Andrew Pearson

Directors

William (Bill) Warburton (OAM)

Bill joined the Board of Directors in 2010. Bill became Challenge's fourth Chairman in 2019. Bill is a retired accountant and has been associated with Challenge in its many forms since 1971.

Bill was awarded an OAM in 2020 for service to the community.

Edward (Ted) Wilkinson

Ted joined the Board of Directors in 1978. Ted was Chairman from 2011-2019 and only the third Chairman Challenge has had in its 60+ year history.

Kevin Kelly (AM)

Kevin joined the Board of Directors in 1961 and was our second Chairman from 1982 – 2011.

In 2009 Kevin was awarded an AM for his services to people with a Disability.



**Paul
Gruber**

Paul joined the Board of Directors in 2001. Paul originally joined the Gunnedah Challenge Committee, before their daughter, Rosalyn joined Challenge. Paul and his family have been involved with the disability sector for a very long time.



**Louise
Matthews**

Louise joined the Board of Directors in 2003. Louise is a member of Rotary Club of Tamworth First Light and has been awarded two Rotary Paul Harris Fellowship Awards.



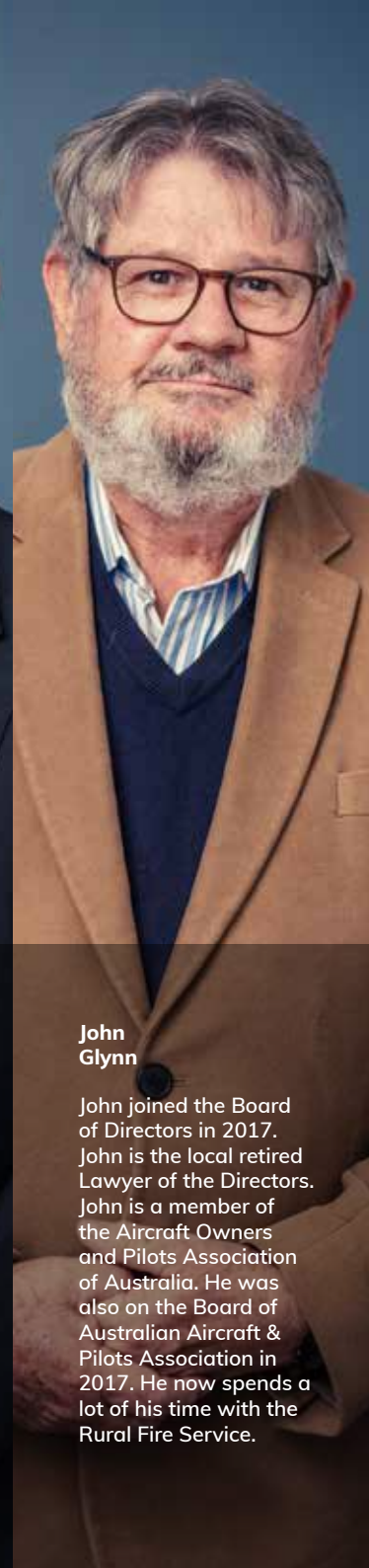
**Lesley
Hood**

Lesley joined the Board of Directors in 2009. In 2017 Lesley was nominated for Citizen of the Year Award.



**Chris
Durkin**

Chris joined the Board of Directors in 2002. Chris is a member of the Tamworth Clay Target Club and he has also been a member of Lions for 37 years. As the father of a daughter with a disability, Chris felt it was his duty to assist the organisation wherever he could and he enjoys having input into the disability industry.



**John
Glynn**

John joined the Board of Directors in 2017. John is the local retired Lawyer of the Directors. John is a member of the Aircraft Owners and Pilots Association of Australia. He was also on the Board of Australian Aircraft & Pilots Association in 2017. He now spends a lot of his time with the Rural Fire Service.



Directors

**Dr Stephen
Howle (OAM)**

Stephen joined the Board of Directors in 2020. In 2019 Stephen was awarded an OAM for his services to medicine.

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

Year in Review

Disability:

9 participants graduated from the Start Up program

Over 150 people with disability participated in the annual Challenge Gunnedah Swimming Carnival

98 new clients

593 clients supported in Day Programs

155 clients in Supported Independent Living

18 new sites (accommodation)

132 new staff in Disability Services

230 people with disability entered the 2019 Challenge Art Competition

IT – The year in numbers:

46	new and replacement printers and copiers
68	new and replacement laptops and desktops sent out
178	new and replacement mobile phones sent out
440	laptops and desktops on the network at the end of the year
938	active users at the end of the year
1,457,730	Emails scanned for the year
240,480	malicious and spam Emails stopped
46 Terabytes	approximate amount of web data downloaded to Head Office

People and Culture (HR):

Staff engagement increased from 7.6 to 8.0

Employee/Staff numbers increased by 10%

Over 3,000 hours spent inducting frontline staff

We received over 7,000 comments via the survey

Therapeutic Year-in-review stats:

22 members of staff

860 clients on service list

Supported 450 clients per month on average

700 referrals accepted across NSW

Foster Care Numbers at a glance:

486 children and young people currently supported in out of home care

49 new carer authorisations

4 children and young people celebrated final adoption orders

11 children and young people restored to their birth families

3 children and young people moved from permanent care into the guardianship of their carers

16 families supported to stay together through our Family Preservation programme

27 carers supported with an Additional Carer Support package

80 staff trained in therapeutic crisis intervention

Business Services

Scanning

Employees	13
Staff	3
Documents scanned / reassembled or shredded	1,200,000

Work Crew

Employees	5
Staff	1
Contracted Lawns	70

Koora

Employees	20
Staff	2
Total of Stakes	175,490
Hardwood Pallets	5,641
Grave Markers	220
Dunnage Blocks	1,667
Wedges	220
Lawns	361 Hrs

Tamworth Recycling

Employees	32
Staff	6
Kerbside Recycling	4,022.52 ton
Challenge Trucks Pick up bottles / cardboard	663.12 ton
Commercial Cardboard	1,156.51 ton
Reverse vending machines	1,985.58 ton

Narrabri Recycling

Employees	11
Staff	10
Kerbside	1,396.624 ton
Reverse Vending machine	1,159.8 ton
E&E Waste Recycling QLD	328.98 ton
Commercial	430 ton

Waste No More

Employees	2
Staff	1
Product received from Tamworth Regional Council	18.5 ton
Product directly collected by Waste No More	10.0 ton
Total Waste diverted from Tamworth Landfill	28.5 ton



Chairman's Report

In the first Annual Report of Challenge Tamworth Limited, after the assumption of responsibility, on 1st March 1993, for all services previously developed and provide by the Challenge Foundation of New South Wales, Tamworth Branch, the then Chairman, Kevin Kelly, a foundation member of our forerunner the Tamworth and District Handicapped Children's Association, said, amongst other things, "The successful development of these services, which began in a small way 36 years ago, is without a doubt due to the consistent, competent and caring involvement by members of committees, staff and the community" and also "We are providing a wide range of Vocational Services for 130 people and likewise Residential services for 51 of these."

Barry Murphy said in that same report, covering the period up to 30th June 1994, "When all is said and done, our service is about people".

How far have we come from those days?

Elsewhere in this annual report you will find various statistics to demonstrate where we are today.

Of course, one of the fundamental obligations we have as a social purpose organisation that is "person centred" is to ensure we remain reliable and secure for our clients, carers and staff by delivering a firm financial position. The changing nature of the sector means we cannot rest on our laurels when it comes to maintaining an appropriate and sustainable organisation.

Some may say "that is impossible" in the current financial climate.

Nothing is impossible...
The word itself says "I'm Possible".

At Board level we are looking to a review of our strategy for moving forward over the next couple of years, in conjunction with the CEO and senior managers of Challenge's business sectors, to determine how we are progressing in the way we partner with people and improve lives, as well as spotlight on our Governance and how we continue to be confident we have robust structures and approaches in place. That review may well be underway by the time this report becomes public.

My thanks go to our Board for their dedication to the cause, with a warm welcome to Dr Stephen Howle OAM who joined the Board during the year.

I also extend the Board's sincere thanks to the entire Challenge team for their steadfast commitment to our stated mission.

There is one very important thank you to close my report and that is to Barry Murphy who has led this great and compassionate organisation for the last twenty eight years.

Barry, the Board and the whole Challenge community salutes you and wishes you all the best for a well-deserved, and happy retirement.

Bill Warburton
Chairman

CEO Report

I am running late! My personal assistant, Tammy, has literally been hounding me for weeks to complete my Annual Report. In past years, it's never been an issue for me; a running summary of how Challenge performed in the previous year. But this year is different, it's my last year, my 28th and final Annual Report. And so, with Tammy standing at my office door, I will begin.

The last year has been another year of growth for Challenge. In these times of uncertainty we continue, as in the previous six years, to grow at a rate of 15%. In other words, in that period we have doubled the size of the organisation. How we have achieved this is relatively simple, it's through the efforts of everyone involved in this wonderful organisation called Challenge. From our Board members, our management team, our professional group of therapists, managers, and supervisors, our frontline staff of caseworkers and contact workers, disability support workers, our families and supporters, our carers and young people, the communities around us, and our employees with a disability, all have contributed to the ongoing success of Challenge.

Of course there have been bumps in the road, some things that go wrong that make you shake your head and wonder how we could do it so badly sometimes. A missed appointment, an overlooked account, a lead not followed, a job not completed, a breakdown, either of machinery or of procedure. Each one, while it sounds so petty and small, because of what we do could lead to disastrous results. No group of people or organisation can claim that their "road is smooth". I believe that the "bumps", if seen in the right light, actually help contribute to the overall success of what we do. A mistake made and acknowledged becomes a learning tool. Our continuing improvement processes are as essential to us as winning tenders and new business. The entrepreneur, Richard Branson said "You don't learn to walk by following rules. You learn by doing, and by falling over."

And I think it's fair to say in looking back that we have taken our fair share of tumbles over the years. Developing a culture of putting your hand up when you do something wrong or need support is as important as any business or strategic plan. In fact, you can have the best strategic plan available, but without the right culture, it will not be successful. I would like to think that over the years we have developed a culture of mutual respect and understanding for every position within Challenge.

By the time this annual report is published and circulated, I will have finished my time at Challenge. I remember back when I started that my predecessor had been a long-term manager of the organisation as well. He was, with respect, a bit of a micro manager. Most of what happened at work came through him at some stage for approval. There was great concern at the time as to how Challenge would continue to survive without his vast knowledge of the organisation. A few months later, Challenge had adapted and overcome, the show went on! I firmly believe that the same will be for me. Not because I'm feeling all sorrowful and sad, but because I believe, like Aristotle, that the whole is greater than the sum of its parts. Take a lump of graphite – a bunch of carbon atoms – put it under enormous pressure for a long time, and you've got a diamond, the hardest substance on Earth. That's nature's best example of the whole being greater than the sum of its parts. I think Challenge is also a great example for Aristotle, we are, all of us involved here, just a part of that great diamond that is Challenge.

I wish this organisation and everyone involved all the best for the future, I know it will be bright.

Barry Murphy
CEO





Finance Report

The 2019/2020 financial year was yet another year of extraordinary growth at Challenge Community Services. The organisation's total revenue for the year increased from \$80.1m to \$94.5m representing an increase of 18%. This increase is reflective of a strong demand for supports delivered under the National Disability Insurance Scheme (NDIS), particularly in supported independent living.

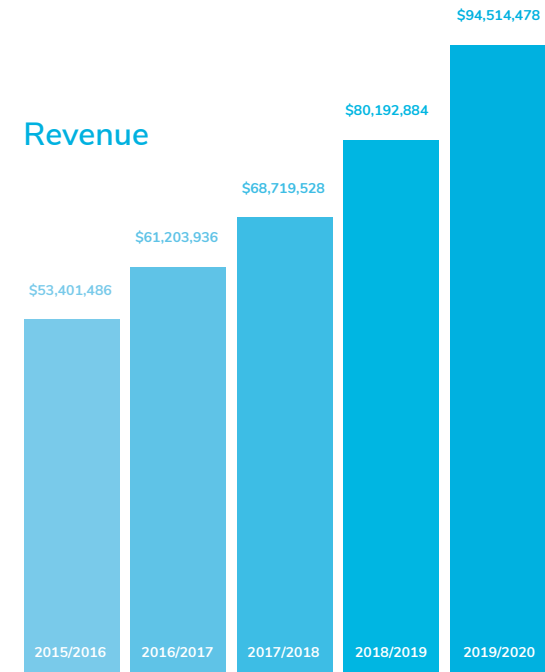
With this staff numbers have increased to 970 Staff and employment costs accounted for 64% of expenditure, & direct out of home care expenses accounting for another 20%, reflecting Challenge's continued commitment to be a responsible steward of community assets.

During this financial year we have reinvested a total of \$1.13m in capital expenditure. This included the expansion of our Tamworth Recycling facility for the purpose of processing the container deposit scheme product and the set-up of 18 new disability accommodation sites.

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. The Finance division have managed this growth remarkable well in amongst COVID-19 that saw the need for some staff to work from home.

With the increase in staff numbers, the need for efficiencies saw the transition of all disability staff to a rostering system occurred during the year. This year we intend to progress this further with all other sectors move across further reducing manual processes.

Revenue



This year we have been busy with the processing of 25,741 vendor invoices, 14,133 sales invoices, 2,221 service agreements, and made over 300 payment request with the NDIS. We have also overseen more than 150 bank accounts and almost 100 corporate credit cards.

With further growth projected, we are excited for another busy year.

Tania Mills
General Manager
Finance

Disability Services

During the 2019–20 financial year, Challenge Disability Services – in partnership with the NDIS – supported 908 people with disability to live the life they choose.

We engaged with our clients and provided a range of support services to help them achieve their goals, such as Supported Independent Living, Assistance with Daily Living, Day Programs, and participation in the community.

It has been a year of momentous change and extraordinary challenges. Our heartfelt thoughts are with all our clients and staff who have been adversely affected by the unprecedented events over the past 12 months, including droughts, bushfires, and COVID-19.

Operating in a rapidly changing environment presents us with many obstacles, but also the opportunity to evolve, be more responsive, and enhance our services for the better.

As we navigate these turbulent waters over the coming year, we ground ourselves with a vision of “creating a world where everyone belongs and everyone grows”. This drives us to build a more inclusive community where the people we support can realise their true potential.

I hope you enjoy reading the incredible achievements of our wonderful clients and staff, and I look forward to a positive year ahead for Challenge.

John Harries
General Manager
Disability Services

Start Up participants graduate

This year, we celebrated the graduates of the inaugural Start Up program, a peer-led initiative supporting young people with intellectual disability to develop their own businesses.

Congratulations to all program participants who worked incredibly hard to turn their innovative ideas into meaningful self-employment opportunities.

Providing a place to call home

The past year has seen significant growth in our accommodation offering through the expansion of our Supported Independent Living.

With 18 new homes established and our increasing footprint in the Brisbane, Illawarra, and Western Sydney regions, we are providing a place to call home for more clients than ever before.

The hard work of our teams is illustrated by clients such as Yvonne, who found the perfect fit with Challenge after spending decades in various rehabilitation facilities. We are so proud to be part of a healthier, happier life for Yvonne and many more of our clients.





Foster Care

Foster Care currently supports 486 children and young people in Out Of Home Care and we have 696 authorised carers. Foster Care assisted 18 children and young people achieve permanency goals this financial year; a 160% increase on permanency goals achieved last year and 18 children who now have their forever homes.

This financial year saw Foster Care needing to be flexible with the way we work. COVID-19 reduced our capacity to conduct face-to-face home visits with our children and carers, and 'Zoom' became part of our vocabulary. We introduced virtual home visits and online tutoring to assist carers supporting children's education at home.

Important Highlights:

- Commenced partnership with Cornell University to implement the model of CARE
- Executive and Regional Managers commenced a Leadership development programme
- Continuing sponsorship of local sporting teams.
- Ministerial acknowledgement of Challenge caseworker following a letter from a young person leaving care
- A young person leaving care enlisted in the Army
- Graduation of three young people from the Walanmarra Zoo Programme in Dubbo. Walanmarra is a Wiradjuri word which means 'to make strong now', representing the ethos of the program to strengthen Aboriginal children in their skills, learning, and attachment to land and culture.

Julie May
State Manager
Foster Care

*Names of Carers and Young People have been changed.

Fostering as a single parent: Jason's Story*

Being a single, gay man, Jason knew his dream of becoming a dad wasn't going to be easy. Then at age 34 he took a leap of faith and began the rigorous assessment process to become a Foster Carer. Once approved, he didn't have to wait long.

It didn't all happen at once; siblings Robert and Mikaela came to Jason for short periods in a respite care arrangement over eight months before entering full-time care with him in December 2019. For Mikaela, who had experienced multiple placements and suffered from anxiety, it was critical to find a stable arrangement quickly.

'When Robert and Mikaela first came to me full-time, the relationship between Mikaela and Robert was pretty explosive' says Jason. 'Mikaela had a desperate need for affection from Robert, but Robert is a different personality. He likes his own space and would push Mikaela away when she was too much in his face. This would make her angry and the situation would spiral out of control from there.'

By talking to each child separately, Jason was able to show Robert how to take deep breaths while counting to five and thinking about whether it was really worth becoming upset about the situation. Mikaela would need a different strategy, as she found it difficult to listen calmly and tended to talk over the top of Jason. 'With Mikaela, it was a case of giving her something to read or offering a calming activity to manage her emotions' explains Jason.

Jason knew becoming a Foster Carer would involve challenges, and found the online training he completed during the Foster Care assessment process, along with a personal behaviour management plan for each child, very helpful.

The biggest challenges for Jason have been the kind of things most working parents have to deal with, like arranging after school activities and keeping both children occupied at the same time when they wanted different things.

'I have family close by who help out, and my employer is also very supportive,' says Jason. 'I admit that sometimes it has felt as if I were getting nowhere. The Challenge Community Services Caseworker has been fantastic and always there when I needed her. Now that the children are both more settled, I feel as though we have turned a major corner.'

For any single person or couple wanting to care for a child, Jason urges them to 'just do it'. 'Don't let other people who don't understand talk you out of it,' Jason confirms. 'It can feel like an enormous step, but it's an extraordinary feeling to give a child in need a loving, safe, and stable home. As a Foster Carer, my life has so much more meaning and I love every minute of it. I wouldn't change a thing.'

Therapeutic Services

From little things, big things grow...

Almost six years ago, Challenge Community Services decided to establish an internal therapeutic team with a vision to provide supports internally to Foster Care and Disability Services, and eventually offer much needed services to the wider community.

Our humble beginnings saw four clinicians based across the Hunter and Sydney regions focused on providing internal supports to Foster Care. Fast forward to six years later, we celebrate substantial growth with 19 clinicians, two administrative staff, and a positive future in Therapeutic Services, including complex mental health supports to participants under NDIS at Narrabri.

The team are a wonderfully passionate and committed group of individuals who bring a diverse range of knowledge and expertise to support clients across New South Wales. From Wollongong to Armidale, with regular outreach services to Gunnedah, Narrabri, Taree and Ballina we have a simple aim:

To provide supports that are person-centred, evidence based, and of high quality; allowing people to reach their full potential and achieve their personal goals.

We acknowledge this past year has been particularly challenging for our clients and staff, navigating the elements of nature and COVID-19.

As an essential service for our community, we expanded our Telehealth services when travel was near impossible. Our staff were committed to ensuring our clients, their families, and care teams were still able to access their supports at critical times. Our sincere gratitude is extended to our clients for their flexibility and understanding during this difficult time.

Our vision for the next 12 months is to continue our growth journey by diversifying our current suite of services to create a more multidisciplinary team. We anticipate an exciting year ahead making these big things grow even bigger.

**Kylie Boyraz,
General Manager
Therapeutic Services**



Supporting the whole family to thrive

Throughout the year, our team supported countless young people in out-of-home care and their carers with behaviour of concern, trauma, and emotional wellbeing.

A prominent story for us is Macie and her kinship carer Alison, who have been receiving support from Challenge Therapeutic Services for the past two years.

During this time, Macie has been supported to attend school, become more aware of herself and express her feelings.

Alison and her husband are informed by Macie's psychologist what needs to be implemented in the home and it's this family-focused approach which Alison really loves. She particularly admires the inclusiveness and holistic approach that Challenge adopts with the families in their service.

There is nothing more rewarding for our team than seeing someone reach their goals and know we had a small part to play in their journey. We look forward to being a part of a bright future for Macie.





Business Services

Recycling – Tamworth

It has taken over three years for the new Recycling Shed to finally take shape. From getting Council DA approval, clearing the ground, laying down the foundations, storage bunkers, connecting electricity, installing plant equipment, and testing of equipment (which some was donated by JR Richards), to the pavement works which includes an access ramp to the site.

This new shed will be used to sort bottles and cans from the Reverse Vending Machines, creating new jobs for four people within a Disability and a Support Worker role.

The project was completed at the end of July 2020.

Narrabri

September 2019 saw a new manager start at our Recycling Plant in Narrabri – Matt Keefe.

Matt has come from a mechanical background. He has brought some new enthusiasm to his team who have been very supportive and have trained Matt up on all recycling practices.

One of the first tasks that was assigned to Matt was to locate a market to sell our glass. Following six months of perseverance, in June 2020 Challenge Recycling Tamworth and Narrabri sold glass for the first time in 18 months.

We currently have four vocational staff from Narrabri enrolled to complete their Certificate IV in Disability Services Course. Narrabri Community College are doing maintenance on our old building as part of their Certificate II in Construction.

Our team of 20 work hard to sort through approximately 3,500 tonnes of Kerbside and Return and Earn recycling a year.

Koora

This amazing team of 20 employees have shown strong work ethic and team morale during these testing times. Having to shut down in April with a four week quarantine, the team returned to the workshop with some huge orders from our customers to be put together.

Koora are currently supporting 13 local NDIS clients, two privately owned properties with lawn and yard maintenance, along with our Telstra contract.

Lastly, Koora will be celebrating 50 years in operation this year.

Secure Scanning & Work Crew

We welcome our new support worker Anthony to our Work Crew. The employees have taken to him like ducks to water! Employees have been particularly challenged this year with an introduction to learning new IT skills such as spreadsheets, and cutting and pasting etc. They have proven that they are able to grasp this new technology well which they are very proud of. Employees received 1:1 support, ensuring that we are providing a high quality product for our clients.

Waste No More

In December 2019, Business Services in Tamworth opened its doors at "Waste No More". The culmination of two years of planning by both Tamworth Regional Council and Challenge to further reduce the number of items going to landfill and create job opportunities for people with a disability.

At Waste No More we currently have one full-time staff member and up to four employees with a disability.

The community support from the Tamworth and surrounding areas continues to grow for the centre which has certainly been evident with the donation of items and engagement on the days that we are open

Victor Collett
Business Services Manager

Information Technology

The past 12 months have been very interesting from an organisational point of view to say the least, and as a result life in Information Technology (IT) has been far from boring. No doubt for the people we support it has been a fairly anxious and stressful time.

Obviously the biggest event has been the ongoing COVID-19 situation, and while this has presented many issues there has actually been a silver lining in some scenarios, especially around technology adoption. Prior to COVID-19, video conferencing was limited to a number of core uses and in many cases the 'second choice'. Enter COVID-19 and remote working, and video conferencing is suddenly the most sought after application. I read on a number of occasions that "COVID has done wonders for technology implementation. What was planned to take six months, was achieved in two weeks!"

On the remote working subject, while remote working wasn't a common practice across all of our staff, we did have the infrastructure in place to facilitate it. COVID-19 has provided an opportunity to use the existing infrastructure, while creating a need for the technologies to be used. In most cases, the transition from 'working from work' to 'working from somewhere else' has been seamless, with staff continuing to work remotely.

As the situation continues, it would appear that technology will continue to play a very important role in keeping our workers connected to the people we service. Who would have thought 12 months ago that we would be conducting Supervised Contact over video? And who would have predicted that the sudden change in circumstances would enable clients and families in Disability Accommodation to communicate more than they used to, even with a lock down?

The downside of the COVID-19 situation is that there has been a significant increase in malicious activity in the IT space. Unfortunately, when a disaster occurs, someone will find a way of taking advantage through malicious and deceitful means. While the numbers show increased malicious activity, we have been fortunate to have a solid security base and no incidents. Earlier this year, we ran a 'Security testing' scenario where a security professional examined our network to look for issues. A number of issues were identified and have since been patched. While I won't say this has been the reason we haven't suffered any security issues with the COVID-19 situation, I will say the timing was incredibly fortunate and has placed Challenge in a good position.

No doubt the next 12 months will present more challenges, especially with the COVID-19 situation not likely to end anytime soon. As an organisation, I am confident we can continue to adapt and adjust using technology to make sure we make a difference for all of the people we serve.

Anthony Clark
General Manager
IT and Digitisation





People and Culture

2020 has been a year of challenges, a year of growth, and most importantly a year of working together to have a positive impact on the lives of the people we support.

During the 2019/20 financial year, we have grown in numbers, expertise, and capability to provide the highest level of support to our clients. Our team has grown to 970 staff/employees, a 10% increase from the previous financial year. It is expected that this will continue to increase as Challenge goes from strength to strength, and as more people access our services.

While it has been an exciting time of progress for the organisation, it hasn't been without its challenges. We acknowledge the impact of unprecedented events such as the drought, bush fires and COVID-19 on our people. During these difficult times we have made essential changes to keep our people safe and well informed.

Moving forward, we continue to identify new ways to attract and retain highly capable people through our objective of being an employer of choice. It's important that we continue to maintain open channels of communication, responding quickly to ensure our staff and employees are fully supported in their roles.

The 2019/20 financial year also saw the introduction and development of a variety of people initiatives and programs, including:

- The 'Your Challenge' engagement program
- An enhanced induction and orientation program for our frontline workers
- The first instalments of a suite of training for our managers
- The launch of a new flexible working policy to further promote a positive work-life balance.

Over the next financial year, a detailed training program will be implemented across the organisation. This program will enhance the way we induct new starters, while offering meaningful development opportunities for our people. We will also undertake a comprehensive review of our organisational culture to ensure our vision, mission and values are fully aligned to everything we do.

Our people are what makes it possible to provide a high level of service to those that we support – without them we would not be able to do the work we do. We look forward to another promising year ahead for Challenge.

Steven Ward
General Manager
People, Culture & Customer



Thanks and Acknowledgement

Acacia Medical
 Allanah and Madeline Foundation
 Allcoast Locksmiths through donations of funds and gifts for the children.
 AMPS Agribusiness Tamworth
 Arcadian (Keith Hinton)
 Balladoran Cultural Camp - Aboriginal Elder Ralph Naden
 Behavior Change Consulting - Dr Mark Clayton
 Bob Soley
 Bullimal School Tamworth
 Bunnings Warehouse
 Cactus Creative
 Cessnock Hornets
 Child and Family District Unit – Western Sydney, Central Sydney and South West Sydney
 Coles
 Commserv Professionals Pty Ltd – Fiona Henriques and George Ballas
 Connecting Families
 Cornerstone OnDemand
 Create Foundation
 Crossing Theatre Narrabri
 Eddies Fresh Chickens
 Expr3ss
 Good 360 Australia
 Gunnedah Shire Council
 Hunter Wetlands
 Ignite Support Service
 Jason Cannon - Cannon Cohen & Associates
 John Tredinnick – Psychologist
 Kim Downie – PC at Western Sydney
 Nepean Blue Mountains
 Liberty Foodcare
 Lily's restaurant and function centre – Seven Hills
 Lissome Fitness at East Maitland – Corporate fitness
 Midale Psychology and Consultancy - Melanie Howe
 Myhealth Medical Centre Oran Park - Dr Petrus Weenink
 New England Permanency Support team and Karen Kemp
 Nimble
 NLS Law – Neisha Shepherd
 One of a Kind

Peakon
 Pure Magic International Business Solutions– Caryn Walsh
 Quality Services Consulting
 Redback Solutions
 Sailability (Belmont & Port Stephens)
 Seed People Consulting
 Seek
 Stoney Aqua Park
 Tamworth Ten Pin
 Taree Ten Pin
 The Entrance Rotary Club
 Water Waste Nursery
 Widders Consulting
 Willow Tree Café
 Wyong DCJ- Acknowledgement of their outstanding working relationship with Challenge.

Federal Government

Department of Education
 Department of Health
 Department of Social Services
 National Disability Insurance Agency

NSW State Government

NSW Department of Communities and Justice
 Housing NSW
 NSW Health Department
 SWS Child and Family District Unit - Hulya Sahin- Caseworker

Local Government

Gwydir Shire Council
 Moree Council
 Narrabri Shire Council
 Tamworth Regional Council

Major Therapeutic Services Supporters

Florish Australia
 Aruma
 Foundations Care
 Kirinari
 Northcott
 Sunnyfield



challengecommunity.org.au