



Annual Report

2019 - 2020

OUR VISION IS TO CREATE
OPEN, ACCESSIBLE AND
INCLUSIVE COMMUNITIES
FOR ALL PEOPLE.

Kurrajong* Lord Baden Powell Drive Wagga Wagga NSW 2650
Phone (02) 6932 6000 www.kurrajong.com.au ACN 002 407 294 ABN 55 002 407 294
Fundraising Authority CFN 10754 © Kurrajong 2020
Certified Disability Service Provider NSDS:2014 Certificate No. NSDS 641582
Certified Environmental Management System ISO 14001:2015
Certificate No. EMS 569444 Certified Quality Management System ISO 9001:2015
Certificate No. FS 674308
Certified E-Waste Scheme AS/NZS 5377:2013 Certificate No. 617084
Third Party Verification against the Department of Family and Community Services
Funding Agreement 2015 - 2018 Certificate No. TPVNS 682570
Registered NDIS Provider No. 405 000 8171
*Kurrajong Waratah
Front Cover: Gillian Judd at Kurrajong Recycling West Wyalong

We would like to thank our service partners:

- National Disability Insurance Agency (NDIA) and partner organisation Intereach
 - National Disability Services (NDS) our industry association
 - NSW Department of Family and Community Services (FACS)
 - NSW Department of Education
 - NSW Environment Protection Authority (EPA)
 - Commonwealth Department of Social Services (DSS)
- Commonwealth Department of Infrastructure, Regional Development and Cities
 - Local Government Councils in the Riverina and Murray regions
 - Riverina Eastern Regional Organisation of Councils (REROC)
 - Riverina and Murray Regional Organisation of Councils (RAMROC)
 - Department of Social Services (DSS)

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Our Communities

We began over 60 years ago with the aim of meeting the needs of people with disability so they can lead a life of their choice.

Today, we are a registered National Disability Insurance Scheme (NDIS) provider and reach all communities across the Riverina Murray region, offering local access to creative and social programs, therapies, accommodation and respite, community access, employment readiness and supported employment.


We engage communities with what we do so that together we can change lives. Our services are completely focused on the needs of the individual person with disability and their families. The heart and soul of our organisation is in the communities we serve. Our staff don't just work in a community they are part of it.

We create connections and support in the community so our clients can live as they choose. We work to develop open, accessible and inclusive communities. This is the essence of Kurrajong.




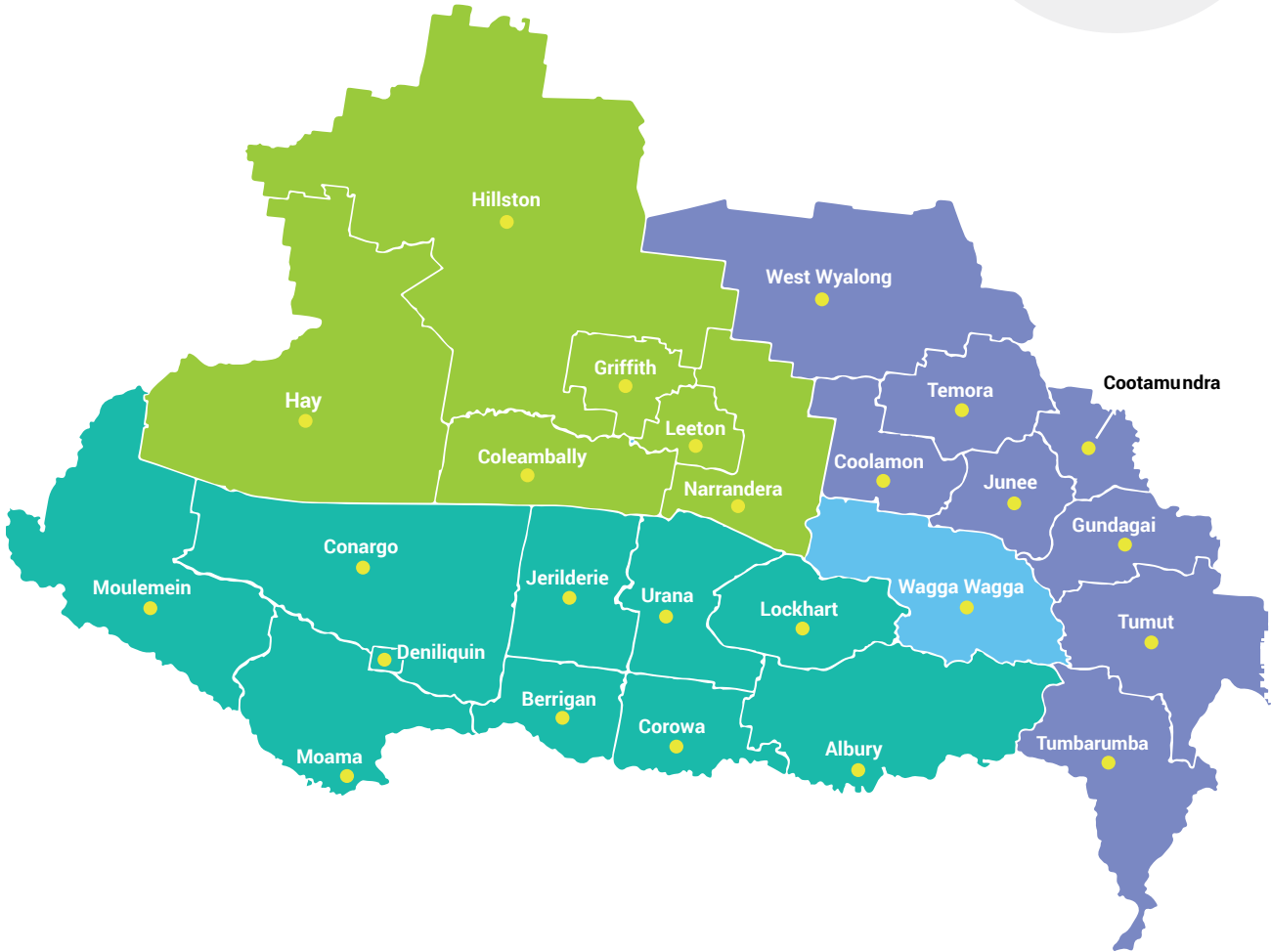
Our Locations

Connect with us



@kurrajongwaratah





Our communities span an area twice the size of Tasmania!

About Kurrajong

Our Patrons



Sir William Deane
Patron in Chief



Mr Michael Kennedy OAM
Life Member and Patron



Mr Peter Perkins
Life Member and Patron

Our Life Members

- Mrs Marjorie Anslow OAM
 - Mr John Cosier
 - Mrs Nell Davis
 - Mrs Marcia Fife
 - Mr Garry Forde
 - Mr Bill Howitt OAM
 - Mr Michael Kennedy OAM
- Mr Tony Kew
 - Mr Malcolm Nixon
 - Mr Peter Perkins
 - Mrs Joyce Reynolds
 - Mr Ken Reynolds
 - Mr Allen Thomas

Life member Mr Allan Davis passed away 23.05.20. See page 8 and 9.

Our Corporate Life Members

- Myer, Wagga Wagga
 - Wagga Daily Advertiser
- PRIME7
 - Southern Cross Austereo

Our Board of Directors



Dr Max Graffen
Chairman



Hamish Cullenward
Treasurer



Pam Green
Director



Geoff Breust
Director



Louise Lotz
Director



Casey O'Mahony
Director



Collin Duff
Director



Phillip Roy
Director



Kingsley Ireland
Director



Ray Carroll
Executive Officer &
Chief Executive Officer

Vale

Allan Joseph Davis

Allan cherished the opportunity to contribute to The First Fifty Years publication about Kurrajong's history.

9.5.1923 – 23.5.2020

Longstanding Life Member, former Patron, Chairman, Director and supporter of Kurrajong, Alan Davis passed away after a short illness on 23 May 2020.

Allan was an incredibly committed man. He was proud of his wonderful wife Nell, his children and their families, including grandchildren and great-grandchildren. As well as being a proud businessman, returned serviceman and friend, Allan was particularly proud to have celebrated his 97th birthday.

Along with wife Nell, Allan became actively involved with Kurrajong and remained interested and supportive from then until his passing. He loved to recall the challenges and successes and kept written and mental notes of Kurrajong's journey.

Allan cherished the opportunity to contribute to The First Fifty Years publication about Kurrajong's history.

Kurrajong is indebted to Allan for the contribution he (and Nell) made to the lives of people with a disability through their passionate involvement and years of dedication and support.

Vale AJD

Life Member (1991- 2020)

Patron (1996-2015)

Chairman (1981-1987 & 1989-1991)

Secretary (1979-1981)

Treasurer (1972-1979)

Director (1971-1992)



Allan Davis, Steve Jacques and Michael Kennedy (OAM) pictured at the AGM and Steve's 20 year milestone as CEO.



The Davis family, organising the Pesca Stall at the Kurrajong fair.

Chairman's Report

Dr Max Graffen
Chairman of the Board



2020 has proven to be a challenging year for the organisation (and for you all) with the advent of the COVID - 19 pandemic and the associated threat and restrictions it has imposed on us.

We have seen a negative impact on our Commercial Enterprises and we have had to ensure that Kurrajong was proactive in its response to this deadly virus, especially as many of our clients are at high risk. Fortunately, so far, we haven't seen community transmission locally. Also pleasingly is that the organisation remains in a financially sound position overall.

This year we sadly see the resignation of 2 of our Directors, Pam Green and Geoff Breust. They have both been fantastic contributors on the Board and their absence will be felt greatly. Pam, our Vice-Chairman, employed her high-level management skills and forensic approach to ensuring we have kept to our Strategic Plan timelines as well as supported me in my role as Chairman. Geoff used his considerable commercial acumen to help guide us in developing thoughts for potential new enterprises as well as structuring and chairing our Risk Sub-Committee. They were both strong contributors to our Strategic Plan. We will miss them both and wish them a long and happy retirement.

This year we welcomed the participation of our newest Director, Kingsley Ireland. Kingsley brings to the Board superb educational skills and, importantly, the experience of living with a disabled family member. He is proving to be a valuable contributor already.

The Board has had another busy year with the formation of a further 2 Sub-Committees; the Hildasid Farm and the Coronavirus Response Sub- Committee. We saw the need for more oversight and direction for Hildasid as both a community engagement hub as well as a potential site for new commercial enterprises and have co-opted two skilled independent members to help. As mentioned above, the COVID - 19 threat demanded our attention, so we formed a temporary (hopefully) group to anticipate and respond to possible scenarios, ensure adequate supplies of personal protection equipment and to keep our clients and staff safe.

As I mentioned in my previous report, we planned to establish a formal Client / Carer Reference Group this year. Unfortunately, this has proven difficult to recruit due to lack of interest in our Expression of Interest process. We are currently seeking suitable candidates through our staff connections and I would urge any interested parties to contact our CEO Ray Carroll directly. The Board sees this as a vital part of gaining feedback and suggestions for further service improvement.

Thank you to my fellow Directors and as a Board we again look forward to assisting Kurrajong to achieve its vision and goals over the coming year. We thank all Managers and staff for their unstinting efforts at a difficult time and trust our clients and families feel well supported and remain safe throughout 2021.



We thank all
Managers and
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unstinting efforts
at a difficult time

Chief Executive Officer's Report

Mr Ray Carroll
Chief Executive Officer



I am pleased to provide my report for the year which has been a heartbreaking and anxious time for those people affected by firstly, the bushfires in the second half of 2019 and secondly, the start of the pandemic in the first half of 2020.

Kurrajong has not been immune to the threat of COVID-19 and 2019/2020 has been a year in which our organisation has demonstrated through the hard work, commitment, innovation and resilience of Managers and staff, a remarkable capacity to continue to support people with disability and their families in the face of the worst pandemic in Australia's history.

More than this, Managers and staff have embraced the opportunity presented by the pandemic to try new ways of doing things. In doing so, we have enhanced the lives of people with disability in ways which they (and often their families) had not imagined would be possible.

As a result of COVID-19, we needed to progress very quickly with our plans to enable clients to access services more flexibly and this saw the introduction of Technology Huddle Rooms in a number of locations. This technology now enables the delivery of sessions remotely via Microsoft Teams or Zoom to give clients the option to access these services remotely from their own homes.

The huddle room technology has been installed in our services in Wagga Wagga, Tumut, Griffith, Leeton, Narrandera and Deniliquin. This has enabled us to deliver supports online such as Physiotherapy, Occupational Therapy, Speech Pathology, Education sessions, programs for clients to participate in drama, art, talk fest, music lessons and Employment Preparation where we have delivered our School Leaver Employment Supports (SLES) program to clients remotely.

This technology also enabled us to connect more virtually for Board, Sub Committee and staff meetings and provide support and supervision in our regional areas, especially for our new graduates in the Therapy Plus areas.

When the pandemic hit earlier this year people with disabilities were identified correctly as being a high-risk group. As such Kurrajong's response was positive, effective and without delay by adopting the recommendations and protocols of NSW Health and developing our own COVID-19 Preparedness, Response Recovery Plan which continues to be updated as circumstances change.

A major component of our 2019-2022 Strategic Plan has been the development of a Digital Growth and Retention Strategy for Kurrajong. I am pleased to say that we have continued to expedite this very important objective in the Plan which will see the selection and installation of a Customer Relationship Management (CRM) system by early next year.

“
Making information
more accessible has
also been a focus
”

Another important aspect of the Strategic Plan that has been completed is the successful reorganisation of our Management structure to better align with our Strategic Objectives, current day to day activities and our significant growth since we entered the NDIS in 2017.

We have continued to focus on our workforce and where possible automate and streamline processes to support our staff to enable them to focus more on supporting our clients. In 2020, Kurrajong secured funding to enable the implementation of a Learning Management System to support the ongoing skill development of our staff and improve internal communications.

Making information more accessible has also been a focus and recently Kurrajong have expanded its presence on Social Media with the launch of a Kurrajong Facebook page as well as increasing our communication and connectivity with clients and families through newsletter updates and other initiatives.

Our Compliance and Quality Assurance section has again been instrumental in ensuring that our compliance and quality assurance obligations continue to be met to a high standard. We were successfully recertified for our ISO 9001:2015 Quality Management System (Kurrajong Recyclers) and ISO14001:2015 Environmental Management System (Kurrajong Recyclers) accreditations. We completed Stages One and Two audits of our NDIS practices resulting in being highly recommended for NDIS re-registration which is a great outcome.

Operationally we have continued to provide quality support and care to around 1,100 people with disabilities and their families.

Lifestyle Choices in Wagga Wagga have settled into their new Hildasid location very well. The facility and setting is wonderful, with many activities taking place including drumming workshops, shopping

and cooking, karaoke, art, swimming, bowling, gym, woodwork, fitness, sport and rec, walking, volunteer work, drama, puzzles and games, bike riding, men's shed, RDA, relationship support and the attending the community garden.

A major highlight for Leeton/ Narrandera Lifestyle Choices was the Grease performance with a message of support from Olivia Newton John and attended by around 1,000 people.

Lifestyle Choices in West Wyalong continued improving the life skills of our clients with activities such as cooking, budgeting, numeracy and literacy, shopping and crafts. The SLES program continues to be a success and we had high school students integrating into our service through work experience placements.

Lifestyle Choices in Deniliquin have continued to expand with three new clients accessing our Finley service, with a further request to support two new clients in Hay. To cater for this growth we are using the Deniliquin Stadium as a third site for our activities. We have also added two new vehicles to the fleet. Our clients are loving the new activities, such as Friday discos, our own gym on Napier Street and the choir group.

Our Short Term Accommodation (Respite), Drop in Support, Social Connections and Temora services have continued to provide flexible quality and person centred supports to our clients and families. These are all excellent services and our staff do a great job providing our clients with the support they need.

Our Therapy Plus services have continued to thrive and grow. The onset of COVID-19 presented many challenges, however, we quickly changed our service delivery by suspending home and school visits, centre groups and outreach and replacing this with delivering many of our services online. Staff and families embraced this new way of service delivery.

Chief Executive Officer's Report continued

Mr Ray Carroll
Chief Executive Officer

The establishment of our First Contact offices has been an outstanding success

Our seven new graduate therapists had a very unusual introduction to their careers with this type of service delivery and, pleasingly, all adapted well. Much of our service has now returned to face to face delivery, however, some of our outreach clients have chosen to continue with online sessions which is fantastic.

Another area of significant growth has been Supported Living where we have opened six new group homes in recent times. We now have a total of 19 group homes in Deniliquin, Leeton, Wagga Wagga and West Wyalong plus four residential units in Narrandera, providing supported living to 60 clients across our service area in the Riverina and Murray regions of NSW. We see real growth opportunities in Supported Living and Short Term Accommodation which will provide much needed additional supported living options for clients and their families.

Our facility in Forsyth Street in Wagga Wagga has really established itself over the past year, enabling people who receive Supported Living day supports to be more engaged in and connected to the community.

The establishment of our First Contact offices has been an outstanding success and is certainly one of the reasons why we have transitioned so well into the NDIS environment. These offices based in Deniliquin, Griffith and Wagga Wagga provide quality support and positive outcomes for our clients and families from Planning meetings, Plan implementation, Support Coordination and Plan Management.

For the past two years Kurrajong has been delivering a peer program called Community Connect Program, aimed at creating social inclusion within local schools. The program enabled us to engage with 12 schools and 196 students across the Riverina.

This program created great outcomes for the schools, their students and Kurrajong with the establishment of strong relationships enabling Kurrajong to become one of the preferred choices for the students with their post school decisions. Due to the ongoing success of this program, it will continue to be delivered by Kurrajong Employment Preparation.

Our Kurrajong Employment Preparation service reached record numbers in both School Leavers Employment Supports (SLES) and individual training supports with 54 clients now receiving these services. Eight of our SLES clients successfully transitioned to open or supported employment in the last year which is a fantastic achievement.

This year has also seen the launch of our new office in Griffith where SLES and many other supports will be delivered. The strong relationships formed with the Griffith Schools through the Community Connect Program enabled us to successfully engage with five Griffith SLES clients this year, with another five ready to engage over the next twelve months.

Our Commercial Enterprises have had a difficult year financially as a result of a downturn in consumer confidence, reduced selling prices and dealing with the effects of the pandemic in the second half of the year. Whilst the financial rewards haven't materialised this year we have still seen many positive social outcomes and personal achievements for the 140 people with disabilities we employ throughout the various Commercial Enterprises.

In a tough environment, Kurrajong Timber secured two new customers delivering product into the Melbourne and Sydney markets and additional contract docking. New equipment purchases have allowed us to produce twice the volume and a broader range of product at a much better quality.



Kurrajong Recycling endured falling commodity prices throughout the year, however, we were able to find new and regular markets for our glass cullet, HDPE and aluminium cans to local and overseas markets. In addition, we secured a new contract for our cardboard which provides a level of comfort knowing we can consistently on sell our product during these times.

West Wyalong Recycling received funding to build a new female/disabled toilet and upgrade the air conditioning at the shed. The lawn mowing business has been expanded to grow our customer base which is pleasing.

Narrandera Recycling again did not have a good year financially, however, all employees made significant improvements in their skill levels with a strong focus on Work, Health and Safety in the workplace.

The Narrandera Laundry and Leeton Ironing was, and continues to be, dramatically affected by the pandemic, however staff and employees have kept busy with activities such as cooking, arts and crafts, improving numeracy and literacy skills, bush walking, yoga and more.

It has been business as usual for Wagga Property Services keeping Kurrajong's buildings in good condition and the grounds neat and tidy. Employees are becoming more confident in using their own initiative to start and complete tasks unassisted which is another great outcome.

Wagga Catering saw an increase in demand for biscuits, supplying local supermarkets, and lunches have been very popular with weekly specials and coffee and cake specials.

New supported employees have joined the busy team and one existing supported employee has obtained her licence and is now achieving her long term goal of carrying out deliveries unassisted.

In Deniliquin, Kurrajong Catering, Kurrajong Café and Kurrajong Property have had a steady year with the highlight being the receipt of funding under the NSW Government's 2019 Community Building Partnership program for a much needed upgrade to our Napier Street Building.

Our Corporate support services such as Finance and Administration, Compliance and Quality Assurance, Information Technology, Marketing & Communications, People & Culture and Community Engagement again were outstanding and contributed greatly to the achievement of strong financial accountability, adherence to the NDIS Practice Standards, the latest technology, internal and external communications, industrial relations and the continued development of our Hildasid Farm.

It is vitally important that we continue to achieve our Strategic objectives that will enable us to capitalise on opportunities to grow and continually improve the capacity of Kurrajong to provide safe, high quality and innovative supports to people with disability and their families.

Finally, I would like to thank the Chairman, Dr Max Graffen and fellow Directors for their advice and support during the year. Also my thanks and appreciation to our two new General Managers, Christine Priest and Mat Bertram, our Managers and staff who continue to work very hard to improve the quality of life for those people with disability and their families that we support.

Treasurer's Report

Mr Hamish Cullenward
CA, GAICD, BComm, BActStud (ANU)
Treasurer



Kurrajong continues to be in excellent financial shape having just completed 3 very successful years in the National Disability Insurance Scheme (NDIS). Total revenue for the year was \$44M representing an increase of 10% on the previous year that was attributed mostly to increases in NDIS and other Government funding. The net operating result for this year is a pleasing surplus of \$3.6M. This surplus has been placed in our reserves to assist Kurrajong to fund future capital expenditure, maintenance of our assets and other expenditure that is not funded under the NDIS. Our reserves also enable Kurrajong to build a 'buffer' for any future unexpected business costs.

A full copy of the audited financial statements for Year Ended 30th June 2020 is available to paid up members of the organisation upon request.

NDIS and other Government funding was 78% of our total revenue. Our Commercial Enterprises providing supported employment to 140 adults with disability contributed 18% of the total revenue.

Total expenditure increased by 7% which was mainly due to the employment of additional staff as demand for our services continued to grow. This increase in salary related expenditure not only provides benefits to people with disability and their families, but also has a positive flow on effect (or the multiplier effect) within the communities in the local government areas we service through our employment of staff who live locally and spend locally.

We have continued to invest in technology and training as well as strengthening our management team with the employment of two General Managers, which necessitated the replacement of the Marketing & Communications Manager and People & Culture Manager positions during the financial year.

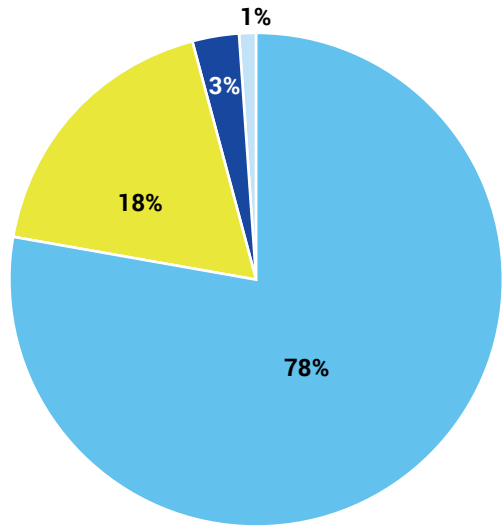
The recent appointment of a General Manager Commercial Enterprises completes the management restructure which has been aligned with the significant growth of the organisation over the last three years.

A special mention and thank you is extended to those people and businesses that provided financial or in kind assistance, particularly while dealing with the effects of the COVID-19 pandemic themselves. In Kurrajong's situation, COVID-19 certainly disrupted our Commercial Enterprises plus we had to deal with the unprecedented situation of all our fundraising events being cancelled. We are extremely hopeful that these events can occur again when life returns to some normality in 2021. COVID-19 has created many challenges for Kurrajong this year, however, having a strong asset base and reserves, plus good leadership across the organisation has enable us to meet these challenges head on and be a better organisation because of it.

Through Kurrajong's prudent financial management, good governance and strong investment in our staff and technology, we have maintained our very strong position to grow and take advantage of new opportunities as they emerge. There are exciting times ahead for Kurrajong and I look forward to seeing the organisation go from strength to strength as we continue to provide quality services to people with disabilities and their families.

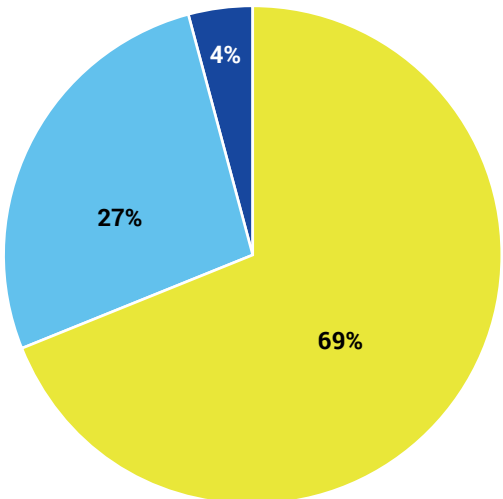
In closing, I extend my thanks to the CEO and my fellow Directors for their support and for the role they undertake in monitoring and maintaining the financial health and viability of the organisation. My special thanks go to Mrs Sharyn Atherton, Finance and Administration Manager, for her co-operation, dedication and efficiency.

Financial Results 2019-2020



INCOME

| | |
|-----|---------------------------------|
| 78% | NDIS Government Subsidies |
| 18% | Income from Business Operations |
| 3% | Fees/Other income |
| 1% | Fundraising |



EXPENDITURE

| | |
|-----|-----------------|
| 69% | Staff Costs |
| 27% | Operating Costs |
| 4% | Equipment Costs |

INCOME STATEMENT

| Income | \$,000 |
|---|----------------|
| Sale of Goods and Provision of Services | 7,720 |
| NDIS & Government Subsidies | 34,075 |
| Interest | 258 |
| Rent and Contribution Investment Properties | 978 |
| Fees, Fundraising, Donations and Other Income | 639 |
| Gain on Disposal of Property, Plant and Equipment | 133 |
| TOTAL REVENUE | 43,803 |
| Expense | \$,000 |
| Staff costs | 27,712 |
| Depreciation of Property, Plant and Equipment | 1,801 |
| Cost of Sales | 1,454 |
| Operating Expenses | 9,247 |
| TOTAL COSTS | 40,214 |
| Surplus for year | \$3,589 |

| Assets | \$,000 |
|-------------------------------|-----------------|
| Property, Plant and Equipment | 26,178 |
| Investment properties | 1,823 |
| Cash and Cash Equivalents | 27,128 |
| Debtors | 1,932 |
| Stock on Hand | 713 |
| Other | 601 |
| TOTAL ASSETS | 58,375 |
| Liability | \$,000 |
| Creditors | 8,294 |
| Rosebank Occupancy Deposits | 4,343 |
| Provisions | 2,553 |
| Lease Liabilities | 1,621 |
| TOTAL LIABILITIES | 16,811 |
| Equity | \$41,564 |

Our People



TAYLA BEGG

Traineeships

Wagga local Tayla Begg started with Kurrajong as a trainee in 2017. During her three years with Kurrajong, Tayla has completed her Certificate III and IV in Business. 'Kurrajong has helped me to build and develop the skills I have needed to grow within the Administration and Finance department. I like working with Kurrajong as it has given me the opportunity to build my knowledge and learn many diverse skills around the organisation.'

Kurrajong have supported staff to complete studies in the following areas as part of a traineeship program:

- Certificate III in Individual Support
- Certificate IV in Disability Support
- Certificate III in Allied Health Assistance
- Certificate III & IV in Business Administration



GRACE GIBSON

ALLIED HEALTH GRADUATE PROGRAM

In 2018 Kurrajong launched the Allied Health Graduate Program and has since been successfully recruiting graduates from the Physiotherapy, Occupational Therapy and Speech Pathology disciplines.

Originally from Sydney, Grace Gibson is an Occupational Therapist who started with Kurrajong Therapy Plus as part of the Allied Health Graduate Program in January 2020 after graduating from The University Of Sydney. Grace was interested in the Allied Health Graduate program due to Kurrajong's reputation as a local industry leader as well as the opportunity for continued learning. 'The variety of clients we see, all the great staff we have and all of the support we get. There's never a dull moment and never a day without learning opportunities. There's a wealth of knowledge for me to learn from.'

For more information on the program, visit www.kurrajong.com.au/careers



MATT JOHNSON

Career Spotlight

Matt moved to Deniliquin from Melbourne and started working as a Team Leader for day programs in 2011.

Due to the organisation's growth and his commitment to our clients, Matt was promoted to the role of Coordinator of Kurrajong Lifestyle Choices Deniliquin, Finley and Balranald. Matt's role as Coordinator sees him work with clients to achieve their goals and mentor and support team members in their service to our clients. During his time at Kurrajong, Matt has participated in the Kurrajong Person Centred Trainer Program and delivered this training to all local staff members. Matt continuously uses these principles and methodology to upskill staff members and provide quality supports to clients. When asked what Matt likes most about his role he said, 'seeing the growth and positive changes in the people we support. Coming to work is like hanging out with friends having a great time.'

Our Workplace Profile

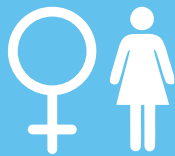
Number of people employed



660

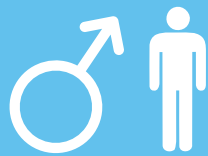
521 Staff

Supported employees 139



433

Female



227

Male

330

Part-time

170

Full-time

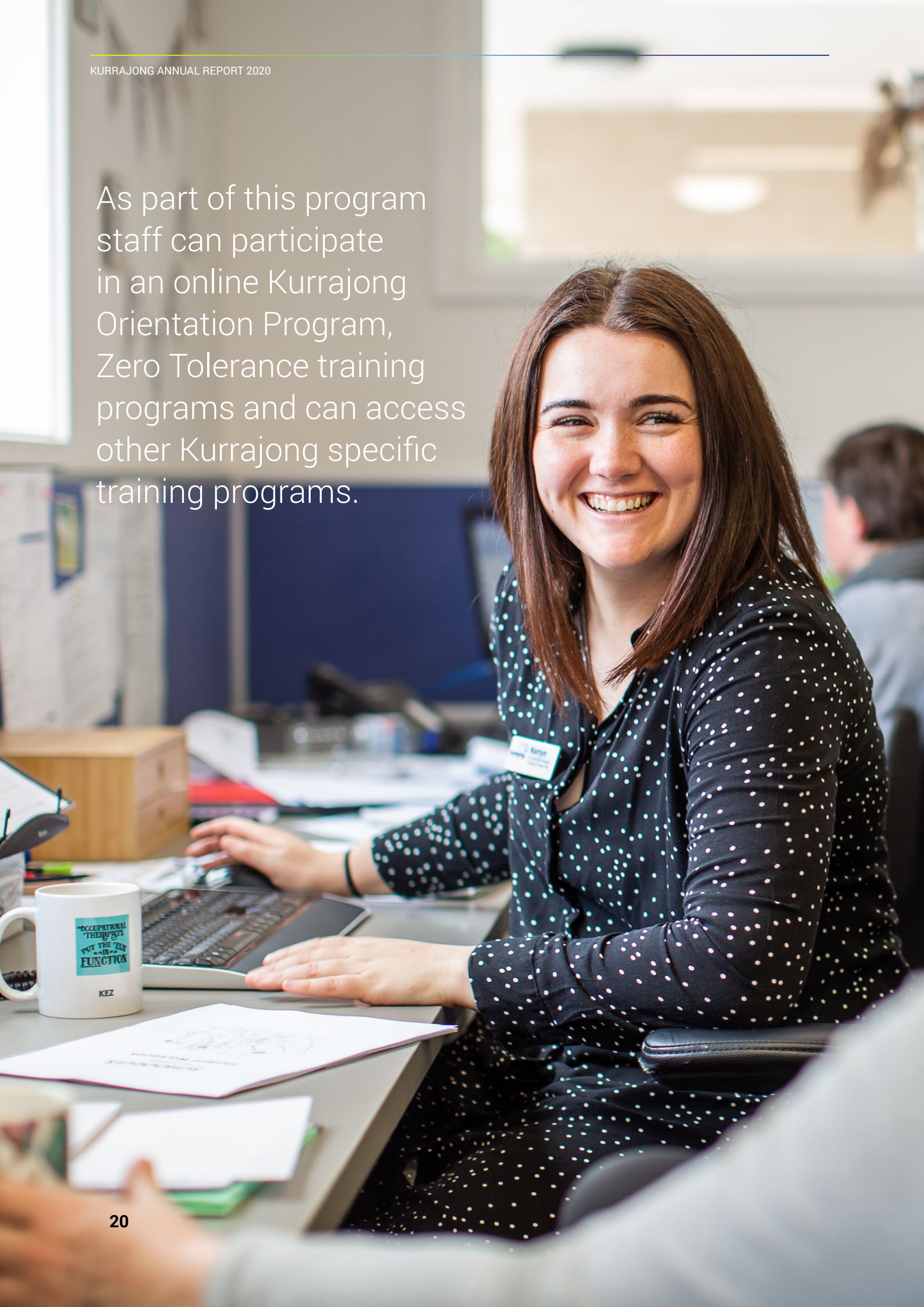
160

Casual



Connect with us
LinkedIn
[@kurrajong-waratah](https://www.linkedin.com/company/kurrajong-waratah)

As part of this program staff can participate in an online Kurrajong Orientation Program, Zero Tolerance training programs and can access other Kurrajong specific training programs.



Our Commitment to Learning



Above: Kurrajong Learning Framework

Equipping our staff with the skills and qualifications required to competently perform their role is something that Kurrajong is very committed to.

During the past 12 months, Kurrajong worked in partnership with State Training NSW and Riverina Institute of TAFE to receive funding for and deliver the following programs to our staff:

- Senior First Aid
- Introduction to Computers
- Working and Communicating with people with Autism Spectrum Disorder
- Provide Sexual and Reproductive Health Information to Clients

This system consolidated and combined previous systems to make it easier for staff to access both training and policy information in the one central location.

As part of this program staff can participate in an online Kurrajong Orientation Program, Zero Tolerance training programs and can access other Kurrajong specific training programs. All of these training programs link through to the Kurrajong Learning Framework.

Participants came from Wagga Wagga, Deniliquin, Narrandera, Leeton and West Wyalong.

During 2020 Kurrajong was also fortunate to obtain funding as part of the Federal Governments Boosting the Local Care Workforce Program which enabled Kurrajong to implement a Learning Management System – The Nest.

Significant Years of Service

Staff and Supported Employees

Congratulations to our staff and supported employees on achieving significant milestone years of service to Kurrajong. Thank you for your hard work and dedication. We look forward to your ongoing contributions and a bright and successful future together.

10 YEARS

- Laura Birchall
- David Cain
- Robyn Chattaway
- Nicole Davis
- Ann Flanigan
- Rachael Frechette
- Darren Johnston
- Janine Tout
- Joshua Townsend
- *Catherine Anderson
- *Alicia Dahlenburg
- *Simon Doss
- *Nancye Heath
- *David Hessel
- *Naomi Kelvy
- *Susan Lee-Cooper
- *Margaret McCurdy
- *Barry Pickering
- *Coral Richter
- *Jim Seymour
- *Natalie Tilden

11 YEARS

- Christopher Wishart
- Lorna Barber
- Susan Cronin
- Judith Gabriel
- Jodie Granger
- Joshua Hann
- Janat Hussell
- Tamlin Jones

11 YEARS

- Carolyn Lehman
- Sarah Lilburne
- Vicki Manwaring
- Kuai Mayen
- Jessica Mohr
- David Oakman
- Julie Preston
- Len Robinson
- Nicole Smith

12 YEARS

- Melissa Crain
- Carolyn Black
- Christopher Blyth
- Jackson Carroll
- Christopher Chilton
- Gary Flanigan
- Julie Girling
- Debra Howard
- Gary Imrie
- Thomas Lawlor
- Laura Le
- Suzanne Lewis
- Lisa-Jane McNiven
- Jacqui Meyers
- Tania Pascoe
- Victoria White
- Timothy Wood
- Debbie Young

13 YEARS

- Martin Frechette
- Margaret Loudon
- Sabrina McDonald
- Phillip Pumpa
- Simon Russell
- Michelle Sandow
- Margaret Seaman
- Karin Thompson
- Tanya Van Wel
- Francis Vella
- Daniel Weathers

14 YEARS

- Kylie Anderson
- Michael Anderson
- Hilary Crane
- Tracey Durnan
- Phillip James
- Chloe Lidden
- Col Neyland
- Kimberley Rowatt
- Justin Stokes
- Karen Salabert
- Addrenia Taig

15 YEARS

- Florence Edwards
- Fernando Whittaker-Roa
- Zena Wahanui
- Nicole Prior
- Brenton Howard
- Tracy Evans
- Sharyn Atherton
- Christopher Davies

15 YEARS

- *Cathy Boyton
- *Sue Brady
- *Shane Gall
- *Gillian Judd
- *Dianne Phelps

16 YEARS

- Barry Armstrong
- Deanne Bolesta
- John Gledhill
- Donalee Gregory
- Barbara Grigg
- Joshua Himsley
- Sue Honey
- Rachael Hyde
- Paul Perkins
- Jason Post
- Leila Sly
- Debbie Shaw

17 YEARS

- Steven Chapple
- Steven Davis
- Michael Eggleton
- Sandra Grintell
- Sheree Hardie
- Justin Keane
- Nat Klein
- Terry Ness



18 YEARS

- Cannon Banks
- Cheryl Brown
- Mareeka New
- Kerryl Pannowitz
- James Payne
- Julie Watson
- Leonie McLean

19 YEARS

- David Chalmers
- Nathan Collins
- Peter Flaskas
- Dorothy McCaskie
- Joanne Teagle

20 YEARS

- Alistair McLean
- *Veronica Foley
- *Veronica Keogh

21 YEARS

- Roger Baker
- Denise Imber

22 YEARS

- Jennifer Howe
- Lyndal Ross
- Crispin Lowe
- Jane Pottie
- Michelle Thorton
- Darryl White

23 YEARS

24 YEARS

- Peter Hardie

25 YEARS

- Dianne Byrne
- *Leonie Schack
- *Kane Meyers
- *Ronald Salan

26 YEARS

- Arthur Kelly
- Daniel Smith

27 YEARS

- John Condron
- Megan Everitt

27 YEARS

- Janet Laws
- Lindy Maginness
- Craig McWhinnie
- Kaye Whittaker

28 YEARS

- Ray Carroll

29 YEARS

- Carolyn Eckersall
- Christopher Loneragan

30 YEARS

- Jason Harrison
- *John Howitt

32 YEARS

- Andrew Perkins
- Cathie Smith
- Wendy Umback

33 YEARS

- Stephen Gould
- Lisa Rae

34 YEARS

- James Kitney
- Peter Smith
- Dean Stapleton
- Stephanie Warren

35 YEARS

- *Geoffrey Pitman

37 YEARS

- Lesley Daniels
- David Perkins
- Mary Heffernan

38 YEARS

- Paul Duck

41 YEARS

- Robert Wiencke

42 YEARS

- Tony Arrowsmith

43 YEARS

- Nicholas Fletcher

48 YEARS

- Kevin Ritzau

*The criteria for the presentation of the awards has changed this year to recognise years of service reached up until the AGM date. Previously, staff who had anniversaries which fell into the five months after the AGM were included in that year's awards. All staff listed with an asterisk received their awards in line with the old criteria, at the 2019 AGM.

Milestone Years of Service

2019 Award Recipients



Geoff Breust, Kurrajong Director pictured with 10 Year Award recipients David Oakman, Christopher Wishart, Jim Seymour, Joshua Hann with Chairman Dr Max Graffen.



Winner of the prestigious John Reid Memorial Award is Jodie Stephen (centre) with Patrons and Life Members Mr Michael Kennedy OAM (on left) and Mr Peter Perkins (right). Michael and Peter were both friends of John Reid and his family.



Pictured at the Deniliquin AGM Update and Presentation Evening are Denise Imber recognised for 20 Years with Colin Duff, Kurrajong Director.



Kurrajong Director Geoff Breust pictured with 10 Year Award recipients Meg McCurdy, Natelie Tilden, Janet Hassell, Tamlin Jones, Nancye Heath, Catherine Anderson, Alicia Dahlenburg, Judith Gabriel and Chairman Dr Max Graffen.



Narrandera Years of Service Award presenters and recipients are back row Dr Max Graffen, Chairman, Simon Doss (10 years), Deanne Bolesta (15 years), Jodie Granger (10 years), Ray Carroll CEO, front row Jessica Mohr (10 years), Veronica Foley (20 years) and Carolyn Lehman (10 years).



Pictured with presenters (l) Colin Duff, Kurrajong Director and Dr Max Graffen, Chairman (far right) at the Annual General Meeting following receipt of plaques recognising 15 years' service are Jason Post, Cathy Boyton, Barbara Grigg, Sue Honey, Leila Sly, Debbie Shaw, Sue Brady and Dianne Phelps.



Proud Achievement and Years of Service Award recipients pictured at Deniliquin AGM Update and Presentation Evening are back row Naomi Kelvy (10 years), David Hessel (10 years), Daniel Weathers and Peter Hardie (Achievement Awards) and Ray Carroll CEO. Front row Denise Imber (20 years), Leonnie Schack (25 Year and Achievement Award), Faye Jones (Achievement Award), Shane Gall (15 years) and Kurrajong Director Colin Duff.

Milestone Years of Service

2019 Award Recipients



Roger Baker, 20 Year Award recipient pictured with Ray Carroll CEO, Veronica Keogh (also recognised for 20 Years) with Dr Max Graffen



Beaming with pride is Ron Salan (centre) with his 25 Year Award pictured with Casey O'Mahony, Kurrajong Director and Dr Max Graffen, Chairman



Parents Bill Howitt OAM and Life Member and Fae Howitt pictured at Narrandera with son John who received 30 Years Award.



Proud recipients of the West Wyalong Achievement Awards for 2019 are pictured with Outreach Manager Nicole Prior (on left), Ray Carroll CEO and Phil Roy, Kurrajong Director (on right). The award recipients are Andrew Schmidt and Troy Godde. Photograph provided by West Wyalong Advocate



Achievement Award recipients pictured at the Narrandera AGM Update and Presentation Evening are back row Nicole Prior Kurrajong Outreach Manager, Bill Howitt OAM, Life Member, Tracey Durnham, Jennifer Howe and front row Caitlin Andracchio, Nanette Walsh, Sabrina McDonald and Gary Flanigan.



A highlight of every Kurrajong Annual General Meeting is people being recognised for their years of service. Pictured at the West Wyalong AGM Update and Presentation evening are Nicole Prior, Kurrajong Outreach Manager, Susan Cronin (10 years), Gillian Judd (15 years) together with Ray Carroll, CEO and Kurrajong Director Phil Roy (on right). Photograph provided by West Wyalong Advocate.