kurrajong

ANNUAL REPORT

2025 - 2026





Traditional Custodians
We acknowledge the Traditional Custodians of the land where we work and pay our respects to their Elders, past, present and future.

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Front cover: Andrew, Will, Gemma and Vinnie
Image on this page: Caren and Beth at Hildasid Farm
All images photographed by Anne Scott.



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BOARD OF DIRECTORS



Patrick Dawson
Chairman



Danielle Pokoney
Vice Chairperson



Jen Spain
Treasurer



Susan Huntly
Secretary



Chris Egan
Director



Trudy Standley
Director



Chris Clark
Executive Officer / CEO

PATRONS



Sir William Deane
Patron in Chief



Mr Michael Kennedy OAM
Life Member and Patron



Mr Peter Perkins
Life Member and Patron

LIFE MEMBERS:

Mrs Marjorie Anslow OAM
Mr John Cosier
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 Allen Thomas

DECEASED LIFE MEMBERS:

Mrs Audrey Cowley (passed away 2004)
Mr Herb Cowley (passed away 2016)
Mr Allan Davis (passed away 2020)
Mrs Nell Davis (passed away 2022)
Mrs Rita Deaner (passed away 1996)
Mr Wal Fife (passed away 2017)
Mrs Sybil Haw (passed away 2017)
Mr William Hurd (passed away 1995)
Mrs Lettie McDonald (passed away 1997)
Mr Ken Reynolds (passed away 2022)
Mr Cedric Robertson (passed away 2017)
Mrs Ada Robinson (passed away 1993)
Mrs Enid Scobie (passed away 2017)
Mr Wal Scobie (passed away 1992)

CORPORATE LIFE MEMBERS:

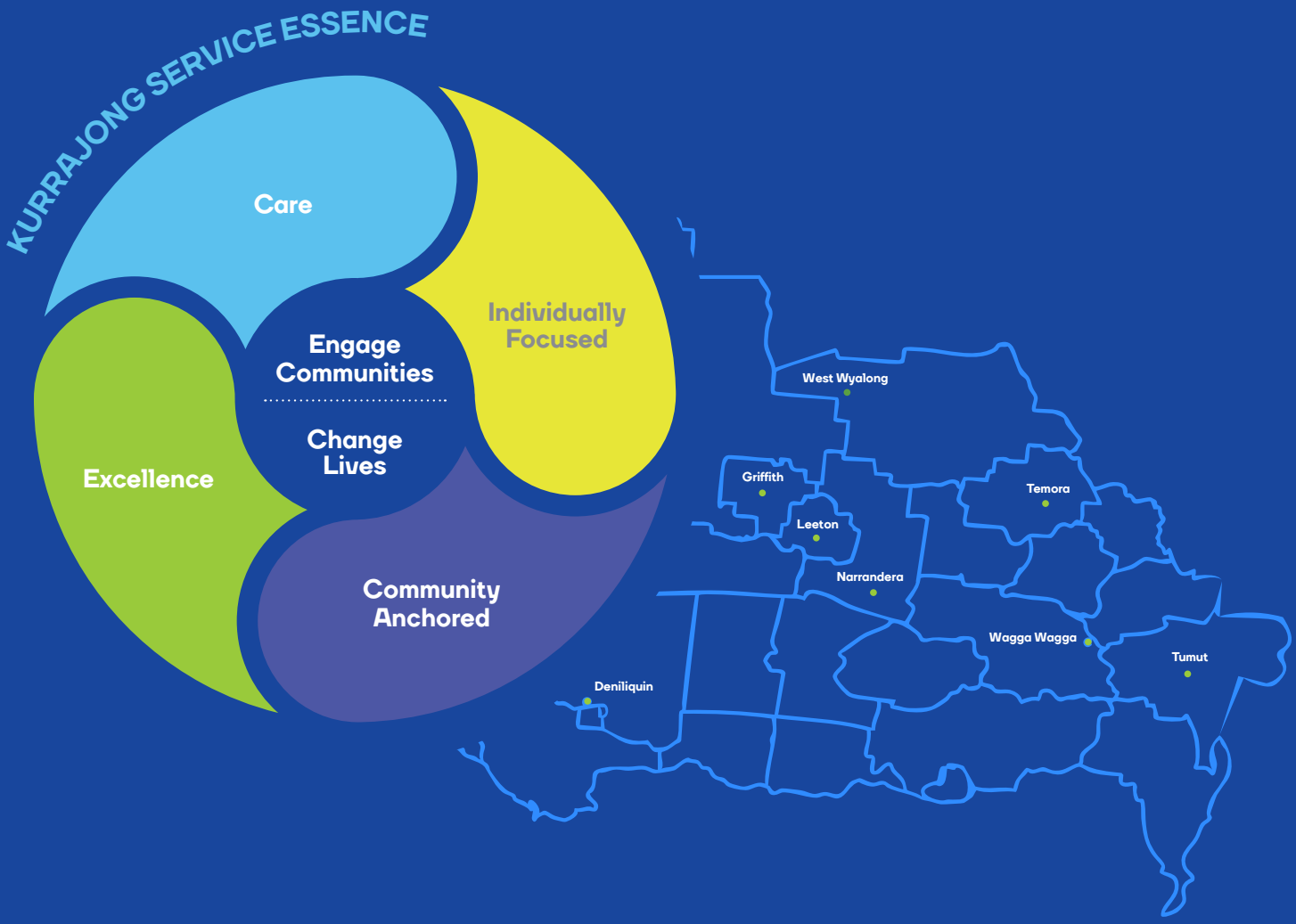
Myer, Wagga Wagga
Wagga Daily Advertiser
7 Network
Southern Cross Austereo (SCA)

KURRAJONG COMMUNITIES

At Kurrajong, we have worked for almost 70 years helping people with disability achieve their goals and live a life of their choice in open, accessible and inclusive communities in the Riverina Murray region.

Our staff are located across the Riverina Murray region and work with people with disabilities and their families and carers to help them understand and implement their NDIS plans.

For us, it's all about the individual. Their independence, their confidence, their control and living in communities where their choices are acknowledged and respected.



KURRAJONG SERVICES

kurrajong first contact

Our First Contact staff are located across the Riverina Murray region and work one-on-one with people with disability and their families and carers to help them understand and implement their NDIS plans.

kurrajong supported living

Kurrajong Supported Living provides accommodation and support services for children, adolescents and adults with disability to live safely and independently in their community.

kurrajong lifestyle choices

Kurrajong Lifestyle Choices supports people with disability to develop the skills they need to work towards their goals, increase their independence, and participate as active members of their community.

kurrajong commercial enterprises

Kurrajong's Commercial Enterprises are located throughout the Riverina Murray region and help employees learn and develop employment skills across a range of areas.

kurrajong employment preparation

Kurrajong Employment Preparation supports people with disability to transition from school to work, helping students develop the skills they need to find suitable employment.

kurrajong therapy plus

Kurrajong Therapy Plus is a unique multidisciplinary team of speech pathologists, occupational therapists, physiotherapists, educators, allied health assistants and educator aides.

CHAIRMAN'S REPORT

It is my pleasure to present the Chairperson's Report for 2026.

The year ended 30 June 2026 was one of considerable change and challenge for Kurrajong. We continued to provide high-quality services and meaningful employment opportunities across our communities, while responding to a difficult financial environment, major reform of the National Disability Insurance Scheme and significant operational events. Although the year produced a number of important achievements, our financial result was disappointing and has required a clear and disciplined response from the Board and management.



Financial Sustainability

Kurrajong recorded a net deficit of $1.35 million for the year. While this result had been anticipated and budgeted for, it is not sustainable over the longer term. The disability services sector continues to face rising employment, compliance, insurance, property and service-delivery costs, without corresponding growth in funding.

Changes to the NSW long service leave arrangements also had a significant unbudgeted impact during the year. The Board has worked closely with the Chief Executive Officer and Executive team to review our cost base, improve workforce and rostering practices, strengthen the performance of our commercial operations and make better use of our investment in technology. A number of savings and efficiency measures are already having a positive effect, but maintaining financial discipline will remain a priority.

NDIS Reform and Our Clients

The NDIS remains central to Kurrajong and to the lives of the people we support. During the year, continued changes to eligibility, planning, funding and compliance created uncertainty for clients, families and providers. The scale of change became even clearer following the end of the financial year, when the Australian Parliament passed further NDIS legislation in August 2026. The reforms affect how participants access the Scheme, how plans are managed, how funding may be used and how providers operate.

Of particular concern are the changes to funding for Social, Civic and Community Participation and Capacity Building. For clients who rely heavily on these budgets, lower future allocations may affect the supports they can purchase, their weekly routines and the contribution required from families and informal supports.

Kurrajong has communicated directly with clients, families and carers and will continue to provide information as further detail becomes available. We will also work with each person whose funding changes to understand the effect on their Kurrajong supports and the options available. The Board recognises that reform must secure the future of the NDIS, but it must also protect the choice, independence and quality of life of people with disability and ensure that quality providers remain viable.

Capital Projects and Facilities

Against this challenging background, Kurrajong completed several major capital projects that will deliver lasting benefits. The three supported living units in Inglis Street, Wagga Wagga were completed, providing modern accommodation designed around the needs of the people who will call them home. The 29-lot subdivision in Deniliquin was also completed, with a number of blocks sold during the year. This project has made productive use of Kurrajong's land while retaining opportunities to support our future accommodation and service objectives.

Refurbishment of the large, previously underused building at Lord Baden Powell Drive was completed during the year. The upgraded facility provides improved office and commercial space and enables the site to be used far more effectively. Narrandera Laundry also moved into its new purpose-built premises, while Wagga Catering returned to its refurbished and expanded facility. These investments strengthen our capacity, improve working conditions and create a sound platform for future growth.

Commercial Enterprises

The fire at Kurrajong Recycling was a serious and disruptive event and tested the resilience of the team. I would like to acknowledge the calm and committed response of employees, managers, emergency services and others who assisted. Events of this kind reinforce the importance of strong safety, emergency management and business continuity arrangements. The commitment shown in responding to the fire reflected the same resilience evident across Commercial Enterprises throughout the year.

Despite subdued conditions in parts of the economy, our commercial businesses continued to deliver services, maintain important customer relationships and provide meaningful employment for people with disability. Recycling volumes remained strong, Timber continued to support production through established relationships and infrastructure-related work, and our laundry, catering, property and regional services continued to pursue new customers and opportunities. The Board remains committed to improving the financial contribution of these businesses while preserving their important employment and community purpose.

Client Services

Client Services also underwent significant renewal during Chris Clark's first year as Chief Executive Officer. Management structures in Supported Living and Lifestyle Choices were simplified so that decisions could be made closer to clients and frontline staff. Improvements to rostering, on-call arrangements, scheduling and clinical processes have strengthened coordination and helped align services with participant needs and available funding. New and expanded social, recreational and regional programs created further opportunities for connection, learning and independence, while stronger partner engagement improved referral pathways and supported new placements in existing Supported Independent Living services.

Corporate Services

Across Corporate Services, we continued to strengthen the systems and governance that support the organisation. Further improvements to Client Connect, including an artificial intelligence overlay, are helping staff find and use information more efficiently. Risk management, audit, quality assurance and NDIS compliance processes were strengthened, and the Training and Development Framework was completed. These initiatives are not simply administrative improvements; they support safer services, better decisions and a more capable workforce.

Governance and Acknowledgements

The Board's responsibility is to protect Kurrajong's purpose while ensuring that the organisation remains strong and sustainable. During the year we continued the implementation of our 2025-2028 Strategic Plan, with a focus on quality services, workforce capability, sound governance and sustainable growth. The challenges facing the sector are substantial, and the coming year will require careful decisions. However, Kurrajong has strong community connections, committed people, valuable assets and a clear purpose. These strengths give the Board confidence that we can adapt while continuing to place clients and families at the centre of our decisions.

Our donors, sponsors and volunteers once again provided generous support, and I sincerely thank them for their contribution. Their support extends Kurrajong's reach and demonstrates the strength of the communities in which we operate.

I would also like to thank my fellow Directors for their commitment and careful stewardship throughout a demanding year. On behalf of the Board, I sincerely thank our CEO, Chris, the Executive team, managers, employees and supported employees across Kurrajong for their dedication throughout a challenging year.

The year has been characterised by significant financial challenges and substantial industry changes. To your credit, you have responded with professionalism, creativity and determination, identifying and implementing efficiencies within your teams.

I also commend your leadership in planning for and responding to NDIS reforms. Your commitment to navigating these changes thoughtfully and constructively provides reassurance that Kurrajong will remain firmly committed to providing valuable, high-quality services and support to the people and communities we serve.

The Board deeply appreciates the professionalism, resilience and continued commitment demonstrated by everyone across Kurrajong throughout the year. Their collective focus has been greatly valued by the Board and the organisation.



Chairman

TREASURER'S REPORT



It is my pleasure to present Kurrajong's Treasurer's Report for 2025-26. The year was characterised by a challenging operating environment, continued change within the National Disability Insurance Scheme (NDIS), and a strong organisational focus on improving efficiency and long-term financial sustainability.

Kurrajong recorded a net deficit of $1.35 million for the year. While this is a disappointing result, it had been anticipated and budgeted for. The result reflects the significant financial pressures facing the disability services sector, together with the ongoing work required to ensure that our services and operating model remain sustainable.

Total operating income was $52.41 million, around $967,000 ahead of budget. Operating expenditure was $58.00 million, approximately $896,000 above budget.

The NDIS continues to be central to both Kurrajong's operations and its financial performance. Changes to the Scheme, including tighter eligibility settings and increasing scrutiny of funded supports, are affecting providers across the disability sector. Kurrajong must respond to evolving funding and participant arrangements while also managing increasing employment, compliance and service-delivery costs.

Despite these challenges, Disability Services income was $42.78 million, approximately $1.70 million higher than last year. This was the strongest positive income variance for the year and demonstrates the continued demand for Kurrajong's services. Maintaining high-quality and financially sustainable service delivery in the changing NDIS environment will remain one of our most important priorities.

Our commercial operations continued to make an important contribution, generating net commercial income of $6.01 million. Kurrajong remains committed to improving the performance of its commercial activities and ensuring they continue to provide meaningful employment opportunities while making a positive financial contribution.

Employment costs remain Kurrajong's largest area of expenditure. Staff Costs were $46.26m, 3.6% higher than last year. This reinforces the need for continued attention to workforce planning, rostering, overtime, leave management and other staff-related costs.

The NSW Government's recently implemented changes to the handling of Long Service Leave has a significant unbudgeted impact, adding approximately $600,000 to the expenses.

Cost pressures were also experienced in administration, insurance, motor vehicles, property and other expenses. These were partly offset by lower depreciation, licence and subscription costs, and marketing expenditure. In response, Kurrajong has undertaken a comprehensive review of its cost base and introduced savings and efficiency measures across the organisation. The benefits of a number of these initiatives are already beginning to be reflected in our financial performance.

Non-operating activities contributed a net $4.23 million to the result. This included interest income, profit on the sale of assets, insurance recoveries, donations and fundraising, and other income. While these sources make an important contribution to the overall result, they can vary considerably from year to year and are not a substitute for ensuring that Kurrajong's underlying operations are financially sustainable.

Further financial and operational benefits are expected from improvements in Kurrajong's systems and technology. Significant investment has been made in client management and financial systems, and the focus has now moved from implementation to optimisation. Continued improvements to Client Connect and our financial management systems are creating opportunities to streamline administrative processes, improve the quality and availability of information, reduce duplication and support better decision-making.

Looking ahead, Kurrajong's financial priorities are clear. We must continue to respond to changes in the NDIS, maintain discipline around expenditure, improve workforce efficiency, strengthen the performance of our commercial operations, and extract greater value from the investments already made in technology and systems. The cost-saving measures undertaken during the year are beginning to deliver benefits, and further opportunities for improvement continue to be identified.

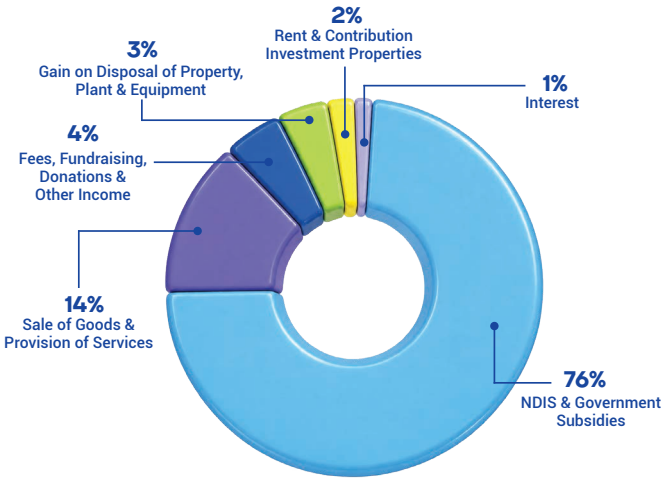
Kurrajong remains strongly committed to providing high-quality services while ensuring the organisation is financially sustainable for the future. Achieving this balance will require continued vigilance, adaptation and disciplined financial management.

I would like to acknowledge the ongoing commitment of our Finance, Administration and Payroll teams, and all employees who have contributed to the organisation's cost-management and efficiency initiatives throughout the year.

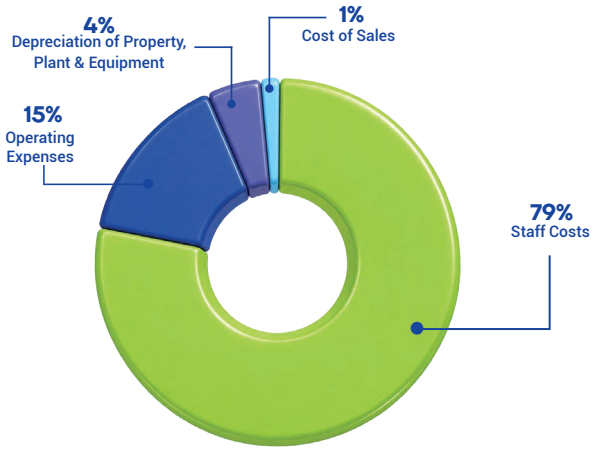
Jen Spain
Treasurer

FINANCIAL RESULTS

Income 2025-2026



Expenditure 2025-2026



Income Statement

WHAT WE EARNED	$,000
Sale of Goods & Provision of Services	8,012
NDIS & Government Subsidies	43,487
Rent and Contribution Investment Properties	1,072
Interest	734
Fees, Fundraising, Donations & Other Income	2,315
Gain on Disposal of Property, Plant & Equipment	1,482
TOTAL REVENUE	**57,102**

WHAT WE SPENT	$,000
Staff Costs	46,259
Depreciation of Property, Plant & Equipment	2,416
Cost of Sales	766
Operating Expenses	9,010
TOTAL COSTS	**58,451**
DEFICIT FOR THE YEAR	**$1,349**

Balance Sheet

WHAT WE OWN	$,000
Property, Plant & Equipment	37,022
Cash & Cash Equivalents	21,147
Debtors	2,653
Stock on Hand	715
Other	1,820
TOTAL ASSETS	**63,357**

WHAT WE OWE	$,000
Creditors	5,677
Provisions	5,316
Borrowings	368
TOTAL LIABILITIES	**11,361**
EQUITY	**$51,996**

CHIEF EXECUTIVE OFFICER'S REPORT



It has been a privilege to lead Kurrajong during my first year as Chief Executive Officer.

I have spent much of that time listening, learning and seeing firsthand what makes this organisation so special. Again and again, I have been struck by the commitment of our people and the genuine care they bring to their work. I remain deeply grateful for the warmth with which everyone has welcomed me into Kurrajong.

Across our homes, programs, therapy and employment services, enterprises and corporate teams, our staff and supported employees make an extraordinary contribution. Their best work often happens quietly: building confidence, supporting a family through difficulty, creating meaningful employment, solving a practical problem or ensuring a person feels heard, safe and valued. These moments underpin the trust our communities place in Kurrajong.

This has been a year of change across our organisation and the disability sector. Change can be difficult, but our staff have met it with resilience, professionalism and a willingness to adapt. I am proud that our teams have remained focused on the people we support while adapting to new systems, structures, expectations and ways of working.

> **Kurrajong's greatest strength is its people.**

Our direction is clear. We want Kurrajong to be recognised as the highest-quality and most trusted disability and employment services provider in our regions. Quality is not about meeting standards or passing an audit. It means delivering services that are safe, person-centred, responsive and valued by clients and families. It means listening, learning when we could have done better and never becoming complacent about our responsibility.

Continuous improvement will remain central to everything we do. We will strengthen our services, systems, training and leadership so staff have the support they need. One of the most important questions leaders can ask is: what does the frontline need to deliver an excellent service? Supporting our people creates better experiences and outcomes for those who rely on us.

As we look forward, we also honour six decades of history shaped by families, dedicated staff and volunteers, and generous communities that believed people with disability deserved greater opportunity, inclusion and choice. We are proud custodians of that legacy and must preserve what makes Kurrajong special while continuing to improve and evolve.

To our clients, families, staff, supported employees, volunteers, donors, partners and Board, thank you. Your belief in Kurrajong gives this organisation its strength. I am enormously proud of what we have achieved together and excited about what lies ahead.

Chris Clark

Chief Executive Officer



COMMERCIAL ENTERPRISES REPORT



The 2025–26 financial year was significant for Kurrajong Commercial Enterprises, with teams across Recycling, Timber, Catering, Laundry, Property Services and regional operations delivering services and meaningful employment opportunities.

Narrandera Laundry moved into rebuilt premises, while Wagga Catering returned to its refurbished facility. Investment in equipment and strong customer relationships provide a foundation for future growth.

Kurrajong Timber

Kurrajong Timber remained resilient despite subdued domestic construction activity. Strong customer and supplier relationships, along with major infrastructure work including HumeLink, supported production and employment.

The business increased its use of timber waste through kindling production, expanding its customer base and improving efficiency. A new moulder replaced equipment destroyed by fire, significantly strengthening manufacturing capability.

Safety remained a standout achievement, with zero incidents recorded during the reporting period.

Wagga Catering

Wagga Catering returned to its expanded facility in October 2025 and continues to supply more than 30 Wagga businesses. The team produces approximately 1,100 biscuits and more than 1,200 sandwiches each month, with further opportunities being pursued across local cafes and businesses.

Property Services

Property Services experienced continued growth and now services 62 regular lawn-mowing customers, in addition to seasonal and one-off work.

Kurrajong Recycling

Kurrajong Recycling performed strongly, servicing six local government areas while focusing on efficiency, environmental outcomes and workforce development.

Recycling volumes and services including the Container Deposit Scheme, e-waste, security shredding and cardboard collection generated revenue and employment opportunities.

Despite commodity markets, the business maintained sustainable processing arrangements.

Investment in staff and supported employee development contributed to a stable workforce, service delivery and positive workplace culture.

Outreach Commercial Services

Outreach Commercial Services experienced a positive year as Narrandera Laundry and Wagga Catering returned to their own premises.

Narrandera Laundry moved into its new purpose-built facility in September 2025. Improved workflow, new machinery and increased processing capacity have already supported business growth, with five new business customers secured following the reopening.

Leeton Laundry continued to perform strongly, while Narrandera Recycling increased cardboard collections and maintained a sound financial position.

Property Services in West Wyalong and Wagga also continued to provide a diverse range of services, including grounds maintenance, cleaning, vehicle support, recycling and kindling production.

Deniliquin Commercial Services continued to strengthen its presence within the local community through Property Services, Catering, Divine Foods and Kurrajong Cafe.

Catering and Divine Foods supplied meals, biscuits and products across the region, including Meals on Wheels. Increased catering requests at Kurrajong Cafe gave employees opportunities to build hospitality and customer service skills.

These achievements reflect the commitment and resilience of employees and staff. Next year, our focus will remain on sustainable growth, efficiency, inclusive workplaces, strong partnerships and meaningful employment opportunities for people with disability.

Michael Merrylees

General Manager of Commercial Enterprises

CLIENT SERVICES REPORT



2025–26 was a year of transition and renewal for Kurrajong. We farewelled long-serving CEO Ray Carroll and welcomed Chris Clark, who established three priorities for Client Services: safe, high-quality and compliant services; meaningful, supported work for staff; and financially sustainable service delivery.

Chris also introduced an inverted-pyramid approach, placing clients and families at the top, supported by frontline workers and the managers, executives and corporate teams who provide the systems and decisions that enable quality service.

Therapy Plus

Therapy Plus improved scheduling, processes and systems, giving therapists more time with clients and frontline staff better access to practical information. Regional services continued across Tumut, Gundagai, Leeton, Hay, Whitton, Darlington Point, Narrandera and Griffith, while expanded programs created more opportunities for connection, learning and independence.

Supported Living and Lifestyle Choices

Supported Living and Lifestyle Choices were restructured to improve local decision-making and align staffing with participant needs and NDIS funding. Short-Term Accommodation also relocated to Strickland Drive.

Social Connections

Social Connections grew in Wagga Wagga, regional leadership was strengthened in Leeton, Temora and West Wyalong, and school holiday programs expanded. Clients enjoyed camping at Hildasid Farm and supported holidays to Tamworth, Melbourne and Sydney, along with State of Origin and AFL experiences.

New and expanded programs created more ways for people to connect, learn and enjoy time together. Social Connections grew in Wagga Wagga with a new coordinator and a broader calendar of activities. Across our regional Lifestyle Choices and Supported Living services in Leeton, Narrandera, Griffith, Temora, West Wyalong and Deniliquin, clients continued to build skills, relationships and independence.

Community Connections

Highlights included a client netball match against the Kurrajong Krushers, an NRLW workshop, the Abilities Unleashed sports day and new Supported Independent Living residents. Griffith's client-led Kurrajong Cosy Café grew, Deniliquin held its first Kurrajong's Got Talent, and Studio 2710 artists continued developing and selling their work.

A new Partner Engagement Lead strengthened partnerships and referrals, connected enquiries with supports and helped secure three placements in existing Supported Independent Living services while supporting others to explore independent living.

Employment Preparation Services continued to support participants to build practical workplace skills, confidence and readiness for meaningful employment.

Thank you to our clients, families and staff. In 2026–27, we remain committed to safe, sustainable and person-centred support across our communities.

Mathew Bertram

General Manager of Client Services



CORPORATE SERVICES REPORT



Throughout 2025–2026, Kurrajong's Corporate Services teams have continued to strengthen the systems, processes and organisational capability that support high-quality service delivery across the organisation.

A key focus has been the continued enhancement of Client Connect, with improvements to functionality, usability and access to information. The introduction of an AI overlay has further improved information gathering and retrieval, supporting staff to access relevant information more efficiently and strengthening the value of Client Connect as an integrated business system.

Quality and Safeguards

The Quality and Safeguards team has remained a major priority, with continued focus on meeting evolving NDIS compliance requirements. During the year, Kurrajong also strengthened its risk management, audit and quality assurance processes, providing greater oversight, accountability and opportunities for continuous improvement.

Marketing

It has been a particularly busy year for Marketing, with a strong focus on increasing Kurrajong's visibility and engagement. Our social media profile has continued to grow, supported by a range of targeted campaigns across online and radio channels designed to promote our services, employment opportunities and contribution to the community.

People and Culture

The People and Culture team has continued to strengthen workforce capability, including the completion of Kurrajong's Training and Development Framework. The procurement of a new Learning Management System will further support the delivery, monitoring and management of staff training and compliance requirements across the organisation.

Finance, Administration, Payroll and Information Technology

Our Finance, Administration, Payroll and Information Technology teams have continued to provide essential support across Kurrajong, with an ongoing focus on efficiency, system reliability, financial oversight, information security and improved access to organisational information.

Together, these initiatives reflect Corporate Services' continued commitment to strong governance, innovation, workforce capability and continuous improvement, ensuring Kurrajong has the organisational foundations needed to deliver positive outcomes for the people and communities we support.

Andrew McIntosh

General Manager of Corporate Services





> **Kurrajong is a happy place where I have friends and can do what I like to do.**

Neil Tongs

Client Story

For Neil, life is about the simple things that bring happiness, spending time with family, sharing a laugh with friends, listening to music, and helping others. Since joining Kurrajong's Supported Independent Living service in March 2026, he has embraced opportunities to build his independence while enjoying the things he loves.

Neil is known for his warm personality and willingness to lend a hand. Around the house, he helps by taking out the bins, checking the mail, and caring for the family bird. In his downtime, Neil enjoys building Lego creations, playing Connect Four with his housemates, singing and dancing to his favourite music, and showing staff his karate moves.

With Kurrajong's support, Neil has grown in confidence and independence. He is developing everyday living skills, including preparing breakfast, making his bed, caring for his belongings, and communicating when he isn't feeling well.

His support team also helps him stay connected with family, attend appointments, and participate in his community.

Friendship is an important part of Neil's life. He enjoys spending time with his housemates and attending Troopers, where he catches up with friends from Narrandera. Music is always a highlight, with opportunities to sing, dance, and play the drums or guitar. Neil also enjoys drives, especially when passing familiar places that prompt stories from his past.

Some of Neil's happiest memories include visits from his dad at Isabella and making music with friends at Narrandera Lifestyle Choices.

To Neil, Kurrajong is "a happy place where I have friends and can do what I like to do." It's a place where he feels valued, supported, and encouraged to live with confidence, independence, and joy every day.

Tristan Meredith
Client Story

Tristan Meredith has been part of Kurrajong for 13 years. Based in West Wyalong, he works at Kurrajong Recycling, attends Lifestyle Choices and enjoys short-term respite in Wagga.

At Recycling, Tristan enjoys making kindling, writing customer invoices and helping with cardboard collections. He has grown more confident using ratchet tie-downs and hopes to learn to use the ride-on mower and whipper snipper.

Cooking a weekly meal is another highlight and supports his goal of living more independently. He would also like to prepare healthier meals and learn to bake desserts.

Tristan enjoys community activities, particularly bingo with his friend Deb, where they share jokes and wish each other luck. Receiving his 10 Years of Service Award remains a proud memory.

For Tristan, Kurrajong is "somewhere safe where I can be entirely myself" and "somewhere I can learn, improve my skills and build confidence." It also provides friendships, laughter and belonging.



"Kurrajong is somewhere I can learn, improve my skills and build confidence."



"I love seeing people realise they're capable of more than they thought."

Monique Kitchener
Staff Story

For Monique, no two days at Kurrajong are ever the same, and that's exactly how she likes it.

A Disability Support Worker with Lifestyle Choices in Temora, Monique brings enthusiasm, creativity and care to every day. From coffee catch-ups and crafts to lake walks and quirky celebrations, she ensures everyone feels welcome and included.

Her manager, Michelle Sandow, describes Monique as energetic, compassionate and full of initiative. She recently launched a Garden Club, giving participants another way to connect, learn and grow.

Originally from Coolamon, Monique moved to Temora to play rugby. Her work in agriculture developed the resilience, communication skills and work ethic she brings to disability support.

"I love seeing people realise they're capable of more than they thought," Monique said. "Watching someone's confidence grow is the best feeling."

Her advice is simple: "If you've got a big heart and want to help others achieve more, do it."

Stephanie Haywood

Supported Employee Story

Employment was never just about finding a job, it was about finding the right fit. Over the past six years, Stephanie has worked tirelessly towards her goal of meaningful employment, embracing every opportunity to learn, grow and build her confidence along the way. Her journey began with Kurrajong's Youth Employment Supports program, where she developed workplace skills and explored different career pathways.

Along the way, Stephanie tried her hand at hospitality, completed a range of work placements and discovered what was most important to her in a workplace. With each new experience, her confidence grew, as did her determination to find a role where she could truly thrive.

That opportunity arrived in 2024 when Stephanie commenced a work placement with First Contact. From day one, her enthusiasm was impossible to miss. Always eager to help and meticulous in her work, Stephanie quickly became a familiar and valued part of the team. Her attention to detail, reliability and infectious personality left a lasting impression on everyone she worked with.

As her confidence flourished, so did the opportunities. Stephanie took on additional cleaning responsibilities across multiple sites and later secured another placement with LANDACO Farm Machinery, where her strong work ethic continued to shine.

Then came the moment Stephanie had been working towards.

In 2025, she was officially employed by Kurrajong First Contact as their regular cleaner. While receiving the job offer was exciting, one moment stood out above all others, receiving her own staff name badge and seeing her name displayed on the staff board. It was a powerful symbol of how far she had come and a reminder that all her hard work had paid off.

Today, Stephanie continues to bring pride, positivity and dedication to her role. And while she is proud of what she has achieved, she is already looking ahead, eager to take on more hours, new opportunities and the next chapter of her employment journey.

For Stephanie, this is not the finish line, it is just the beginning.





> **Kurrajong means my home and where I am happy and can relax.**

Robert Hardinge

Client Story

For Robbie Hardinge, happiness can be found on a railway platform, watching a train roll by. A lifelong enthusiast, he enjoys train spotting, travelling on historic steam trains and planning XPT trips to visit family in Bomaderry and Kiama. At home, he watches train and thunderstorm videos. He also enjoys watching planes at Wagga Airport.

Robbie has been part of Kurrajong since 1979 and now calls one of Kurrajong's Supported Independent Living residences home. Since 2010, he has attended Kurrajong Lifestyle Choices, enjoying four days a week at Hildasid.

He previously worked at Kurrajong Timber, then known as Waratah Industries. "Kurrajong means my home and where I am happy and can relax," Robbie says.

Kurrajong supports Robbie with everyday tasks and helps him stay active in the community. He enjoys cooking, karaoke, shopping, morning tea outings and sensory programs, plus swimming and gym sessions. He visits the library, attends dances and catches up with friends over coffee or a meal.

Friendships are central to Robbie's life. He has lived with housemates John and James since 2013 and enjoys dinners and coffee outings with his close friend Beth.

With staff support, Robbie has grown more confident using his iPad and increased his independence through mobility training with a cane. A recent bonfire at Hildasid is among his happiest memories.

For Robbie, Kurrajong is more than support, it is home, friendship and the freedom to enjoy what he loves most.

Beth Davis
Client Story

For more than four decades, Beth has been a valued member of the Kurrajong community. She has attended Kurrajong Day Support since 1982 and accessed Supported Independent Living for many years, building a life filled with friendship, creativity and new experiences.

Beth attends Lifestyle Choices four days a week, enjoying activities including drama, dance, art, cooking and karaoke. She also enjoys playing cards, beauty therapy and learning new recipes with her peers.

Staying active is important to Beth. During individual support sessions, she visits Planet Fitness and also participates in community walks and ten-pin bowling.

A highlight of Beth's week is spending time with her close friend, Robbie Hardinge. She also enjoys World Senses, exploring the sights, sounds and textures of the world around her.

Whether performing, creating, exercising or spending time with friends, Beth brings positivity and joy to the Kurrajong community.





> **I would recommend Kurrajong to other people, I really like it here.**

Morgan Maggs
Supported Employee Story

If there's laughter around the Kurrajong Recycling site, there's a good chance Morgan Maggs is nearby.

A valued team member for 11 years, Morgan is known for his friendly nature, positive attitude and ability to make others smile. He enjoys catching up with workmates, meeting new people and sharing plenty of laughs.

Morgan lives with his dad and dog, Ripper. In his spare time, he enjoys camping, fishing, whip cracking, working on cars and spending time with his girlfriend, Caitlin.

Working three days a week in Supported Employment, Morgan dismantles TVs and computers for recycling and collects rubbish around the site. He enjoys the variety, staying active and contributing to his team.

Reaching his 10-year milestone with Kurrajong is one of Morgan's proudest achievements. He values the friendships and support he has found at work.

"I would recommend Kurrajong to other people, I really like it here," Morgan said.



> **Amelia has many dreams and aspirations, and I know she will achieve all of these and so much more.**

Julia Cullenward and Amelia

Their Therapy Plus Journey

For Julia Cullenward, one of the most rewarding parts of being an occupational therapist at Therapy Plus is watching clients grow in confidence, and Amelia's journey has been a wonderful example.

When Julia first met Amelia, emotional regulation difficulties were affecting her daily routines, independence and participation in activities she once loved. Julia quickly recognised her kindness, humour and determination.

With her family's support, Amelia has made significant progress. She can now identify and communicate her feelings, begin regulation strategies independently and participate more confidently in everyday activities.

"Amelia has taken on every challenge and change with commendable determination," Julia said.

Julia values Therapy Plus's family-centred approach, which brings clients and families together to work towards shared goals.

"Amelia has many dreams and aspirations, and I know she will achieve all of these and so much more."

Julia looks forward to supporting Amelia and her family as they continue achieving goals.



> **I am very fortunate to be supported by staff who know me well.**

Mark Loughnan
Client Story

For nearly 30 years, Marashel has been home for Mark Loughnan.

Since moving in during 1996, Mark has built a life centred around what matters most to him, family, friendship, music and community. While he communicates differently, Mark's bright smile, warm personality and love of social connection speak volumes.

Mark enjoys spending time with his housemates, James and Lesley, and values the strong relationships he has developed with staff. Whether watching television with friends, chatting one-on-one or simply enjoying the activity around him, Mark loves being surrounded by people.

Music is one of Mark's greatest passions. He enjoys listening to his CD collection and engaging with music through bells, shakers and instruments. He also loves watching rugby league and cheering on his beloved Wests Tigers.

Family remains an important part of Mark's life. He enjoys visits with his mother, spending time with his three sisters and catching up with his many nieces and nephews.

With support from staff, Mark also enjoys visiting local shops, the library, church services and community events. At home, he enjoys spending time outdoors and watching the activity around him.

Birthday celebrations at Marashel are among Mark's favourite occasions, bringing everyone together to celebrate and share laughs.

Today, Mark is happy and content, surrounded by people who know him well and support him to enjoy a life filled with family, friendship, music and meaningful connections.

Kadi Mills
Client Story

For Kadi, Kurrajong is where friendships are built, confidence grows and favourite activities come to life.

Since joining Kurrajong in 2014, Kadi has enjoyed creating artwork, gardening, caring for chickens and delivering Meals on Wheels each Friday. These activities help her contribute, connect with others and feel part of something meaningful.

Creativity is one of Kadi's greatest passions. She enjoys colouring with markers, playing on her iPad and spending time outdoors. Colouring is even more enjoyable when shared with her friend Jared.

Friendships are at the heart of Kadi's Kurrajong experience. She treasures time with Jared, Sherri, Sara and Aunty Sue, whether they are colouring, enjoying music or relaxing in the garden.

Kadi also loves singing, dancing, whistling and playing the tambourine. Kurrajong has helped her develop strategies for difficult moments, strengthening her confidence and independence.

"Kurrajong is special to me because it's my favourite thing to do," Kadi said.





Layla Bacayo
Client Story

For more than a decade, Layla has built a life filled with friendship, creativity and independence through Kurrajong.

Layla joined Kurrajong in Narrandera in July 2014 and moved into her own home just months later. With support for cooking, budgeting and housework, she continues building confidence and independence.

Her week includes drama, cooking, netball and visits to Wagga's Art Factory. She creates with Wednesday Crafters, enjoys art and sport, and joins Friday with Friends and Social Connections.

"I have friends. They are my second family!"

She also fondly remembers support workers Ben, Edwin and Heather, whose encouragement created many happy memories.

After learning to use public transport independently during a trip to Wollongong, Layla's next goal is travelling to Sydney alone.

"It gets me out of home! The support workers are awesome. They make me happy!"

For Layla, Kurrajong means friendship, belonging and confidence to keep reaching for new goals.

STATISTICS

Employment



561
staff



125
supported employees

NDIS Planning Support



2,065
service agreements



18,380
support coordination hours

Accommodation



1,248
participants



73
clients in group homes



1,387
nights in short term accommodation



1.78
supports per client



Jason Rilen
Staff Story

Jason Rilen never expected his career to lead to disability support. He moved to the Riverina in 1995 to work at Narrandera Golf Club, then ran his own business before an unexpected conversation changed everything.

"She'd come in for dim sims and potato scallops and keep asking what I was going to do next," Jason laughs of regular customer Rosemary. "I had another job offer lined up, but it fell through. So here I am."

Jason joined Kurrajong in 2018. After seven years as a Support Worker, he became Team Leader for Supported Independent Living in Narrandera in August 2025.

He coordinates rosters, supports families and checks in with his team. The highlight is spending time with the people Kurrajong supports.

"I enjoy making a difference to clients' lives," he says. "Creating a positive, friendly team environment and seeing our clients every day is the best part of the job."

Jason supported a young man with autism who had limited communication and social skills. For two years, he encouraged him to greet people in the community.

One day, the young man approached the owner at his work placement, shook his hand and said, "Hello, Peter." Soon after, he called Jason by name for the first time.

"It was an incredible moment," Jason recalls. "Seeing that growth made every bit of patience worthwhile."

His advice is simple: "Go for it. It's more than a job; it's a career where you can change lives, grow yourself and experience opportunities you never expected."

> **"I enjoy making a difference to clients' lives."**

Debbie Shaw

Staff Story

Originally from Albury, Deb Shaw moved to Wagga Wagga for work in 1999. She joined Kurrajong in debtors before moving into payroll, a role that calls for attention to detail, careful organisation and an up-to-date understanding of awards and legislation.

For Deb, meeting every deadline matters. After all, as she says with a smile, “Isn’t payday everyone’s favourite day?”

Although much of her work happens behind the scenes, Deb understands its importance to the people who deliver Kurrajong’s services every day. She values working alongside colleagues she can depend on and is motivated by knowing there is always something worthwhile to be done.

One experience in particular gave Deb a closer connection to Kurrajong’s purpose. For many years before his retirement, Stephen Holmes helped her with payroll tasks once a week. Their time together became something they both looked forward to.

“It gave Stephen purpose and made the jobs I disliked doing much more enjoyable,” Deb says. “I haven’t done any filing since he left!”

The friendship they formed remains a treasured part of Deb’s time at Kurrajong. She was invited to Stephen’s 60th birthday celebration, which she attended with her two children and colleague Laura. Deb and Stephen still talk about the occasion whenever they see each other. During a recent visit to his home, Deb made sure he knew just how much his weekly help had meant to her.

Experiences like these have shown Deb how Kurrajong’s employees make a real difference in people’s lives, and how connection and purpose can be found in even the most routine tasks.

Outside work, Deb enjoys spending time with family and friends and watching sport. She also cares for an impressive collection of pets: a bird, cat, dog, horse and snake. Her horse takes up much of her spare time, with mornings and evenings spent at the paddock and many weekends devoted to spraying weeds.

Her advice to anyone considering a career at Kurrajong is simple: “Do it!”

> “Isn’t payday everyone’s favourite day?”

STATISTICS

Therapy Plus



531
clients received therapy supports

Property Services



62
regular customers

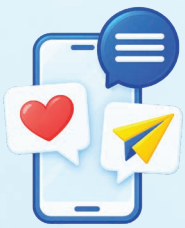
Kurrajong Social Media



2,872,471
video views



240,537
people reached



40,661
post engagement

Catering



1,100
biscuits per month



1,200+
sandwiches per month



30+
Wagga businesses regularly supplied by Wagga Catering

YEARS OF SERVICE

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

Kelvin Bailey
Andrew Bowkett
Mark Cruz
Jeffrey Ashford
Doug Brambley
Daniel Scott
Veronica Clissold
Sharon Hawkins
Jodi Howe
Kristy Ploenges
Louise Weidemann
James Lindner
Tammy Ahern
Tonya Peacock
Anne-Margaret Harp
Tanya Wealands
Georgina Scully
Kate Wilson
Jane Heinrich
Renee Boiteau

11

Caitlin Andracchio
Kieran Bates
Felicity Tester
Hannah Farlow
Michael Bale
Morgan Maggs
Brodie Stephens
Tegan Huthwaite
Tom Hindmarsh
Robert Britt
Naomi Michel
Jodie Stephens
Amanda Hindmarsh
Stacey Tyrrell
Andrew Schmidt
Jacqueline Mintern
Dean Weatherald
Wayne Jewell

12

Colleen Crowe
William Peck
Kacie Webster
Laurel Lyons
Darron Courbois

13

Joanna Kalms
Robert Atwell
Norm Corcoran
Tristan Meredith
Leanne Hay
Donna Xuereb
Josephine Cave
Matthew Loiterton
Daniel Fortington
Celeste Jones
Joshua Reberger
Adrian 'Barney' Quade
Shaun McAdam

14

Prakash Nariya
Johnathan Ryan
David Harmer
Elizabeth Dowell
Faye Jones

15

Cherie Hugler
Paige Huthwaite
Noel Raymond
Jane Robertson
Julie Mott
Ashleigh Collett
Matthew Johnson
Emma Ryan
Allen Ward

16

Ann Flanigan
Nicole Davis
Robyn Chattaway
Darren Johnston
David Cain
David Hessel
Laura Birchall
Simon Doss
Coral Richter
Alicia Dahlenburg
James Seymour
Meg McCurdy
Naomi Kelvy

17

Tamlin Jones
Jessica Mohr
David Oakman
Jodie Granger
Janat Hussell
Julie Preston
Lorna Barber
Vicki Manwaring
Nicole Klein
Christopher Wishart

18

Carolyn Black
Christopher Blyth
Lisa McNiven
Thomas Lawlor
Debra Howard
Timothy Wood
Julie Girling
Melissa Crain
Jackson Carroll

19

Francis Vella
Tanya Van Wel
Martin Frechette
Phillip Pumpa
Sabrina McDonald
Simon Russell

20

Chloe Lidden
Kimberley Rowatt
Justin Stokes
Kylie Anderson
Daniel Weathers
Tracey Durnan
Karen Lugton
Hilary Crane

21

Brenton Howard
Fernando Whittaker-Roa
Sharyn Atherton
Tracy Evans
Zena Wahanui
Gillian Judd
Sue-Ann Brady
Dianne Phelps

22

Debbie Shaw
Barbara Grigg
Deanne Bolesta
Leila Sly
John Gledhill
Sue Honey
Barry Armstrong
Paul Perkins

23

Michael Eggleton
Sandra Grintell
Sheree Smith
Terry Ness
Nathaniel Klein

24

Kerryl Pannowitz
Julie Watson
Cheryl Brown
Cannon Banks
Mareeka New

25

Nathan Collins
David Chalmers

26

Alistair McLean
Veronica Foley
Veronica Keogh

28

Jennifer Howe
Crispin Lowe

29

Darryl White
Michelle Thornton

30

Kane Meyers

31

Dianne Byrne
Leonie Schack
Ronald Salan

33

John Condron

35

Carolyn Eckersall

36

Jason Harrison
John Howitt

38

Wendy Umback
Andrew Perkins

39

Stephen Gould

40

Dean Stapleton
Peter Smith
Stephanie Warren

41

Geoffrey Pitman

43

Lesley Daniels
Mary Heffernan
David Perkins

44

Paul Duck

48

Tony Arrowsmith

49

Nicholas Fletcher

HILDASID FARM

Connection is at the heart of Hildasid Farm. Throughout 2025-26, it continued to bring people together through animals, nature, learning and shared experiences.

Hildasid welcomed community groups and clubs, preschools, primary schools, special education and all-abilities groups, and Kurrajong Therapy Plus groups. These visits give people opportunities to interact with animals, explore the outdoors and enjoy experiences in a welcoming and accessible environment.

The farm's success would not be possible without its dedicated staff and volunteers. A special thank you goes to John Lane, who has been part of Hildasid since its earliest days. Farmhand Rob Lidgard also plays an important role in caring for the animals and keeping the farm running smoothly.

Our two donkeys remain firm favourites with clients and visitors, while our goats, sheep and clucky chickens bring plenty of personality to the farm.

Our community garden also continues to thrive under the guidance of gardener and horticulture expert Donella Geddes. Despite some competition from the local cockatoos, the garden produces an increasing variety of vegetables and herbs. This fresh produce is used in meals for Kurrajong Supported Living homes and by Kurrajong Catering.





The year included several memorable events. The Annual Bonfire Night brought together over 200 clients and staff for an evening under the stars. Clients have also enjoyed camping at Hildasid Farm, spending unforgettable evenings and making homemade pizzas at the farm's new food preparation station. Towards the end of the year, clients, their families and staff also came together for our annual Christmas party, providing a wonderful opportunity to celebrate the festive season and another year together.



The Nature Walk and Extended Bike Paths remain popular ways to explore Hildasid, offering all-ability access to the sights and sounds of the bush. The Sensory Garden provides another peaceful space for reflection, learning and connection with nature.

Thank you to our supporters, donors, clients, staff, volunteers and the wider Kurrajong community. Your support helps create genuine connections, lasting memories and new opportunities for people with disability.

Hildasid Farm is more than a place. It is a community where people can connect, learn, contribute and belong.

OUR SUPPORTERS

Giving isn't just about making a donation. It's about making a difference.
The following donations and support were received from 1 July 2025 - 30 June 2026.

$60 000-$79 999

Anonymous

$20 000-$49 999

Anonymous

$5 000-$19 999

Myer Stores Community Fund
Mr & Mrs R Fitzpatrick
Mr & Mrs J McDougall
Mrs J Skews

$2 000-$4 999

Mr & Mrs R Brown
Mrs J Watson
Mrs L Nash

$1 000-$1 999

Ms L Brunsdon
Michaeli Cook
Riverina Oral & Maxillofacial Surgery
Lions Club of South Wagga Wagga
Mr J Sainty

$500-$999

Mr & Mrs J Allen
Mr & Mrs N Corcoran
Craft & Friendship group Wagga Wagga
Ms T Moon
Mr & Mrs I Sinclair

$250-$499

Drs V & M Fernon
Mr & Mrs P Goldsmith
Mr B Duffy
Mrs S Stoll
Mrs C Day
Mr P Roy

$100-$249

Ms S Barby
Mrs C Davis
Ms C Eldridge
Farmhouse Industries Inc
Mrs A Franz
Mrs J Girling
Mrs C McCaig
Mr S & Mrs S Curtis
Mrs H Habermann
Mr M Johnson
Mr & Mrs C Lowe
Mrs A Murdoch
Mr & Mrs T Ness
Mr J Neville
Mrs M New
E Schaeffer

$50-$99

M Johnson
C Lane
Mrs J Lang
Mrs Julie Milsom
Ms D Shaw



Scan to donate any amount today!

OUT & ABOUT



Narrandera Supported Living enjoying their trip to the State of Origin Game II in Melbourne.



Peter, Tony and David representing Team Wagga at the Australia Day Tenpin Disability Tournament in Tuggeranong.



Veronica, Tracie and Jason enjoying fresh fruit at the Narrandera Lifestyle Showcase.



Lifestyle Choices clients delivered cupcakes to the local hospital for International Nurses Day.



Johnathan, Brett and Phillip showing off their colourful socks for World Down Syndrome Day.



Kurrajong's Got Talent performers from Narrandera, Leeton and Griffith.



Travis sitting in one of the hot cars on display during the Troopers' big day out.



Allira celebrates her final day of work placement at Trims Narrandera with the team.



Trent enjoying Easter fun at West Wyalong.



Emily and Emma enjoying popcorn together at Movie Night Under the Stars in Narrandera.



Nate sitting aboard a plane achieving his dream of flying for the first time.



Deniliquin clients sharing their talents on stage at Deni's Got Talent.



Cody sitting and enjoying his time at the park in Deniliquin.



Chris at the Canola Walk in Temora.



Casey walking the goats at Hildasid Farm.



Mark proudly holding his new Griffith Coro Club membership card.



Luke and Lorraine enjoying a Canberra Raiders NRL game in Canberra.



Tony enjoying the Currajong Disability Swimming Carnival in Parkes.



Tracey showing off one of the Narrandera Cooking Group's creative Christmas door displays.



Beth Davis, Kaylem Fitzpatrick and Cooper Hille walking through the Hildasid Sensory Garden.



Helene enjoying the freedom and fun of the Liberty Swing at RSL Park in Deniliquin.



Craig enjoying kayaking at the Narrandera Pool.



Steph, Bonnie, Hannah, Emily and Jordy at the Wagga Show.



Jennifer feeding the horses during a visit to a friend's farm.



Lesley and James enjoying a memorable day at Mamma Mia! in Griffith.



R U OK? Day with Lifestyle Choices clients and their supporters in Wagga.



Josie with her support worker delivering Meals on Wheels in Deniliquin.



Kurrajong Krushers at presentation night in Narrandera.



Jen proudly showing off some of her beautiful sewing creations at Lifestyle Choices Leeton.



Kurrajong clients and team members celebrating at the Leeton SunRice Easter Parade, posing together in front of a fire truck.



Josephine, Henry, Hannah, Maggie, Emily and Jackson from Social Connections Friday Social Group attending the Festival of W.



Ashleigh, Matt and Natalie making pizzas to cook over the firepit at Hildasid Farm as part of a Social Connections Friday activity.



Lorraine enjoying a day out with her husband, Steve.

kurrajong

Annual Report
2025 - 2026