

JobQ^uest

Connecting People and Skills

Penrith Skills for Jobs Ltd ABN 80 082 730 210



Annual Report 2018-2019

Contents

JobQuest Mission.....	2
Employee Gender Balance	2
How we achieve our Mission	3
Employment Services	3
Youth Programs.....	3
Training.....	4
Community Engagement.....	5
Chairman’s Report	6
Finding purpose in work again.....	7
At risk youth empowered to reach their potential	8
Social Enterprise helps disadvantaged jobseekers access work.....	9
Reconnecting	10
From trauma comes purpose & strength.....	11
Young people take charge of their lives.....	12
Building positive relationships through volunteering	14
Annual Compliance Report	15
Community Partners.....	16
Contacts	17

JobQuest Mission

Through a client focused and community oriented approach,

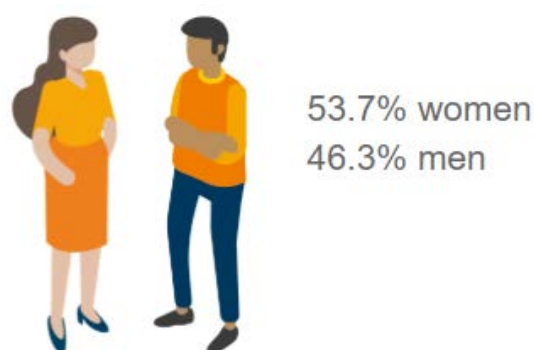
JobQuest supports our clients to:

- Develop skills in a safe and healthy working environment
- Connect with each other
- Engage with the community
- Build strong networks
- Recognise and realise opportunities
- Develop their sense of belonging

Employee Gender Balance

JobQuest has an excellent gender balance with equal numbers of female and male employees in non managerial roles. Senior Staff and the Board are dominated by females.

Youth Programs are dominated by females and Employment/Property Services are dominated by males. The overall gender balance taking into account all reported positions is -



From: Workplace Gender Equality Agency website report for Penrith Skills for Jobs T/A JobQuest

How we achieve our Mission

Employment Services

JobQuest runs property maintenance and cleaning units designed to provide transitional employment opportunities to enable people to gain skills to move on to more permanent work or operate their own small business. These operate in Western Sydney and the Blue Mountains out of our Girraween office and in the Hunter out of our Newcastle office.

These services are offered to a range of customers including:

General public – fee for service

NDIS participants

- House cleaning and other household activities
- House and/or yard maintenance
- Skills development

Aged Care clients

- CHSP [Commonwealth Home Support Program] – Western Sydney only
- Home Care Packages
- Department of Veteran's Affairs clients

Commercial contracts

Youth Programs

JobQuest Youth Programs are designed to provide alternative learning models for young people who are not engaged well or coping in mainstream education.

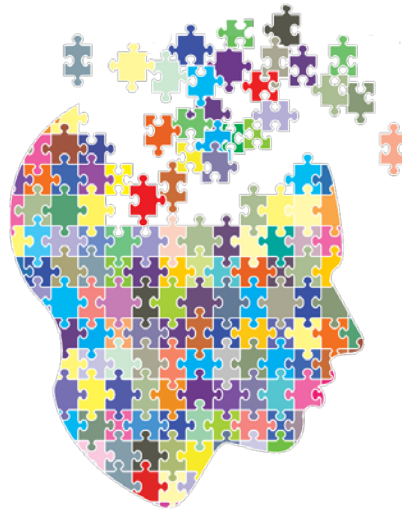
These programs assist young people to overcome some of life's hurdles and get on track to achieving their goals.

Some programs may be targeted to specific cohorts such as refugees or recent migrants and others to young jobseekers or young offenders.

Training

Participation in training is an excellent way for people to engage with others and their community. The development of new skills continues to be the key to finding a job and retaining that job as technological and other changes impact on our working communities.

Our Youth Programs link with our Training arm with a focus on employment skills and literacy and numeracy support for young people. This integration of our training with our other operations provides a more substantial and structured impact on the people who engage with our services.



Other Community Programs

JobQuest provides a two-year, home-based, early learning and parenting program for families with young children.

It aims to provide a structured, education-focused early learning program at home to help prepare children for and participate in school; and is run at the Newcastle suburb of Windale.



Community Engagement

Community, heritage and connectedness are important to us at JobQuest. We deliver a range of programs to help build more cohesive and inclusive communities.

These programs are often found in areas with significant growth or with emerging or changing communities including new or expanding cultural groups.

Western and South Western Sydney and the Hunter are major areas targeted.

Many of our Youth Programs assist young students identified as being at risk of leaving school, usually due to having displayed anti-social behaviour. We also provide vocational skills programs in schools as an adjunct to academic learning.

Supporting these students to develop strong ties to each other and to the community at large has been one strategy for overcoming many of the obstacles faced by such students. In these programs the participants are encouraged to become involved in community outreach programs.

Some of examples of our community engagement strategies have been - organising a food drive for local homeless people, helping out at a women's crisis refuge, undertaking projects in aged care and child care facilities and undertaking work experience in charity organisations such as Ronald McDonald House and St Vincent de Paul stores.

These opportunities help participants to develop skills and confidence in themselves and create positive relationships with the people around them who come from many walks and stages of life, and often culturally diverse communities, especially in Western Sydney.

We work with migrant, refugee and other newly-arrived people in our regions who are also helped to develop employability skills that suit their new community environment.

Using interactive and fun activities JobQuest staff help participants develop their communication skills and engage in ongoing relationships with peers and others in order to build self-confidence and plan for a positive future.

Our school readiness program in Windale near Newcastle is another excellent example of community engagement as our program staff mentor the parents of young children in their homes, and at the centre, to assist their engagement and support of their child's early education.

Employment programs have always been a strong focus for JobQuest - hence the name. Our current strategy involves providing employment for disadvantaged people or those who have difficulty maintaining employment in our Social Enterprises. The employees can work providing cleaning or grounds maintenance services in our various communities. These services are provided to the aged under CHSP, Home Care Packages and Veterans Home Care and to people living with disability through the NDIS.

This part of our operation provides benefit to the employees and to the customers and clients of our services and is an important pillar of our community engagement strategies.

Our Training Services staff work with a wide range of people to develop skills for work. Our students may be people undertaking traineeships, school students, unemployed people wanting to enter the workforce or people in the community wanting to undertake any of our various programs to help them prepare for work, learn about technology, increase their skills or just connect with others.

Chairman's Report

I am very pleased to report a very busy and successful year for our organisation.

As I write this at the end of November, hours worked in the organisation already exceed the previous year which shows that we have provided more services across all of our programs in meeting our organisational mission.

From all reports this looks like expanding again in 2020. After so many challenging years of retraction, change and re-development we are finally starting to move into some stability that enables us to offer more employment opportunities to staff and Field Workers and feel more comfortable in our improving financial situation. This provides an excellent framework for increasing our capacity to deliver services in the communities in which we operate.

We had a couple of major events this year. Undertaking Registration under the NDIS Quality and Safeguarding framework was a major achievement and being involved in the Community Colleges Australia Western Sydney Regional Economic Development Skills Forum. Both of these will enhance and enable the organisation to continue to thrive and work in our communities making a difference in the lives of both those we serve and those who work in our programs and projects.

Another exciting project which is currently rolling out at our Newcastle site is infrastructure improvements funded by the NSW Department of Education. This project will enable us to deliver a number of face to face training programs on site for the first time and reduce costs by not having to hire venues. Having such a purpose built space will also assist in the delivery of our professional development and other staff training programs and make the Newcastle space much more useful and safe for our staff there. Our Training and Operations Manager at Newcastle Anne looks after all of our Registered Training Organisation business, Newcastle Youth Programs and runs the Newcastle office which is a great success story in itself, now the largest operational site of the organisation.

We continue to operate with a focus on customer service. Our customers are many and varied and include not only our students, aged care clients and NDIS participants but the schools we work with, Plan Managers, NDIS, Aged Care, Rehabilitation, Job Active and Disability Employment Service Providers and many varied community organisations. Working with these people and organisations is the key to our ongoing success. We like to ensure a holistic approach to how we provide services involving a wide range of stakeholders to achieve better outcomes for everyone involved. Our property services currently have well over a thousand active aged care and NDIS clients.

As we strive to meet some of the key components of our mission – connect and engage, we continue to help to build strong networks and achieve social connectedness and this includes programs to assist older people to connect with technology to assist them to function more easily in our increasingly technological world.

We continue to rise to the challenge of working in environments inhabited by some very disadvantaged and often unhappy and ill-disciplined people; but this is always balanced by those clients, students and participants who are keen to learn and improve and are a pleasure to work with. From our preschoolers and their mums, through school students and trainees, to our tech-baffled elders, JobQuest is there for all to help them access the support and skills to succeed.

Our dedicated and caring staff, regardless of their type of work, or the program or project in which they work, are the foundation of our organisation and contribute to both the organisation and the lives of our clients, students, participants and customers. On behalf of the Board of Directors I say thank you to everyone for your hard work, resilience, loyalty and commitment and for the important contribution you make in your communities.

Thank you for reading this report and gaining some insight into what an exceptional organisation JobQuest is. I am immensely proud to be the Chairperson and congratulate our truly dedicated, hardworking and incomparable Manager Ka, for the outstanding job he has done with his team to make such gains in a challenging environment.

Sydney Carr

Chairman of the Board – Penrith Skills for Jobs Inc



Finding purpose in work again

After being out of the workforce for many years, Michelle* found it difficult to muster any sense of confidence. Like many women, she took a career break to start a family and after a long absence, found it difficult to reenter the workforce.

That was until a support program aimed at preparing participants for future employment helped her sharpen valuable skills and reignited a long held desire to work with children.

The program was just what Michelle needed to help her define her future employment goals and outline a practicable pathway to achieve her objectives of further education.

“I hadn’t worked for so long – at least 24 years – because I was bringing up the kids and then I adopted a son,” explained Michelle.

Now with her three older children in adulthood, and her youngest child soon to start school, Michelle said she found herself at a “cross roads”.

“I knew I wanted to do something but I really wasn’t sure what that something was or where to even start,” she said.

Michelle hoped the program would give her guidance and direction. She didn’t imagine then that it would give her so much more.

The program helps participants like Michelle who are raising young children prepare for future employment or study through a series of activities designed to build social connections, raise their self-esteem, make them feel supported and less isolated and initiate conversations about the type of work they would like to do.

“I thought it would answer some questions and it did,” said Michelle who embraced the opportunity to update her outdated qualifications and learn new skills that would serve her well when she was ready to re-join the workforce.

“I didn’t have any confidence at the start and when it came to work I didn’t know where to start.”

The program is aimed at assisting participants, mainly single mothers, to become work ready by teaching basic computer skills, first aid and public speaking to boost their confidence when attending job interviews. These skills culminate in the making of a group resource that encourages participants to use their new computer and communication skills to research and publish information for disadvantaged families.

“I enjoyed doing the project,” Michelle said. “My role was to find support services for special needs kids. That was good. The public speaking aspect was interesting too. I really didn’t know I had it in me to do that.”

Also motivating, Michelle said, was the program’s career quiz – a survey that aims to match participants to the top professions they would be best suited to. The analysis perfectly matched Michelle to the occupation she had in mind – working as a teacher’s aide.

A former legal receptionist, Michelle said: “My heart has always been to work with kids. The quiz was spot on in pointing me in the right direction.”



Michelle has since taken her newfound confidence and fresh skills and enrolled in study to become a teacher's aide.

“It was really interesting to learn that the average age of people going into that profession was around my age, in their 40s. That made me feel better about myself knowing they favour life experience. Now it's time to do something for me.”

The JobQuest run program has enjoyed great success with the assistance of its valuable partners including Olympus Solutions and Ability Options, Mission Australia, Wesley Mission and MAX Employment and OCtech for making available our meeting room.

Such has been the success of this partnership that participants have reported great change in their personal well-being, in particular improved confidence and optimism and several participants have gone on to enter the workforce or enrolled in study immediately after completing the program.

* not her real name

At risk youth empowered to reach their potential

A group of youth at risk of leaving school slam dunked their way to the top of the class with a motivational program that helped to re-engage them with their learning, taught them life skills and boosted their confidence.

The disengaged high school students were encouraged to reach their full potential when they participated in a JobQuest program for teens experiencing learning or behavioural problems that put them at risk of leaving school early.

The program involved mentoring and strongly focussed on developing life skills including confidence, self-esteem, communication and team building.

To help the students connect and engage, they were encouraged to collaboratively devise their own innovative activity for an audience of aged care residents. After being introduced to the residents, the students decided to create a modified basketball stand the elderly could use as part of their recreational and lifestyle program.

Over the course of the program, the students built social confidence by conversing with the residents and improved their communication skills. The hands-on activity taught them planning and organisational skills, problem solving and how to work as part of a team – all of which were valuable tools to assist them in their transition to employment.

The unveiling of the basketball stand – which was shortened to knee-height to allow the less mobile residents to shoot hoops from a sitting position – was momentous for the students. Heartened by the appreciative reaction of the residents as they embraced the activity, the students came to understand the value of giving to the community.

Shane* was one of nine students to take part in the program. Told that the program would “help me in the long run”, Shane said he obliged in the hope it would teach him new skills and improve his confidence.

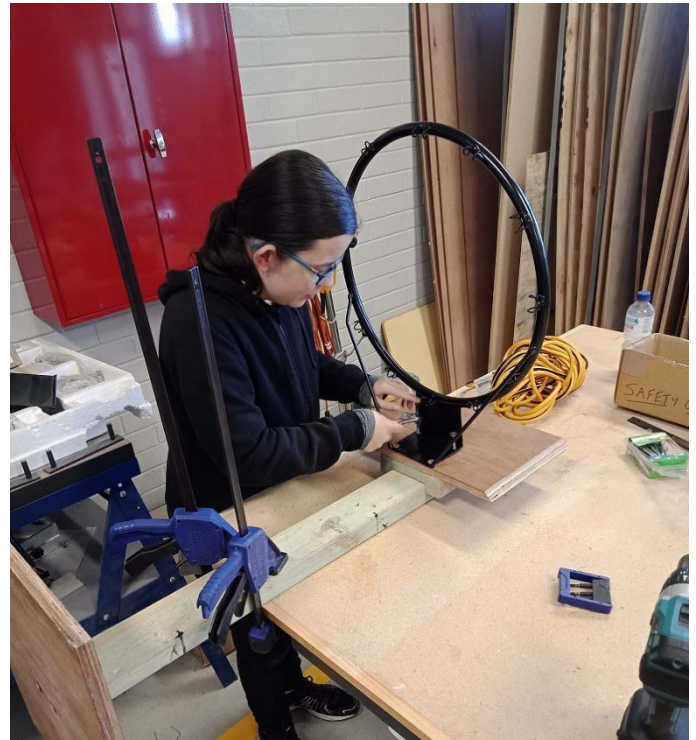
“I have learned a heap of new skills,” he reported at the end of the program. “My confidence has increased and this has helped my communication, planning and organising, initiative, and technology and learning skills. I really enjoyed the program. Thursdays were awesome.

“My confidence has become heaps better and I am able to talk to other students much better than before.”

Shane said he was pleased to put his new skills to use during the activities and that he especially enjoyed constructing the modified basketball ring for the aged care facility.

The program helped Shane overcome the barriers that had impeded his ability to engage in the classroom. Currently in year 9, he said he planned to continue his education and obtain his HSC.

*not his real name



Social Enterprise helps disadvantaged jobseekers access work

A social enterprise program has been credited for creating pathways to employment for some of the community’s most vulnerable who have felt excluded from the labour market.

JobQuest partnered with disability services provider, Castle Personnel, to deliver training and work placement support to prepare disabled young people for employment by developing their employability skills and their confidence.

And the results have been impressive. Of the 14 jobseekers who recently completed the program, 12 have successfully gained employment in cleaning work and property maintenance.

The participants were typically long term unemployed, unfamiliar with technology and faced either a physical disability or mental health difficulties - but all were keen to work.

With the right mix of skills training and personal development support, the program delivered on its outcome to transform the group into confident job-ready workers.

Over the course of several weeks, the participants overcame personal barriers to take part in activities that advanced their chances of employment. These included sending emails to improve their communication skills, problem solve through role-play and learn basic computer skills to be able to compose and respond to emails and create a resume.

They were also given an insight into the world of employment through workplace visits that exposed them to basic cleaning and maintenance skills as well as vital asbestos awareness training and occupational safety.

Sara* came into the program with one clear goal – to improve her skills in order to find employment. The training did just that and she subsequently gained employment as a cleaner.

“I have been so lucky in finding employment with JobQuest and I am loving my job cleaning,” she said.

While many of the jobseekers gain employment through JobQuest’s social enterprise, often it is a positive first step towards full time employment.

A mother of five, Sara said she had spent much of her life as a stay-at-home mum but was keen to re-enter the workforce where she was once employed as a cleaner. However, the employment market had changed significantly since then and Sara knew she had to update her skills in order to improve her employment prospects.

The program helped her achieve that goal but it also gave Sara the confidence she lacked.

“Working in a group helped me become more confident and gave me the skills for better future employment,” she said. “I enjoyed studying in a friendly environment and learning new skills to help me with employment.”

The social enterprise program has also fostered community connections. Many of the participants said the friendships they created through the program had a powerful impact on their mental health and well-being as well as being able to help improve their social and communication skills.



Participants using communication skills to design, build and problem solve.

*not her real name

Reconnecting

The lawns of a school in the Hunter region are lush and the plants are flourishing thanks to a group of students who embraced their inner green thumbs to transform the garden - and their futures.

The group of seven high school students who were at risk of not completing their education took part in a program designed to support their transition from school to work by equipping them with valuable employability skills.

Recognising that the students faced various barriers to learning and were uninterested in the traditional learning process, the program focussed on developing their work ready skills such as communication, critical thinking and problem solving.

They consolidated these new skills in a grounds maintenance project at the school. Taking the time to consider what was needed to revitalise the neglected gardens, the students discovered the importance of team work to achieve their goal and formulated a comprehensive plan of attack that started by allocating each person a position and responsibilities.

By applying core skills such as methodical planning and organisation, initiative, communication and self-management over the course of the program, the group delivered a fully fenced, thriving herb and vegetable garden.

What they gained in return was profound - a better understanding of themselves and their post school pathways.

Nathan* was one of the students at risk of falling through the cracks of the education system and leaving school before he could realise his potential.

Having heard the program was “great fun and you learn a heap of skills” like workplace safety, Nathan said he hoped it would also improve his confidence around his peers. Happily, the program achieved that for Nathan and most importantly, also gave him guidance and support.

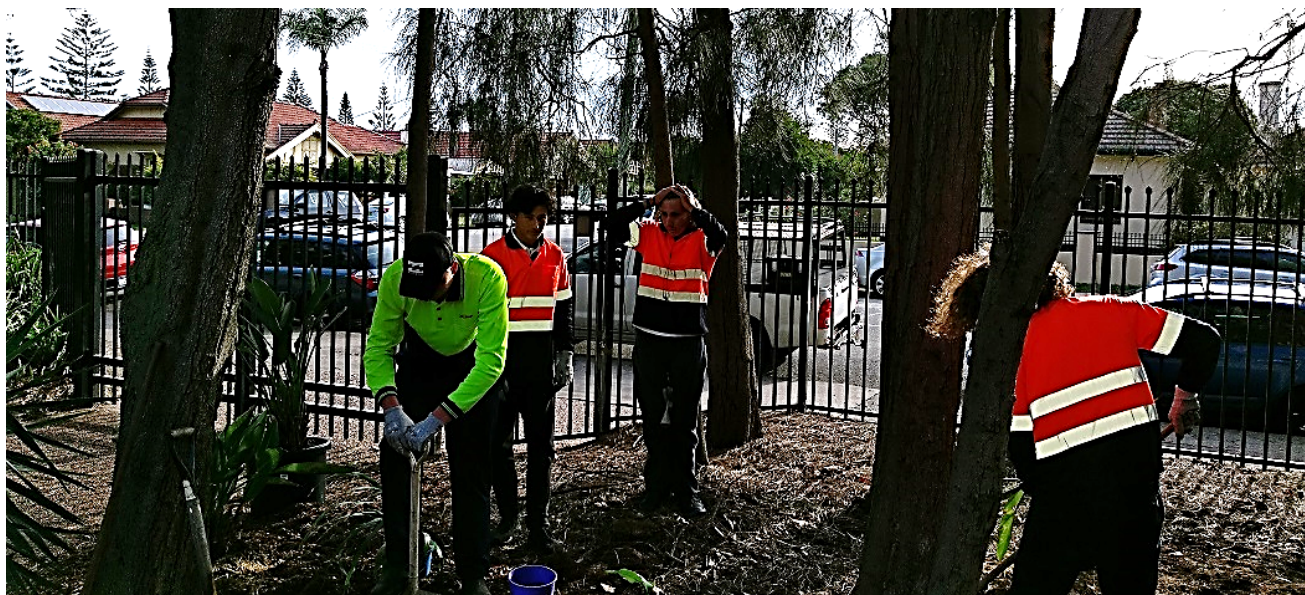
“It helped me decide on continuing school for years 11 and 12,” he said. “Once I complete my HSC, I will be looking at gaining a trade qualification.”

Similarly, another student has plans to enrol in university to study civil engineering, surprising his teachers with his remarkable transformation.

Nathan said the group was pleased with the fruits of their labour.

“We regenerated the staff house garden where we put up new lattice fencing to stop students treading all over the garden beds,” he said. “We would maintain and regenerate gardens around the school and use tools such as shovels, wheelbarrows, rakes, and once the area was tidied we would fill the wheelbarrows up with mulch and spread around the gardens every two weeks.”

*not his real name



From trauma comes purpose & strength

Five years ago, Tim's* life was turned upside down after an almost fatal workplace accident.

While the then 42-year-old electrician was lucky to survive a terrifying electric shock, the emotional and behavioural aftereffects, such as memory loss and anxiety, have been life changing.

“I survived the shock but I was later diagnosed with Post Traumatic Stress Disorder,” said Tim, who was unable to return to full time work.

Tim was introduced to Castle Personnel, a disability services provider that specialises in supporting people with a disability to find employment, and enrolled in a JobQuest program he credits for enriching his life.

It was through the program that Tim met other disadvantaged men who have since gone from feeling unemployable to now having hope.



Each of the participants – who were aged between 45 and 60 years - had experienced a learning or physical disability that left them feeling as though they were unsuitable for employment.

The program aimed to shift this mindset by imparting valuable skills – such as email communication and how to fill out a form – to help the participants find employment and gain independence in a nurturing environment that also fostered companionship and social interaction.

In a celebration of collaboration, JobQuest and Castle Personnel also enjoyed the valued assistance of Belmore Community Centre who offered the use of three garden beds as part of a practical exercise for the participants to bring their skills into play.

Over the course of several weeks, the men joined forces to transform the beds into a flourishing vegetable patch, using technology as part of their research. They soon discovered their self-esteem and confidence was boosted.

Tim said he valued the mutual support and comradery that transcended any disabilities.

“I used to have trouble with things like going to the shops and I found it hard being around other people but I slowly got used to it and in the end I think it really helped with my mental health,” Tim said.

“It got me into a routine, being up in the morning and having something to do. The structure was good for me. It made me feel better inside and I looked forward to being there.”

Tim said the program also helped inspire a new career path.

“Some of the others had problems like they were illiterate or had dyslexia and I was good at helping them filling out forms. Even at my last place of employment I was good at mentoring the young apprentices. So I want to head down that avenue now. I want to work with the disabled as a social worker,” he said.

“This program has given me a kick-start. I’ve got self-confidence again and that feels good.”

*not his real name

Young people take charge of their lives

Anyone who has grown up in a military family would know first-hand the unique challenges they face – deployment, absence and relocation to name just a few of the hardships.

For teenager Nicole*, the hardest part of military life has been saying goodbye to friends and the disruption to her education, particularly in her formative years, as she starts over at a new school each time her family is uprooted to a new base, often taking them across the country to another state or territory.

“I have lived in Darwin, Adelaide, Townsville and Raymond Terrace. We usually move every three to four years,” she said.

“Having to make new friends and losing contact with my friends from when I was younger are some of the biggest challenges. Having to learn a new syllabus and how they teach is also a challenge as everyone teaches differently and everywhere has a different syllabus.”



The topsy-turvy that is life for defence families is often defined by social disruption, disengagement and even isolation. However, a JobQuest program, delivered in partnership with schools in military base neighbourhoods, aims to teach young people helpful techniques to cope with the challenges that come with deployment and instil in them qualities such as resilience and empathy and improve their self-esteem.



At the core of the program is a focus on fostering relationships by building connections between the high school aged youth, their community and their peers through mentoring.

To achieve this, the participants received valuable training in mentoring and how to work effectively as a team with other students. To help them grow their confidence and self-

belief, they took part in a community project that saw them work with community members at their local library, assisting them to use technology and the library’s online resources.

The enrichment activity helped develop their communication skills, a goal that Nicole was particularly keen to improve.

“I wanted to step out of my comfort zone and learn new skills to communicate with others,” she said.

The program also developed the participants’ leadership skills which they put to effective use by becoming community role models and mentors to other newly deployed young people from defence families.



Nicole said the program was a transformational experience in that her newly acquired communication skills would serve her well when she enters the workforce. She said she was also less reticent around outsiders and more willing to join in conversation.

“It has made me open up and step out of my comfort zone to talk to more people,” she said.

*not her real name

Building positive relationships through volunteering

A band of dedicated hospital volunteers, who are lending a hand by extending warmth and friendship to vulnerable patients and their families, are making a difference to a NSW Hunter community.

And while the selfless retirees are happy to give back to their local communities, they are also reaping great personal benefits from volunteering – increasing their self-confidence, gaining a sense of purpose and boosting their happiness.

The volunteers were the participants of a JobQuest training program that ran in partnership with several hospitals including Maitland and John Hunter hospitals.

A few months after retiring to the coastline of Nelson Bay, an hour north of Newcastle, grandmother Marie* thought it would be a good idea to find volunteer work as a way to “give back”.

That is when she discovered JobQuest’s training program to prepare volunteers for work at their local hospital, providing practical and emotional support to families in the neonatal intensive care unit and assist the nursing staff.

Like many of the volunteers, Marie was retired and had an abundance of experience caring for her own children and grandchildren. It was exactly that type of understanding that the volunteers were able to bring to their volunteering role to support parents in need.

Their greatest responsibility was to spend time with siblings so that parents could have uninterrupted time with their newborn or attend meetings with medical staff without distraction.

“It’s the interaction with the staff and the parents that I enjoy the most. You become a friendly face and for some parents who have no family support with them they appreciate a grandmotherly face they can chat to,” Marie said.

“We take the siblings for a walk to the fairy garden to keep them occupied. Some of the families are at the unit for quite some time and seeing these babies grow and become well enough to go home is incredibly rewarding. I don’t need anything else; that alone is just amazing.

“If we can do just a little bit to help them along, that’s all I need.”

The volunteers also make an impact with the staff. Marie said her day starts with a trolley run to gather general items from the storeroom needed to care for the tiny patients to assist the nursing staff and save them time. She also sets up the play area in family room for when she cares for visiting siblings.

Marie said she was surprised to learn how much her confidence had grown as a result of her volunteering.

“I used to work in retail and while I would talk to people, it was nothing quite like this level. Here, you’re talking to people about their personal life and their lifestyle and offering comfort and support.

“The training program was wonderful preparation because it teaches you how to communicate effectively with siblings and about being sensitive to people’s needs.”

*not her real name

Annual Compliance Report

JobQuest's operations are carried out within 4 quality frameworks which enable our customers to be assured that our services remain at the highest quality. In order to meet the required standards of operation, continuous improvement is embedded into everything we do. The 4 quality frameworks are:

- Work Health and Safety Management Systems AUS/NZ4801
- National Standards for Registered Training Organisations
- Home Care Common Standards
- National Disability Insurance Scheme [NDIS] Practise Standards

WORK HEALTH & SAFETY

A work health and safety re-certification audit was successfully completed on 21st and 22nd August. The result was excellent with only some minor observations recorded.

As AS4801 will be replaced by the international standard ISO 450001, JobQuest will be moving to certification under the new standard within the 2 year transition period.



AUSTRALIAN SKILLS QUALITY AUTHORITY

Re-registration was attained in 2018. Current focus for the RTO is upgrading training and assessment materials and validation, upgrading of Trainer qualifications and student centred evidence of compliance in line with the journey of the student within the RTO.

AGED CARE QUALITY AGENCY

Accreditation to enable delivery of the Commonwealth Home Support Program CHSP was expected to be updated by audit this year. With the ongoing reporting from the Royal Commission into Aged Care Quality and Safety and the change to the Aged Care Quality and Safety Commission we still await another audit of our aged care services. We did have an “assessment” visit on 28th May with some minor observations reported.

Changes were made based on these observations and other input from staff and clients over the year to improve the quality of services offered to aged customers. We are also continuously developing our resources to ensure that staff are properly trained in the elements or philosophies underpinning modern services provided to aged clients.

DISABILITY SERVICES STANDARDS

In October JobQuest became a registered provider with National Disability Insurance Scheme [NDIS] Quality and Safeguards Commission (the NDIS Commission). This confirmed that JobQuest has in place systems to meet the NDIS Practice Standards and completed the audit with without any non-conformances having used Price Waterhouse Coopers as our independent external auditing body.

Surveillance audits will now be carried out for the next 2 years to ensure our systems are maintained and the current level of quality upheld.

Community Partners

JobQuest would like to take this opportunity to express our gratitude for the support of our partners who assist us every step of our way. For all the in kind support as well as funding and grants, we would like to thank:

365Care	Forsythes Training – Newcastle Fresh Hope Maitland	NSW Department of Education
ABC Radio	GPT - Charlestown Square	NSW Dept of Family and Community Services NSW Department of Primary Industries
Ability Options	Hawksbury Skills Inc	NSW Police Force
ADRA - Cessnock	HomeStart	NSW State Debt Recovery Office
Annecto	Housing NSW	Pacific Link Housing
APM [Advance Personnel Management]	Hunter Health England Health –	Penrith City Council
Avid Travel	John Hunter Hospital NICU	Peppercorn Services Inc (Hawkesbury Leisure & Learning Centre)
Axis Injury Management	Belmont Hospital	Port Stephens Council Libraries - Tomaree
Baptist Care Services	Mater Hospital	Probus Rutherford
Be Connected – Good Things Foundation	International Child Care College - Newcastle	Regis Aged Care - Port Stephens
Belmont Men's Shed	Joblink Plus – Cessnock, Kurri, Maitland, Charlestown	RFBI Masonic Villages - Cessnock and Kurri
Blacktown Pistol Club	Junaya Family Support Services - Blacktown	Ronald McDonald House - Newcastle
Branchout Kids Yoga	Juvenile Justice NSW	School Industry Partnership
Break Thru People Solutions	Konekt – Maitland, Charlestown, Mayfield and Mount Druitt	Service NSW
Broadspectrum	Kurri Kurri Community Centre	Share the Dignity
Brotherhood of St Lawrence	Lake Macquarie City Council	Skilling and Employment – Jordan Springs and Ropes Crossing
Calvary Retirement Community - Cessnock	Lake Macquarie PCYC	SoundScouts
Catholic Education Office	Let's Eat Paediatric Speech Pathology	Sydney West Multicultural Services
City of Parramatta Council	Lifeline – Maitland, Raymond Terrace, Hamilton	TAFE NSW
Commonwealth Attorney General's Department	Little People Nutrition	Taronga Zoo
Commonwealth Department of Defence	Local Government Training Institute	The Art Gallery of New South Wales
Commonwealth Dept of Home Affairs	Mai Wel - Maitland and Cessnock	The Field of Mars Environmental Education Centre
Commonwealth Dept of Social Services	Milabah - Schools as Community Centre	The Hills Shire Council
Commonwealth Dept of Employment, Skills, Small and Family Business	Mission Providence - Mt Druitt	The Mount Druitt Hub, Blacktown Council
Community Migrant Resource Centre	Museum of Contemporary Art [MCA]	The Parliament of New South Wales
Corporate Partners	Newcastle City Council	The Place: Charlestown Community Centre
Eastlakes Family support	Newcastle City Council Libraries - Wallsend	State Training Services, NSW Dept Education
Eastlakes Communities of Practice Network	Newcastle Elderly Citizens Centre Inc.	Uniting Care Australia
Eastlakes Naidoc Committee	Newcastle Play Therapy	Windale Public School
EMPOWERability Inc	North West Disability Services, The Secret Garden & Nursery	WISE Employment
ESG [Employment Services Group]	NSW Department of Health	Workskil - Cessnock
Event Cinemas Kotara and Glendale	Northcott	
Family Action Centre		
Fairfield Migrant Resource Centre		

Special thanks to all our partnering high schools and public schools. Your dedication and resourcefulness is an inspiration both to our participants and our staff.

JobQuest also acknowledges the assistance from our peak bodies including Community Colleges Australia, Waste Management Association of Australia, Aged and Community Services Australia, Hunter Region Apprenticeship and Traineeship Committee, National Disability Service, Social Traders and the Western Sydney Community Forum.

As member organisation, JobQuest continues to find their support invaluable.

Contacts

www.jobquest.org.au

GIRRAWEEEN - Head Office

Tel: 8677 8885

Address: Unit 7/79 Mandoon Rd, Girraween NSW 2145

PENRITH

Tel: 4731 4400

Address: Suite 101 Community Connections
114-116 Henry Street, Penrith NSW 2750

NEWCASTLE

Tel: 4960 9024

Address: 5 McMichael Street, Maryville NSW 2293

Postal address:

PO Box 58, Penrith 2751