

JobQuest

Connecting People and Skills

Penrith Skills for Jobs Ltd

ABN 80 082 730 210



Annual Report 2019-2020

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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 86 females and 79 male employees in non managerial roles. Senior Staff and the Board are dominated by females – 9:1.

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 -



54.3% female

45.7% male

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

How we achieve our Mission

E m p l o y m e n t S e r v i c e s

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

Y o u t h P r o g r a m s

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.



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

Such a difficult year for everyone, with so many things to be done to prevent the spread of Covid-19 and to change the way we do things here at JobQuest.

While the pandemic did have an upside for our contract property services by requiring extra cleaning work; there have been many other issues to resolve along the way.

It was understandable that some employees would not be able to continue working in a Covid world due to the risks, so while some work increased, we needed to recruit for more people to fill gaps. Very different to what has been happening in many industries.

When schools closed, our school-based programs were quickly thrown into disarray but the staff made a fast and fantastic effort to put much of their programs on-line so the students could continue during lock-down. Many of these on-line resources continue to be used and upgraded and have enhanced our capacity to deliver quality training and meet learning outcomes.

Office staff working from home meant offices were often empty or extremely quiet and on-line meetings became the norm for just about everyone including the Board. While many people are now back in the offices, a combination of office and home-based work seems to now be the norm and working well.

Our Newcastle site infrastructure project, funded by the NSW Department of Education, has resulted in a very comfortable and professional training classroom. Although its use was curtailed, other than for small meetings, until only recently. The September Board meeting was held in the room which allowed the Directors to see and use this excellent facility. As restrictions ease, the room is being used more regularly for face to face training programs and meetings.

Changes to the Commonwealth Home Support Program saw us introduce another service to our elderly clients in the Western Sydney Region. Social Support provides elderly clients with field workers to take them out or spend time with them at home. Along with our regular cleaning, yard and home maintenance programs, JobQuest is able to offer our elderly clients quite a lot of services to assist them to remain living in their own home.

We continue to work with Plan Managers, NDIS, Aged Care, Rehabilitation, Job Active and Disability Employment Service Providers and many varied community organisations to ensure that people in the community who need our services are aware of what we do. Working in our communities with people and organisations is the key to our ongoing success.

Many of our programs for both young and old have a focus on digital awareness and tech skills and these skills have proved to be essential as travel restrictions prevented visits in person with friends and relatives. Community connectedness is one key element of our mission and we will continue to foster this across our client cohorts.

Our staff and field workers alike have been champions this year, operating under difficult circumstances and making considerable changes in the way they work. While themselves subject to the stressors of the pandemic, all of our people have been exceptional in dealing with the crisis and just "getting on with it".

On behalf of the Board of Directors I would like to say how proud I am of every single employee, contractor and volunteer who has contributed to our success this year under such difficult circumstances. I say thank you to you for your capacity to be flexible, your hard work, resilience, loyalty and commitment. Every one of you makes a difference in the communities in which we operate for all of our clients and customers.

I hope the stories in this report give you some insight into the impacts that JobQuest has on people who use our services. I remain immensely proud to be the Chairperson and congratulate Ka on another year at the helm of what I believe to be an outstanding organisation that continues to provide so much tangible benefit to our communities.

Sydney Carr
Chairman of the Board – Penrith Skills for Jobs Inc



Robert's Story

A group of South West Sydney students received a beneficial lesson in resilience, compassion and compromise when they set out on a campaign to assist animal welfare charity, the RSPCA.

The students, each with moderate to high learning and support needs and an abundance of enthusiasm, hosted a fundraiser as part of a JobQuest program that allowed them to put into practice their new employability skills such as reading, writing, budgeting and oral communication.

Each of the 6 Year 10 students was allocated an item of food to produce for sale through the school canteen – a task that required them to research ingredients, calculate the costs, create posters for awareness and take pre-orders. On the day of the fundraiser, where all of the learning of the course came to fruition, the students were responsible for many tasks. These included creating safe working spaces, cooking and serving the ordered meals and ensuring required timeframes were adhered to. The ecstatic bunch raised just over \$100 and were delighted when their principal matched their efforts, taking the total amount raised for the charity to almost \$250.

“The outcomes these students have achieved has been exceptional,” the school principal said.

“Every week they were engaged and they embraced every opportunity.”

Students'
lesson in
overcoming
challenges to
experience
success

He said he was particularly pleased the students were able to receive “a taste of what life in a tertiary institution would be like” while still being at school where they were accustomed to the environment, the structure, and where they felt “safe” which was particularly important for the students with additional support needs.

The principal said it was pleasing to watch the students put their entrepreneurial skills into action and to collaborate so harmoniously.

And while “every student showed growth”, he said, one in particular “really stepped up to the plate”.

“He came out of his shell and demonstrated leadership,” he said of 15-year-old Robert*.

It was Robert who approached the principal with the fundraising concept and Robert’s enthusiasm and passion for the project won him over.

And on the day of the event, after cooking the most difficult recipe on offer, Robert generously leant a hand to the others and encouraged them all the way to the end.

“That was so much fun to do,” Robert said of the fundraiser. “We all chipped in and did our bit. The end result was great.”

Robert said he felt apprehensive at the start of the training program and at times felt confused but those feelings quickly subsided “after I learnt the ropes and then I thought it was good and very helpful.”

“I felt I got a lot knowledge out of it, especially with the budgeting and emails and I was able to apply all of that, especially the communication and planning skills, when we did the fundraiser.”

In a bid to make their charitable efforts more impactful than simply donating money, the students decided to give the fundraising portion that was matched by the school to RSPCA and spend the other half on items such as tennis balls, ropes, socks and t-shirts so they could make some dog friendly toys.

The students had hoped to personally deliver the toys and the funds raised to the RSPCA shelter but Covid-19 thwarted their plans. In a show of rising above the challenges of the pandemic, the group plan to schedule their visit at a later date when it is safe.

**not his real name*

Sarah's Story

*From the office
to the classroom:*

*Sarah moves
one step closer to
her dream job*

For most of her life, Sarah* has been surrounded by the chirpy cheers and sometimes chaotic cries of children thanks to her mother's nurturing role as a Family Day Care educator.

So it wasn't a surprise when the bright and cheerful 22-year-old decided she too wanted to pursue a career that involved caring for children.

"Since I was a little girl I wanted to work with kids. I reckon it's a gift," she said.

Now, Sarah is about to embark on the first step towards that dream career – and she can't wait.

"I have an interview at a local day care centre. If that works out I'll be able to work and study at the same time," an excited Sarah said.

It hasn't been an easy path to get to where she is now, Sarah said, but with the help of JobQuest and a lot of self-motivation and hard work, Sarah has achieved more than she once thought possible.

She has overcome some significant learning barriers to complete a training program aimed at boosting her employability skills in addition to a two-year traineeship at a small town primary school in the state's Hunter region.

It was there that Sarah developed practical skills such as typing, office administration, how to work in a team and workplace health and safety principles. The latter, in particular, was pivotal for Sarah who used the skills she developed in the course to plan, organise and deliver a Workplace Health and Safety PowerPoint presentation to the school staff.

It was a test of confidence that Sarah said she was proud to have passed.

"There were a few people in the room and I was very nervous," she said. "It tested my oral communication skills and eye contact ... but my communication now is so much better. The (JobQuest) program really helped me prepare and I think I did really well." Fortunately, the staff agreed and gave her positive reviews.

The onset of Covid-19 may have shifted her studies online and temporarily suspended her traineeship while the school was closed for a short while but not even the pandemic was enough to shake Sarah's steely determination to complete the course.

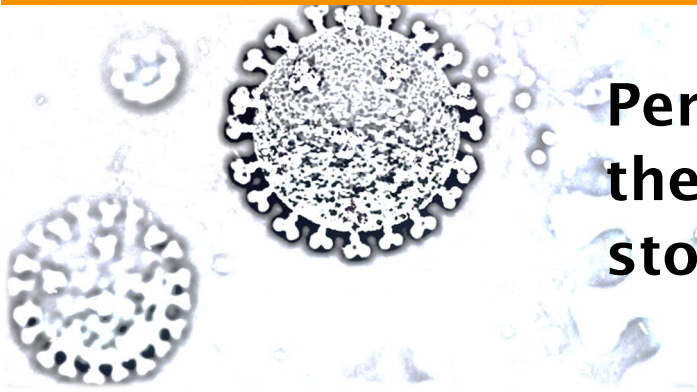
While her office administration role at the school was an experience Sarah described as "enjoyable but not a forever position", it taught her valuable communication skills, and improved her personal development by helping her become "more confident and patient", she said.

And that wouldn't have been possible without the encouragement and guidance of JobQuest: "I was so glad to get the support and help I needed from them. I'm so grateful to them for that."

*not her real name



John's Story



Persevering through the pandemic: John's story of resilience

The widespread disruption and the emotional and mental stresses caused by Covid-19 has made for an extraordinarily challenging year, especially for students.

This year, the need for connectivity has never been more significant as the global health crisis triggered school closures and forced remote learning.

As a result, engagement with technology has skyrocketed.

But what of those hindered by a lack of access to devices or who experience poor connectivity?

High school student John* understands that dilemma all too well.

Even before the pandemic struck, John was doing it tough. An unstable home environment and a lack of self-motivation meant the 15-year-old was struggling at school. At risk of dropping out, John's view of his future was bleak, believing he would most likely never hold a job and would rely on welfare.

Fortunately, things began to change for John this year when he enrolled in a JobQuest program that offered him the opportunity to gain literacy and numeracy skills and build valuable skills for work.

John recognised that the program would enable him to learn essential foundation skills in a non-traditional education method – the sort of skills that would enable him to gain employment.

Just as importantly, it would also improve his self-confidence and social engagement.

And for the first time, John said, he felt he was progressing at school.

“It was actually fun,” he said. “Sometimes I find it hard to read so having someone there to explain things to me was good. She (his JobQuest trainer) helped me understand it more. I liked how easy that was.”

But then Covid-19 hit and John's learning quickly shifted from the classroom to at home. He was forced to adapt to a new way of digital learning that involved Zoom, Google Classroom and FaceTime to help bridge the divide.

The experience wasn't without its challenges: while John was fortunate to be able to borrow a device from school, poor internet connection at home meant he often had to contend with lagging issues.

“We got through it,” he said. “We'd find some way to make it through.”

John's experience was more than just about persevering through a pandemic. It was also about overcoming obstacles to achieve a goal. He pressed ahead to complete the course with improved reading and writing skills and a new found confidence. He also came to realise that with hard work comes great rewards – his new skills were put into play when he applied for a job at his local Bunnings store.

“I really like carpentry,” he said. “I hope I can learn more about that through this job.”

**not his real name*

Emily's Story



Overcoming challenges with a powerful change in perspective

A group of students with additional support needs are one step closer to making the transition to work after successfully completing a JobQuest program that equipped them with valuable employability skills.

The students gained insight into common workplace practices with their learnings in digital technology and literacy and numeracy competencies – but one student in particular gained so much more.

Emily* said she emerged from the program with the ability to communicate better, improved confidence, empathy and an optimistic attitude.

“Every time I did stuff, if I didn’t get my way I wouldn’t be happy and I’d get all upset and angry but now I think I’m more patient and understanding and I listen to people a lot more,” the 15-year-old said.

Emily said while she had mixed feelings about school (“Some days I enjoy it, other days I just don’t want to be there,” she said). She was certain she would benefit from the JobQuest program in some form, but even she underestimated just how much.

“I knew it would be good for me and that it was something I could put down on my resume,” she said. “I especially enjoyed doing the hands-on stuff and with some other stuff I struggled. I know that it helped me to be able to talk to people better.”

Of the “struggles” Emily said the Covid-19 imposed lockdown and the move to online learning presented the biggest challenge.

“It wasn’t the same and I was upset because that’s not how it was supposed to be,” she said, adding that the lack of face-to-face interaction was “hard” but made easier by the regular phone calls, texts and video chat with her JobQuest consultant who was there “whenever I needed help”.

Emily overcame the challenges and diligently completed all of the activities to a high standard using the online platforms.

With her new skills and improved confidence, she applied for a part time job and despite the sluggish job market due to the pandemic, she successfully gained employment.

“I was so excited but I was also really nervous because it’s my first job,” Emily said. “I find it hard to meet people and I get really anxious and panicky. But it’s been a month now and I’m a lot more comfortable there. It’s a lot better.”

Of the difference in her demeanour since completing the program, Emily said: “I’ve learnt that if I don’t take steps in life, if I don’t take risks, I won’t get anywhere so I try to encourage myself to take that first step. Who knows where I’ll end up.”

**not her real name*

Bianca's Story



Opening up a world of possibilities: seniors embrace technology to connect online

Digital technology has undoubtedly changed the way we live: think online banking, using social media to stay in touch with others and even doing the weekly shopping.

For some seniors in particular though, barriers such as fear, self-doubt or a lack of access to a device has prevented them from joining the booming online community.

But a JobQuest training program is turning these senior technophobes into technophiles by helping them develop the skills and harness the confidence they need to use technology to access the virtual world.

A self-described computer naysayer, what Bianca* lacked in the technology self-confidence stakes she made up for in her willingness to embrace digital when she joined the program in a bid to become tech savvy. The road wasn't easy – Bianca is of a generation born before the dawn of the internet when banking was done in a branch, communication was done by letter and not text and when telephones had a cord. But with access to a loan iPad and technical support by her side, her computer anxiety eased and the digital divide began to close.

"I've never been very good with technology," Bianca said. "I thought it was all too overwhelming and then this course came along and it was so enjoyable."

"I was fortunate to be able to borrow an iPad. I took it home and learnt to fiddle around and with some trial and error I was able to do things. That's when I saw it was so convenient to have the internet at home."

At a time when the global pandemic forced the community to be physically apart, never before has it been more important to stay connected. For Bianca, whose training coincided with the Covid-19 outbreak, technology has been a lifeline throughout the health crisis.

"I was able to learn new skills that I otherwise would not have used through the pandemic," she said. "I can use email, I have a Facebook page and I really enjoy Google Earth and maps. I realised that without technology, I was quite isolated and I wasn't able to communicate with a lot of people."

Bianca has embraced the benefits of being connected online. The positive impacts have been life enriching and even empowering, she said. She described life as being easier, more convenient and more fun too - with a keen interest in handbags, Google has opened up a whole new online shopping world for Bianca. "I feel much more comfortable with it all," she said. "Before it was too overwhelming for me to even look into but now I can't imagine not having the internet. It has definitely changed my outlook. I can jump on at any time of the day and get what I need with just the click of a button."

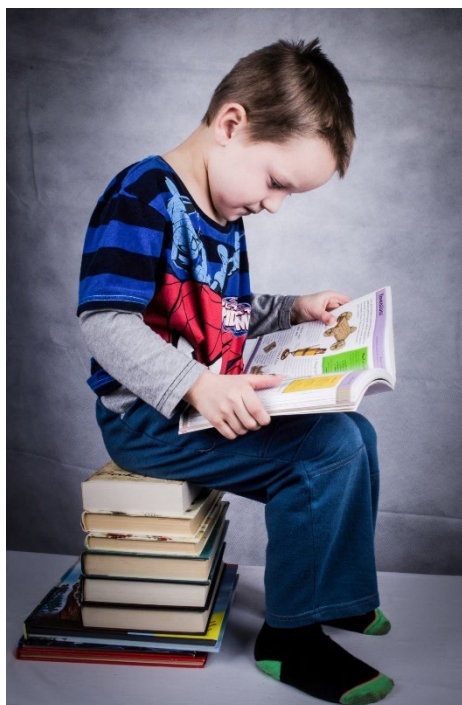
As proof that she has shed her computer anxiety, Bianca no longer fears she will cause irreversible damage with one wrong click and she has even made the leap to digital and purchased her own iPad.

"This program has opened up a new world for me. And to think I was so apprehensive about it at first," she laughed.

**not her real name*

Noah's Story

Books kick-start Noah's learning transformation



It wasn't too long ago that little Noah* struggled with such things as writing his name, identifying words or naming simple shapes.

A number of medical conditions had put the five year old behind in the literacy and numeracy development stakes and his mum, Elizabeth*, was concerned.

It was around this time that she discovered a home based early learning and parenting program that helps pre-school aged children like Noah to build confidence in learning and maximise their chances of doing well at school.

The program encourages parents like Elizabeth to take an active role in their child's education by regularly completing play-based activity packs that encourage literacy and numeracy skills. Empowering Elizabeth to be Noah's first teacher hopes to inspire a life-long love of learning, increased self-confidence, improved communication and a smooth transition to school.

And that is exactly what Elizabeth and Noah achieved through the program with the support of JobQuest.

"It's a brilliant program, totally life-changing," she said. "Noah was so far behind, he couldn't write his name. And he has a short attention span so we would work in small bursts and come back."

"But now he can write his own name and he can write other words too. He has learnt his colours and his shapes. The difference it has made has been incredibly amazing."

As part of the program, Elizabeth received regular book deliveries to help Noah develop a love of reading. Although unable to read the books himself, Elizabeth said Noah was recognising words and that regularly reading to him had helped to boost his literacy development.

"There was a time when Noah wouldn't even sit and listen to me read a storybook and now he not only enjoys it but he's recognising words," she said.

Elizabeth said the inroads Noah had made in his learning wouldn't have been possible without the support of JobQuest – and the encouragement never wavered, even when Covid-19 forced families into lockdown.

"We couldn't leave home so they sent extra activity packs to our home and craft activities on special occasions like Easter and Father's Day," she said. "That was great because it kept Noah's brain going. They would often ring us so the support continued too despite the situation we were in. I also have another child with special needs and it was only through this program that I was able to learn of another support service which they linked us up with. I was really grateful for that.

"Noah attends Occupational Therapy and Speech Therapy too and sometimes there are pressures you feel to achieve certain outcomes but what I loved about this program is that it always felt like fun for him. He was doing fun activities but still learning."

**not their real names*

Jane's Story

The surprise impact volunteering had on Jane's life

As a busy mum of a young boy with non-verbal autism, Jane* has appreciated the extra assistance with her house cleaning and garden maintenance that she has received from JobQuest.



Over the last few years, she has regularly welcomed workers into her Western Sydney home to assist with general housework and garden clean-ups while she cares full time for her 11-year-old son. But this year, in particular, the support has given her a new lease of life in an unexpected way.

Cocooned in her home during the Covid-19 lockdown, Jane's online shopping habit surged. But when the convenience quickly turned into a compulsion, it didn't take long for the house to go from cluttered to chaos.

"I kept buying and buying stuff and it kind of got out of hand," Jane said. "That's when they asked me if I was okay and I realised I just needed some direction. When they suggested I should look into doing volunteer work I said yes because it would give me something to do."

"When you're a carer and you have special needs kids, it's hard to keep in touch with friends and it's hard to go out."

Jane completed several training courses and has gone from being on the receiving end of JobQuest's assistance to now joining the organisation. She is a social support volunteer, visiting aged and disabled clients in their home. Taking her clients to medical appointments or just sitting for a cup of tea and a chat has become the highlight of Jane's week.

Before starting her family, Jane was an Enrolled Nurse but transferred to working with juveniles for the Department of Justice when she discovered "nursing wasn't for me". Volunteering, she said, was "much softer".

"This experience has been life changing," she said. "I keep saying they are my guardian angels."

"There is direction in my life again and a much better routine too. I feel as though now I can focus on how I can help my child be better."

Jane said she was pleased she could arrange her volunteer work around her son's schooling.

"He must come first. He is my priority," she said.

As for her hoarding behaviour, Jane said: "A lot has changed for the better in the last few months. I've stopped shopping by about 70 per cent so that's really good."

**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:

- ISO 45001:2018 Work Health and Safety Management Systems
- National Standards for Registered Training Organisations
- Home Care Common Standards
- National Disability Insurance Scheme [NDIS] Practise Standards

WORK HEALTH & SAFETY

In August this year we were successfully audited against the "old" WHS Management Systems standard AS4801 as well as the "new" standard ISO45001. The result was excellent with only some minor observations recorded.

AS4801 is being replaced by the international standard ISO 45001 so now JobQuest's WHS management system will continue to align with the international standard.

AUSTRALIAN SKILLS QUALITY AUTHORITY

Current focus for the RTO is upgrading training and assessment materials and validation and moving learning to on-line formats and moving to fully electronic administration and records systems. Continuous monitoring against the RTO standards assists those involved in training to ensure that each student's journey with JobQuest meets with their satisfaction and results in their desired achievement.

AGED CARE QUALITY AGENCY

With the ongoing Royal Commission into the aged care system we still await an audit or assessment from the Aged Care Quality and Safety Commission. We continue to monitor our systems and services against the Aged Care Standards to ensure that our elderly clients receive services of the highest standard.

DISABILITY SERVICES STANDARDS

Surveillance audits against the NDIS Practice Standards were changed from 2 required in the 3 year certification period to only 2. Our next audit will now be carried out in May 2021 to ensure our systems are maintained and the current level of quality upheld.

One element of all the standards is being addressed by a specific project to make worker training more accessible. This is the Continuous Professional Development Program whereby programs that have been previously delivered face to face or through handouts are accessed by workers on-line. Programs will need to be completed on a regular basis to ensure that workers remain aware of the content of over 20 programs with topics as diverse as manual handling to professional boundaries either produced by JobQuest or accessed from external providers.

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	Global Skills	NSW Police Force
ABC Radio	Good 360	NSW State Debt Recovery Office
ANZ Bank	GPT - Charlestown Square	OCTEC
Ability Options	Hawkesbury's Helping Hands	Pacific Link Housing
ADRA - Cessnock	Hawksbury Skills Inc	Penrith City Council
Anglican Parish of Telarah - Rutherford	Housing NSW	Peppercorn Services Inc (Hawkesbury Leisure & Learning Centre)
Annecto	Hunter Health England Health - John Hunter Hospital NICU	Port Stephens Council Libraries - Tomaree Library
Baptist Care Services	Hunter New England Health - Belmont Hospital	PCYC Penrith and Blacktown
Barnardos	International Child Care College - Newcastle	Regis Aged Care - Port Stephens
Blacktown Pistol Club	Joblink Plus - Cessnock and Kurri	RFBI Masonic Villages - Cessnock and Kurri
Break Thru People Solutions	Junaya Family Support Services - Blacktown	Ronald McDonald House - Newcastle
Brotherhood of St Lawrence	Juvenile Justice NSW	RuffTRACK
Calvary Retirement Community - Cessnock	Konekt Maitland, Charlestown, Mayfield, Mt Druitt	School Industry Partnership
Catholic Education Office	Lake Macquarie City Council	Skilling and Employment – Jordan Springs and Ropes Crossing
Charter Australis Education & Training City of Parramatta Council	Learning Sphere	Sydwest Multicultural Services
Cth Attorney General's Department	Lifeline - Maitland, Raymond Terrace, Hamilton	TAFE - Western Sydney and South Western Sydney
Commonwealth Bank	Living Care, Ashwood and Green Hills Residential Care Services	Taronga Zoo
Cth Department of Defence	Local Government Training Institute - Thornton	The Art Gallery of New South Wales
Cth Department of Immigration and Border Protection	Maitland and Mater Hospitals	The Field of Mars Environmental Education Centre
Cth Department of Jobs and Small Business	Mama Lana's Community Foundation	The Hills Shire Council
Cth Department of Social Services	Mai Wel Disability Services	The Mount Druitt Hub, Blacktown City Council
Community Migrant Resource Centre	Milabah - Schools as Community Centre	The Parliament of New South Wales
Corporate Partners	Museum of Contemporary Art [MCA]	The Place: Charlestown Community Centre
EMPOWERability Inc	Newcastle City Council	Training Services NSW
ESG [Employment Services Group]	Newcastle City Council Libraries - Wallsend Library	Uniting Care Australia
Event Cinemas Kotara and Glendale	North West Disability Services, The Secret Garden & Nursery	Ventia [Broadspectrum]
Fairfield Migrant Resource Centre	NSW Department of Education	Wesley Mission
Forsythes Training - Newcastle	NSW Department of Family and Community Services	WISE Employment
Fresh Hope Maitland	NSW Department of Health	Workskil - Cessnock
	NSW Department of Primary Industries	

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, particularly in such as challenging year.

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

As member, JobQuest continues to find their support invaluable.

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NEWCASTLE

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