

# multitask



"Building Abilities since 1952"



## Annual Report 2014

# Contents

<b>Chairpersons report</b>	<b>3</b>
<b>Future directions</b>	<b>4</b>
<b>Children's Services</b>	<b>6</b>
<b>Disability services</b>	<b>10</b>
Having a voice in parliament	12
Independence	20
Making memories	24
Meeting individual needs	26
Art and Awards	27
Community connections	30
Neighbourhood networks	32
Beautiful	34
<b>Australian Disability Enterprises</b>	<b>40</b>
Our staff stories	41





## Chairperson's report

When this time of year rolls around it is always a time to reflect on the year just past. For me personally it usually involves a list of things I would have liked to do but didn't get a chance or a list of things I need to do but never seem to finish. I'm sure there are similar lists within the walls of Multitask, the exception with those lists is that items are being completed. As always, I am very proud to be associated with this organisation and all that it does. As each year goes by we continue to grow and assist more people with their particular needs.

We are currently experiencing a difficult time in terms of change in our industry, the most difficult thing of all is that we don't have a definite outline of what the new 'normal' will be. This alone makes it very hard to plan for the future when we are unsure of what it is exactly we will have to work with. All that I can say is we are staffed by excellent people who pride themselves on providing the best possible service they can. As long as we maintain a focus on what we are here for, that is providing a service to people in need, we will be OK.

In April this year the board and senior management sat down to renew our strategic plan. This year we took a different approach, that being to survey all stakeholders in the organisation for feedback as to what we should be aiming for from now into the future. I'm pleased to say we came up with a plan that will see us grow and hopefully, remain sustainable well into the future.

Once again I would like to say how proud I am to be a part of this organisation and offer my thanks to all the staff, families and people who use our services.

Naomi Serone  
Chairperson

# CEO's report Graham Mapstone

The last 12 months have been interesting to say the least, with some very positive outcomes and a number of events unfolding which will bring challenges for the future, both for the organisation and people with disabilities.

The NDIS trial sites around the country continue the initial implementation of the National Disability Insurance Scheme, with mixed reports emerging as to the effectiveness of the system and the satisfaction levels of people with disabilities who are accessing services through this system. With the design and implementation of any new venture of this magnitude there are bound to be unforeseen issues arise, and these will take some time to work through.

The NSW Department of Ageing Disability and Homecare (ADHC) have announced that they will cease to exist by the year 2018, handing management of state funding for the disability sector to the Federal Government under the NDIS. As part of this process all of ADHC direct support services will be moved to the Non Government Organisation (NGO) Sector. However the process for this transition is as yet unclear. ADHC has also commenced the transition of funding to Individual Packages and ultimately our current system of block funding paid in advance will disappear. Given that the major part of our disability funding comes from the state system there will need to be a significant change in the way we conduct our business.

Following the release of the Federal budget earlier this year it is very likely that the Operational Support funding we receive for our Family Day Care operations will cease in July 2015, meaning that our operations in this area will need to be completely commercially focused. We will be in the same situation as all providers and I am confident that this part of our business will continue to grow in the new environment.



Most



would be aware of the issues arising from the decision of the Human Rights Commission to ban the use of the wage assessment tool used in approximately half of the Australian Disability Enterprises across Australia. This matter remains unresolved and coupled with the uncertainty around our ADE funding contract which expires in June 2015 presents a degree of concern in relation to our future operations in the area of supported employment. We are exploring a range of options to manage the viability into the future and ensure the people we provide support and employment to are not disadvantaged. Despite the rhetoric from politicians at all levels it is sometimes difficult to believe that these people's best interests are at the forefront of the thinking and planning that is occurring at present time.

In March this year we underwent our annual compliance audit for our Disability Enterprise and our first Third Party Verification Audit for our State funded services, and I am happy to announce that we received glowing reports in both areas. The internal processes we have put in place over recent years along with the hard work of staff across all levels of the organisation have been major contributors to these outcomes.

Financially we have had a very good year, with both Lismore Challenge Ltd and Multitask Human Resource Foundation Ltd showing solid results for the year ended June 30th.

Like all communities we have our sad moments, and this year we lost 7 of our client group due to a variety of circumstances. Bill Pheeney, Frank Herne, Robbie Burnie, John Williams, Miriam Merten, Niramaya Charls and Paul Patterson all passed away during the year and are missed by their friends and staff in the services in which they participated. Some had been with us for a long time and others joined more recently – all are missed.

As we move forward we will see some major changes across the sector and we will all need to maintain an open mind when working in a constantly changing environment. One of my daughters recently imparted some relevant words of wisdom to her ageing father: "It's all about acceptance Dad – once you accept that whatever is happening is reality and you can't change it, you can get on and deal with it."

So let's get on with it!

Many thanks to all of our staff, clients, families and the host of others too numerous to mention who support us in our endeavours to do the things we do well. I am confident that we will manage the changes where necessary and continue to carry out the good work that this organisation has been doing for the last 62 years.



# Children's services



Multitask Children's Services provides high quality child care in Family Day Care and Long Day Care.

Multitask Family Day Care offers services across New South Wales and will soon be establishing services in Queensland and Victoria.

Multitask Long Day Care is based in Manilla, New South Wales and is open from 8am to 6pm.

Multitask Family Day Care is flexible and can offer before and after school and holiday care. Some of our Family Day Care Educators also offer out of hours / overnight care.

We are very excited that we have been nominated for Coordination Unit of the Year and celebrate and congratulate two Family Day Care Educators who won the Regional Area Award in the 2014 Excellence in Family Day Care Awards for Lismore & Far North Coast and Tamworth & North West.

We believe each child is unique, capable, and competent and are active participants in their own learning and childhood is a time for fun, friendship, adventure and happiness.

Family is the most important influence in the child's life.

Families are the most valuable source of information about the child and we aim to incorporate this information in to the daily program and as such meaningful and trusting relationships with families is essential.

As early childhood Educators, we are facilitators of children's learning. We learn alongside children - we are researchers of each child's interests, strengths and talents. It is vital that we model a positive attitude towards, and enthusiasm for learning.

We are committed to our role as advocates for children and are committed to continuing our own professional development to ensure the best care and education experience for each child.

Multitask Children's Services Learning environments offer children, parents and staff an opportunity for involvement in the development of the programs for children.

Individual children's interests are taken into account in the development of programs and provide assistance to children in their transition to other early childhood programs or to school. They ensure a balance of both structured and unstructured learning times that cater for children's individual needs and interests and are age appropriate.

If you would like to speak with one of our friendly staff about becoming an educator or accessing care please contact the office on (02) 6627 5000 or alternatively you can email us at [fdcaadmin@multitask.org.au](mailto:fdcaadmin@multitask.org.au) We look forward to hearing from you.













# **Soapbiz**

***Organic and  
natural soaps***

*For our full range,*

*contact [sales@multitask.org.au](mailto:sales@multitask.org.au) or 02 6627 5000*

# Disability Services

## Day Services

Day Services has been full of activity this year. Lively music programs can be heard throughout the building and we find ourselves humming along.

The cooking group continue to create some wonderful culinary delights and the smells are always enticing.

The drama group is in full swing and are working towards a performance to be held at the end of the year. Our amazing artists will be putting on an art exhibition at the Serpentine Gallery.

The golfers are in full swing playing on various golf courses around the local area. Other great activities we have been participating in including the Funky Fitness, bowling, horse riding and Meals on Wheels.

## Leigh

Leigh has just finished her fourth performance as a saloon gal in the play 'Jack of Hearts' which she performed with her fellow 'Arcadia Plus Drama Group' at Brunswick Heads. Leigh has been involved in this group for a number of years now and she loves the whole process of weekly improvisation games along with some serious rehearsing preparing for the biannual show.

This term's play was a Western with a bit of everything: song, dance, romance, mystery, action and comedy! Being in the twice-yearly play is a total buzz for Leigh, who is not known for her shyness, on stage or off! The excitement and joy of dressing up and entertaining people (and being cheered and applauded!) are exactly the kind of thing Leigh excels at.

Another thrill for Leigh this year has been developing her bowling skills. Leigh used to play bowls seated in her wheelchair and using a tube to direct the ball but she has now progressed to fully independent play – standing and bowling with her own arm with no support at all. She deserves to be immensely proud of herself with this. It is a joy to behold the satisfaction and confidence she is gaining every week, let alone the skill!

## Day Services Cooking Group become Chefs

The cooking group saw a movie called "Chef" at the cinema and were inspired to replicate the food from the movie and made some fabulous Cuban sandwiches.

"We made dough to form bread rolls, roasted pork, popped on some Swiss cheese, bacon, pickles and mustard. We cooked them in a sandwich press and they were delicious. We chop vegetables, cut up herbs. We learn to be careful of hot things in the kitchen and wash our hands. We all work together, set the table and eat as a group.

During the colder months we have been making winter soups such as minestrone with Tibetan dumplings, Laksa, chicken, corn and noodle soup and tomato soup and baked some home made bread rolls. It's a great program!"





# Having a voice in Parliament

## Leanne

Taken during an Art Class in Alstonvale, below is a photo of Leanne who resides at Walker St. Leanne is a keen Artist and Poet. However her recent trials have proven her to be an inspirational survivor.

Late in 2013, Leanne received frightening news from her Doctors. She was given the option to receive major brain surgery to attempt to remove a brain tumour.

Leanne and her family made the heart wrenching decision to try the surgery. Leanne's family spent weeks by her bedside in hospital and day by day, Leanne grew stronger and recovered.

Leanne now says, "I appreciate life for now, for good and for evermore in Leanne's Galore, to adore... for evermore".

Leanne is once again back to her Art Class and writing inspirational poetry. Recently, she presented a poem to a local politician to convey her thoughts on her supported employment. There seems to be no stopping her. Leanne is one brave lady and as she always says, "I do the best I can, with the gear I've got".

## Leanne's poem below was read out in parliament

Just come and sit down for a while or two,  
Politicians, as well as us usual people,  
If you take our jobs away from us,  
It leaves us poor and bored,  
For there is nothing to adore.  
Sit for a while  
With a happy go lucky smile  
Upon our facial dials.

Dear politicians just think for a while  
And leave our jobs for us please,  
So that we can wear happy go lucky smiles  
Upon our facial dials for a fairly long time.



Tuesday, 17 June 2014		HOUSE OF REPRESENTATIVES		61
		SPEECH		
Date	Tuesday, 17 June 2014	Source	House	
Page	61	Proof	Yes	
Questioner	Hogan, Kevin, MP	Responder	Question No.	
<p>Mr HOGAN (Page) (17:59): I commend the previous speaker. It is a very important bill and it is quite a complex issue that we are talking about. Sometimes when you talk about issues of fairness and equity, it can have the exact opposite effect. That is obviously why this bill is being considered. As we know, this bill is establishing a payment scheme for supported employees with intellectual impairments in Australian Disability Enterprises who previously had their wages assessed under the Business Services Wage Assessment Tool.</p> <p>The payment scheme will help provide ongoing employment for employees with a disability. Mr Deputy Speaker, I am sure you are aware—because you are very active in your community and very well respected—that there are 193 organisations operating Australian disability enterprises in communities across Australia, supporting 20,000 workers with moderate to severe levels of disability. You might be interested to know that, as in all communities, I have a number that do absolutely fantastic work. What they provide these workers with disabilities cannot be measured in financial gain; they provide them with a sense of purpose, with social interaction and provide respite for carers and parents. I cannot name all the organisations in my community—there are so many—but some are Carings, Windara in Casino, Summerland House, the House with No Steps, which operates extensively throughout my community.</p> <p>Another enterprise is a group called Multitask. The people who run Multitask were so concerned about the issue that this bill is responding to that they asked me to go to visit them and their workers to see what they do and the benefit it provides everyone in that facility. Graham Mapstone, the CEO of Multitask, invited me out. Rachelle Vincent, Kim Vincent and Joe World showed me around. I had the pleasure of meeting the 40 or so people working there that day. They all came up to me and pleaded that "We don't want to lose the option of coming here. We want Multitask to be able to offer this service." There are many reasons beyond the financial that they are there that they were so passionate about. After my visit, Miss Leanne Moore Butt rang my office and insisted that she come and see me to reinforce the importance of the organisation. She wrote me a poem, which she has asked me to read out in parliament, and I will.</p> <p>The poem is headed "Challenge Multitask Meeting with Politicians".</p>				
<p>Just come and sit down for a while or two, Politicians, as well as us usual people, If you take our jobs away from us, It leaves us poor and bored, For there is nothing to adore. Sit for a while With a happy go lucky smile Upon our facial dials.</p> <p>Dear politicians just think for a while And leave our jobs for us, please, So that we can wear happy go lucky smiles Upon our facial dials for a fairly long time.</p>				
<p>Due to legal proceedings concerning the Business Services Wage Assessment Tool, which may take some time to resolve, the government has rightly decided to establish a payment system to give reassurance to supported employees, their families and carers to remove perceived liability that could impact the ability of Australian Disability Enterprises to deliver ongoing employment support. The payment scheme provided</p>				
CHAMBER				









### **Rebecca**

I am having a great year. I turned 23 this year and moved from Fox Street Ballina into a one bedroom villa in the brand new Moon Street Ballina complex. I like that I am gaining more independence and that I don't need much support anymore.

The best thing about Moon Street is living independently with my dog 'Blackie'. I purchased a bike and I often ride around Ballina. I have a busy schedule as I enrolled in TAFE for the Cert II Animal Studies Course and I really enjoy studying.

One activity I try not to miss is going horse-riding every week with my mates from Day Services. I got myself a job from Business Services and look forward to a bright and busy future. I am hoping to be able to go on a holiday to visit my mum later this year as I miss her very much.





### Tamworth

This year at Tamworth has been another great one! Some of our residents have had trips away to Coffs Harbour, Sydney, the Gold Coast & south-west NSW. Sharron says her best memory was going to see musicals like *Grease* & *Strictly Ballroom* in Sydney and she even got up on stage with the cast! She also got to meet the dolphins in Coffs Harbour. Kieran has some activities that he really likes such as horse-riding at RDA, swimming in the Hydrotherapy pool, going for drives & enjoying the swings at our local parks. Gary had some great holidays travelling around parts of NSW with his parents & Justin has a holiday planned to the Gold Coast.

We have regular outings including movies, ten pin bowling, swimming/water park, BBQ's, markets, day trips to local smaller towns and discovering the local attractions.

### Outreach

Our Outreach team provide an excellent service that provides 1-1 flexible programs to clients to promote independent living skills through LifeMoves, STRETCH, ILSI and IASP Programs. Our programs include: working towards clients personal goals such as developing budgets, menu planning and cooking skills; participating in community and building self esteem and independence. This year, we have successfully supported nine clients to reach their goals and we are continuing to support many more.

It's very rewarding for our team to see the clients experience so many successes and achievements during this time.



### Mullumbimby Resource Centre

MRC is a fabulous little day service next to the hospital in Mullumbimby. We provide service to eight people, with three staff on site. Our team have an affinity with this small group and it makes it possible for us to offer a highly tailored and flexible program. We strike a dynamic balance between group and individual; centre-based and community-based; and structured and spontaneous activities. Our group activities include: community pottery, drama, music and choir, meditation, social dances, theatre and concert outings, bowling, cooking and much more. We aim to make every day not just busy but meaningful. Our key ethos is about encouraging and challenging those we support to do all that they can: celebrating their independence and achievements.

### **Waratah**

This year, Paul really enjoyed going to the monster truck show at the speedway in January. Jaclyne and Niramaya said the outings at the beach have been their most memorable. Jaclyne would like to see more live shows like the Neil Diamond show.

Jaclyne loves Meals on Wheels.

Jaclyne said the other residents are nice. The others say Jaclyne is very funny and she makes everyone laugh every day. The residents at Waratah Way said that the staff are very helpful and Jaclyne also added that they have lovely faces.

Glenn likes going for walks and kicking a ball at the park. Glenn said he enjoys being outside in the sun so golf is his favourite.



### **Paul**

One of my IP goals was to visit Sea World to see the dolphins. My Team Manager Kerry-Anne printed out the show times off the computer and asked me what I wanted to see the most. I mostly wanted to see the dolphins and they were the first show of the day. Kerry-Anne asked if I would like to invite anyone from other houses to come with us. I said ok, so Les and Vicki from Mulgum House came.

with us. Jaclyne also came from Waratah Way. We left straight after breakfast and stopped at a park for morning tea just past Byron Bay. We had to line up to get tickets and that took a while. We then had a long walk to the far end of the park to see the dolphin show. It had started when we got there but the staff were really nice and let us through a side entrance and we had front row seats.

I really liked the show. The dolphins did lots of twists and flips. We saw the baby polar bear as well. I watched the ski jump show last and liked that too. It was a very long day and I was tired but it was good.

*Sadly, after a long battle with health issues, Paul passed away at the end of August. He is very much missed by both housemates and staff.*





### Windsor Court

Windsor Court resident's memories of the 'year that was' are quite diverse.

Ken remembers his retirement day and it's significance in his life, as he is now experiencing the freedom to orchestrate his own day. Brian B. remembers with fondness a family event he attended with all the babies and nieces. Tony's favourite program is Life Choices and "going out to tea on Monday nights to the Club". Tony's favourite memory is the day he brought Jill and Jill (his 2 guinea pigs) home. Graham remembers his holiday in Yamba on Anzac Day and seeing the passing parade. Brian C. remembers visiting his Mum.

Some goals the residents have for the coming year include: Spending time with family, taking holidays and swimming training.

All residents comment on the friendliness of the staff and "having chats". Ken's favourite thing about Windsor is "playing pool", and said that his funniest moments were "some of the pool shots I've seen playing with staff".






# *Happy Days Café*







## **Providing catering solutions for you**

Happy Days Café offer an arrangement of Gourmet Sandwiches, Focaccia & Turkish Bread filled with our very own home cooked products available for all your catering requirements.

Happy Days also provide a range of home baked cakes, slices, biscuits, muffins, quiches, meat platters and of course cheese & fruit platters. Anything you desire we can create!

Contact [HappyDaysCafe@multitask.org.au](mailto:HappyDaysCafe@multitask.org.au)

# Independence



## **Jacob**

This year, one of the most exciting events for me has been playing a piano recital with my piano teacher Stuart at Rous Unplugged. I got dressed in my best black pants, white shirt and black vest. My teacher loaned me a tie with musical notes on it. My teacher introduced me to the audience and gave a brief account of my disability. He ended the account with 'but can he play a piano!'

My teacher assists me by placing my finger on the first note then I play unassisted maintaining perfect timing. After the performance, the audience clapped and cheered and I was really pleased with myself.

People came up to my mum and dad and I was offered the opportunity to play at functions in the Northern Rivers and get paid for it. Other members of the audience came up and thanked me and told me I was amazing, fabulous and incredible amongst other pleasantries. I loved this night. I look forward to being supported to continue

attending piano lessons every week so that I can further develop my musical abilities.

I also got to participate in 'Sprung' this year.

We attended dance workshop for 3 days then got to perform in a concert. A really special support worker, Kathy Bell, worked closely with me for the 3 days so that I could learn the dance routine. The 'Sprung' team was then asked to repeat their performance at the Lismore Lantern Parade and the Alstonville Anglican Fete.

I love keeping busy and trying new activities. I also got to go Wet n' Wild water park on the Gold Coast and go on the water slides with my house mates and staff. At the end of the day, we all got into the huge spa to relax. This year, I hope to go on a cruise with my house mates.

## **Ballina**

In March this year the Ballina Service was created. Jo Spiteri was appointed as a full time Team Manager of the Fox St and Moon St Service. Jo is assisted in her role by Ricky Forsyth the newly appointed Assistant Team Manager. The Ballina Service allows support workers to work with more clients and to work at the different facilities.

This is an exciting time to be at Ballina. There are lots of changes and staff are working hard to create new opportunities for clients as well as striving to maintain the routines and programs that are working well. The future looks busy, exciting and has limitless opportunities for staff and clients.



Fox Street Ballina is a fun and happy house to live in. There is always something to do and there is always someone around to do it with. The staff work really hard to give us lots of opportunities to enjoy new experiences. The saddest thing this year was saying good-bye to our friends who moved over to Moon Street. It is good when they come back to visit. This year we visited Wet N Wild at the Gold Coast. It is great when we get to go to places to have fun. We are working towards creating the opportunity for clients to go on a cruise later this year. It will be really cool to go to a new country and enjoy the really fun things that you can do on cruise ships.

Moon Street Ballina is a new residence for people to go to that want to start developing independence. Three of us left Fox Street in May to come live here. It is really good living in a brand new villa. The staff give us more time to ourselves and becoming more independent feels really good. Moon Street got some new staff and they have been working really hard to ensure we all connect in our new environment. The best thing about Moon Street is that we have more choices, less support and our own space. Here at Moon Street most of us want to get jobs and start earning money. There are still two vacant villas and it will be good when more people move to Moon Street. Maybe some old friends from Fox Street will move over soon and that would be excellent.







# Business Support Services

We print, photocopy, spiralbind, shrinkwrap, laminate pack, label, collate, assemble, address, fold, insert and post.

Our rates are reasonable so contact us for a quote on 02 6627 5000 or [sales@multitask.org.au](mailto:sales@multitask.org.au)



# Making memories

## **Kellie-Anne**

I wanted to go and spend the day at the Butterfly House. It was one of my IP goals. I wanted to see the butterflies and wanted them to land on me.

On arriving at the Butterfly House I saw butterflies in their cocoons, in their warm house. There was lots of greenery and ferns. It was beautiful. Some butterflies sat on the plants and the rails. A couple of butterflies sat on my tummy. I was happy to see the butterflies. I had saved up for the visit for a long time, and was excited to achieve one of my IP goals.

My support worker, Lorna, was also amazed at the butterflies. When I got home other people said the photos I took during the day out were very lovely and beautiful. I felt relaxed afterwards, and Mum said she may go with me to the Butterfly House another day.

Next I want to do some gardening. I am starting a herb garden, then doing a vegetable plot. I intend to cook and eat the herbs and vegetables I grow.

Jesse has many fond memories of when he was a child growing up in a town near Grafton. He set an IP goal to set up a scrap book, so he could visually access these memories on a daily basis.

Jesse spent time saving money, purchasing material to use in his scrap book, visiting places that invoked memories for him (to take photos), and collecting some material from his Mother's house.

Jesse enjoyed putting the scrap book together, and put a lot of care and effort into making it exactly what he wanted. Staff enjoyed supporting Jesse to do this, and seeing Jesse so happy with what he was creating.

Jesse now looks at his scrap book whenever he needs cheering up, and is looking at capturing more recent memories in the same way.

## **Jesse**

In the last 12 months at Junction Hill clients have enjoyed many great events such as Relay for Life, Ten Pin Bowling competitions, Blues and Brews festival, Grafton Racing carnival, and various camps. Hosting house BBQs with family and friends has also been a popular activity for all clients.

Over the next year we intend to continue with regular get togethers, keep increasing our independence, and work hard to meet all our IP goals. Clients have said that staff are nice and help them a lot with these things.

Clients enjoy the freedom of living independently at Junction Hill, and being able to make their own decisions. They also understand that independence comes with responsibility. We often use humour to keep us smiling through less popular parts of independence (eg housework). Clients especially like Luke singing and James coming out with "one liners".





# Meeting individual needs

## Kempsey

All the residents at Kempsey have an IP goal for development in cooking . Each one cooks independently with 1:1 support. They have all developed their own recipe books, are trying new foods and healthy recipes.

Colin will be going to Bathurst again this year in October. Colin has also gained supported employment with the Mow Hawks and continues to volunteer at the Salvos.

Matthew will be going to the Gold coast to check out the Theme Parks. Matthew has also commenced fortnightly social club outings and commenced line dancing.

Karl has reached his long term goal to move out and live independently in Nambucca near his family. Karl has also gained his learner's licence and is having driving lessons. Overall its been a great year for all with every one reaching many their personal goals.

**Kahl** in Kempsey had an IP goal to go on holiday this year. He was supported to look at many destinations, but none resonated with him until we came across an opportunity to go to Lenox Head. Just by chance, Kahl's best friend who now lives in Queensland will also be there then. Kahl is very excited about this holiday planned for October. Kahl often talks about his friend and calls him (my brother).

They have not seen each other for several years so they will have a lot of catching up to do. The service supporting Kahl on this holiday is a service that supported Kahl in his previous placement. What started out as a daunting thing for Kahl trying to choose a holiday destination has turned into an opportunity to catch up with old support staff and his best friend while on holiday.

Kahl has received a certificate from the CWA for Drumming at the International Cultural Day. This has rekindled his interest in playing guitar and he is also currently looking into lessons in African Drumming.





# Art and awards

## **Justin** “The Art Show”

I entered the Challenge 6th Annual Art Exhibition and Competition. All art work in the exhibition was completed by a person with a disability. Dot helped me with my entry. Our theme was LOL - Laugh out Loud. What makes me laugh the most is looking at myself in the mirror. So Dot & I took a picture of me laughing & stuck it to the mirror. Then I decorated the frame.

I'm non-verbal so my wicked laugh & smile are two ways I communicate.

The exhibition was displayed in our local Council Chambers. There were 193 entries from as far as Port Macquarie, Cessnock, Newcastle, Sydney, Dubbo and Tweed Valley. Over half of this year's entries were from local residents in Tamworth. I won a prize for

my entry & had to go to the presentation.

In the picture I'm receiving my Award and my entry is on display just behind me. I like doing painting & art. My friend Dot was very good to help me in her own time and I hope she can do it again.









# The Green Team

Don't let the grass grow under your feet!

We offer great rates for

- Residential garden maintenance
- Servicing parks and public spaces
- Contracted local government work

Contact us for a free estimate on  
02 6627 5000 or [sales@multitask.org.au](mailto:sales@multitask.org.au)



# Community Connections

## Les

I mentioned that I would like to go on another holiday this year and then we got some brochures and I chose a holiday that sounded good - to Australia Zoo. I asked Geoff if he'd like to go with me and he said yes. We went together and saw lots of animals. We watched a show on Jabirus and Hawks in the arena at Australia Zoo and they fed the crocodiles and it was scary.

We went out to dinner every night and went to the beach. I felt very well. Because I had my own room and breakfast at the hotel every day and we all went out every night for dinner. Geoff liked the holiday too. Going on Holidays is my favourite IP goal. I am going on another holiday to watch the whales off Hervey Bay in September this year with my friends from Biala. I also went on a big cruise ship to Noumea for 10 days last September with my mates from Biala. My best

memory was dressing up in hula skirts for dinner with a tropical theme and the food tables were full of lots of choices to eat. I danced with some of my mates from Biala and the band played tropical music and rock and roll.

We all went on a train ride at Port Vila, to the mountains in Noumea to visit a vanilla bean farm where I had a big vanilla milkshake. It was a bit scary looking down into the valley from the train and it was a long train ride. I liked cuddling a Koala at Currumbin Sanctuary.

I like to go bike riding and to play tennis and watch cartoons on my TV and to go out shopping to buy items for my own fridge. I like going to Golf with Day Services because it is outside and I get to pick up the balls and I can wear my golf shirt.

## Vicki

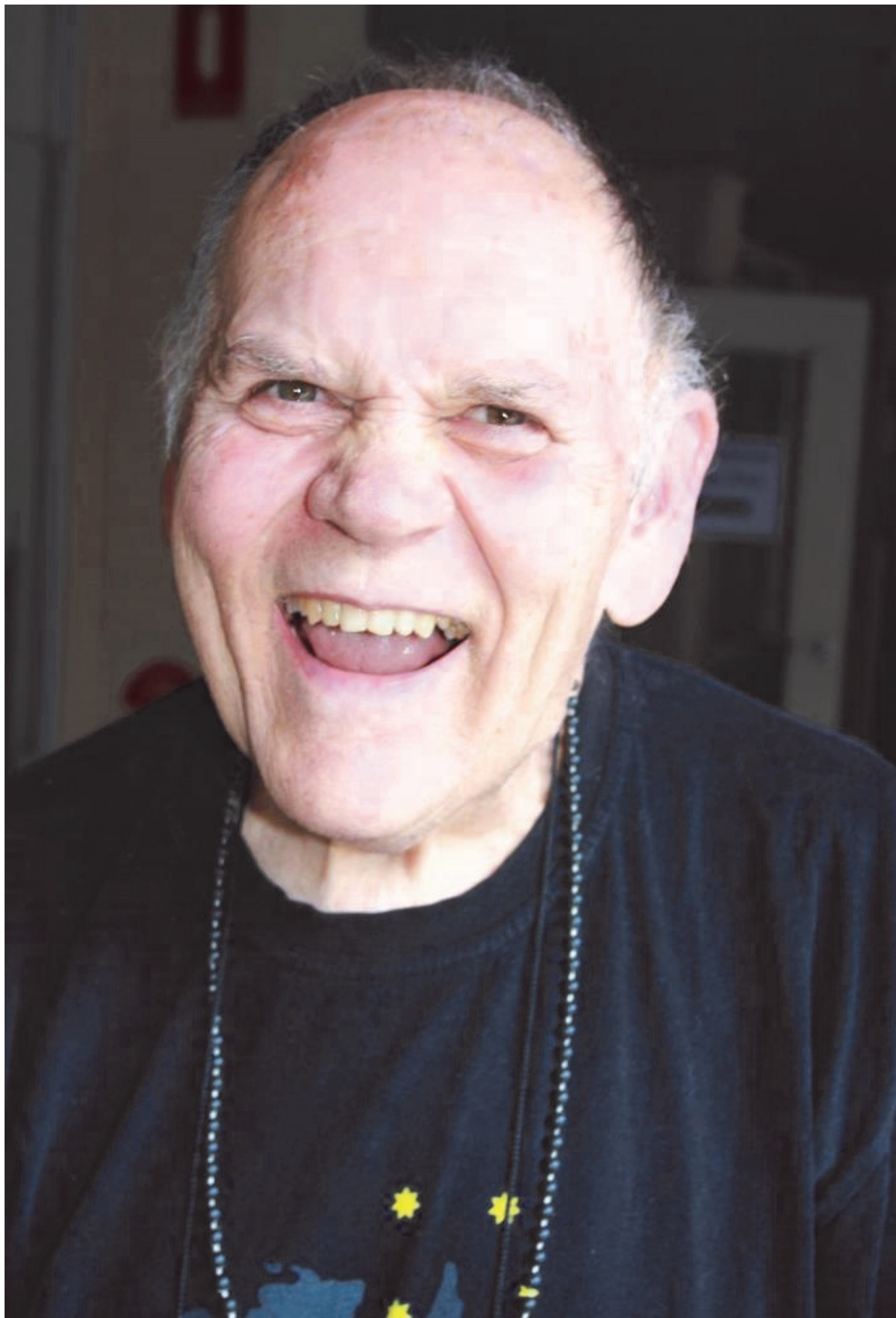
I like attending Bible Study which came about as part of going to Church, the Church

Community then invited me to join in their Bible Study Group. When I attended the Bible Study, I felt 'Good' I felt 'contentment'. The group of ladies stated they felt "honored" to have me in their group, and I felt I was 'doing the right thing' and I would 'like to continue'. My best memories from the year was 'Going to the shows' and 'I want to go to more Live shows' one of the funniest moments of the year was 'going to the Manpower Show'. The staff at Mulgum House 'look after me nicely' and my favourite thing about living here is 'there is no pressure' and 'I feel cared for', 'I like going out' 'I like being with other people'.



I am Michelle Patch the new Team Manager for Mulgum House. The people that live here are loving life and really enjoy getting out in the community and the team that work at Mulgum House are very dedicated to supporting everyone with whatever they choose to do. We currently have some vacant rooms as some of the long term residents have moved onto bigger and better things. The painters have done a great job on the huge hallway, it has helped brighten up the whole of the house and we are hoping to get a new fence to replace the wooden one soon. There have been some fantastic holidays had by Les, Vicki, Tom and Geoffrey and they are all looking forward to new holiday adventures coming up in the future.





# Neighbourhood networks

## David

David lives at Grace Road with four friends. It's a large home with panoramic views overlooking Corndale and a large block of land with lawns and trees.

Over the past year, David has been developing his gardening skills which appear to have given him a real sense of satisfaction and contribution to his home and community.

In fact, one of the Grace Rd neighbour's, Sherree, has been so delighted to see David's care of the yard that she brought him a 'Wheelie Barrow' of his own after David would consistently borrow hers. He loved his own 'Wheelie Barrow' and used it so much, it wore out!!

David's IP partner Ivan, then supported David to purchase an awesome big wheelbarrow and leather gardening gloves from Bunnings. Along with long trousers and a hat, David can spend several hours 'pottering' around in the yard. After the Green Team has mowed the lawns, David will be outside raking all the grass, putting it in his barrow then placing it in various garden beds. If David is home when the Green Team visit, he will put on his 'high-vis vest' and help out. Sherree next door continues to encourage David's community contribution even bringing over baked cookies for the resident's to share.

David seems to love being busy and working in the yard which makes his beautiful home and garden look great.

It's also an opportunity for '1:1 connection time' for David with neighbours, friends and Support Workers helping him meet this IP goal and doing something he loves.



## Grace Road

Toni said this year has been the happiest year of her life.

For Toni everything is nice, 'I love my new bed, it's so cosy and looks beautiful.' Toni said the funniest moments of the year are telling jokes with Annie. Toni also said staff are kind and helpful and most the time funny too.

Goals for next year include planning how to use the spare lounge room. Toni is hoping to bowl more and score well while David will be attending motor-car racing events and camping in tents. David said the highlights of this year have been catching a fish, buying a wheelbarrow & camping equipment. He enjoys gardening and helping the Green Team. He also enjoys golf at Day Services and the photo's done by Sri are posted on David's wall.







# *Make dreams a reality : a Beautiful rainbow*

## **Rainbow Womens group**

The Rainbow Women's Group began with the idea that there was a need and desire for women to be able to meet in a safe environment to be supported to work through issues that were happening in their lives. The women have developed trust and friendship with their ongoing commitment to the group.

The women look forward to spending the day together and the groups weekly meetings incorporate discussing and sharing personal experiences on a variety of topics including relationships, bullying, suicide, healthy living, boundaries and friendships.

Ladies from Day Services, Business Services and Red Inc. participated in this years *Beautiful Program*.

Many of the ladies had participated in *Beautiful 1* last year and they were very keen and excited to be apart of this next chapter of the program.

The course was run over an 8 week period and covered topics on Relationships, Boundaries, Self Esteem, Inner and Outward Beauty and a session on Makeup. On completion of *Beautiful 2* participates were invited to attend their Graduation High Tea at House with Lismore Counsellor Glenys Ritchie presenting them with their Graduation Certificates.

Everyone was very excited to be part of the High tea and some of the comments from Beautiful were:

*"It was a very supportive program"*

*"It made me think about having boundaries in my life."*

*"I enjoyed it and looked forward to it every week."*

*"It was great to be a part of this program."*

*"I am nearly 70 years old and have never done anything like this before – thank you."*

## **Beautiful 2**







# Inclusion

## Mike

I wanted to watch Dragons vs Titans as an IP goal. Staff helped me look on the internet to find out what day & time the game was on.

Staff helped organise transport & tickets. We found out that we were going to be sitting in a different place this time, despite asking for the same seats as last year, not sure why!. Also the stadium had a different name now called Cbus stadium.

I left home about 11:00 we stopped at Brunswick Heads on the way to have a break. I ordered a milk shake. There were a lot of people around Brunswick & it was a chilly day but the sun was out. I then drove straight to the stadium & to my delight we were able to enter the stadium earlier than last time. I had to walk a way to the entry point my legs were a little sore. Staff helped me find my seat it was close to the field & lots of Dragon supporters around me.

I made friends with husband & wife mad Dragons supporters from Sydney sitting in front of me. We spoke about the players & they told me they had attended the 2<sup>nd</sup> state of origin & were also going to the 3<sup>rd</sup> game. The couple offered me some nibbles during the game.

I was very happy I got to watch 2 games, the Dragons reserve grade won 44-12 plus the A grade team won 19-18. I had a good time being in amongst all the dragon supporters, they made me feel really comfortable & I met some very kind people.

I was sad to see Michelle our Team Manager move to Mulgum House because she was helpful & kind to me.

With the support of staff I have achieved 2 of my IP goals of watching the Dragons play the

Titans and also growing veggies in my garden.

I went to Lismore Bunnings &

brought some cucumbers and tomatoes, I asked for a little help to plant the seedlings. The cucumbers & tomatoes grew well. I gave some cucumbers & tomatoes to my sister. Now there finished & winter here I went to Bunning's at Ballina & purchase some cabbages... they look good & growing well.

I'm still attending Neighbourhood club on Fridays, look forward to seeing my friends & enjoy the food, I have been lucky this year & won a few prizes in the raffles.





### **Wyrallah Road**

The Service Area Team goal for the year would be ensuring the team is cohesive with changes being implemented due to funding arrangements.

June flew to Sydney to spend Easter week with her Brother (Peter ) and his family.

Upcoming events and plans for the next three months are Christine is planning a 3 days holiday up the coast that includes sight seeing, Outback Spectacular, Movie World, Harbour town and shopping locations.

Helen will attend Opera at the Channon in July.

A trip is planned for Michael to Skill Park to watch his favourite team play.

### **Christine**

One of my IP goals was to go to Caloundra Music Festival. My friend Carol came with me and my IP partner, Colleen, came as support and driver. I booked a luxury four bedroom house with its own swimming pool, about 3 kms out of the CBD. It was big, clean and very beautiful. I loved sleeping in a queen size bed all to myself, with my own ensuite, and double doors that opened onto the pool. We bought our own food and made some lovely meals.

The festival was next to King's Beach and has four stages for performers. There was music all day and half the night for four days, plus great food stalls. It was pretty crowded but everybody was really polite and helpful to me with my walker. My favourite band was the Perch Creek Family Jug Band who grew up in the Lismore area, and now are playing all over Australia and even the World.

I liked the slow pace of life on holidays, sleeping in and shopping when we liked. I bought a singing and dancing chipmunk that is really funny. We walked next to the beach, had coffee looking at the beach and the weather stayed fine and sunny.

One day we went for a drive inland to the mountains through all these small villages. We had lunch in one of them. I had a fantastic time and I am going back this year.





# Happy Days Café

Operating from a commercial kitchen in Lismore, Happy Days Café can gratify and satisfy all your catering needs.

We source products locally wherever possible.

We also deliver! Whether you are based in Alstonville, Byron, Ballina or Casino, we deliver direct to you. Or you can pick up yourself so you can allocate more of the budget to yummy food.









# Australian Disability Enterprises (ADE)

As with all previous years we have faced many challenges however this year has proven to be exceptional.

The most confronting challenge this year was the Federal's courts ruling that the Business Services Wage Assessment Tool (BSWAT) cease. The Human Rights Commission recommended the Supported Wage System (SWS) tool to be used in its place. The SWS was not designed to assess Supported Employees in ADEs. In consequence, all ADEs who were using the BSWAT tool have to adopt a new wage tool. Currently we are working with another wage tool to meet these requirements.

In December, the requirements

of the Human Rights Commission recommendation will be defined by the Fair Work Commission. This decision is very important to the future direction of all ADEs and their financial viability. For more information and your support please go to the website: [www.ade.org.au](http://www.ade.org.au) ADEs Campaign- Australian Disability Enterprise (ADEs work for me).

On a brighter note, 12 Supported Employees achieved their Cert II in Safe Food Handling. Ongoing training for WHS, Quality Assurance, Communication in the Work Place and Working with Others has been completed by most Supported

Employees. We are most proud of the team at our Happy Days Café as they are currently training in catering to expand the business into the community.

We would like to take this opportunity to welcome Nicole Bird, Glenys Driver and Carrie-Anne Baxter to our team. We look forward to the year ahead with great anticipation of further growth in our Businesses.





# *Our staff stories*



## **Sandra**

My name is Sandra and I am 39 years old and have worked for Multitask since I was 20 years old. When I first started to work in 1995 I was sewing in our South Lismore factory and over the years have worked in SoapBiz, Plant Protector and Business Services.

I am now working in catering at Happy Days Café and have been for the last 2 years at our Molesworth Street Office. I like this position more, as I am learning more skills which I can use for everyday living for myself. Multitask gave me the skills to finish in house TAFE Course in Food Safety Handling Certificate II. Through Multitask I have done a Warehouse and First Aid Course. I like the experience I am learning and I see all my friends while at work.

If I was to lose my job, I would get bored at home and depressed, as I could no longer go out with my friends or pay my bills. I would eventually not manage to pay my rent and would lose where I live and my independence. I would not get another job elsewhere, as another employer would not take me on. I tried before. Multitask has helped me a lot during a very difficult time when I lost my mum and best friend. I was supported throughout my grief and helped me move on with my life. When I have problems at home eg filling in and understanding Centerlink letters, Multitask always supports and helps me to fix them. If you need anything, I know that our CEO will listen and help as well.

# *Our staff stories*

## **Michael**

I have been working for Multitask for over ten years.

I had been working for some years, part time for Multitask (Green Team) and part time in Open Employment at a local business in Lismore.

A couple of years ago this business needed to cut back on staff and unfortunately I was one of a few people who lost their job. This worked out pretty well for me in the end as Multitask then offered me full-time Employment with the Green Team.

Working full-time has given me the security and opportunity to plan ahead and save for the things I could not afford when I was working less hours.

What I like most about my job is being able to move into other departments such as Soapbiz and Business Services when needed.





### **Toni**

Hi, my name is Toni and I have worked for Multitask for about 2-3 Years. I work in Business Support Services and Plant Protectors at 47 Caldwell Ave in Lismore. I love my job and without it I would go insane! I have been taught communication skills, Workplace and safety, sexuality and anger management in the workplace among other things. What I like most is the Rice packing work I am doing. My life would changed dramatically if I loose my job, as I would get into mischief and get mixed up in the wrong crowd, which will get me into trouble with the police. With my borderline personality disorder, I will get sick and act on suicide and self-harm. The Income here is extra support on my pension and I would not get another job anywhere, as I have tried in the past before. I would worry about my budget if I was to lose my job, as I could not save money for the car.



Last year Multitask helped me set up savings account and budget to achieve my goal of buying the car. Due to my mental illness I have been unfair dismissed twice from open employment. Multitask supports me to see doctors or mental health appointments and they helped me write a eulogy for my friend's funeral. When my mum was very ill, Multitask supported me to call and talk to the hospital and find my mums room number and explained to me what was wrong with her. Staff is going the extra mile to support us all here at Multitask such as talking on my behalf to the police when they were some issues unresolved. Outside of work I am doing computer course and I was supported at work with my entire questionnaire to develop my skill. I would get lost and forget who I am without my job!

### **Anita**

#### **Why I love working at Multitask**

I have been employed at Multitask for the last seven years on a full time basis. During my time here I have done numerous roles which include, working in BSS doing mail outs, packaging Organic rice for a local producer and working in our Soapbiz production company where I have found my niche.

I have received training along the way to learn new skills and to improve on my existing skills, giving me job satisfaction on all the tasks I do.

Because of my knowledge of the Soap production & my people skills, I was trained in the role of Coordinator of Soapbiz, overseeing team production, & quality control of our end product. Working & training here has given me the skills & confidence to take this role on & I really enjoying coming to work each day.

My husband Kevin also used to work here & through his training & the help of Multitask he was able to gain a job with Ballina Shire Council 12months ago, where he is still currently employed & loving what he's doing. Working here has helped me in numerous ways. My husband & I have been able to buy a house & a car. Besides all the new skills & training I have learnt working here, I have meet great people who have become my friends & will be for life. The Future here looks prosperous for me as I'm looking into doing some more training, I'd love to work with Children so with my Supervisors help, I am looking the options available in doing a Cert II in Child care.



# *My Six Years at Multitask*

## **Peter**

I started 2008 working for Challenge in Murwillumbah and moved to Lismore soon after to study a Bachelor of Arts internally at Southern Cross University. At the time I was pretty fried and being that I was on Risperdal injections I found it difficult to study and withdrew my enrolment. In second semester I started a Certificate II in Business Administration which I finished in fine form, returning to supported employment with East Lismore Multitask soon after in November. I had at that stage taken myself off the injections I was receiving.

I began my first day tying rope at a table Business Support Services. Having already being in a similar environment previously I ensued upon joke-cracking and familiarising myself with the workers.

Despite the things that routinely go on I found over the years that anyone who stayed around generally had a good attitude towards work and those who continued persistently to be dysfunctional, typically did not continue their employment. I think that it is a great attribute of the workplace that a hundred workers with so much personal power, concerning their equity and rights, tend to get along about 97% of the time. Although good supervisors are met with applause it is the tenacity and hard work of the supported employees, who battle with their disabilities as well as participate in gainful employment, that holds the foundation together. I have found that concentrating on minor disputes can make it hard to see the better side of the job, whereas turning the other cheek makes the job a pleasure.

I was good at tying ropes and was tying around a thousand ropes in a five and a half hour day within





a couple of weeks. Thankfully I was spared this repetitive job and moved up to the sandal making section for a time, where I was involved in the production of sandals. Over the next several months I did a few different jobs including packing syringes. I remember forming two teams of two, with myself on one team, to try and increase the rate at which the syringes were packed. This was a successful process and I received some praise for my supervision. Half-way through 2009 I began a Certificate III in Business Administration which I maintained as well as my work responsibilities. I was promoted to fulfilling office duties at about the same time and have had a varying role in fulfilling administrative tasks ever since.

I have to say that I haven't been the most attentive worker and have taken time off on many occasions to pursue other interests. In 2011 I went to Adelaide for over three months. In late 2012 I volunteered at Life Line and sought other work. Quite often I have just been in the wrong state of mind, including being intoxicated. I have often spent the day at work with a hangover. Thanks to Multitask policies I have been retained as an employee and I have moderated my drinking and smoking with some support. At the beginning of 2013 I enrolled in University at SCU and have been studying an Associate Degree of Creative Writing. I have been doing this part-time whilst working part-time and have been a lot more reliable since in my attendance in both study and work. I am glad to have a couple days a week during which I have something to do and the opportunity to receive an income on top of my pension. Study is nice but work is more enjoyable and makes me more stable. I know that with the flexibility allowed by my employment I will complete my studies in the next three to four years with luck.

Supported employment has offered me the opportunity to engage in positive activities and has afforded me the flexibility to pursue other interests, all the while increasing my income above the pension. I have made soap, sandals, and plant protectors, been involved in both simple and complex administration tasks, been involved in both dynamic and repetitive work, and all the time rehabilitating myself from my last major psychotic episode (2007). I agree with the Multitask premise, which is to support people with a disability, and it's a cause worth proliferating. It can be quite repetitive and though the opportunities to test one's aptitude are few the flexibility of working at Multitask does provide the opportunity for people to expand their mind in education, if they are that way inclined. I don't think that open employment would afford the same luxuries to a worker whether they had a disability or not. Providing the service is a great benefit, because it is both ethical and stable. I hope it maintains its sustainability well into the far future.

I have lived alone for the past six years and during that time I have moderated both my vices and my care. I haven't had to see a psychiatrist in many years, relying on my friends and my GP. I have amassed some personal wealth and due to my experiences with work and study I have become empowered (and I am told that I make more sense than I used to). If I didn't work at Multitask I would be forced to volunteer to maintain my sanity. I plan on visiting France when I complete my degree. If I can maintain my current heading I will contemplate open employment if and when I am confident and capable, possibly studying some Business Administration or Paralegal Studies at university after finishing my current course, possibly getting involved in disability care. I don't know because I don't know if I can get to that stage, but based on what I have in my life now, a support network that includes work, study, friends and family, I have high hopes.



### **Colin**

When I came to Multitask I needed 24/7 support.

In the past 4 years I have learned to look after myself. First in a rental place and now in a place of my own, that I purchased last year. I still have support for a few hours 6 days per week, but this is only to help me do the things I can not do like driving and banking. A couple of the Support workers even take me fishing. My family still plays a big part in my life and the Multitask support workers support me to catch up with them more often than I would if I didn't have their support.

# *Multitask would like to thank*

## Our funding bodies:

NSW government department of  
Ageing, Disability and Home Care  
(ADHC)  
Department of Social Services (DSS)  
Department of Education,  
Employment and Workplace  
Relations (DEEWR)  
Early Childhood Education and Care  
Directorate (ECECD)

## Our supporters

Australian Macadamia Society  
Casino Meatworks  
Lismore City Council  
Northern Area Health Service  
Southern Cross University  
Laser Plumbing  
Nickel Energy  
Cawarra Cosmetics  
Integria Health





## Our staff

And a special thanks to all our staff across all of our services who work hard to ensure we continue to provide valuable support to our clients and Educators.

Thanks to all who contributed to this annual report and all our in-house photographers, with a special acknowledgement to Sri Toben who creates the collage shots.







[www.multitask.org.au](http://www.multitask.org.au)

**Head Office:**

PO Box 42, Lismore NSW 2480

Ph: 02 6627 5000

Services across New South Wales in  
Sydney, Tamworth, Manilla, Newcastle,  
Kempsey, Grafton, Lismore, Nimbin and  
Mullumbimby