

# Annual report 2015



**multitask**

Building Abilities Since 1952





# Contents

Board Report	5
CEO Report	5
Highlights	6
Lifestyle Programs	8
Social Participation, Health and Wellbeing	
Employment Pathways	16
Employment and Education	
Accommodation Services	26
Living Arrangements and Independence	
Children's Services	40
Acknowledgements	43



# Multitask: Building Abilities since 1952



Our Lifestyle Programs provide innovative fun experiences and learning. We focus our energy on supporting you to achieve your goals. Find out more on page 8.



Through Employment Pathways, we provide employment opportunities and work skills. Our supported employees provide great service. They also build, create, assemble and make products you'll love. Find out more on page 16.



Our Accommodation Services ensure you can live life your way. We work with you to achieve independence and we want to celebrate your successes. Find out more on page 26.



Our Children's Services operate both Long Day Care and Family Day Care. We model a positive attitude and enthusiasm for learning. Find out more on page 40.

## **Our Vision:**

To be a strong community business expanding opportunities for all.

## **Our Mission:**

To provide opportunities for growth, development, support and security for people with disabilities and their communities.

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

Chief Executive Officer:  
Jody Cheetham



# Board Report

John Howard: Chairman

What a difference a year makes!

As a member of the Board of Multitask / Lismore Challenge, I have the privilege of saying a few words on behalf of the Directors.

The most satisfying feeling that I have collectively from a Board perspective is how far the organisation has grown and progressed in relatively recent times.

The past year has seen a change in CEO, an expansion of our services, growth in investment properties and the relocation of the Australian Disability Enterprise (ADE). These changes, whilst sometimes challenging, provide greater opportunities and support to our Educators, clients and their families. As we look towards the future and the roll out of the National Disability Insurance Scheme (NDIS) we are

enthusiastic about the possibilities for our organisation and more importantly the people we support.

Change creates challenges and challenges create motivation. The collective motivation of clients, staff and others together, respecting and supporting each other's strengths and limitations is something we can be proud of and something that will keep Multitask at the forefront of the wider community into the future.

As a Board, we would like to thank Graham Mapstone for his dedication and leadership over the last seven years and wish him well in his retirement. We are excited to be working with the new CEO, Jody Cheetham, as she leads Multitask into the future.

# CEO Report

Jody Cheetham

Life is about people, their interactions with others and the memories we create together. At Multitask we have shared the journey with so many people this year and made some truly outstanding memories. Sifting through the pages of this year's annual report shows the people we support creating memories, learning, having adventures and sharing special times.

Throughout the year we have opened an office in Ballina, seen our Australian Disability Enterprise move to South Lismore, a greater take up of self-managed models and expanded our range of child care options across NSW. We were pleased to be named as a finalist in the 2015 Northern Rivers Regional Business Awards Category of Excellence in Business.

The year ahead will bring us closer to the roll out of the NDIS and the challenges that come with it. While there is a lot of uncertainty, there will be a greater amount of opportunities for our clients to receive a wider range of tailored and flexible support. The willingness and dedication of our staff is inspiring and with their strengths and capabilities we will work together to move Multitask into the next phase.

Thank you to all the staff, volunteers, Educators and families/carers for your ongoing support and working with our clients to reach their goals.



# Our highlights

63

years in operation  
supporting our  
community.



## Upgrade

We now have shiny new  
business premises for 97  
Supported Employees ensuring  
better wellbeing and increased  
productivity.



Our 1st annual  
Family Day Care  
Educator  
conference was  
held this year  
bringing everyone  
together to learn  
more.

121

delicious catering packages  
created with joy by Happy  
Days Café establishing  
meaningful work and new  
skills for supported  
employees.



7,400

hours of  
one-to-one  
tailored support  
provided to  
clients.





104,832



hours of  
Accommodation  
Services provided  
this year.

300 +

employees across New South Wales.



James



Kempsey Disability Support  
Worker awarded Trainee of  
the Year!

3,884

children benefiting  
from care and  
education with our  
Family Day Care  
scheme.



34,800

hours of day program  
delivery filled with  
creative arts, health  
and wellbeing.



Positive

Audit Report from the  
National Standards for  
Disability Services  
(NSDS).



80

solar panels  
powering most of  
Molesworth street's  
Electricity.



day programs and offices  
available in Ballina making  
access more convenient.



## Social Participation, Health and Wellbeing

From learning computer skills to cooking skills or pursuing your interests like golf, the gym or movies - we've got you covered. You set the pace and our team will make it happen.

### Day Service Lifestyle Programs

This year has seen Day Services grow in the number of people we are supporting, as well as the number of staff members. We are providing more 1:1 support to people out in the community to work towards and achieve a wide range of goals.

We continue to run our popular Music, Art, Funky Fitness, Cooking, Golf and Boxation programs.

Our NRG (Northern Rivers Get Together) dance has resumed. It is held on the first Tuesday of the month and is always a great morning of music, dancing and catching up with friends.

Our Karaoke Nights once a month are also very well attended and open for anyone to join in.







Looking for...

# Health and Wellbeing activities?

Interested in trying...?



boxing



fishing



surfing



swimming



horse riding



snooker



sailing



rugby



cricket



gardening



yoga



and many more



golf



cycling



soccer



bowling



hiking



fitness programs



# Individualised Packages F.A.Q.

**What does Multitask do?** We offer support to the person holding the package to work towards their goals and aspirations.

**How will you know what I want?** We will talk to you and your family about your wants and needs and how we can support you.

**What will you do?** We will work with you and to find ways to increase your health and well being, independence, social participation and any areas that you identify. We can also support you with education and transition to employment. This year, we have supported several people to transition out of our service into independent living and/or full time employment.

**How do I contact you?** We can be contacted via: [enquiries@multitask.org.au](mailto:enquiries@multitask.org.au) or call us on 02 6627 5000. We are open Monday to Friday from 8.30am-4.30pm but we can easily make arrangements to meet with you outside of these hours.

**How long before I can get an appointment?** We generally guarantee an appointment with you within 2 working days. We are also happy to answer queries via phone or email.

**What experience do your staff have?** Our staff have a wide range of experience in working with clients with Acquired Brain Injuries, Autism spectrum disorders, vision and hearing impairment, speech and language disabilities, Down Syndrome, Prader-Willi Syndrome, Fragile X Syndrome, physical and neurological disabilities. They also have a wide range of interests.



We aim to match our clients and staff to ensure people like Ross work with fellow music lovers and Janice learns photography with Bec, who has a degree in Media Communications. We can provide you with staff profiles to assist you to find the staff member who is right for you.

**Can I try out a program first or spend a day with you?** Yes. We would welcome the idea of you coming to see what we can offer. We may request that you bring a family member or support person with you who knows you well.

**Where can I get more information?** Contact us for a welcome pack on 02 6627 5000 or via [enquiries@multitask.org.au](mailto:enquiries@multitask.org.au)



Looking  
for...

# Independence?

**We can offer you support with:**



budgeting



banking



shopping



meal planning



cooking



computer skills



social media



cyber safety



empowerment



decision making



socialising



resilience



health



holiday planning



and more





# Rainbow Women's Group

The Rainbow Women's Group began in March 2014 and continues to meet weekly.

With a desire to offer a safe environment for women to be supported by their peers, individuals have an opportunity to speak in an informal, welcoming setting, about challenges that are present in their lives.

Sessions include a time for guest speakers and workshops with facilitators on topics the women have chosen themselves.

Guest speakers have included Lismore Mayor Jenny Dowell sharing her story of breast cancer and Day Services Team Manager Erin Molloy sharing her experience of the role of women in Nepal.

Workshops have included building awareness about women's health, mental health, resilience, mindfulness and cyber safety.

The women have also been involved in a Singing Workshop where they wrote their own song. Art Therapy continues to be a favorite session with the group producing a hanging work of art.



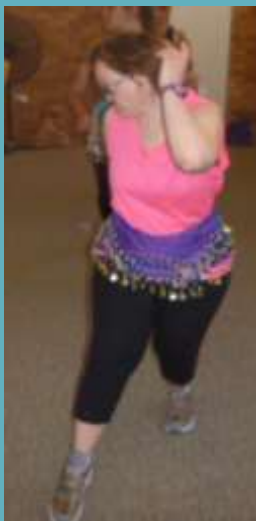
## Outreach Programs

This past year has been extremely busy, with ten new clients joining us and we have also successfully supported three clients to transition out of the program into an independent lifestyle.

The Outreach team specialises in increasing independent living skills through various types of person centred programs, such as LifeMoves, 'STRETCH', 'ILSI' and IASP programs.

During these programs we work with people in areas identified by them. These may include: preparing for independent living, education and support on how to manage budgets, developing shopping lists, meal planning, grocery shopping, cooking and working towards other individual personal goals.

It is really rewarding to watch our clients grow and develop these skills with the goal of living independently in the community.



Looking for...

# Creative Art

classes?

## Join us for:



**Fine Arts:** painting, photography, pottery, mosaics, screen printing, spray art, electronic art and more



**Multimedia:** create short films or your own website



**Dance:** from belly dancing to disco



**Drama:** get on stage and express yourself



**Music:** Learn an instrument, join a drumming circle, strum a guitar, pound a piano or sing your heart out





# Act up on stage



LIFESTYLE  
PROGRAMS





## Acting up in 'It Takes a Village'

When the 2014 programming team at Day Services suggested the idea that the existing drama group put on a play in a theatre for the local community, the response from the client group was resoundingly enthusiastic. Thus the seed was planted for a drama production which was eventually called 'It Takes a Village.'

Right from the start there was an inclusive mandate to this production which meant that clients developed the storyline and identified the type of character they would like to be.

With the expertise of our director Ajita Cannings, the script and a song were beautifully written to support these aspirations. 'It Takes a Village' involved collaboration between some of the facilitators already working at Day Services, including Trish Dalmas, our art facilitator supporting with various props and Chris Mallory, our music facilitator, who ensured the theme song was practiced regularly and also did the musical accompaniment throughout the play. Our drumming circle, led by facilitator Peter Jaggle was recorded and the recording also played throughout the play. Zeb and Ryan from Red Inc. provided the audio visual component of the play. The play was presented at the great facilities offered by Trinity Catholic College where the Senior Drama Class managed the stage production as part of their High School Certificate contribution.

The drama group met once a week throughout the year and participants worked on the many skills involved in performing in front of a live audience. Clients practiced voice projection and clarity, physical movement and memory skills.

Fun and spirited activity came together in a fusion of creative minds for the enjoyment of others. The play was such a success that all those involved wished to do it again.

The drama group is now a popular activity choice for Day Service clients, providing people with a forum for many forms of artistic expression and skill enhancement.

This year work is well underway to put on an in-house production entitled 'Circus' which will be performed at the 2015 Day Services Christmas party. Further plans are afoot to coordinate a production for 2016 which will again be held at Trinity Catholic Collage and open to the wider community. Watch this space and 'Break a Leg!!!'

## Kellie-Anne: "I looked like a star"

Last year, I made a decision to move to Multitask for my Day Services. I was able to choose whatever day service activities I wanted and chose to take up singing and drama lessons. I have always wanted to perform on the stage and thought this will give me the skills I need to do this.

I attend my singing and drama lessons at the Clarence Valley Conservatorium and was offered the opportunity to perform at one of the conservatorium concerts. I embraced this opportunity and practiced hard to have my song and drama piece ready to perform on the night.

I was really excited to finally be able to perform to an audience. On the night I dressed up so I looked like a star and put on a great performance. The audience applauded me, lots of people congratulated me and I think I was awesome!

I am currently preparing for the next concert and looking forward to performing again. I have also been offered the opportunity to audition for a part in a Halloween theatre show. I am working with my drama teacher to prepare a piece for the audition.



## Employment and Education

Our employment opportunities are creative, fun and diverse with an opportunity to get some training and make the most of your strengths.

Fancy yourself a bit of a green thumb? Then our **Green Team** is probably right up your alley, or maybe you see yourself cooking up a storm and serving your creations in the **Happy Days Café**?

Alternatively, we have our highly successful product development arms of the business - **Soapbiz** and **Plant Protectors** - that could use your attention to detail and team orientated approach.

**Business Support Services** provide an ever changing array of tasks if you like to do different things. No matter what you choose, the Multitask team look forward to working with you.

## Australian Disability Enterprises

We have finally moved into our new premises on Habib Drive, South Lismore. It has filled us with pride to see the dedication and support offered through this monumental relocation and everyone has adjusted incredibly well throughout this change.

Our new building is located in the industrial estate so we are now working alongside other local businesses and have increased our exposure to the community.

Our new home is a modern welcoming environment and everyone has settled well into their work routine and business has continued to flourish.

We thank our customers for their loyalty and embracing new processes of ordering stock and booking work to improve our efficiency.

We would like to say a special thank you to all our families, parents and carers who have shown patience and understanding throughout the year. We appreciate your support.

Now it is back to business as usual and doing what we do best. Our focus for the year ahead is to continue providing a range of flexible training, development and employment opportunities for our workforce.

# Northern Rivers Essence

Pure vegetable based ingredients enriched with essential oils available for wholesale purchase. We can even add your logo. Best selling soaps include:

- \* silky goats milk
- \* zesty lemon myrtle
- \* white lemon myrtle with oats
- \* romantic rose
- \* moisturising hemp seed oil
- \* a superpod of vanilla beans
- \* tropical frangipani
- \* tangy eucalyptus
- \* invigorating spearmint
- \* relaxing lavender
- \* liquorice and aniseed
- \* and more

We welcome enquiries. Contact:  
[sales@multitask.org.au](mailto:sales@multitask.org.au)





**Whether it's your**  
first job or you are  
transitioning to  
retirement, take  
advantage of our  
flexible work  
options



Australian Disability  
Enterprises provide work to  
97 supported employees of  
all ages and abilities in the  
Northern Rivers.



Working in Australian Disability Enterprises for a combined total of 76 years, David and Christine love their work and take pride in doing a great job.

Christine is currently working in Business Support Services and helps out in the Happy Days café kitchen.

In the past, David worked in 'paper and recycling' but now he makes soap. David is often called upon to work in other areas when it gets busy because he is multi-skilled across all areas of the business and is in demand.

## Damien: “I like working here”

I used to work at Multitask last year and then I left to go to live somewhere else.

When I moved back here, the first thing my dad did was to see if I could work back at Multitask. I went to see Rae and she told me I could start working the next day.

I like working in all the different types of jobs. I am currently working in Plant Protectors and Soapbiz.

Next week I will also be starting work in the Happy Days Café where I hope I can learn to cook food and make cakes. I am looking forward to making food.

I like working here because I get to work with my friends and learn lots of new things and get paid.

## Juliet: “Simply being accepted is so important”

Multitask has provided me with much needed employment for around two years now. Prior to working at Multitask, I had found it nearly impossible to get any kind of work because of the stigma against people with mental illness combined with the lack of qualifications. The social stigma people with mental illness experience is real and quite aggressive. One reason my time at Multitask has been so important is that there was no such stigma.

The beautiful people at Multitask got to know me, and once they had decided that I was a kind person, they befriended me. They simply didn't care I had a history of mental illness, they took me as I was. Their hearts and minds are open.

This attitude was such a blessed relief for me after years of being held at arms length, or openly shunned by many in this country town. Their friendship and love allowed me to blossom in a way I hadn't known for a long time. Simply being accepted is so important.

Consequently, my mental health improved greatly and now my doctor is weaning me slowly off my medication. Now after a year of doing this, my medication is less than half what I was taking before. Full recovery is in sight.

I guess this goes to show what love can do. Working at Multitask has been a massive learning experience and also for me, a massive healing experience.





# Catering by Happy Days Café



Choose from...

**Fancy Finger Food:** marinated beef or chicken skewers with dip (gf), mini frittatas (gf), sausage rolls, mini pizzas, bruschetta (gf available), bite size arancini balls with dip, panko chicken with dip, spinach and ricotta triangles, vegetable spring rolls with dip, Vietnamese spring rolls with dip (gf), nori rolls with a variety of fillings or mini quiche

**Gourmet Sandwich Platter:** a selection of focaccia, wraps and baguettes with a variety of gourmet fillings including smoked salmon, roast beef, grilled chicken, specialty cheeses and salad.

**Back to Basics Sandwich Platter:** a selection, wholegrain and multigrain bread and a variety of fresh fillings including ham, cheese, egg, tuna and salad.

**Cheese Platter:** a selection of specialty cheeses with homemade chutney, fresh and dried fruit and crackers.

**Mezze Platter:** a great platter for vegetarians with falafels, homemade dips, dolmades, pickles and bread.

**Healthy Choices Platter:** vegetable crudité/Turkish bread with homemade dips or seasonal salads.

**Antipasto Platter:** a variety of cured and fresh meats, cheeses, olives, grilled vegetables and homemade dips.

**Fresh Fruit Platter:** a fresh seasonal fruit platter including melon, grapes and pineapple.

**Morning or Afternoon Tea Platter:** a selection of homemade sweets including biscuits, slices, muffins, cakes and scones.

All platters are available in small or large to suit your needs.

Contact [sales@multitask.org.au](mailto:sales@multitask.org.au) for your next event or call 02 6627 5000.

# Fat Free Fundraising \$oap


We understand that you have fundraising goals.

We get a lot of support from our community so to give back, in addition to our commercial soap range, we provide fundraising soap boxes to schools and community groups for a very special price.

Our fundraiser soap boxes are filled with 16 of our bestsellers and you can choose the price you sell the soaps for.

Fundraising committees make, on average, from 58% to 137% return on investment. Plus, they can be sold as they are, put in gift bags or added to pamper packs.

Contact: [sales@multitask.org.au](mailto:sales@multitask.org.au) or call 02 6627 5000 to find out how we can help wash your fundraising worries away.



Embrace your dark side with our **new** range of black liquorice and aniseed soap.

Or enjoy the moisturising benefits of silky goats milk.



# Love your job



Jason has worked with us for over 20 years. Starting on the Green Team, he has worked across all areas of the Australian Disability Enterprise. Jason is also a SES volunteer.





## Disability Services Operations Manager: Kim Davis

Over the past 12 months we have seen wonderful outcomes across our services. It has been a busy time, but as they say – time flies when you're having fun!

We have seen some of our younger clients transitioning either into their own leased premises or into one of our 'villa' accommodation models, finding independence and living the life they choose; their way.

Residential services have been full of activity with outings across the Northern Rivers. Day trips and holidays have been high on the agenda and looking at the photos, it seems a good time was had by all. Many houses are in the midst of repairs and modifications at present, which has been welcomed by the organisation. Nearly all of our properties will have Ageing, Disability and Home Care (ADHC) funded maintenance achieved in the coming 12 months.

Day Services has also been extremely busy. Changes to programs at the end of last year saw a number of clients take up the opportunity to convert their packages to Self Managed Models. This allows these clients to engage in 1:1 activities of their choice.

We will be working towards building capacity towards the NDIS in the coming 12 months and welcome any feedback and suggestions from families and carers. Onward and upward!

## Gary: "It was pouring with rain but I didn't care"

This year, I went to see my footy team Parramatta Eels play against the Rabbitoh's at Sydney Homebush Stadium. I went with my mum and friends from my Day Service, Richard, Paul and Matty. We went there on a bus, which I did not like as it was too long in my wheelchair, but the train was not running that week due to track upgrades. We stayed two nights and I got to share a room in a motel with my friend Paul who goes for the Rabbitoh's.

The game was great. It was pouring with rain, but I didn't care as I could see the Eels. The Rabbitoh's won and Paul was happy.

I went and bought an Eels cap and coat, and ate out for dinner and lunch, then I met mum at Central Station where I caught a train. I went to the Central Coast and had a supported holiday with Camp Breakaway for a week with my brother David and many old friends. I had a great time.

## Ball Gowns and Tuxedos ball

The "Ball Gowns and Tuxedos: A Ball for all Disability Services" hosted by RED Inc. was a fabulous, all inclusive event, attended by people from all over our region. There was a large representation of very glamorous people from Multitask, resplendent in their finest gowns and smartest suits and people came from as far as Grafton and Ballina.

It was a fantastic opportunity for people to get together, to really dress up and let their hair down. While we enjoyed catching up with old friends it was clear that for many others this was a chance to meet new people and make new friends.

It was a truly magical evening of Princes and Princesses and romance was definitely in the air! We danced the night away to the extremely talented and ever popular Brotherhood of the Blues, the very cool Melting Couch and the up and coming Red Stone, all from the Lismore local area. A whimsical night of fantasy, friendship and fun! And in true Big Fancy Ball style; the night ended with a slow dance and people leaving the auditorium with shoes in hand, loosened ties and weary eyes, but very satisfied looking smiles.

The evidence is there  
for all to see but this  
gentleman does not  
kiss and tell!



# Out on the town

**Everybody Dance  
Now!!**

The dance floor is  
jumping at the Ball  
gowns and Tuxedos Ball





## Living Arrangements

A home is only part of what we offer. Allowing flexibility and control is just the beginning. We look at your whole life. Our approach meets your health and daily care needs while supporting you to pursue your goals.

### Jeff: “I really enjoyed the Burning Man ceremony.”

I have had a busy year working at the Uni Co-op helping with the annual stocktake and re-stocking shelves each week. I have been to most of the Orientation Week Celebrations at Uni and really enjoyed the Burning Man Ceremony. I've been to the movies on many occasions with the movie group from Uni and also the other residents at Valley View.

I went on a family holiday at Easter. I visited my grandma on the Gold Coast and visited my sister and brother-in-law.

I have been studying in my spare time. My goals are to get engaged, move out into my own flat and get married. I want to get a new computer and a new office desk. I would also like to buy an iPad.

### Clayton: “I fed the kookaburras.”

I went on a camping trip to Toonumbar Dam and stayed at Toonumbar Waters Retreat, about 30 km west of Kyogle. We stayed in a cabin. We saw kangaroos, wallabies and many different types of birds. I fed the kookaburras along with other visiting birds.

I like to visit my sister in Byron Bay every fortnight.

Recently, I visited the caravan and camping

show and attended a karaoke night.

I went to the community garden and planted new flowers with Jeff.

My IP meeting is in September so I would like to add more visits to the community garden and karaoke nights as my IP Goals for next 12 months.

I am very pleased that Peter has joined the Valley View team again.

## Valley View Service

The past year at Valley View has been another fantastic one! All the residents recently went on a picnic together in Ballina and are planning to visit SeaWorld in the near future.

We have regular outings such as visits to the community gardens, day services activities, Red Dove dances, swimming, shopping and going to the movies.

We have some new staff members who have brought in a new wave of freshness and positivity with their skills and creativity. Tony went on holiday to Vietnam and said “I love travelling and probably will go to China next year”. Clayton went camping with David Bailey and formed a great friendship with him and invited him to his birthday party at Valley View. Bill can't wait to get his new wheelchair soon and Jeff is busy attending events at Southern Cross University.

We've had a great 12 months and are looking forward with positivity and enthusiasm to the year ahead.

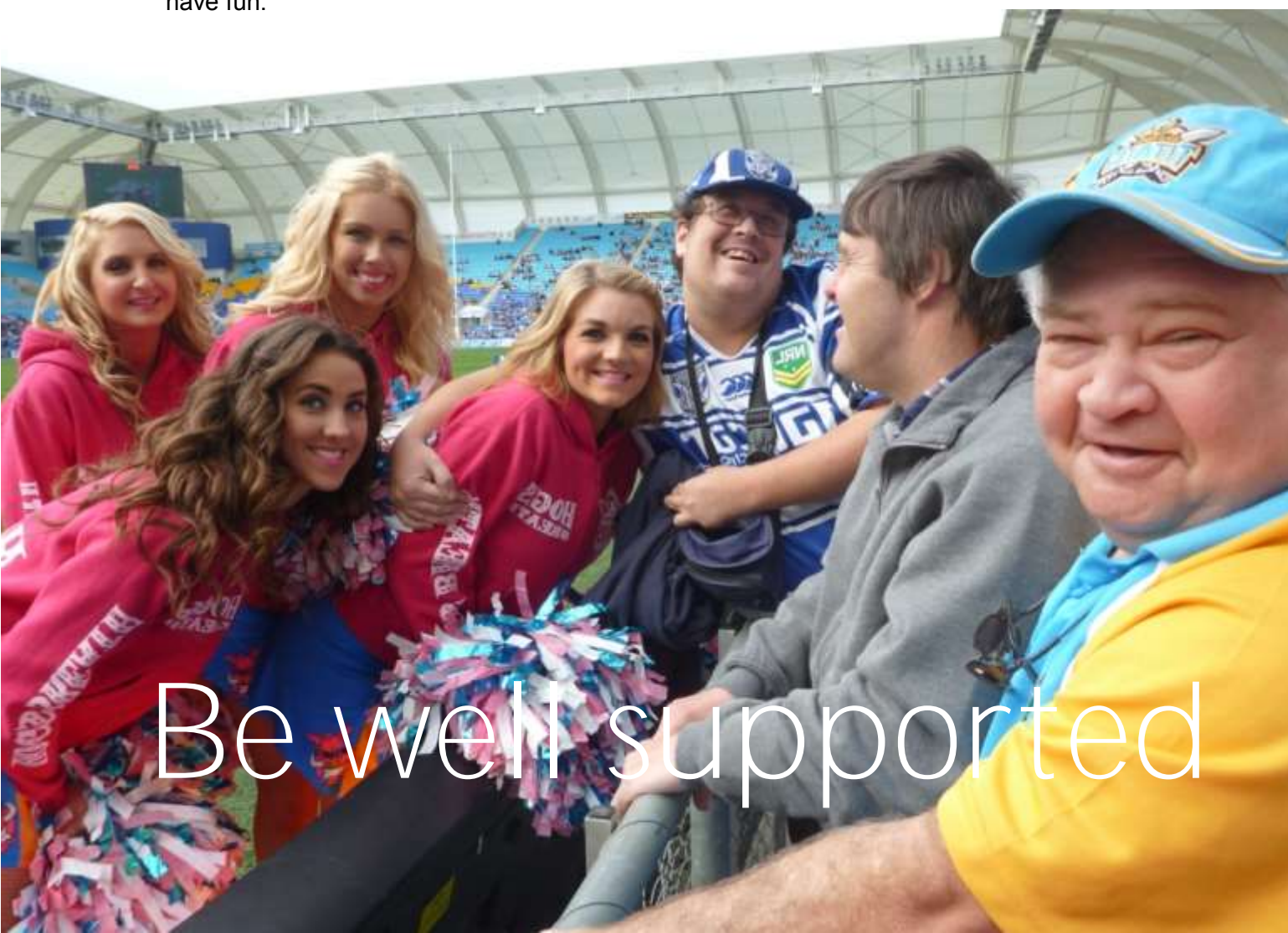




## Ballina Service

The staff at the Ballina service enjoy finding fun activities for clients to try, as well as supporting clients to increase their living skills and develop relationships within the community. Recently some of the men put on their best suits and attended a ball at the Lismore Workers Club. From all accounts the night was fabulous and enjoyed by all.

Some of the residents also attended Camp Willing and Able at Lake Ainsworth. This is a great venue and event as everyone had the opportunity to try lots of new sports including canoeing and rock climbing. Another great event was the Bangalow Annual Billy-Cart Derby. Next year we hope to have an entrant from Ballina to race in his own Billy-Cart. We are lucky to be living in Ballina as we have many opportunities to get out and about and have fun.



Be well supported



## Narelle: “I am having the best time of my life”

Narelle says: “I am having the best time of my life”. Heading out regularly to social events and enjoying her fitness routines on her new bicycle.

Narelle has been living in a shared home for many years. Recently, Narelle commented that she often sees her friends spending time with their families and going away on holidays with them.

So after some discussion with her advocate, Narelle decided she would really like to go away on holiday herself. Staff supported Narelle to look at a number of location options and she eventually chose to visit Tangalooma, a beautiful resort on Moreton island.

The holiday package included professional support staff who had not worked with Narelle before.



Narelle was excited to meet new people and explore new places.

Narelle said she had a wonderful time and her photos certainly speak volumes, especially the flight over the island. Narelle said: “I loved the colour of the water and the boat rides are great! I am so happy with my holiday memories”.



Enjoy the little things

## Angela: “I am learning to become more independent”

I moved into Fox Street last year. One of the support workers found out about an activity in Brisbane, the ‘Wicked’ show. My housemates and I decided we wanted to attend. We had fun planning the trip. On the morning of the show, I got dressed in my short pretty dress and good shoes.

Together we all drove up to Brisbane in the same car. Whilst we waited for the show to start, we had an ice-cream out the front.

During the show I got a little bit scared and got to laugh a little bit too. On the way home we

got to stop at McDonalds. I enjoyed the drive to Brisbane and I look forward to going to see another show some time soon. I like living at Fox Street as I am learning to become more independent. I get to cook and I am learning to shop for myself.

I get to sing and I really like living with other young people. I share a two bedroom place with Amy and she is my friend. The staff really help me with lots of things and I call Fox Street my home now.

## John: “I get to try new things”

This year I went on an overnight camp. It was my first overnighter. I packed my own bags for the trip. I loved swimming in the pool and I got to paddle in the lake and I fell out of the boat twice. During the weekend I got to do an Easter egg hunt and my friends and I got dressed up, I chose to dress like a rabbit. I hopped around and found Easter eggs. I met a girl there and when it was time to say goodbye I got really sad. This year I am going to make one of my IP

goals around going on another camp. I hope I can meet my friend again.

I love Fox Street as I have good support workers, I get to try new things and I get to go to different places.

One day I hope to move to Moon Street and become more independent. I don’t think I will miss Fox Street because I could come over and visit. I think Fox Street will miss me.

## Kempsey Service

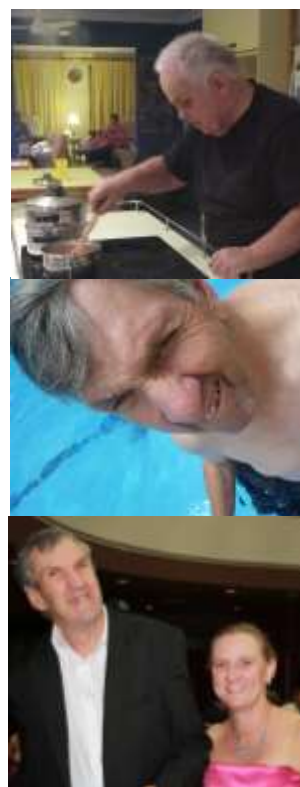
All residents completed their 2014 goals this year. The highlights are always the holidays, Colin went to Bathurst again, Matthew went to the Theme Parks on the Gold Coast and Kahl went to Lennox Head.

This year Colin will be going on a cruise with his family instead of Bathurst, Matthew is going to Sydney and Kahl will be heading to Lennox Head again to meet up with his friend Garret. Kahl received a medal for participating in local swimming trials. Matthew has been learning line dancing over the last twelve months and has been participating in a social group who meet for dinner fortnightly. All residents have enjoyed weekend outings during the year including: The Kempsey Show, circus, local markets, beach walks, Kempsey dog show, alpaca show and lots of family visits. A river cruise is planned for August on the Hastings River in Port Macquarie.

We would like to welcome our new resident Lauren, who moved in in May. Lauren is settling in well. Lauren has many hobbies and interests and shows quite a talent for art and craft work.







## Christine: “The whales came up very close to the boat”

As part of my 60<sup>th</sup> birthday celebrations I went on holiday to the Gold Coast. My support worker, Barry and I stayed at the Aqualine Apartments at Southport. I had a busy, fun time going to Movie World, the Outback Spectacular, SeaWorld, going on a cruise in the harbour and around all the waterways, whale watching on a boat, going to the movies and shopping. The whales came up very close to the boat and I took lots of photos of them.

At SeaWorld we saw polar bears, penguins, sharks and turtles. I even touched a stingray! At the Outback Spectacular I loved clapping, singing and waving my hat around. At Movie World I enjoyed the Batman ride and really loved the car and motorbike show. I had so much fun at the Gold Coast that I didn't want to come home and it felt so good to be making my own decisions each day.

Every Friday I go to the Richmond Valley Woodcrafters. I love woodcarving and I have made some great friends there too. My friends

there are very encouraging and offer me tips to improve my carving skills. This year I have worked on a mail box project as well as carvings of a horse, a wombat and Garfield the cat. I entered two woodcarvings into the North Coast National Show and I received a certificate for First and Second Place! Winning at the National Show has given me more confidence with my carving and the advice from the more experienced carvers means that I am now working much faster and with more control than I could before.

Another great memory from this past year was going to the Caloundra Music Festival. Before going I was able to search online on my own laptop to see what bands I wanted to watch when I got there. I saw Youngtree, James Reyne, Andrew Strong and The Commitments Show and Tina Arena. I stayed in a hotel room that had my own balcony and ocean views. I had a great time and would definitely love to go again next year.

## Grace Road Service

Wow, what a busy year Toni, Ann, David and Ian have had. They saw their housemate Lynette, move out into an aged care residence this year. The house is very different without her and they continue to visit Lynette every few weeks.

Events attended include various concerts: John Denver, The Big 'O', ABBA, Karise Eden, The McClymonts and the Bee Gees and outings to The Ballina Players to see 'Oliver!' and 'High Society'.

Other activities have included, the Iluka Jazz Cruise, camping at Toonumbar Dam and Flat Rock, the recent Ball Gowns and Tuxedos Ball, a High Tea cancer fundraiser, the monthly Red Dove dances, the Lismore Car Boot Markets, visiting family and hosting BBQ's at home for family or friends.

Plans for the next 12 months include one of the residents travelling to Sydney to visit family, a new raised garden bed built to grow vegies and perhaps a group holiday.

## Annie: "I danced all night"

I went to my niece Alison's wedding in Wollongong. She married her fiancé, Evan. I flew on a plane with mum, my brothers and sister-in-law.

I danced all night. I had sausage rolls, little pies, pavlova and ice cream. It was freezing – too cold for me. It was warm inside, cold outside. I was excited about the wedding. I bought new clothes before I left. I stayed in a hotel with my family.

Alison wore a long white dress and had flowers in her hair. They got married in a church. There were flowers at the church and the reception. I loved the wedding.



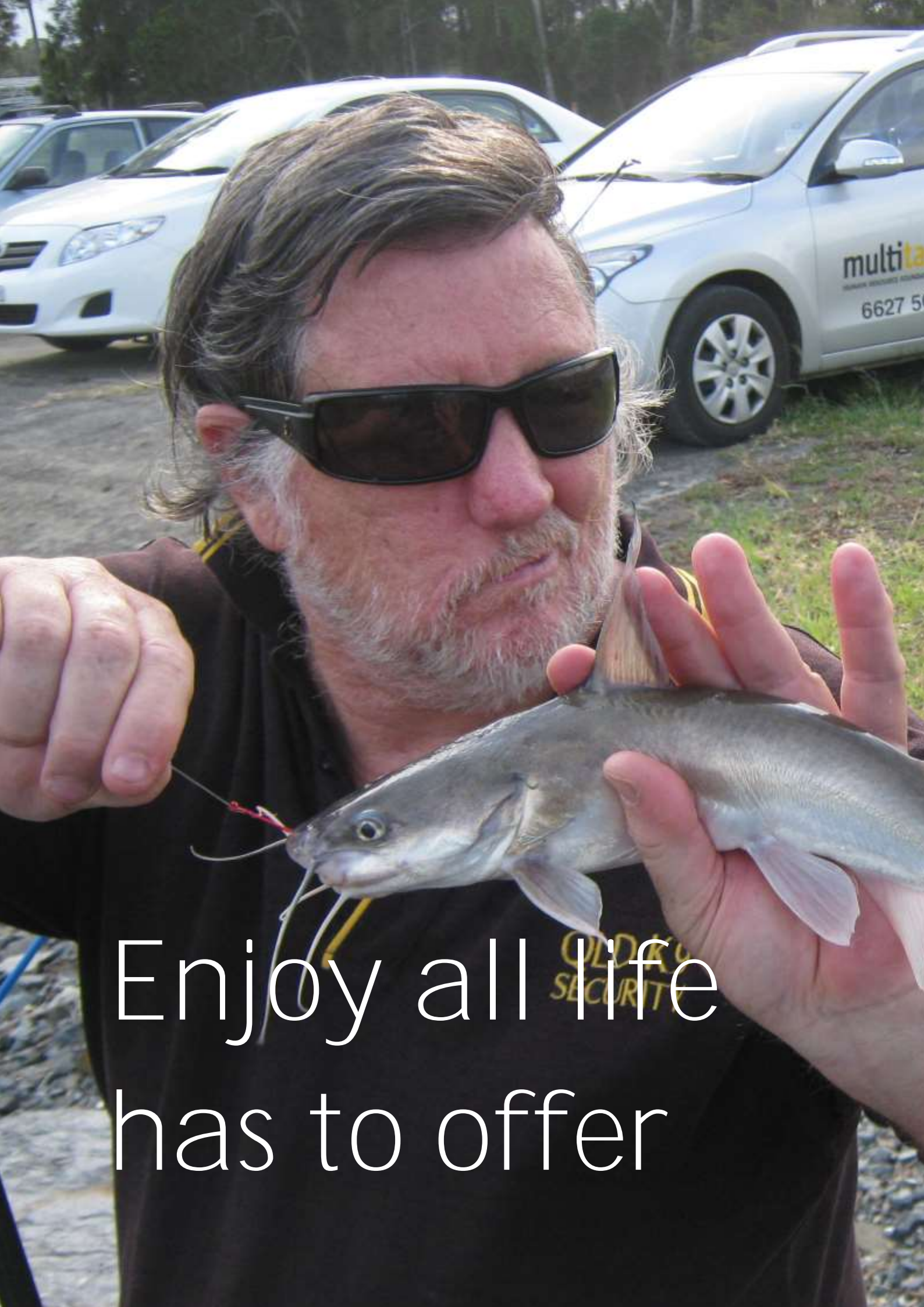
## Wyrallah Service

June really enjoys bowling with her friends in Ballina on a Thursday night and going on Fun Club outings. June is getting ready to go on a Pacific cruise with her friends. Christine has been going out to see different bands and have dinner with her friends.

She catches up with her friends regularly on Tuesday after work and they go to the square for a coffee and chat. Matt and Mike are continuing with their day activities and social outings on the weekends.

Matt loves going to Karaoke to catch up with friends, have a sing and eat pizza. Matt has caught up with his family on a regular basis and enjoys cooking a BBQ with his brother and family. Mike often goes to the Italo Club for dinner on his own where he meets up with friends. Mike also catches the bus home after doing voluntary work at Business Services.





Enjoy all life  
has to offer



## Santos: “It was the first time I had seen glow worms”

Ever since I came to live at Mulgum House, I have let staff know that I love to go on bushwalks. One of the staff saw the Nimbin Bushwalking Club article in the local newspaper about walks that were coming up and asked me if I would like to join the club and go on a walk. I told them I would like to do this.

The staff supported me to make contact with the club to tell them I would like to join the club and that I would like to do the walk along



Stoker's Siding railway line to see glow worms in the old tunnel. We left Mulgum House early on Sunday morning and drove to Stoker's Siding station where we met the group. We walked along

the old railway line for about 1½ kms until we came to the tunnel. We walked into the tunnel but we couldn't use torches and had to keep quiet because we didn't want to disturb the glow worms. About halfway through the tunnel we stopped and looked up to the ceiling of the tunnel. We could see the glow worms. We also saw a bat. Then we walked to the end of the tunnel where we sat and ate our lunches before doing the return walk. It was the first time I had seen glow worms.

I was very happy to be on the walk because I like going for walks in the bush and want to do many more. One of my goals is to join local groups such as this, so I can go on walks, I love walking. I told the staff that I felt really good about the walk and that I would like to do even longer walks like to the top of Mount Warning.

## Mulgum House Service

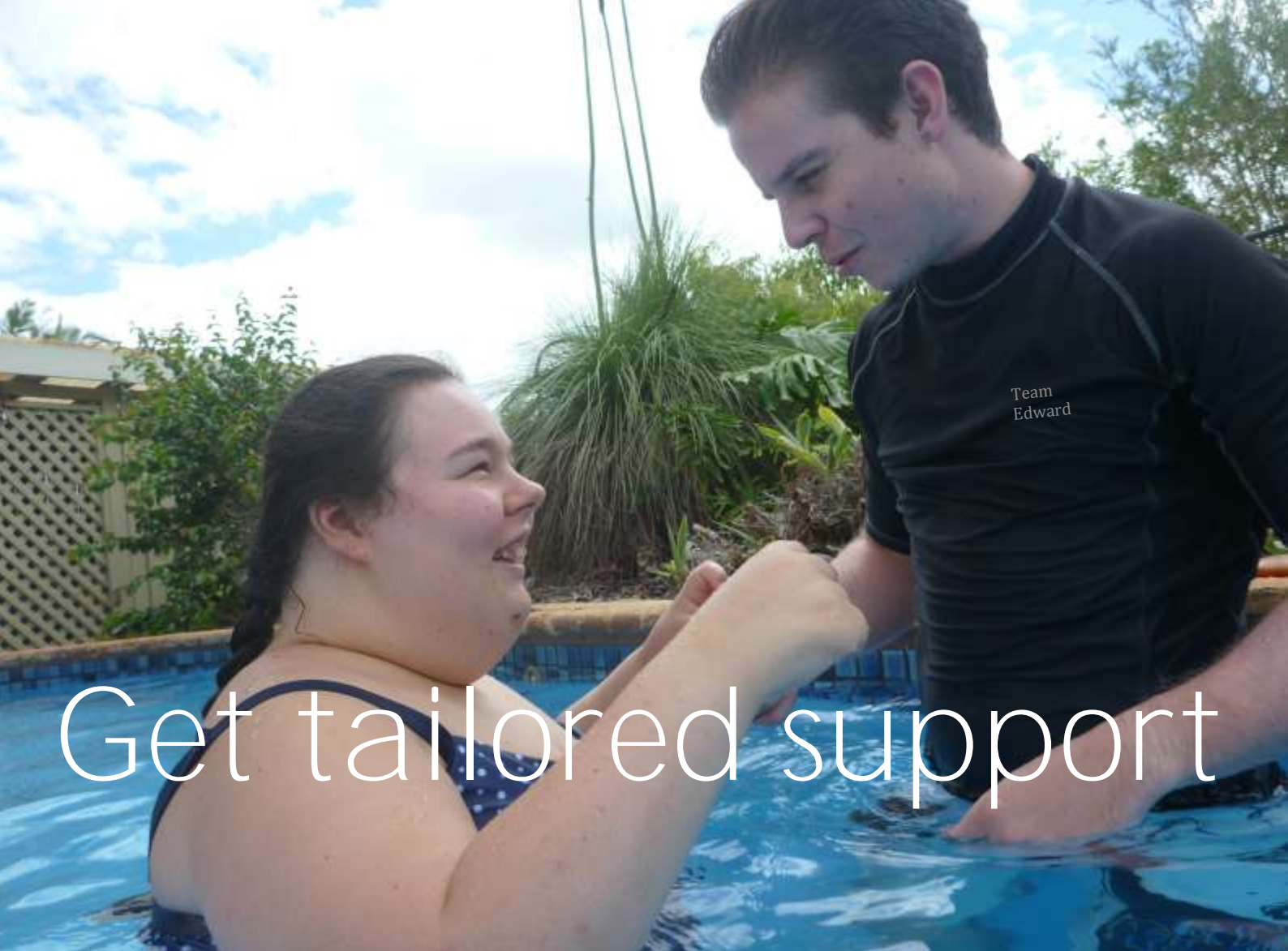
This year we welcomed Day Services cooking group out to Mulgum House one Wednesday each month! Everyone at Mulgum has so much fun with the cooking group and the food is amazing. We are very lucky to have such a big kitchen and dining area so that everyone can join in. Helen is really looking forward to her next visit with her lovely great-nephews. Les, Vicki, Geoffrey and Santos are moving rooms at Mulgum so that everyone's needs are best met. They are happy with their new views. In the coming year, everyone at Mulgum is looking forward to learning new skills, creating more fantastic memories, building friendships and going on some new holiday adventures.

## Walker Street Service

What a fabulous year reported by the residents of Walker St! They are in the unique position where they all have similar perspectives, love a challenge and have a spirit of adventure. Activities they have attended ranged from dancing at Abba, Elvis and Beatle's Tribute concerts, going on local group camps, overseas holidays and heading to island retreats; as well as attending a wonderful Ball in Lismore.

Narelle has recently bought a bike and is enjoying incorporating bike riding into her fitness routine! Wendy has been dancing. Everyone is looking forward to seeing Leanne's dream come true... In November, a compilation of Leanne's art work will be presented publically at a book launch. Everyone at Walker St truly enjoys every moment of their lives. Next year, they look forward to more fantastic adventures.





# Get tailored support

## Adrian's railway adventure

Adrian had a long term goal of going on a train ride. So on ANZAC day, along with some housemates and staff he left home early to drive up the coast to Robina train station for a day trip and leisurely lunch in Brisbane.

It was a day of joy for Adrian where he clearly engaged in his dream ride, showing enormous happiness with many emotional moments. Adrian expressed himself so well that people responded with smiles around him. He repeated words like train, Brisbane, lunch, mimicked the sounds of the train moving along the track. The repeated ping when the doors opened and closed and the train attendant speaking over the loud speaker was followed by a magnificent smile and hearty laugh with his head thrown back.

Staff commented on how wonderful it was to

witness Adrian's encounters with others and his sensitive expression towards them.

At Brisbane central, the group exited the station via lift to ANZAC square. Everyone had a look at the Remembrance Day flowers and The Eternal Flame burning in the square, catching a glimpse of many of the Diggers with their medals. Adrian listened to the sound of the bugle followed by the bagpipes playing in the distance. The other residents of Waratah Way who went along said how good it was to see many different things out of the window as they journeyed to Brisbane.



## Waratah Way Service

What a fantastic part of the world we live in and each of the residents of Waratah Way enjoy local events without exception. From local clubs or restaurants to easy listening music on a Sunday afternoon, the residents really enjoy the diversity of our region. The festivals are visited eagerly, with one resident enjoying local vintage cars on display whilst others prefer the local exhibition shows or the Cooly Rocks Festival.



Each year, Waratah Way celebrates their traditional Christmas in July and this was reportedly 'outstanding' this year. It seems a favourite event remains picnicking locally with yummy packed lunches. Waratah Way has welcomed Petria in recent months and everyone is looking forward to more happy days ahead.

## Windsor Court service

We have seen Brian B and Brian C go on their much anticipated holiday to Australia Zoo, Ken enjoyed 3 days in Iluka, Graham went on a holiday to the Gold Coast and Tony had a weeks holiday with his family on the Sunshine Coast. Holidays are high on the agenda for the coming year as well.

The many events attended by the Windsor residents have included live shows with Elvis and the Bee Gees, Friday nights at Karaoke and Red Dove dances, movies on the weekends, football matches in Brisbane and the Gold Coast, local showground exhibitions and displays, attendance at a spectacular Ball. Tony has enrolled in TAFE. A highlight for Windsor was the hosting of Christmas in July by the Day Services cooking group. Family members were invited and everyone was treated to a gourmet three course meal made by the group.

## Graham gets a special award from Lifeline

Nearly every Monday for almost ten years Graham has volunteered at Lifeline in Lismore. A couple of months ago Graham went to work as usual but at the end of this particular shift he was given a Special Award.

This award was given for all his good work at Lifeline, sorting through clothes and hanging them on coat hangers, while chatting to other volunteers.

Graham likes his boss and was very proud that she gave him this award. Graham showed other volunteers his award and they all congratulated him. He showed it to all his friends at home and they congratulated him as well.

Graham was so excited he couldn't stop saying the word 'Award' for over a week. His award is now up on the wall in his dining room where he can see it each morning when having breakfast. Graham wants to keep going on Mondays to Lifeline as this is the most important part of his week.





Get active support



## Phillip: “I got my ‘P’s in January - yeah!”

Over the last year, my goal was to get my drivers licence. First of all, I had to get my ‘L’ plates which was not too hard. Then it was my ‘P’ plates which was a lot harder. I wanted them so I could have independence to go visit my nan in Tamworth, go to the hobby shop in Armidale to buy parts for my model planes or just to go to the shop when I wanted to.

It took a bit longer than I wanted. I had lessons once a week and my mum or dad would take me driving on weekends. I had a few hiccups on the way but had lots of help from my family and support workers to guide me and arrange my lessons. I had my first go for my ‘P’s in December and got them in January - Yeah!

It was a big relief to get my licence. I felt proud and happy at the same time. I was grinning so hard my mouth was sore. Mum, dad and my

sister are so proud of me and nan said, “Well done Phillip” and hugged me. She said, “Now you make sure you stick to the speed limit.” I felt so good after that. I can now travel when I want in the my own car that I bought. It is a purple Ford XR6.



## Tamworth Service

We started the year with a bang by attending the opening concert for the Tamworth Country Music Festival in the park in January followed with many outings throughout the ten day event. Next it was onto the Tamworth Show where Gary and Sharron got to drive the dodgem cars for the first time and Justin assisted with photos.

We haven’t held back, attending the ABBA concert, movies for Autism where Justin attended and enjoyed the freedom of moving around the whole theatre, family dinners out, BBQs and picnics.

We even attempted the wind tunnel experience where we decided to be the observer but Gary, Justin and Sharron would like to attempt it in the future. We are now looking forward to the next year as our IP goals are packed with fun and adventure with Gary and Sharron looking at going on a cruise and Justin on a supported beach holiday at the coast.

## Matthew: A birthday weekend in Coffs Harbour

Matthew decided that he wanted to do something special for his birthday this year so this desire became an IP goal. Matthew chose to spend a weekend in Coffs Harbour at a nice resort and invited his parents. Staff supported Matthew to Google the attractions and create an itinerary.

The attractions he chose were: The Big Banana, Pet Porpoise Pool, Clog Barn, walks on the beach, dinner out at a club and shopping. The

resort he chose was a family unit at Opal Cove Resort with lots of activities on site including a pool and spa.

The resort backed onto the beach allowing easy access for the beach walks Matthew wanted to experience. Matthew and his family had a wonderful relaxing weekend. Matthew has decided he would like to do this again for his birthday next year.

## Tom: “You can have a beer on me”

Tom wanted to do something very special for his birthday that involved the Fire Brigade. We found out about the fire truck party hire on the Gold Coast, Fire4Hire and booked Tom in. After a special birthday lunch the fire truck turned up to take us for a tour. The driver let Tom wear the fire hat and also be in the front seat of the truck. After driving around they parked the fire truck at a local beach and Tom was able to have a go with the hoses and water some trees.

Tom kept saying to the fireman, “You do a great job” and “You can have a beer on me”.

Tom had a fabulous time and even now will tell people about the ride in the fire truck at the Gold Coast.

Tom’s family thought the idea of going to have a ride in a fire truck was an excellent one and said they appreciated staff’s thoughtfulness in finding such a unique opportunity for Tom. Tom said he was very content and enjoyed his birthday very much. Tom said: “I would like to work as a volunteer helping the firemen”. Tom is now looking forward to a holiday on the Gold Coast.



## Junction Hill Service

We have had another fantastic year at Junction Hill. As a group we have enjoyed hosting family BBQs, attending Jacaranda festivities, dancing at a number of music events, going to Macadamia Castle and attending a day at the Grafton Races. We also followed our individual interests, through entering art competitions, publically performing songs and drama pieces, attending a singing group and trying out new recipes.

We all enjoy attending our individual week day activities and coming together at the end of the day to share a joke and talk about our accomplishments from the day. Our drop-in support clients have also achieved great things through living independently, volunteering in the community and gaining employment.

In the next year, we will keep on having regular BBQs with our family and friends, contributing to the community, cooking up a storm and sharing our artistic flair with the Clarence Valley. We will continue working on our individual IP goals and further build on our independence.



## Jesse: "My name was called as the winner"

After hearing an advertisement on the radio for an art show in Maclean, staff asked me if I would like to enter some of my art pieces. I was keen to do this and picked out two canvas paintings to enter.

One was of a panda bear and one was of Sleeping Beauty. We went to Maclean to hand in my entry for the competition.

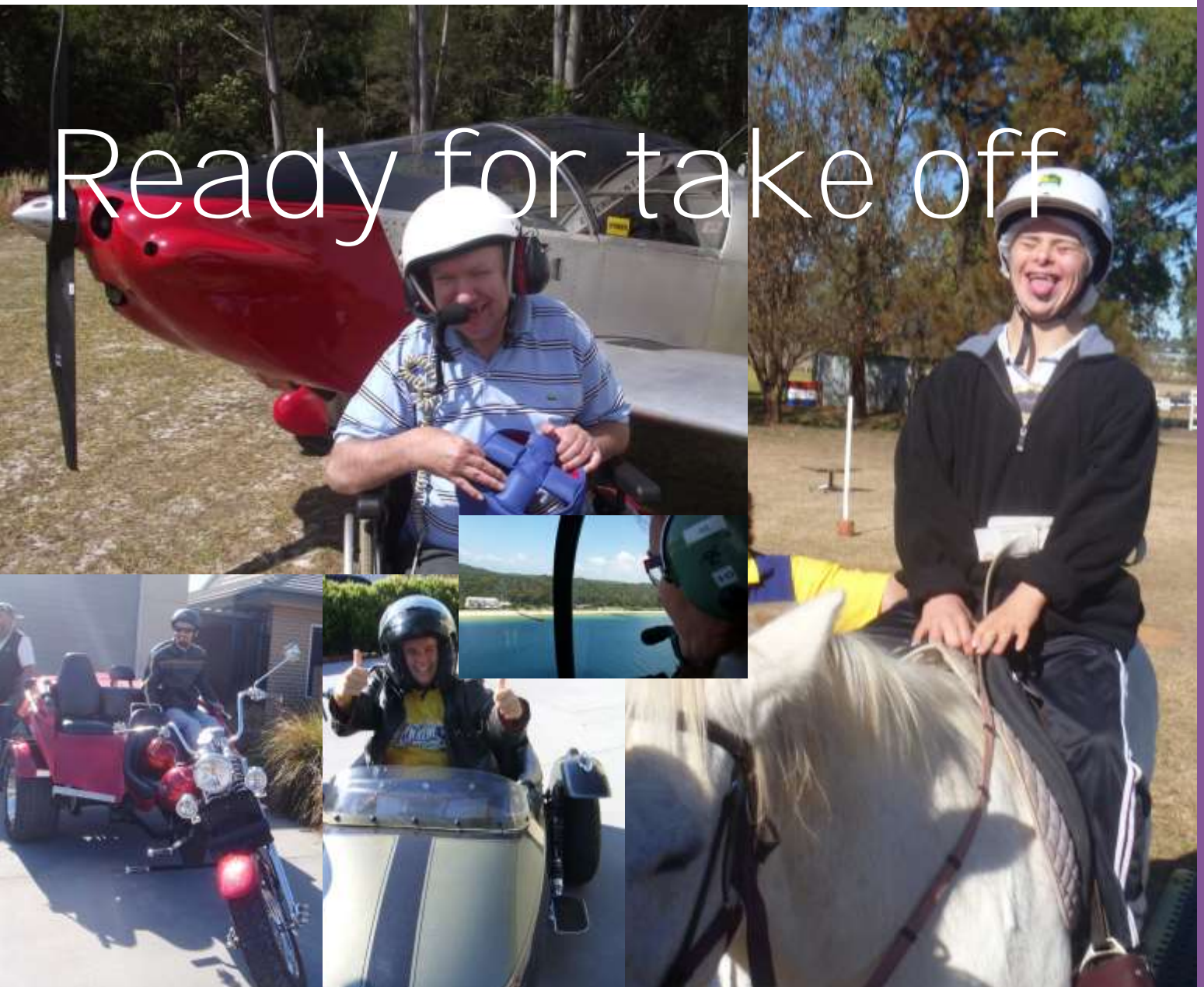
My mother then dropped the paintings off for me. On the day of the presentation I was really excited and hoping that I had won a prize. My mother, my sister and my brother-in-law all came to the presentation and were almost as

excited as I was. At the presentation we listened to some music, had some snacks and then the winners were announced.

My name was called as the winner of the Novice Section for my painting of Sleeping Beauty.

I went up on stage to receive my prize which was \$150. The presenter commended me on my work and encouraged me to continue painting.

I am going to go to a theme park with the money I won and am already preparing to enter more competitions.





Children in our care explore and learn through fun, friendships and adventure. Their happiness and sense of place is our priority. We listen to families and work in harmony to develop meaningful and trusting relationships that ensure each child's needs are met.

## Children's Services Operations Manager: Michelle Jones

At Multitask Children's Services, we aim to provide the highest level of care and education for your child in a warm, nurturing and safe environment in both our Family Day Care Services spread throughout New South Wales, and our Long Day Care Centre in Manilla NSW.

Multitask Children's Services currently provides care and education to 3,884 children with 3,168 families or carers accessing our service at any one time.

Our Family Day Care Educators are flexible and not only offer daytime care but also before and after school and holiday care with some of our Family Day Care Educators offering out of hours/ overnight care.

If you know of anyone who is looking for childcare or who would like to become a Family Day Care Educator we would love to hear from them on 02 6627 5000 or alternatively they can email us at: [fdcadmin@multitask.org.au](mailto:fdcadmin@multitask.org.au)

We have amazing staff who conduct play group sessions and fun days with our Family Day Care Coordinators. One such session was held at a regional fire station – the pure excitement and joy on the face of the young boy in the picture is why we love our jobs.







We are very excited to be nominated for Family Day Care Coordination Unit of the Year again this year via the Family Day Care Australia Annual Awards.

In addition to our nomination, I am proud to advise that a number of our Family Day Care Educators have also received nominations for Family Day Care Educator of the Year and I would like to make special mention of these Educators:

- Kris Janson from Gunnedah
- Sophee Greenaway from Narrabri
- Corrine Spencer from Tamworth
- Jodie Whitby from Scone
- Annette Smith from Kendall.

I would like to say a huge thank you to all of our wonderful children and parents/carers for their continued support.

Special recognition must be given to the amazing team of Educators who are dedicated to the provision of quality child care and education and for proudly representing Multitask in both our Family Day Care and Long Day Care settings. I commend our staff on their commitment and dedication to the provision of Multitask Children's Services. We look forward to 2016 and all the possibilities it holds.





## Long Day Care: Manilla

Our Long Day Care Service operates from Manilla, 45kms from Tamworth and is open from 8am to 6pm. There has been a big shift this year with a lot of our once babies and toddlers now accessing the preschool room.

We have commenced a new gardening project and the children have been developing environmental awareness as they learn to observe and care for nature in the form of a vegetable garden.

The children at the service were lucky to be involved in the local show this year watching a demonstration by the light horsemen and entering artworks for display for the weekend.

A huge thank you to the Stackman and Cochrane families who generously donated plants and assisted with the beautification of our front garden this year.

If you live in this vicinity or know someone in the area who requires access to childcare, we would be more than happy to speak with them on: (02) 6785 2399.



# Thanks to our supporters!

## **Our funding bodies:**

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

## **Thanks to those who support and work with us:**

Ability Incorporated  
Alstonville Football Club  
Australian Macadamia Society  
Cawarra Cosmetics  
Casino Meatworks  
Childhood Education and care Directorate/ Department of Education and Communities.  
Ezzy Fabrications  
Family Day Care Australia  
Family Day Care New South Wales.  
Greg Keegan Painting and Decorating Services  
Goldsmith Builders  
Integria Health  
Laser Plumbing  
LDN (Local Distribution Network)  
Lismore City Council  
Nimbin Aged Care and Respite Services  
Northern Area Health Service  
NSW Civil and Administrative Tribunal Guardianship Division  
NSW TAFE  
Promotional Products  
Richmond Community Options Lismore Community Health Centre  
Signarama, Casino  
Statesman Security  
Southside Pharmacy  
Southern Cross University  
Trinity College  
University of New England

Thanks to all who contributed to this annual report and all our in-house photographers!

A special thanks to all our staff who continually give their all to ensure we continue to provide the best possible support to our clients and children.





Family Day Care  
Long Day Care  
Contact:  
[fdc@multitask.org.au](mailto:fdc@multitask.org.au)



Health and Wellbeing  
Social Participation  
Creative Arts  
Living Skills  
Contact: enquiries  
[@multitask.org.au](mailto:@multitask.org.au)



Employment  
Education  
Transition to Work  
Contact: enquiries  
[@multitask.org.au](mailto:@multitask.org.au)



Living Arrangements  
Independence  
Reaching Goals  
Contact: enquiries  
[@multitask.org.au](mailto:@multitask.org.au)



PO Box 42 Lismore NSW 2480  
Ph: 02 6627 000  
Email [enquiries@multitask.org.au](mailto:enquiries@multitask.org.au)  
[www.multitask.org.au](http://www.multitask.org.au)

**multitask**  
Building Abilities Since 1952

