

multitask annual report

2007-2008

Chairperson's and CEO Report

This is the first annual report delivered under the banner of MultiTask Human Resource Foundation Ltd as the operational company in the newly formed group, and as such represents a significant milestone in the ongoing development of this organisation.

Whilst the road we have travelled may not have been free of potholes, our arrival at this point represents some new directions for the company, and at the same time a refocus on our core business

“Creating opportunities that enhance the quality of life for people who are disabled or disadvantaged”

The end of the financial year sees the final implementation of the structural change which has resulted in our operation consisting of a group of two companies. Lismore Challenge Ltd now holds the physical assets of the group, and may become the commercial arm, whilst MultiTask

Human Resource Foundation Ltd is the service provider operating under funding agreements with the NSW Department of Ageing, Disability and Homecare (DADHC) and the Federal body, the Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA). The operational contracts with these bodies were finally transferred effective as at July 1st 2008.

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Mulgum House



Walker Street residents

multitask
HUMAN RESOURCE FOUNDATION LTD



Chairperson's and CEO Report continued

**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.**



Narelle participating in
Fishability

It is often said that change is the only constant in this world, and we are all aware that our organisation has demonstrated this concept regularly over time.

Sadly, Rosemary Heywood who took on the responsibility of General Manager in July last year, was forced to resign her position due the recurrence of serious illness in January of this year. We are grateful for her time with us and wish her well for the future.

The Board at this time chose to fulfil its constitutional obligations to appoint a CEO by offering the position to the recently resigned Board Chairman Graham Mapstone. This was considered to be appropriate in order to maintain a stable operation by making use of a person with extensive knowledge of all aspects of the companies and the organisational history.

There has since then been some internal restructuring at management level , achieving reductions in Corporate Services and Management overheads whilst at the same time creating greater productivity and efficiency.

The Board and the organisations Leadership group, comprised of Senior and Middle management, have reviewed the previous three year strategic plan and formulated the strategic direction for the next three years. In carrying out this process the group identified two major strategies to take the Company forward in a sustainable fashion.

In continuing to focus on the fundamentals of our core business we continue to grow and improve our existing disability focus, and by developing our business breadth and depth we look to expand our base and achieve greater security of operation into the future through access to a more diverse range of income streams.

We have acknowledged that mergers and amalgamations are an inevitable part of a sustainable future for smaller organisations in the competitive climate in which we operate, and have undertaken to develop and operate strategic partnerships, whilst at the same time investigating complimentary merger opportunities as the primary mechanisms to deliver business growth.

A Summary Statement of our Strategic plan is on the adjoining page and the full document can be found at the internal company web site.

Corporate Governance expectations continue to grow as a source of pressure for Boards. We have over the past year developed a comprehensive range of policies, procedures and Governance tools which will guide and assist current and future Board members to lead the companies forward in a professional and competent manner, whilst at the same time satisfying the expectations of external regulators. The ongoing development of sound policy and procedures at all levels of operation helps to ensure the security of all stakeholders and clear direction throughout the company.

The long awaited Mulgum House project is finally becoming a reality. After almost 3 years since initial negotiations took place, we have finally received the keys and will begin to occupy the premises in October 2008.

The implementation of the Carelink+ information management system is another long term project which will soon begin to show benefits for the Company. It is now almost 18 months since the Board made a commitment to considerable expenditure to this resource, after management had conducted research into various software options before making their recommendation. Accountant Jody Cheetham has spent vast amounts of time in the implementation phase and without her knowledge, determination and patience we would never have got to where we are!!! Jody has made a huge contribution worthy of special mention.

Still another major project is reaching completion, with the final installation of the new networked Information Technology System. David Jones has been working with a Melbourne company since Board approval was given for the project 18 months ago. This has been a major upgrade which will allow us to manage operations efficiently over a wide geographical area as we expand operations.

Working under conditions of constant change and uncertainty is never easy, and it is due to the incredible dedication of our employees across all areas of the company that we continue to provide great services and support to our clients in Residential Services, Business Services and the various and diverse Day Services. Thank you everyone - it's you that keep the wheels turning!

There are many more great things to report from the year past, and most can be found in other sections of our annual report. Please read and enjoy, and most importantly ask questions if you would like more information. A visit to the website (www.multitask.org.au) will also be informative.

Multitask looks forward to its future and to embracing the changes that may be part of that future. We are confident of achieving those goals described in our Vision and Mission statements.

John Howard
Chairperson

Graham Mapstone
CEO

Strategic plan summary

The Multitask Human Resource Foundation Ltd Strategic plan 2008-2011 has been developed through a process of review and analysis of the previous Lismore Challenge Ltd Strategic Plan 2005-2007, in conjunction with detailed analysis of the Company's current status and current trends and directions in the disability sector.

The new strategic plan and subsequent action plans should be viewed in conjunction with previous planning activity.

The Multitask Human Resource Foundation Ltd Strategic Plan, 2008 - 2011 provides the strategic destiny, strategic initiatives and direction and strategic objectives for the next three years.

The overriding approach is based on two strategies: Focus on the fundamentals of our core business and develop our community business breadth and depth.



New front garden

Focus on fundamentals

Focus on fundamentals is a strategy that will see the Board, Management, Staff and Volunteers continue to develop the organisation and its various operations and services.

This strategy will be undertaken using the processes of continuous improvement and organisational development; the ultimate aim being to achieve recognition both internally and externally for the delivery of best practice, contemporary services and outcomes for all stakeholders.

Development of community business

The development of our Community Business will see Multitask Human Resource Foundation Ltd continuing its service growth and development in, but not limited to, key locations in the North Coast region of New South Wales. As opportunities arise Multitask will pursue business and service growth in other areas of NSW and Queensland.

Multitask will continue to submit and win tenders, establish services, develop and operate strategic partnerships and undertake merger investigations as the primary mechanisms to deliver the business growth.

In conjunction with these activities Multitask will seek to grow and expand its existing employment services, and seek entrepreneurial opportunities to build its asset base.

The Multitask Board and Management are committed to a process of strategic planning at all levels of operation, that will involve robust planning, implementation, monitoring and reviewing through the use of strategic planning tools and the implementation and use of a Risk Management System and a Performance Management System. Both these systems will fully engage all board members and staff.

It must be recognised and accepted that circumstances may change and opportunities arise during the course of the next three years which will cause us to review and possibly alter our strategic direction in order to ensure the best possible outcomes for the Company and its stakeholders.

Client Services Liz Gehring



Liz Gehring
Operations Manager:
Client Services

Client Services has seen an extremely busy and productive year with significant changes in the way we plan, implement and review our services to support people with disabilities. Our focus has been to develop systems and processes to encourage and support people with disabilities to develop and implement skills that support them exploring their hopes and dreams.

Many new processes have been introduced to support this approach including, the training of key staff in Person Centred Thinking and Planning and implementing individual service area planning.

In the past year a number of staff undertook project work in various areas and due to the amazing work achieved, a number of new positions have been created within client services to support the new direction of service delivery including:

Casual and Volunteer Coordinator: Jen Copelin who is responsible for supporting and supervising our casual and volunteer staff in their development. Casuals make up approximately 30 percent of our work force.

Human Relations Trainer: Khaos Moran who is responsible for training and assisting staff in the development of Human Relations programs for clients that support developing and

maintaining relationships, self esteem programs, personal growth and development and education.

Program Development Trainer: Karen Kendal who is responsible for training and supporting staff in developing individualised skill development programs. **Research Officer:** Joanne Richards who has completed all the Residential services policy and procedures and is responsible for researching funding opportunities and grant money to support various projects.

Our main focus for the coming year is to further progress Person Centred Planning, follow through with all the individual service area plans, and strengthen our processes and systems to better serve the people that we provide services to.

I would like to thank all the wonderful, committed Support staff for their ongoing ability to influence and implement the changes for a stronger client focused service delivery. I would like to acknowledge all the team leaders and client support staff in their innovation and dedication to clients, their families and the organisation; the program managers for their intelligence and ongoing commitment to change and finally the CEO and senior Management team for their support and direction. Collectively we are all working towards the same goals and achieving an exceptional standard of service delivery as a direct response. I look forward to the year ahead and the continued growth in our service delivery.

Program Development Trainer

During the past year, Multitask has uncovered a service gap in program design and delivery. Hence, the focus of my project was to develop a comprehensive and flexible resource of training plans for the Client Service staff to deliver. There is now a variety of programs in all life skill areas that can be implemented across all services. The Future goals of Multitask include a 'living document' that provides ongoing assessment and tracking of each persons progress. Multitask can offer each service user "best practice" in skill development. This also includes the improvement of

the professional standard of all staff at Multitask, to deliver tailor made programs that suit individual needs of our clients, provide more decision making and choice, give more flexibility to provide a service that suits individual needs and covers all areas of ability and improved assessment and reporting procedures. Multitask will provide the service user with programs that are being delivered to cater to their individual needs and aspirations. This involves the way the program is delivered and is now in line with DADHC and international expectation of active support models and Person Centred Planning.



Jeff demonstrating his skills
to Karen

Casual and Volunteer Coordinator Jen Copelin

This year has been one of both consolidation and advancement for the Casual and Volunteer Coordinator position. Particular importance has focused on building a structured orientation and induction process for new employees at Multitask. The format of the orientation booklet will support new employees to reach competencies and

milestones during their 3 month probation period and allow opportunities for self reflection and feedback. The objective of this new process is to build a strong knowledge base and allow opportunities for casual staff to confidently cross over their skills throughout all service areas. Attendance at the 12th National Conference on Volunteering

allowed opportunities to network and source information on recruiting a greater number of volunteers into the organisation. A strong and productive relationship is being formed with the Lismore Neighbourhood Centre to increase networking prospects in the local community.

New trainee program Jen Copelin

Multitask in conjunction with Replay EQS (Employment Qualification and Support) are supporting two Aboriginal trainees to complete their Certificate III in Aged Care. The Replay Group provided training for two Multitask staff to act as Indigenous Participant's Workplace Learning Mentors. Currently

the trainees are half way through their training.

Focus areas for the future year include developing an enticing framework to engage more volunteers into our organisation and supporting our Aboriginal trainees to their graduation.



One of our new trainees, Trista

Multitask research Joanne Richards

Proof of Multitask's commitment to building a culture of learning, exploration and knowledge development was the establishment of the Research Unit in 2007 and the appointment of a permanent Research Officer allowing Multitask to begin using national and international research to inform development, planning and practice.

The Research Unit has responsibility for leading and coordinating the Client Services effort with regard to research, analysis and alternate funding streams through:

- being at the forefront of new and innovative approaches
- actively fostering research, evaluation and analysis activities

- achieving real linkages between research, policy and practice

The Unit provides analysis, advice and assistance to Client Services in its quest to develop benchmark supports and services for people who access Multitask.

- Key actions in the past year have included: Establishment of the Research unit and development of the Research Officer role.
- Establishment and ongoing development of a Resource Library to assist teams with information and innovation.
- Establishment of a centralised Tender Grant and Philanthropic search mechanism to alert Client Services to new opportunities for development, diversification and expansion.
- Establishment and upkeep of

centralised electronic Calendars for national Conferences and interagencies in the many varied fields of Human and Community Services.

- Provide information and research for tender applications to DADHC and FaHCSIA.
- Research, develop and draft Grant applications for alternative funds for new projects.
- Research, develop and draft new innovative Client Services Policies and Procedures that reflect best national and international practice and directions.



Joanne Richards

Residential Services Denise Aldridge



Denise Aldridge
Program Manager

Since commencing in the role of Program Manager; Residential Services in September 2007, much has occurred. The purchase of a new database program, Carelink +, has required a great deal of behind the scenes work to design the system that will meet our needs and also in entering the initial data, a role requiring extensive training for all team leaders and program managers.

The establishment of this system is in its final stages and is due to come online next month. This will provide ease of access to all current client and staff records required on a day to day basis to assist us to operate effectively and efficiently. Communication between our day, business and residential services will be greatly enhanced. The introduction of this system is also providing the opportunity to streamline and standardise our current work practices and record keeping ensuring we capture what is required to meet our legislative and funding requirements.

Change is a word we are all becoming very familiar with. Over the past six months, residential team leaders have experienced a rotational process whereby they have all relocated to another residence within our organisation. This has given all clients and staff access to diverse skill sets that a different team leader brings and promotes the concept of not developing attachment and ownership to service delivery or centring a service on personalities. Whilst this was not necessarily a popular approach for team leaders to embrace initially, it has since proven to be a worthwhile process and

to the credit of all involved, its implementation and the subsequent outcomes has reinforced the benefits of diversification and the importance of this concept.

Residential Services is also in the process of developing a different accommodation model with Mulgum House. This in turn has provided the impetus to evaluate our existing models to determine if they still meet our clients needs. Subsequently, this will create opportunities for several of our residential clients to relocate to other homes with different clients that will suit their requirements better. We have also introduced acting team leaders as an opportunity for existing support workers to step up into the team leader role to gain intimate knowledge and understanding of the various aspects of the team leader role on a short term basis. This supports personal growth and succession planning and allows those who have further career aspirations to experience this in a supportive environment.

I wish to thank the team leaders for their commitment to their positions and the services within which they have worked. The introduction of further responsibilities involving service area planning, maintenance and staffing, whilst initially challenging, will allow the service teams to have increased autonomy in the way they manage and tailor the delivery of services to meet the needs of each individual client.

In closing, it would be remiss of me not to mention the value that I place on a great support network I have in Colleen Taylor and Liz Gehring who have continually provided me with advice and guidance in my role. Many thanks!

Human Relations Khaos Moran

I have recently finished a six month project in Human Relations, and as a result of this project a part time position has been created and funded for three years to continue to address issues in the area of Human Relations.

The position purpose is to support client services in the delivery of Human Relation programs to clients and also to support staff to increase their skills, knowledge and confidence in this area so they too can provide the appropriate

support to clients.

I have attended some training in Sydney on delivering various programs and will also attend some training in program planning. I am currently delivering Human Relations training to our clients in CPP and have developed a referral system for Team Leaders and staff who request Human Relation support for any of their clients.

Valley View Liz Lipscombe

It has been an eventful year at Valley View. Our shared action plan for the residence has seen us working hard towards the future. Our northern star was 'our home our lives', which focuses attention on the residents having responsibility and ownership of their own home, and indeed their lives. The house has become a lot busier with clients carrying out many of the chores themselves with minimal assistance, there have been more family gatherings at the house, and recently the clients have

opened their doors to an on going 'bring a plate' lunch on Saturdays. All are welcome to this, and already there is one family committed to coming each week. The clients hope to expand this and each have their respective families attend at least once a month.

Over the past year Valley View have become famous for hosting great parties and the opening of the raised garden beds was no exception. The gardens are looking amazing which is due to the hard work

of each resident who weed and water them every day. The produce is picked, prepared, cooked and eaten on a daily basis, all done by the residents with varying levels of assistance.

We are currently in the process of adding yet another raised garden bed; one that is higher and longer so wheelchairs can get all the way around. There is a sense of empowerment within each of the residents, and they are now in a position to make life changing decisions such as where they want to live, and what they want for their future. The outlook is exciting for all at Valley View.

Roy and Bill at the garden opening



Blue Waters

We are a vibrant outgoing group who are keen to trial as many different community options as there are available. Our staff are supporting us with this and have compiled a folder of the many activities happening in our local area. We are each selecting activities or events that are of interest to us and making the necessary arrangements to sign up and participate in them.

We have experienced some changes in our resident mix over the past year with two

women moving to other residences and we have welcomed another female and male to our units.

We continue to keep our support networks busy as we strive for greater autonomy in our lives. Whilst this exposes us to some risks, we are confident the learning from such will assist us to reach our goals.



Matthew ready to share his birthday cake

Windsor Court Rod Conroy

All of Windsor Court's four current residents have recently celebrated four years at this address. These clients appear to be happy in this environment as it offers a model of quiet, retirement accommodation. A fifth client was supported to move recently following his decision to find a more active household and this, of course, has created a vacancy within Windsor.

Staff movements over the past 12 months have been relatively stable with a full complement of seven permanent part-time Support Workers including the Team Leader, plus a list of casual support staff to call upon. One of these Permanent Support

Workers, Nicole McPherson, began her employment with Multitask in June as a Trainee and was immediately engaged in training in Certificate IV Community Services, Disability Work. Nicole had no previous experience in the disability support field but is rapidly becoming a valued and skilled member of the support team.

Windsor Court along with Waratah Way is also provided a learning environment for two Trainees who work in a supernumerary capacity. Kiha May Yuke and Trista Smart, who are completing Certificate III in Aged Care with Multitask, are both proving to be valued members of the Team and I am sure they will both take the skills and knowledge learnt to

be effective workers in the Aged Care field. The inaugural Service Planning Day, which was held in March focussed on creating and maintaining a harmonious living environment for the clients. Each staff member has responsibility for a target and to this point some of the targets achieved have been new floor covering for one of the bedrooms, a client transition to another residence and a successful afternoon tea organised by the residents. I am taking on the role of Team Leader for Mulgum House and Stephen Cook currently a Support Worker at Windsor will be taking on the acting Team Leader role, effective 22 September, until a permanent team leader recruitment has been completed.

Liz and Denise enjoying afternoon tea with Windsor Court residents.



Client Services: Residential

218 Wyrallah Rd Tim Treverrow

It has been an eventful year for the men of 218 Wyrallah Rd. In May 2008 the residents, their families, and Multitask staff undertook a planning process using the PATH model of Person Centered Planning. This process involving several stakeholders was a first for Multitask and gave the men a chance to plan for the future with support from the people they value in their lives. Several important issues were identified by the men and they have worked closely with staff on these areas.

In terms of the future, 218 is in limbo somewhat because of the approaching transition period involving Mulgum house the subsequent closure of the residence in its existing model. All of the residents are looking to the future and see any change of living circumstances as a chance to move closer to their goals.

Personally the residents have achieved some important goals including a supported holiday to the country music festival for one of the men, swimming lessons and increased independence in other areas of their life particularly around financial management and a growing confidence in expressing their particular needs and desires.



Brian, Tom and Michael working together



Clients, family members and staff of Wyrallah Road

Grace Road Warrick Morley

Grace Rd is presently the home of four residents after one very popular resident passed away at the end of 2007. Residents range in age from 54-62 yrs. The last year has seen two residents retire from work and while two residents still attend permanent part time employment the older of these two has expressed the desire to reduce her working hours in the near future.

Highlights of the past year include an increased emphasis upon social and recreational outings. A successful trip was had by all to Seaworld and Grace Rd clients organised and were hosts for a progressive dinner which ended in a night of music and dancing at Grace Rd. 2008/9 will see Grace Rd residents actively pursuing more leisure and community activities of the clients' own choice. The goal of the current four

residents is to have a short supported holiday with Multitask staff support. Grace Rd has recently begun the transition of another client to take up permanent residence. While social and recreational activities are high on the agenda the residents are at a stage in life where they are enjoying the warm home environment and its features of the swimming pool, cooking BBQ's and the scenic view.

The residents have expressed a desire to enjoy more outdoor activities and in particular activities that involve water sports and hydrotherapy programs incorporating the Grace Rd pool. The heating of the pool is another potential area of development to enhance their lifestyle in the coming year.

Waratah Way Graham Hardy

Waratah Way has a team of nine staff of varying ages and cultural diversity who provide support to five residents. Three of these residents access Day Services and Business Services while two residents use Waratah as their base to receive a higher level of support and to access the community. These two residents are also in varying stages of dementia. Providing professional care on all levels has been a large focus of the work carried out by the Waratah staff and additional support is also received through the Disability Aged Care Project.

As disability support workers we are faced with increasing challenges relating to ageing issues and in the year ahead will focus on developing an outdoors environment that will enhance the residents' lifestyle and wellbeing.

This will be achieved by creating a landscaped rear garden with an easy access pathway around a sensory garden with scented plants. Another focus area for the year ahead will be painting the interior of the house with colours conducive to providing a calming environment.



Mary tending to her garden



Some staff and clients of Walker Street and Wyrallah Road

Walker Street Tim Treverrow

It has been a great 12 months for the ladies at Walker Street. Clients, with the support of staff, have worked hard to increase their independence. Several of the residents have gained greater financial independence through the initiation of independent banking programs.

This has allowed these residents to plan and save for future holidays. Increased independence has also been achieved around the home with the residents setting up their own house cleaning roster. Also, one of the residents now attends TAFE to improve her writing, computer and singing skills - this has included performing in the TAFE choir.

There have been some great social highlights for Walker Street, including two operas for one of the clients and a BBQ at the residence with family and friends organised by the clients with the support of staff.

The staff of Walker Street have had a busy year as well. In April, they held a planning day and identified better ways to support the clients to achieve their goals.

They have also worked very hard and shown great improvements around computer skills so that they are now able to undertake all the electronic administrative tasks necessary to support the clients.

Staff and clients have identified that increased community access and a wider range of community based exercise options as areas for future focus and participating in a holiday to *Tangalooma* and the Crossroads camp later this year is assisting to meet these needs.

Client Services: Residential

Mulgum House Rod Conroy

Mulgum House at Nimbin is about to become an operational reality for Multitask after successfully tendering for the management of the facility.

This means that Multitask will be providing

- Quality residential accommodation in accordance with Office of Community Housing's performance requirements under the Performance based Registration System.
- Affordable residential accommodation and services in line with the current arrangement and fees.
- Food services, safety and security in accordance with the needs of the client group.
- Access to relevant support services and effective cooperation with support agencies.
- Client well-being and satisfaction.

Multitask looks forward to commencing its role with Mulgum House and acknowledges the flow on effect that client transitions will have throughout the rest of the organisation, in particular, residential services. For this reason, all efforts are being made to consult with clients, families/guardians and staff to make such transitions as smooth and as successful as possible.



To this point, four clients have confirmed their decisions to relocate to Mulgum House and transition shared action plans have been instituted to plan for the moves.

Mulgum House represents a different model of service delivery to Multitask clients, which is more in line with a person-centred philosophy that sees individuals being more in control of their own lives. I look forward to being the first Team Leader of Mulgum House and helping to initiate Multitask's development in different service directions.

Mulgum house

Northview



June, Julie, Tony & Narelle enjoying a night out together

Initially we were a house full of men. We enjoyed the staff running around looking after us but we weren't learning anything about being independent and having responsibility for our own home environment.

We decided to make a change and become more involved in the day to day running of our house. We all know now what a mop and bucket is used for and the meals we now create in the kitchen for each other to enjoy is amazing.

We also wanted to experience more community activities so we are always on the lookout for dances, bands and sporting activities that we can either participate in or be a spectator of. The

warmer weather will see us again utilise our swimming pool with bbqs/dinner by the pool deck, something we all look forward to.

We are a friendly group and have welcomed a new male and female resident into our house in the past twelve months as well as several new permanent staff and another team leader.

The forthcoming months will see a few changes as some of us have chosen to relocate to the hills of Nimbin and move into Mulgum House. For the rest of us, we are not sure where our destination will be but we can assure those we choose to live with, we are now accomplished cooks and great bathroom cleaners!!

Client Services: Day Services Colleen Taylor

This past year has proven to be a year of immense change and growth for Day Services.

Coupled with the increase in client numbers and the winning of 3 new tenders, Day Services is catapulting into the 21st Century with a sharpened focus on progressive service delivery that is client driven. This is supported by an excellent team of staff and directed by highly skilled team leaders.

During this year we have had the successful amalgamation of two of

our Day Service into the new, very well equipped wing at Molesworth Street. We have also welcomed a number of new clients into the Community Participation Program, we have launched a very successful Community Based program and we continue to support clients in their homes with our LifeMoves Program.

At present we are meeting with potential clients for our Transition To Work Program.

We are now approaching another year of unleashed excitement with the

addition of the two services that we acquired through tender. These services are a respite service and a Day service in Mullumbimby. With our continued focus on excellence in service delivery underpinned by our committed and dedicated staff I am certain these services will flourish alongside our existing services.



ILS and Challenge Plus Brione Steele

The past twelve months have seen many exciting changes for ILS (Independent Living services) and Challenge Plus day services, which are soon to get a new name.

Challenge Plus and ILS moved into the new premises. The services have been blending together offering new activities in new purpose built rooms. Staff are starting to work across both services enhancing the quality of support for all clients by all staff.

Clients now can enjoy relaxing in the Sensory Room with state of the art sensory activities, partake in pottery and art classes facilitated by teachers from the community, and explore their creative genius with a vast array of musical instruments. Other activities being offered include ten pin bowling, yoga, Getting To Know You, Karaoke and café/coffee outings just to name a few.

Some new projects undertaken have included: Setting up the wheelchair garden, to be known as 'the patch'. The pottery classes have made tiles to name the patch and to decorate the wooden garden box.

Residential clients now have the responsibility of handling their own money for Day Service outings and activities, giving the clients greater autonomy and independence in the community.

Clients have also been to a variety of activities hosted by local disability organizations in the area including Warren Little Concerts, Show Boat of Dreams production, Trike Rides, African Singers and upcoming Sailability.



Trike Rides

New projects for clients for the next 12 months include: Exhibiting art, pottery and sewing in the upcoming North Coast National; setting up a space for woodworking activities and expanding the gardens in the patch area and out the front of day services.

Training for staff have included manual handling, OH&S and Cert IV in disabilities. Staff are constantly learning and employing tactics to support clients and their behaviours and extend their talents increasing their independence with their daily living skills.

Two long time clients, John Williams and Donald Helmwood retired from the Day Service and Faye Jenson passed away. We have welcomed a new Team Leader Brione Steele.

Staff and clients are looking forward to further blending the service. This will ultimately result in a single Day Service, with person centered planning and activities for clients enhancing and extending their living and leisure skills.

Client Services: Day Services

Cath Ould

Individual Community Based CP Program (CMB) & Post School Options (PSO) Program

A restructure of the roster within these programs saw many changes for staff & clients. This has resulted in a provision of service that is cost effective and innovative. Clients can choose from an array of programs including computers, work experience, cooking & numeracy & literacy. Programs are primarily community based, allowing clients to integrate into their wider community. We service clients locally as well as Nimbin and further on to Mullumbimby. There are currently 2 clients in CMB & 2 clients in PSO.

Transition to Work(TTW)

Multitasks 1st and only TTW client successfully gained employment at Multitask BSS 12 months into his 2 year program. The Team Leader is currently working on a promotional plan to attract more interest in Multitasks TTW program from school leavers. This involves establishing relationships and linking up with local businesses to provide opportunities for open employment for young people who are seeking work within the community. Multitask is involved in the School Leavers Expo each year in May, where the opportunity to showcase the CMB & TTW programs are presented to school leavers & teachers across the region

who are looking at choosing a service provider to deliver their chosen post school program the following year. In 2009 we will be holding an Open Day at Multitask to follow-on from this expo. This will give school leavers an opportunity to visit our organisation to see for themselves what we have to offer. This in turn will assist them in making an informed decision in choosing a service provider when preparing to leave school and venture out into adulthood.

LifeMoves

- Currently 3 active clients receiving a program
- 2 clients pending
- 3 clients successfully exited
- 1 client had service withdrawn due to lack of commitment
- 1st Strategic Planning Day held
- Staff training conference held Nov 2007 where 3 staff attended
- Info session held Feb 2008 to attract interest and promote the program
- Policy and Procedures reviewed Aug 07

2008/2009 will see the LifeMoves Consortium working on more intense promotion of the program as application numbers have been down over the last year. The Consortium has identified a gap for participants once they have left the program, so will be working on a proposal, perhaps for a new pilot project or refocus of LifeMoves to address this gap.

Cath



Matt



Tricky



Robert



Tricky

Respite service Dane Jacka

This year Multitask was awarded funding to provide a flexible, day options respite service based from the Molesworth Street activity centre. Coming from the federal government's recognition of the needs of aging carers, this respite is for older parent carers with a person in their care with a

disability.

As an exciting new service, it has been designed along the principles of person centred practice to ensure that it remains flexible and responsive to the needs of the carer and the person accessing respite.

Multitask is able to provide the equivalent of 24 hours per month which can provide a break for carers and also enable people accessing the service to explore hobbies, build relationships and have fun. It is a much needed service for the local community.



Clients and staff of CPP

Community Participation Program (CPP)

CPP staff over the past year have concentrated on giving the clients new opportunities that broadens their perceptions in what they can achieve as a young person. Through this intensive research and client consultation, chosen programs were implemented. It has given our clients the confidence to assert themselves, increased skill development and given them a realisation of ownership of what they want for themselves and their service. Following is a brief description of two of our focus programs.

Video Production

This program was developed by Theresa van Twest who is a local film producer. Our clients produced a video called 'A

Variety of Murders'. With Teresa's guidance the clients learnt a wide range of skills from using video cameras, editing programs, script writing, acting, costume and props, etc. The clients are almost in completion of the finished video and it soon will be showcased in December.

Creation of a Music Video

This program involves the clients creating their own music and dance routine and video production by themselves through guidance from the trainers and cp staff.

We were lucky enough to have Randolph Reimann (residential staff member) who has kindly offered his services, talent and equipment and developed a program called SoundKraft. This program involves many opportunities for our clients

in developing their creativity, and confidence. The clients have produced a music cd which is called 'MSG' (Mover, Soothers and Groovers) and their songs are now being played on the radio. The clients are also involved in a dance program with a local dance theater teacher, Tamaya Rose. With Tamaya's skills, the clients are choreographing a dance routine in conjunction with the music they have produce for the making of the music video.

Future Focus Areas

Each year our service is growing in numbers and before long we will be looking for another venue within the CBD parameters. We've had a lot of interest from parents with school leavers who are interested in using our services.

Business Services



Soapbiz Danielle Bright

Soapbiz since it commenced production in 1995 has continued to develop its product lines to meet increasing demand. To improve efficiencies, it as been necessary during the year to change production methods and limit some lines of soap and range of products.

Productivity has been increasing considerably and now stands at over 200% of previous outputs. A great deal of credit is due to the staff in the way they have met the

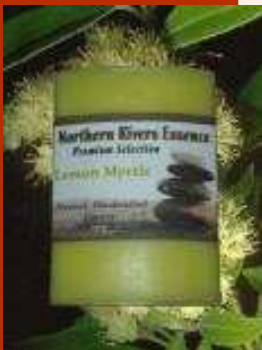
challenge of increased productivity. Currently a concerted effort is being made on marketing and working with existing customers to increase our sales in line with production. In coming months more attention will take place in research and development to offer a wider range of products. Around 12 supported employees work in Soapbiz who receive supported training in soap manufacture packaging and dispatch. All our products are hand made using predominantly local

grown ingredients in a vegetable base, except the soap base which by necessity is imported.

Our products are distributed as far and wide as Perth to Tasmania and South East Queensland. At time of writing this report sales are equivalent to 40,000 100gram bars and 85,000 18 gram bars of soap per annum, our target is to reach approx 60,000 or more this financial year.



Our new website is www.soapbiz.com.au



Document Destruction Keith Ainsworth

Document Destruction is a comparatively new enterprise to Multitask only being offered as a service for the past 2 years. Whilst the take up has so far been slow, we will soon commence a targeted marketing campaign to ensure that the local business community is aware of this service. The service itself offers a confidential document destruction arrangement whereby we install secure bins on the

customer's premises, or we bins collect from the customer directly or some customers even deliver direct to our premises. Each customer's bin/s is separately recorded to ensure confidentiality and security and customers are notified by form of document destruction certificate when their documents have been destroyed.

Business Support Services Cheryl Bate

BSS continues to be an industrious team providing a range of services to the local business community—from mailouts, collation of promotional folders to packaging of items ranging from soft plastic fishing lures and rod runners to rosellas and bush spices, in addition to our traditional ropes and tags for local abattoirs. We're a versatile crew!

The introduction of new technology (to date a folding machine and state of the art colour photocopier) has added another level to our mailout service, with a number of existing customers using our quality printing capabilities rather than bringing the mail out materials pre-printed and folded.

We are also venturing into the production of flyers, booklets and newsletters and currently a

bound recipe book for a local organisation. Supported employees are now being trained to use the equipment.

BSS networks with other production units in Business Services, currently developing machine sewn calico bags for presentation of our range of MT Sandals. The experience of the girls from our former sewing business, Awlthreads will be invaluable. Support is provided to Soapbiz by labeling, packaging and dispatching manufactured soap products.

This year we have seen the retirement of some of our long-term workers but places have been readily filled by others keen to develop skills as part of our team. Workers are also eagerly anticipating the new wage assessments in October - and all hoping for a pay rise!!

MT Sandals Noel Knight

Sandal manufacturing is the latest edition to Business Employment and training Services within Multitask. The business known as MT Sandals has only become fully operational in the last 4-6 weeks and our staff are still in the processes of being trained.

It is already evident that the Sandals we make are quite popular as most of the customers who purchased from the former owner have reordered stock from us. The supported employees are finding the work very interesting and have welcomed the opportunity of taking on a new venture. It is hoped that when full

production of the 5 different types of sandals is being achieved that somewhere in the region of 3,500-4000 pairs of sandals will be manufactured per annum.

The sandals themselves are made from 100% leather upper and laces etc with a formed rubber sole. All of the work of cutting out and assembly is carried out by hand so the product can justly carry the name Hand Made in Australia by people with disabilities to the very highest standard.



Plant Protectors Keith Ainsworth

Our Plant Protector business has been operating for a number of years and is well respected throughout the industry for its high quality paper and the finished product being very durable. Over 200,000 Plant Protectors are produced and sold each year to both local and national based nurseries. We have the capacity to increase our output of Plant Protectors and as a consequence a marketing campaign is under development to allow for this potential capacity increase. The work is ideally suited to many of our employees who have shown great enthusiasm in meeting

production needs when demand is high. Some of our customers are requesting that we expand our range to meet other requirements in the nursery industry for plant protection and plant display consequently some research and development on new product lines is taking place working closely with local nurseries to meet this potential of additional lines.



Business Services continued

Employment Plan Coordinator and Trainer Joe World and Rae Vincent

Employment Plan and Training for Multitask Business Services in the pass 12 months has been both challenging and rewarding.

Our DMIs (Disability Maintenance Instrument) at the moment is quite busy. However with the ongoing support from dedicated staff we are succeeding.

Our recruitment process is expanding, and in the process of being updated with the assistance of our HR Coordinator. We recently have been advertising in the media through newspapers, our website and have developed a flyer to be distributed to specific local organisations.

In the very near future our

Supported Employees will have a wage assessment conducted by CRS an external source which we believe keeps our quality of service at a high and fair standard. What will occur from this is our being able to identify and develop a training calendar to best meet all the needs of the Supported employees.

Garry (left) is pictured here with Martyn doing some on the job fork lift training at Business Services



Green Team Mike Bullen

The past year has on occasions been difficult for the Green Team as a result of a particularly wet period when normally drier conditions would have been expected. However the staff have coped quite well with the conditions and continued to deliver services as best possible to our many clients.

Towards the end of the last financial year some new equipment

was provided from Government grants becoming available, these new pieces of equipment will help improve productivity in the teams and help with safe working procedures. The provision of a new high-pressure washer machine was particularly important as this will allow us to compete for work in driveway and wall cleaning operations and help with acquiring additional work and for the staff.

City Farm Nursery Mike Bullen

Not unlike the Green team the City Farm Nursery has also had some problems from the unseasonal weather patterns this year and this has hampered production to a degree. This was further exaggerated by the loss of our propagator to start a business on her own. However some advances were made in respect of

staff development and training with one employee achieving Cert 2 Horticulture through the TAFE.

Production of young plants is now increasing again following the appointment of a part time horticulturalist. The plans to develop the nursery with new Shade

houses are progressing and hopefully, subject to final consultations construction work will commence soon and allow full production of easy to grow plants with a high turn over rate. This will create more productivity and increased staff training accomplishments and up skilling.



Corporate Services

Finance Jody Cheetham

Corporate services team has been busy setting up Carelink+ in preparation for organisation wide implementation in October.

Carelink+ is a powerful client management system recording client information for our internal use and automate reporting to our funding bodies. Carelink+ captures a broad range of information on our clients such as care plans, shift notes, employment plans for our supported employees, ISP, client attendance, funding information, and incident reporting to name a few highlights.

Information will be stored in one central database allowing information to be easily accessed and shared by staff. Rostering for all departments will also be completed on Carelink+ and staff will log on to Carelink+ to

record their timesheet information replacing the tedious manual paper timesheets we currently use today. When it is all up and running we should be saving about a tree a week in reduced paper.

We are looking forward to the implementation of Carelink+ as it will allow a smoother flow of payroll and funding information throughout our organisation. The transfer of capturing data from paper to electronic will improve efficiencies not only in our department but also across the organisation allowing us to expand our services and support into other areas.

Throughout the year the Corporate Services Team has worked hard improving efficiencies in data capture and processes enabling us to produce the monthly financial reports on time. Our annual accounts were completed in record time this financial year with our external audit completed in mid August. Detailed budgets have been completed for all departments

in conjunction with senior management and key personal. The budgets forecast our expectation of the year ahead providing a quick overview of where we aim to be financially at the end of each month and year. Budgets are distributed to key personal improving purchasing decisions and monitored closely by corporate services and senior management team.



IT and infrastructure David Jones

Over the past year we have conducted a staged installation of new or upgraded IT Infrastructure. The infrastructure upgrades are now completed and the resulting system now provides a stable secure platform on which to build and sees us well placed to quickly respond to any additional expansion that may be required. It also provides us with secure Virtual Private Network connections for remote office access, which will allow for mobile workers if the need arises.

Now that the network is solid and expandable, the next few months will see us roll out our software upgrades which will include Microsoft Office 2007, Exchange Server 2007 and Microsoft Office Sharepoint Server 2007.

These upgrades combined with the roll out of our new client information system CareLink+ should lead to a streamlining of our administration processes and in turn an increase in efficiency across the organisation.

As well as the work on the "corporate network" we have almost completed setup of our dedicated client computer lab. The lab consists of 6 desktop PC's and a server, and will allow our service users access various applications and programs including Microsoft Office Suite and Internet access.



Corporate services continued

Quality, Risk & Safety, Training

Anne Boyd

Over the past year the organisation has continued to progress in the areas of quality, safety and training, responding to the growing and changing needs of staff and clients. Providing a framework from which the organisation can ensure that it operates effectively supports customer satisfaction with our

products and services and ensures there is always continuous improvement occurring in our service delivery. It is an ever increasing requirement that we continue to offer quality support to our clients at the highest level possible, and remain a viable competitor for government funding.



Quality Management

The past 12 months has seen ongoing progress with the implementation of the Quality Management System as an electronic system, delivering information relevant for staffing needs in a controlled and systematic manner supporting management, staff and service users. Policy development, review and updates has continued to respond to identified gaps across the organisation, along with work

instructions, forms, templates & checklists to ensure that they reflect exactly how we operate internally, greatly improving communication and access to current information and resources across the organisation.

The **Internal Audit** program assists Managers with an independent report on their sections status, ensuring ongoing quality and continuous improvement across the

organisation and that services are provided in accordance with the Disability Standards, Policies and Procedures and the quality management system.

External Audits. Business Services were successful in achieving accreditation for another 3 years as part of our ongoing conformance with the FACS Quality Strategy.

Occupational Health & Safety

The implementation of a safety culture has been well supported by a very active OHS Committee which meets regularly to oversee the organisation maintains a safe, happy & healthy workplace as a high priority for the organisation. A review of the OHS management system across the organisation resulted

in amending all of the OHS Policies and Safe Work Procedures to reflect more current and up to date information.

Team Leaders assist with raising the profile of OHS in the workplace and ensuring adherence to stated procedures. Training in the use of equipment continues to be

part of the induction and orientation process and additional training and competency assessments throughout the year ensure that all staff are competent in the safe use of equipment. This year the organisation supported Safe Work Australia Week with displays and activities throughout the week.

Training

Staff development and training has focused on building on existing abilities and encouraging staff to extend their knowledge and thereby increase their expertise. This year training was offered to staff in the following areas:

OHS - OHS Green card

Managers/Coordinators/Team Leaders -Performance Management and Supervision, Leadership in Dementia Care, Client Documentation in Community Care, Applying Community Care standards, Certificate 1V Training and Assessment, Certificate 1V Frontline Management, Governance and Strategic Management, Volunteer Management Essentials, Managing Multiple Projects, Objectives and Deadlines, Aboriginal Cross Cultural

Awareness Training, Dementia Care, NSW Ombudsman - Effective Complaint Systems, NSW Ombudsman - Resolution Options, Human Relations & Sexuality, Sexuality Program Planning to support People with a Disability, Workcover RTW Coordinator

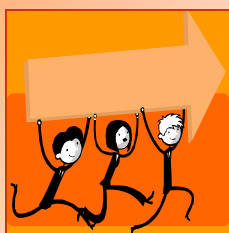
Traineeships have been taken up by 25 staff in the following courses:

Certificate 1V in Disabilities,
Certificate 1V Frontline Management
Certificate 1V Business Administration
Certificate 111 Aged Care

Human Resources Joanne Mc Laughlin

Policies and procedures

A comprehensive review of all human resources policies and procedures has resulted in revision and implementation. These are now available on the intranet to all staff.



Career Exhibitions

We participated in local Career and Volunteer Exhibitions. These opportunities have generated interest from prospective volunteers, job applicants and high school students who have a particular career aspiration to work in the disability sector. Involvement in such initiatives contributes to raising the profile of Multitask and assists in our future workforce planning.

Induction

Induction is provided to all new staff and includes: Occupational Health and Safety; Manual Handling; Discrimination and Harassment; Equal Employment Opportunity; Diversity in the workplace; a tour of Business and Day Services and a comprehensive overview of Client Services and Corporate Services.

Retention of casual staff has been improved by offering salary packaging incentives. A consistent approach to Supervision meetings with employees has been adopted throughout the organisation.

Recruitment and selection

A review of the format for advertising internal and external positions has been undertaken. The aim was to streamline advertising processes, ensure consistency and have all applications going through Human Resources. As a result of the review, the internal Expression of Interest process has been improved with increased advertising of roles in a variety of mediums including email, intranet and text to ensure casual staff have equal opportunity to apply for permanent roles with us.

For external roles, a new page called Join Us has been set up on the Multitask website. Information regarding vacant roles, position descriptions, selection criteria and guidelines for applicants, salary packaging, benefits and career path options are all readily available. As a

result, there has been a significant drop in requests for hard copy application packs saving on time and financial and environmental costs.

Regular planned campaigns to recruit support workers have been implemented. They are reviewed to assess efficiency and adjust practice. Through setting selection criteria and using innovative recruitment practices, we aim to recruit quality client focused candidates with relevant experience and qualifications. Positive feedback from candidates on the recruitment process has been received.

Approximately 2/3 of our workforce is permanent allowing for stability. Having just under 1/3 as casual employees allows flexibility in responding to the changing needs of our clients.

To promote Equal Opportunity in the workplace, we provided a report to the Equal Opportunities for Women Agency (EOWA) as part of our regulatory requirements. We are pleased to advise that we are compliant with the *Equal Opportunity for Women in the Workplace Act 1999*.



Multitask

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building abilities

Multitask provides training and support services for people with disabilities on the North Coast of NSW.

Our services aim to increase the independence of people with disabilities by supporting them to make informed choices about the way they wish to live their lives, and by providing them with the skills and support they need to make this a reality.

Multitask's **Business Services** provide employment opportunities for nearly 100 people with disabilities, across 6 distinct business areas: Business Support Services; SoapBiz; Green Team; Nursery; Plant Protectors; Documents Destroyers; MT Sandals.

Multitask's **Client Services** provide support for people with disabilities by offering a range of programs including Residential Support and Day Services. Over recent years we have expanded the number and style of services on offer. It is our belief that each person is an individual and that the model of service delivery should match the persons own requirements and abilities.

Sustainability Advantage

Multitask has signed up to **Sustainability Advantage**. This is an 18 month program working with the Department of Environment and Conservation NSW (DEC) to improve our environmental performance.

We will be aiming to become a more sustainable business by following environmental actions plans and through more efficient use of resources and reduced waste. Any money saved will go towards other environmental improvements.

It doesn't stop after the 18 month program because we'll be committing to continuous improvement. We'll also be working with 10 other organisations in the region who have also committed to the program so we can share ideas and solutions.

If you want to know more please see <http://www.environment.nsw.gov.au/sustainbus/sustainabilityadvantage.htm>

