

Multitask
annual
report



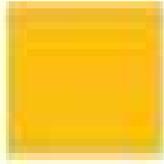
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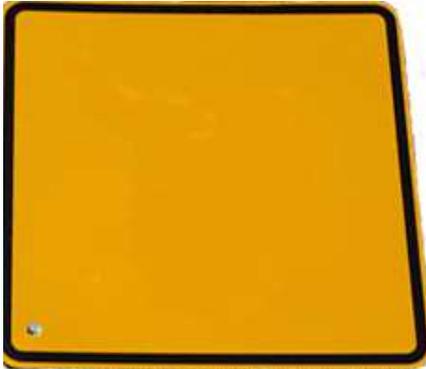
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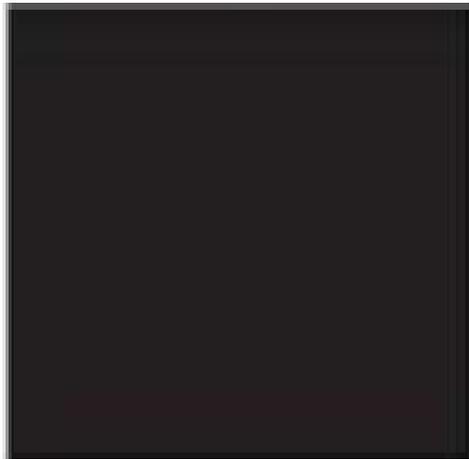




Multitask provides training and support services for people with disabilities on the North Coast of NSW.



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.



CEO report



Graham Mapstone: CEO at the Down Under Institute. You had to be there

The past year at Multitask has been particularly busy, and contained all the elements that you would expect to find in any organisation where the main focus is people. We have travelled outside our traditional boundaries, embarked upon new ventures, explored new horizons, made new friends, and sadly lost some old ones.

Our Australian Disability Enterprise arm was successful in gaining several major organic soap manufacturing contracts for both national and international markets. To support the necessary increases in production capacity we have remodelled the factory space, imported new manufacturing equipment from India, a fully automatic shrink wrapping machine from China and restructured the workforce to allow continuous production through a number of overlapping shifts.

Our workforce of employees on a supported wage have stepped up to the mark and achieved outcomes previously thought unreachable.

Program Manager Joe World and Team Leader Danielle Bright went to India to inspect the machinery prior to purchase and despite some tense moments in Mumbai both returned with some interesting insights into another vastly different culture.

In line with the organisations commitment to Person Centred Planning, we hosted two major events at our Molesworth St premises which further supported the ongoing development of the associated philosophy and practice, both for members of the Multitask community and others across Australia and New Zealand.

In April we hosted the first Australian Down Under Institute, and enjoyed 5 days of conversation and learning in the philosophies of person centred practices and inclusion. The event saw 150 people from Australia, New

Zealand, Canada and the United States come together to share their knowledge and wisdom. The support from staff and the broader Lismore community ensured that the occasion was memorable for all who participated.

In May we continued the theme and hosted 3 days of training in Maps and Paths, tools for Person Centred Planning. The training was conducted by internationally recognised leaders in the field, Lynda Khan and Jack Pearpoint, and was attended by 40 staff from Multitask and other organisations along the East Coast of Australia.

July saw a team of five Multitask personnel, ranging from Board Member to Support Worker fly out for Toronto, Canada to attend the annual Summer Institute, and share the wisdom of people from around the world on the subjects of Inclusion, Diversity and Community Connection. The inspiration and enthusiasm gained will be pivotal in the ongoing quest to support greater opportunity and fulfilling outcomes for service users.

Many new friends have been made through these activities, but sadly we also lost some of our Multitask friends this year.

Long term clients Janice Charlton and Mark Root passed away after illness. Janice and Mark were both clients in Residential Services. Mark was a valued employee of Business Support Services up until the time of his passing.

Former General Manager Rosemary Heywood passed away after an ongoing battle with cancer and Paul Mazur who had worked as a support worker in Day Services died in a motor cycle accident.

Team Leader, Warrick Morley, died tragically in an accident on his way to work at the Grace Road residence. Warrick was a dedicated member of

the team and is greatly missed.

A number of new initiatives were commenced and accreditations gained during the year. We were successful in gaining accreditation as a Community Housing Provider under the Department of Community Services NSW Housing, allowing us to expand our operations into the Housing Sector.

In order to meet the requirements of our soap manufacturing contracts we gained Organic Manufacturing Accreditation through Organic Food Chain, an AQUIS accredited organisation.

We also underwent a recertification audit for our Australian Disability Enterprise section and retained our accreditation as a Quality Assured Organisation under the Disability Service Standards.

Multitask was successful in the pre qualification process to provide support in several new Day Service initiatives and is now providing services to a number of people in the Active Ageing and Life Choices programs

The new Federal Award System under Fair Work Australia came into effect for us at the 1st of January 2010 as we have been operating under the Federal system rather than the State system since 2006 and the introduction of Work Choices by the government of the time. This

situation has presented some difficulties for us as the funding bodies at both State and Federal level have been slow to recognise our situation, largely due to the fact that the majority of Disability Services operate under the State award and do not have to pass on the wage and conditions increases at this stage.

In preparation for the future we have conducted planning sessions at all levels of the organisation, and are looking forward to an ongoing program of continuous improvement and the development of new and exciting projects.

Once again I would like to sincerely thank those involved at all levels of the organisation; The Board of Directors, Members, client families, staff, service users, business employees, the people of the Lismore community and of course our funding bodies ADHC and FaHCSIA. They are all important elements in our success in achieving our mission.

Please enjoy the rest of this report. Staff across the organisation have painted the picture of "the year that was" and I thank them for their commitment at all levels.

Graham Mapstone

CEO



Board report Chairperson: Naomi Serone



It has been an eventful year for Multitask and its board of directors. To my mind hosting the Down Under Institute (DUI) was an outstanding highlight and a resounding success, which can be attributed to our dedicated and professional staff, attendees and speakers. Attending the DUI, for me, was a life changing experience.

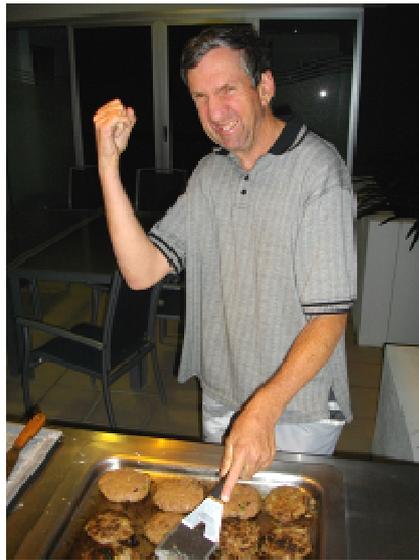
As an accountant it was a world away from what I am used to, and to say I was a little concerned about attending would be an understatement, but when it was over my overriding feeling was that everyone, be they staff, family members, directors or members of the wider community, should attend if they have the chance. As a follow up to the DUI, Multitask made the decision to send 5 representatives to the Toronto Summer Institute in Canada, I was fortunate enough to be one of them.

The underlying values of community were at the heart of our learning's in Toronto and we now have the opportunity to share these values and learning's here in Lismore. Multitask has an incredible amount of resources at their disposal be they from service users, staff, families, directors or the wider community, from which we can draw expertise in areas that we do not necessarily know we need. We have an incredible opportunity to build a stronger community from what we have learnt, and I am very proud to be a part of that.



A year of masterchef action

When we had a BBQ, we used to pour oil, fry onions and serve burgers... Now, we drizzle oil, caramelize onions and plate up the dish with our key ingredient of grass fed organic aussie beef.



The cake below won 1st prize in the Frutopia delicious and decorated category





Client Services Operations Manager Liz Gehring

Wow, what a year it's been. There has been many exciting areas to report on and the best way to start is to say thank you to all that have contributed in so many ways with supporting people to have good lives. For the past year, Client Services has focussed extensively on our Values and on Values Into Action. This direction started with contracting Heather Simmons, an external consultant from Perth, to assess and audit Multitask based on John O'Brien's Five Service Accomplishments, looking at our practice of person centred approaches with people. From this review, Heather developed various training packages to deliver to Multitask. Two sessions have already occurred with great success and we will have more over the coming months, specifically targeted at senior and middle management, support staff and family groups. As part of our Values work, our direction has been to commit to more open lines of communication with families. Residential and Day services are in the process of sending out family information packages and commenced the development of bi-monthly newsletters. We also introduced four family forums across the year which allowed families to talk with Multitask staff informally and share ideas. One session included a guest speaker about Guardianship and Legal matters.

Developing stronger communication with support staff was also a focus for the year. We introduced combined support staff meetings where staff could attend as a large group, to share ideas and connect with each other. Our Values focus supported Multitask in hosting the first ever Australian Down Under Institute in April. This was a brilliant event. So much work was put in by many people across Multitask and the Lismore community. Thank you everyone, you know who you are.

Day Services have seen some changes over the year to their funding programs with the inclusion of Life Choices and Active Ageing programs. Both programs support individuals who have been without day program support, with options according to their age group and specific support need. The Life Moves program has also extended its options for people, to include a drop in support program to provide ongoing support to people to remain in their own home.

Residential Services has also expanded over the year, increasing emergency accommodation support and supporting people who are self funded to live in their home with 24 hour support. We welcome all the new people to Multitask, their family and friends.

This year we said goodbye to valued workers and friends. Janice, Mark, Warrick and Paul; we miss you all very much.

Further directions for the coming year include development of training and information videos and focus on implementing values training across the organisation. Other areas include fostering more community connections while strengthening existing ones. A high priority is as part of the values training to look at language use, especially the word "Client", "Service User", "Consumer", etc. and consider other options. This is very important to ensure our language use reflects the values and shows respect to the people we support. Part of the values training looks at celebrating and encouraging people to use the many gifts and strengths of all people at Multitask, recognising the wealth of talent we have at our finger tips. A gift is only a gift if it is given!

Finally, we will support the change in our service delivery that reflects person centred thinking and valuing people to be who and what they want to be without judgement and restrictions.

"We must become the change we want to see". Mahatma Gandhi : 1869-1948, Indian Political, Spiritual Leader



Down Under Institute Operations Manager Liz Gehring



The Down Under Institute is founded from the Summer Institutes on Inclusion; Community & Diversity which have been underway since 1984 in Toronto, Canada. Multitask hosted this wonderful event as the first ever Australian Down Under Institute. With the support of an external reference group made up of people from across Australia, we proudly sponsored international guests to support the Institute in Australia including **John O'Brien** and his wife and partner **Connie Lyle O'Brien** from America and **Jack Pearpoint** and **Lynda Kahn** from Toronto Canada. The purpose of the Down Under Institute 2010 was about creating opportunities for full lives for all. We know we cannot do this alone and the Institute provided opportunity to talk and learn from people. The institute focussed on the need to build and rebuild communities where we all belong, connect, contribute, and are full participating members. Through the Institute, we collaborated to understand, strengthen, and create opportunities which promote citizenship for everyone; where all means ALL; and where everyone's gifts are welcomed. "More of the same" is not good enough.

150 people came from all over Australia, New Zealand and America to think together and learn more from each other about how opportunities can be made to support real inclusion, celebrate diversity and live in communities that are strong and rich. Lismore community put on a beautiful showcase of our region which included the

Hearing voices Choir, Signing Choir, Samba Blisstas carnival drumming, and Lanterns from the Lismore Lantern Parade decorated the newly refurbished hall. Thanks to Multitask line dancers, Multitask music group, TRa La La Blip sound beam group from Multitask, SUGAR CANE, Tropical Fruits who ran the bar each day and finally the wonderful Tim Childs. Tim was Master of Ceremonies and brought the 5 day event together with laughter, sensitivity and commitment to Lismore community.

We thank everyone who provided their services from the Lismore area. We would also like to acknowledge the numerous businesses around town that catered, provided materials and equipment for the event, thank you to you all.

Many people from across Multitask put in endless hours and effort to support this event. The community of Multitask should be very proud of the work they achieved. It was a brilliant success, so well done to everyone involved. The Down Under Institute will be back on Australian shores in 2012. We wish New Zealand a great Down Under Institute for 2011.

The photos of different members of staff contained in this annual report are from the Down Under Institute celebration dinner with the Theme "Rainbow region". As you can see, there was lots of colour and fun and Multitask staff certainly put in a lot of effort with their dress ups.

Residential Services

Program Manager: Denise Aldridge



How quickly time passes as we get older and hopefully wiser. Due to the commitment of many staff, Residential Services once again can celebrate numerous highlights from the past year. As you read through the individual service reports, you will note a major emphasis has been on supporting all residents to go on a holiday. Unfortunately for some, this has not been an annual occurrence in the past like you and I would usually experience and enjoy. Staff, therefore, have spent considerable time assisting with holiday options, friends/family to travel with and determining types of activities available once at the destination. It is expected that holidays will continue to be an annual event for all who choose to participate and many residents are currently saving and planning their next trip.

All residential homes have undergone a much needed physical transformation to varying degrees

due to the excellent budgeting skills of the teams. This refurbishment will now be part of our 3 year budgeting plan to ensure all homes remain in good order and with updates to modern appliances where necessary.

The focus for the next twelve months is 'being present and contributing to community' in a genuine way. This will involve educating residents, staff and the community on what true inclusion involves and taking small steps to work towards this. Multitask/Lismore Challenge in the past enjoyed a positive community presence. It is time we supported the people in our services to reconnect with members of the community they perhaps once knew well but for whatever reason, have fallen by the way. Opportunities will also be sought to meet new friends by participating in activities of common interest. This is an exciting and challenging time for us all and the motivation is in the vision of the contented faces when genuine friendships are created.

Wyrallah Rd Team Leader: Michelle Patch

Hi, my name is Michelle Patch and I am the new team leader for Wyrallah Road. I have replaced Michael Shaddock who has moved over to our Windsor service. For families I have yet to meet, I am looking forward to doing so in the coming months.

Wyrallah is now staffed by Kath, Colleen, Noelene, Margaret and I. We are a great team that works well to support the housemates and each other. All of the residents really enjoy living so close to town as the houses are within walking distance to work, shopping and friends. And for the adventurous amongst us there are the local buses to catch.

Many small and not so small improvements have been carried out at the Wyrallah Road properties over the past year. There have been air conditioners installed, furniture updated and lots of rearranging of

areas to make the houses more livable. Both houses were painted inside and out during June, and at 216 there will be a small shed erected soon in the rear yard.

Staff and residents have all worked hard in the garden and the yard has never looked better. The vegetable garden is thriving and our native plants are blooming with some fantastic flowers.

Most of the housemates have gone out of town to holiday in the past year with some already planning another interstate trip in the coming months. We have two people joining the gym and hopefully swimming will become more enjoyable now winter is over.

Some really great personal goals have been formulated by the residents and the realisation of these goals should keep us all busy over the coming months.

We are all looking forward to an eventful and inspiring next twelve months.



Walker Street Acting Team leader: Regula Ranch

Greetings from the Walker Street residents and the team; it has been another busy year for everyone. I'm Regula Ranch and I have been with Multitask for many years from way back when it was the Challenge Foundation. Over the past year I have been assisting the Team Leader Andree Jones and I have taken on the acting Team Leader role when she has been on leave.

The five women; Julie, Narelle, Wendy, Leanne and Lynne have been living for nearly two years together and it is good to see how they support each other and share in activities and tasks. Each woman, for example, is responsible to cook dinner one day a week and sharing her meal is cause for pleasure and celebration. There are jokes and famous sayings and the occasional disagreement, not unusual when a group of people share a home.

There have been some more staff changes with Pam Watson and Sonya Organ retiring and Janice Outerbridge pursuing a different career. The members of our team now are Amanda Weller who

previously worked in Day Services and Kellie MacGregor who was a volunteer at Molesworth Street and has now been recruited into a permanent position.

The women live very active lives being involved in all that the local community has to offer. They go out with their friends and invite friends over and plan for special holidays. Julie and Wendy are looking forward to the annual Tangalooma trip and there is already talk about a week long cruise for next year. Leanne and Wendy attended the 'Have a Say' conference in Melbourne whilst Narelle spent Christmas and the New Year partying at the Gold Coast.

Everyone has an exciting life plan that reflects some of their dreams and wishes and it is wonderful to see their excitement with the involvement of new activities, for example Lynne is learning computer skills and Narelle is now volunteering in the Lismore Community.

Valley View Team Leader: Cath Ould

What a glorious place...the view is amazing...the sunrises are spectacular over the valley when the fog settles in the low lying areas...the gentle breeze that blows...the sounds of nature....then the sound of bustling activity, conversation and laughter. That's life at Valley View.

Well, what a busy 12 months it's been. Physically, the home has had a facelift with internal painting, new vertical blinds in the living areas and security screens fitted throughout. The outdoors area has also undergone some transformation with the installation of four raised garden beds and new outdoor furniture. This has just enhanced the home's ambience.

The staff team has seen changes too, with a few of the longer term staff choosing to spread their wings into other service areas of Multitask. This has seen the introduction of a few new faces bringing further creativity, skills and energy to the service. Most residents of Valley View enjoyed

fabulous holidays within the last 12 months with destinations ranging from Melbourne to the Sunshine Coast. Plenty of holiday stories shared and photo evidence of fun, fun & more fun!!

The residents have been supported with the service area plan of sustainable edible gardens that are abundant with fresh vegies and herbs. A small worm farm was established and has become so effective that we are in the early stages of converting it to a larger size, utilizing an old bath tub. There will be plenty more 'worm wee' produced that will ensure the vegies keep healthy...and tasty!



Mulgum House Team Leader: Rod Conroy

The year 2009- 2010 has once again been a memorable one for the clients and staff at Mulgum House. The residents are more involved in the local community which was a major motivation for Multitask to operate this facility at Nimbin. Some clients go "down town" independently on a regular basis and have formed valued relationships with other community members.

We now have a regular volunteer from Nimbin, who enjoys a good working relationship with our clients.

One of our residents has secured employment as a newspaper delivery person in Nimbin. This is a great way to develop inclusivity with our residents and the village community.

Mulgum House is now a regular stall holder at the Nimbin markets which are held monthly. Some clients set up a stall at the annual Mardi Grass celebration in May at which Multitask

soaps and sandals were on sale. This was a positive experience for all involved as it allowed true participation in the community.

Additional funding allowed the purchase of some new items for the house such as air-conditioning for all client rooms, a lounge suite, dining chairs and new curtains for common areas.

Some development occurred outside with the erection of a pergola adjacent to the barbecue area and building of garden beds for vegetable growing and beautification of this fantastic amenity. The garden beds and pergola development are part of Mulgum House's Service Area Plan for 2009-10.

We hope to continue with the development of further garden beds as time allows. The clients are purchasing and planting fruit trees on a gradual basis to help make the garden even more productive.



Grace Road Team Leader: Graham Hardy

Grace Road has experienced a busy year with lots of social events both at the house and externally. Staffing has also changed over the year with Lynda Mallaby and Cinnamon Williams joining the team.

Grace Road has undergone extensive work to the house with the interior being painted and the roof tiles and back awning renewed. This has added to the freshness and aesthetic appeal for everybody.

Celebrations followed the assembly of an outdoor setting donated to the house by Lois Morley in memory of Warrick Morley. Lois was unable to attend the Memorial Day so residents invited her to

a morning tea to chat and see Warrick's Garden and the Avocado Tree.

Drag Races Holiday

David and Ian were supported to attend the Winter Nationals Top Fuel Drag Races at Willowbank, which covered two nights stay. This event was a blast rather than a drag and looks like the guys want to attend for sure in 2011. Maybe some more interested friends could join in.

The focus for this year was to utilize the household and outdoor setting of Grace Road to

allow the residents to have friends and families come and visit. This has eventuated with a number of functions such as BBQ get togethers, birthday celebrations and the Memorial Day for Warrick.



Windsor Court Team Leader: Michael Shaddock

I am listening to the Kookaburra's laughing and watching Brian Cooney and Brian Bowen cook a BBQ as the light fades over the Northern ranges. What a beautiful place Windsor Court is to live and work both for its physical environment and the people who call it home.

Although I am new to this service I believe much has been done recently to improve on Windsor's already considerable charms. A pergola and outdoor setting stand ready for summer entertaining, the house has been painted throughout and garden beds for veggies have been added. The views of lush farmland rolling towards mountains remain.

Helen Peebles has moved on from Windsor court to another Multitask residence and in her place we welcome Ken Barnes. Whilst Ken

enjoys the quiet life after a week of work, he occasionally avails himself of the social and recreational opportunities provided by living with an active and outgoing group.

There have been many personal achievements and milestones amongst the housemates. Tony recently completed a Barista course, Graham had a holiday to Yamba and both Brian Cooney and Brian Bowen holidayed on the Sunshine Coast supported by their Independent Living Skills program staff.

A great twelve months and given the enthusiasm and positivity amongst residents and staff, more good times lie ahead.

Figtree Acting Team Leader: Sarah Collins

The Figtree service currently offers emergency accommodation respite for two women, Rebecca and Amanda.

Amanda moved into Figtree earlier this year when Helen moved to Wyrallah Rd. Both Amanda and Rebecca have become good friends and enjoy sharing their time and adventures together. Amanda participated in the Down Under Conference that was hosted by Multitask in April and thoroughly enjoyed being part of this wonderful event.

She has a busy schedule working part time at Business Services and trying many community based activities with her Day program support. Amanda's passion is meeting new people and socializing with her many friends. She enjoys dancing and can be seen hitting the floor at every Red Dove dance and has recently started Zumba dance classes Thursday evenings.

Rebecca too has been busy over the past few months taking her beloved dog Blacky to the beach and visiting her horses out in the beautiful paddocks at The Channon. Rebecca has enjoyed spending time with her sisters and their dogs Amber, Snippy, Bozo and Cooper.

Both Amanda and Rebecca holidayed recently on the Gold Coast. It was a great week away together visiting Dreamworld and Whitewater World. They enjoyed many rides and looking at the wildlife. This was a positive and enjoyable experience for the women and one they plan to do again in the near future.

We have a great staff team at Figtree committed to supporting the women to live their lives in the way they choose both at home and out in the community. Figtree supports the women to become confident in being as independent as possible.



Pollard Place Assistant Team Leader: Michael Swan

In March, Multitask commenced the provision of accommodation support for Colin. A small staff team attached to Windsor Court support Colin to regain the life skills he previously had prior to a workplace accident.

Colin has just relocated from a small flat to a home that boasts sunny rooms, plenty of space

and a lovely rear yard that overlooks bushland. Colin works five days per week at Business Services and in his spare time enjoys having his children and friends over to visit.

He is also planning a visit to Moree to catch up with one of his sons in early Spring .

Waratah Way Team Leader: Andréé Jones

Over the last year, we have welcomed two new people to Waratah Way. The people already living at Waratah have welcomed Rodney Parker and Robert Birney into their home. The people are all getting on really well and are building some really lovely relationships with each other, sharing interests and jokes together.

All people of Waratah Way were very sad at the death of Mark Root who died on the 27th of April. This was a loss of a very good man that

is missed not only by the people of Waratah Way but the whole of Multitask. We all remember Mark with very fond memories.

One of the high lights of Waratah for all the people that live there and staff members was a trip to the Gold Coast. This was a 3 day adventure that included activities such as going to Sea World, an animal farm, and a spectacular show at Jupiter's Casino called "Mother Africa". Every one stayed in a very funky house with 5 bedrooms and a pool table which was situated on the river. This experience was enjoyed by all people involved.

Day Services Program Manager: Lisa Cook

I am pleased to have been part of the Multitask Team for over a year now and witnessed some fantastic changes over that time. From new staff, changes in existing staff roles to better compliment service delivery to embracing Person Centered Practice and developing programs that better reflect the desires of those we provide services to.

Day Service programs are now much more flexible giving the clients greater opportunity for cross service collaboration.

New programs have been funded seeing an increase in participants both in Lismore and Mullumbimby Day Services. LifeMoves also has another service under it's umbrella; the Stretch program which is targeted at people with the desire to live independently in the community. The staff support independent living skill

development and enhancement to existing skills.

These service developments would not have been possible without the enthusiasm and commitment of our great Team Leaders Liz Lipscombe (who is off on maternity leave), Jenny Bellert, Elissa Caldwell (Mullumbimby Day Services) & LifeMoves Coordinator Karen Kendall.

Highlights are too numerous to mention but a few standouts would be our Day Services holiday to the Sunshine Coast, this was the first of what we are hoping will be a regular event although there may be some restraints this current financial year. The Mullumbimby Day Service was the Charity of the Day at Byron Bay Market, resulting in the community donating \$1665 which purchased new resources.

Life Moves & Stretch Coordinator: Karen Kendall

Lifemoves

We have had an exciting year of providing service delivery to our 13 clients in our LifeMoves Program. This has grown in numbers since February.

Currently we have;

- 7 active clients receiving a program.
- 6 clients commencing in October 2010
- 11 clients have successfully exited this year
- 1 client has successfully obtained their driver's license.
- An Intake Meeting is held every 3 months for LifeMoves/STRETCH program
- Information sessions were held at the School Leavers Expo at Lismore, Ballina and Tweed Heads in May 2010 to attract interest and to promote this program.

Stretch

In April 2010 a meeting was held with the Life Moves consortium to introduce a new service that provides an Independent Living Drop-in Support model. This model aims to support people with a disability to move into an independent living arrangement with intensive skill development, and supports their transition and accommodation support needs.

This service is called the STRETCH program. The service delivery has 2 components.

- Skills training and development
- On-going drop-in support.

Both components are planned and monitored using an integrated, client centred and strengths based approach to tailor the services to effectively meet the client's needs. Currently, we have two people that were successful with the drop in support service approach.



Mullumbimby Team Leader: Elissa Caldwell

In the previous year we have had many ups and some downs at Mullumbimby Day Services. One of our highlights has been welcoming three new people to our group. Sandra, Debra and Bill have been welcomed with open arms by all and they make a valuable contribution to our group. Our low time has been coming to terms with the loss of our dear friend Ken. Ken was a much loved member of our group who passed away this year after a long illness. Ken is never far from our thoughts and we regularly play his favorite music Cat Stevens in tribute to him.

It has been a very exciting time for us as we have assisted the group to look at what programs and activities they would like to participate in. As a result we have extended the programs available each week. We have continued with our existing programs like cooking and music but have commenced new activities too.

One of our new activities is art classes. Art Teacher Claudie Frock co-ordinates fortnightly sessions at the centre. In these sessions we explore a variety of mediums including painting, etching and ceramics. Everyone in the group is creating a large body of work that we are hoping to

show in an exhibition at the end of this year. We have also been meeting regularly with the Arcadia Seniors Group for social BBQ's. We alternate the venue between our place, their place and in the community. We always look forward to meeting up with our friends and enjoying great food together.

Other new programs include Soundbeam, CWA and the Sensory Room. These activities take place at Multitask in Lismore so we enjoy catching up with our friends at Multitask's Lismore Day Services.

We also enjoy exploring our community and regularly go to local parks, beaches and cafes. We all enjoy getting out and about and can often be seen around town.

In December we raised \$1665 as Charity of the Day at the Byron Bay market. With this money we have been able to buy more resources for our centre. This coming year we will continue to spend this money on the things we need to run our programs well.

We have lots of new ideas that we are looking forward to incorporating into the year ahead. We are always open to new exciting challenges and ideas.

Independent Living Service (ILS)

Team leader: Jenny Bellert

This year has been a very busy year once again.

Just to recap on the end of year, Day Services saw out the old year with a spectacular Rock and Roll Christmas Party. This event set the benchmark for future Christmas parties with a band, boutique finger food and mocktails. The service users are now planning this years Christmas Party. Information will be sent out to families and carers as the event draws closer.

This year saw changes within the staffing ranks here at Day Services. Peter Mason moved into the residential side of Multitask and Robyn Delaney decided to work from the casual pool.

New staff to the service this year are Matt Sloper, Bec O'Connell, Nick Tollet and Margie Rojo. Liz Lipscombe went on maternity leave and gave birth to a little girl in May this year and I returned to the Day Services as Team Leader.

Some of the events that took place this year were:

- Official opening of front courtyard,
- Client Holiday to Coolum
- Winning 1st prize in the Lismore 'Bake Off' competition
- DUI Conference,
- 12 week cycle of programs
- Extending the Echo Paper run route

Some of the new programs that have been introduced are computers – learning how to navigate the internet etc, muffin making and contributing muffins to the raffle at the Neighbourhood Club activity, morning work outs in the gym here at Day Services, and the pottery and gym program at the Sports Academy in South Lismore.

New equipment was purchased during the year and has included sensory room equipment, a hoist to lift people in and out of the ball pit in the sensory room, bikes, kayaks and art supplies.





Community Participation Program (CPP)

Team Leader: David Moore Evans

It has been an exciting year for CPP with some new people accessing the service, welcome to Jody and Jordan. They have become a valued part of the day to day activities and have created some very special friendships within CPP. Some staff changes have taken place too.

We have had some amazing highlights this year with Leanne attending the "Having a Say" conference in Melbourne, which consisted of workshops on a variety of different theme's, one of the big themes was self advocacy. Matt and Randolph flew to Sydney to attend a music conference and facilitated some workshops at the Sydney Power House Museum and returned with some new exciting equipment to create some wild sounds in our music program.

The lantern parade was another of the highlights seeing the people of CPP make lanterns and were part of the march that weaved its way through the

city and ended at Heritage Park with an amazing display of fire works.

There have been new 12 week programs set up that include sign language, which everyone has really enjoyed. We have also got a very exciting computer room that is benefiting everyone that uses it, there are six brand new touch screen computers which means all people of CPP can use these and everyone in CPP has an email account. The computers also have touch screen musical instruments which is another way of creating cool music.

I believe everybody in CPP is always looking for new exciting ideas for community involvement. Please feel free to offer any community connections you have that may create new opportunities for us in accessing community events and celebrations.

Business Services

Program Managers: Joe World and Rae Vincent

Once again we have had a very busy and eventful year. In January, Joe World and Danielle Bright travelled to India to inspect a new soap machine. After much negotiating at the airport and the factory, the new soap machine arrived in March and is currently up and running. The expansion of Soapbiz has been a challenging process however you can read about our new range of products on our new web page very soon.

At the moment we have full capacity of employees which is great for us as we are limited by the Federal governments recent changes, which affects the options of the reassessment tool. In short this means that Multitask can only use the Disability Maintenance Instrument (DMI) on intake of new employees.

On a brighter note, we have implemented a Transition To Work program. This enables people to move from Post School Programs into an employment program that will support them to gain skills needed to move into open or supported employment.

With the changes in the Supported Employment Service Award we have also been able to create four Coordinators positions filled by Supported Employees. This new position creates the opportunity to lead small teams of employees with specific work they are responsible for. This has proven to be one of the most positive changes that we have achieved this past year.

Once again the Program Managers would like to thank all employees and staff for their enthusiasm and commitment to the ongoing growth of our Australian Disability Enterprise.

Soapbiz Supervisors: Del Green and Noel Knight

Since it commenced production in 1995, Soapbiz has continued to develop its product lines to meet increasing demand. Soapbiz has gone through a few changes over the past year relocating into a bigger and better area to accommodate for the new soap machine which has increased our soap production by more than 200%.

The supported employees have kept on target with the increased productivity rate, the crew from Soapbiz work extremely well together as a team,

We currently employ 26 staff on a permanent part time basis in learning new and diverse skills as we venture into the future. Production demand has increased over the past year and the new packaging has proven to be successful.

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 new and existing customers to increase our sales in line with production. In the past few months more attention has taken place in research and development to offer a wider range of products.

We have now been accredited as a certified organic soap processor which will take us into a unique market.

Keep an eye out for our new and exciting range of products soon to be on the market!



New Coordinator role Coordinator Jazz Hubbard

This year, four of our team members received a promotion: June Bentley for Plant Protectors; Anita Gooding and Sandra McGuire for Soapbiz and myself, Jazz Hubbard for Business Support Services. We have been promoted to a Coordinator role which involves coordinating teams of workers to make production more efficient. We do quality checking as well as keeping our teams on task.

Anita and Sandra do a range of different things in Soapbiz from packing soap to using oils for soap. June makes sure the orders are right and addressed to the right places.

I coordinate a wide range of jobs including mail outs, packing needles for the harm reduction program, packing face and body products and final presentation of jobs.



Plant Protectors Supervisor: Adrian Wilsem

Spring is here, and its all systems go for plant protectors. There are a variety of sizes going out with the different plants blooming now! They are made from high quality wet-strength brown craft paper meaning they will retain their shape and strength even when being continually watered. This makes them a great environmentally friendly alternative to plastic products.

We have a new system where we use reels of paper rather than pallet sheets of paper, and this helps the environment with less paper being wasted and equals less expense too!

We have a great working environment and having a mixture of different sizes to make keeps us all interested. The Plant protector team are working hard with over 70,000 protectors being ordered this year.

We look forward to finishing orders on or even prior to the quoted time of delivery and see it as a goal rather than just another job. Major contracts have been retained and interest in the product with shipments going to not only around New South Wales but also interstate to Queensland and Victoria.

Greenteam Supervisor: Rex Williams

This year we were sad to say goodbye to Jared Wilson who left for greener pastures. Our loyal band of casuals stepped in to keep the lawns mowed and our well trained team have been eager to get out there and do what they do best – maintaining lawns and gardens.

After much searching we were lucky enough to re-employ Rex Williams who worked for Multitask some years ago. Rex has plenty of previous experience working in Parks and Gardens for council and running a maintenance team.

We have welcomed three new team members who have just received their white cards which they passed with flying colours. On the job training is going well and under Rex's supervision, the team are rotating tasks like pruning and zero turn mowing so they can all gain new skills.

So don't let the grass grow under your feet. Ring Rex, and the Green Team will maintain your gardens and lawn all year round at very competitive prices.

Business Support Services

Supervisors: Cheryl Bate & Patricia Edwards

Our team continues to provide a wide range of services to the local business community with the recommendations of happy customers repeatedly generating new job opportunities.

We have noticed a reduced demand for our mail-out skills due to the progression of many businesses including the University to on-line communication but our ability to print mail-out materials and produce quality colored newsletters from a sample email has enabled us to expand our service to new and existing customers. We have also produced quality training manuals and teaching aids to our Area Health Service involving laminating, spiral binding and assembly.

Demand for packaging has increased and has included face and body products, soft plastics for fishing, brick hooks, aromatherapy products, bush spices, assembling information packages as well as our ongoing contract packaging of needle packs for the Harm Reduction Programme. One of our supported employees has

been trained to co-ordinate the needle packaging team, checking and organizing materials when delivered, liaising with the customer, quality checking production and generating delivery dockets on completion of orders. Well done Jazz! Others are gradually increasing their participation in the production process rather than simply doing the job.

We were all saddened to lose Mark Root from our team earlier this year. His role with the counting, quality checking and packaging ropes has been a huge one to fill.

We have welcomed a number of new workers through the year as well as providing work experience opportunities for students from local schools and Community Programs, some of whom have progressed to employment with Multitask. We look forward to another year of positive outcomes for all.



Sandals Supervisor: Adrian Wilsem

Now that we are coming into the warmer months, we are now getting some consistent orders coming through. We have experimented with a couple of new designs and have designed 3 new styles which look great! We also have the lighter colour (tan) for most of the styles which look fantastic and give them more of a summer look.

William H. is being trained on the sewing machine and is making great progress. He is getting more confident by the day. This is a very important and beneficial task, not only for the production of sandals, but a skill for life.

We have had a lot of positive feedback from guests who received our sandals from the DUI conference, which is a big confidence boost to everyone who worked hard to produce many brilliant pairs of sandals.

We are getting great leather hides, some coming from Italy and the finished product certainly shows. So if you'd like some designer Italian footwear, why not call us on 6627 5000.



As you maybe aware we are also making guitar straps as well (leather of course) which has been a side project whilst we had a quiet period from sandal making due to the colder months. The quality is second to none and will outlast most guitar straps in the market.



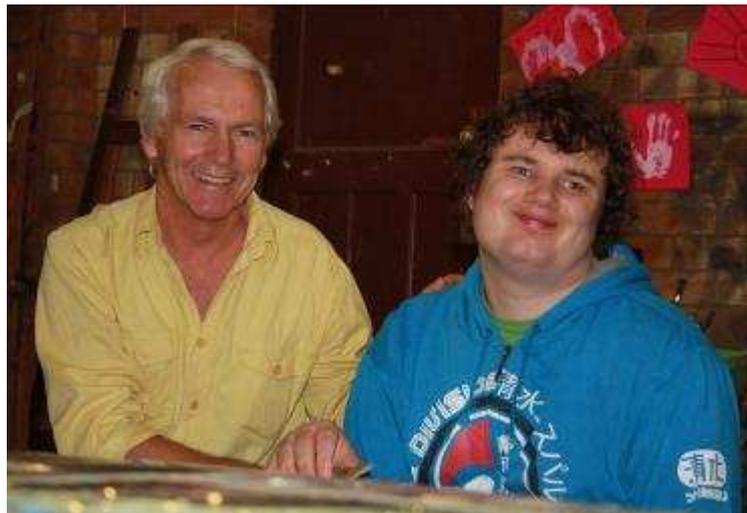


Casuals & Volunteers Coordinator: Jen Copelin

As I reflect on the past 12 months, the word 'evolved' stands above all in describing this past year's journey for me. I feel like I have grown into my role and I have had the wonderful opportunity to blend ideas with actions.

Currently the casual pool is supported by 22 casual staff. Recently we held our first Casual staff team meeting where 15 people gathered and had the opportunity to discuss issues, concerns, share their experiences and network with each other. I would like to thank all the casual staff for their motivation, energy and commitment to supporting our people (sometimes at very short notice!)

Presently we have 10 dedicated volunteers who regularly offer their time to work side by side with our permanent



staff. Each of our volunteers are highly valued team members and their gifts to the people they work with make a considerable contribution to the weekly activities at Day Services and Business Services. With great appreciation, thank you.

A close association with the teachers of Lismore TAFE offers Multitask an opportunity to support students who are completing their Certificate IV in Community Services. So far this year Day Services has benefited from approximately 500 work placement hours from students who were specifically keen to 'do their time' at Multitask. Many thanks for your fresh eyes and new ideas.

Human Relations Coordinator: Khaos Moran

This past year I have been working with people across all of Multitask's service areas on an individual basis when the need has arisen. I have also spent much of my time over at Business Services with supported employees.

Over 30 supported employees decided to undergo sex education which has been happening in small groups of up to 6 people per class. We have covered many topics including:

- Public and private body parts, places and behaviours

- Reproductive Organs
- What is sex
- Safe sex and condom use
- Sexually Transmitted Infections
- Contraception
- Pregnancy and Fertilization
- Sexual Health
- Sexual Assault and Protective behaviours

These classes have been a lot of fun to facilitate and I hope beneficial to all those that have decided they would like to learn more about relationships and sexuality .

Finance Manager: Jody Cheetham

It has been a busy year with lots of system changes. We trialed a lighter staffing level in Finance and this has been a success with Craig and Mel taking on new responsibilities and streamlining some roles. In September we upgraded our payroll system to a new version which allows for efficient processing of payroll information, improved reporting functionality and we now email our pay slips direct to staff instead of printing on paper each fortnight.

To assist in our reduction of paper usage we also implemented the rostering system in Carelink+ and ceased using paper time sheets!! This has saved a considerable amount of time for payroll as they no longer need to manually code each timesheet as the system automatically calculates the hours and applicable penalties. Thanks to all the staff for logging in and out of the system, the team leaders working through the teething problems of any new system and program managers to ensure that the transition was as smooth as could be expected. We have been paperless for over six months now and I couldn't imagine ever having to go back to paper.

We have settled into our new banking and insurance partners and hope the relationships will last many years. With our ongoing review of long time business partners, we also reviewed our external auditors and now welcome Wappetts and

Associates to Multitask. Wappetts will complete the audit for the 2009/2010 financials.

The dissemination of financial information to Team leaders has been a great benefit throughout the year. Team leaders and supervisors have taken control of their budgets and worked towards keeping their expenses in their services to the budgeted allocation. We will continue with this for the coming year.

The budget for 2010/11 has been hard work putting it all together with the introduction of National Awards that affect all staff and their salaries. The changeover to National Awards began 1st January 2010 with further changes to be implemented from 1st July. This has been a very confusing and frustrating time while we all get used to the new systems and implement the changes. Thank you to Joanne in HR for keeping us up to date with all the changes and the hours spent trying to decipher all the information.

I would like to welcome back Mick Clark to the Finance Team on a part time basis while he completes his studies and to cover maternity leave until Early 2011. I would also like to thank Mel & Craig for their ongoing support throughout the year, their commitment to improving processes and ability to adapt quickly to all the changes that have been implemented during the year.



IT and infrastructure: Manager David Jones

IT

It has been just over three years since our last major hardware replacements and the time is fast approaching to again replace some of our aging hardware. The latter half of the year has been primarily focused on research and procurement of new servers, desktops, printers and networking equipment. This equipment will be rolled out in the 2nd quarter of the 2010-11 financial year and is projected to be completed by late December. To assist with the replacement task we have appointed Gray Beard as Infrastructure Support Officer and I would like to take this opportunity to welcome Gary on board.

Infrastructure

The past year has seen the successful completion of the hall refurbishment, the

project involved:

- renewal of the roofing over the main section of the hall
- refurbishment of the bathrooms including installation of water saving devices
- installation of air-conditioning
- upgrade of lighting
- painting of entire hall
- re-establishment and fit out of the commercial grade kitchen

The refurbishment was completed in time for the Down Under Institute (DUI) event that was held in April and afforded the 150 attendees a more comfortable area than we could have previously supplied. The hall can now be more fully utilised by both the organisation and the wider community.





Quality, Risk & Safety Manager: Anne Boyd

As we venture into new areas with production in our manufacturing section, we continue to build a solid structure with systems and processes to support quality outputs with service provision and products. Our continuous quality improvement has been acknowledged with gaining some additional accreditations which will ensure customer satisfaction with our products and services and that there is always continuous improvement occurring in our service delivery. Australian Disability Enterprises was successful with re-certification as a Disability Employment Service Provider

for another 3 years. We have successfully gained accreditation as a Certified Organic Processor and been successful in gaining contracts with several companies to produce organic soap. We also participated in an audit to ensure our manufacturing processes comply with the ASEAN guidelines for Cosmetic Good Manufacturing Practice (GMP) and therefore allow for sale of products in Asian countries. The audit report congratulated us on very well controlled and disciplined outcomes, our standard of operation and willingness to pursue improvement .

Training and Development Anne Boyd

Internal training has focused heavily on the Person Centred Planning approach to service delivery and core modules required for the role of a support worker. Staff participated in the following topics: Individual Planning, Client Health Care, Epilepsy Management, Client Risk Management, Documentation, Key Worker Roles & Responsibilities, Person Centred Thinking and Philosophy, Person Centred Planning, OHS & Manual Handling, EEO – Discrimination, Bullying , Diversity, Fire Safety Training, Report Writing and Communication, Managing & Administering Medication, Universal Precautions, Legislation and Disability Standards, Policy and Procedures.

Other training staff participated in includes: Performance Management & Supervision, Issues in Sexuality & Disability, and PART (Predict, Assess and Respond to Challenging Behaviours).

The funded training delivered by Directions under the Federal Government's Productivity Places Program (PPP) assisted 20 staff to complete Certificate 1V Disability and 20 staff to complete Certificate 1V Mental Health. This is the first time the organisation has been able to offer training in the area of Mental Health so this has been a very exciting opportunity.

Throughout the year 7 staff completed a Traineeship in Certificate 1V Disability, 3 completed Certificate 1V Frontline Management and 1 person completed Certificate 111 Aged Care. We have had several indigenous trainees successfully complete traineeships in Certificate 111 Aged Care and this has provided the organisation with the opportunity to recruit and train indigenous staff in disabilities. We currently have 19 staff on traineeships in Certificate 1V Disability, and Certificate 1V Finance,

Occupational Health & Safety Anne Boyd

A robust internal audit program has ensured that all sections maintain compliance with OHS requirements. Once again our OHS Committee has played a very active role in supporting OHS across the organisation and maintaining consultation at all levels.

Throughout the year I have met with many teams and provided support and education with identifying and managing risks, and we have an increasing awareness with staff at all levels of the importance of this requirement and its implementation.



Australian Disability Enterprise staff after the biggest morning tea at which they raised over \$273 for cancer research.

Human Resources Manager: Joanne Mc Laughlin



Industrial Relations have taken up a significant proportion of the last year with relevant draft awards appearing from August onwards. The introduction of Modern awards in January 2010 has resulted in the introduction of a new award called the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). The SCHCADS award replaces 47 federal awards and NAPSAs that previously applied, including the SACS award that we operated under. The implementation of some aspects of the award has been complex, with delays in some aspects, ongoing submissions and updates to provisions.

Multitask fully supports the Australian Services Union (ASU) lodgment of an Equal Pay test case with Fair Work Australia using the new Equal Remuneration Laws embedded in the Fair Work Act. The case will impact about 200,000 community workers and government funding has been requested to ensure it is viable.

Supported employees also experienced industrial relations changes with the end of their collective agreement and transition to the new Supported Employment Services Award 2010. I am grateful for the support of Finance staff with interpretation of the multifaceted changes and their efficiency in implementation.

Conditions of employment

With the introduction of a flexible working policy last year, more staff have been able to take up flexible hours. A balance between work flexibility and meeting the needs of our clients needs to be achieved.

Supported Employees have an updated handbook and they have also received new position descriptions with training competency guides. The Performance Appraisal system is being reviewed after it's first year of implementation to ensure expectations are clear and recognition is given when goals are achieved.

Compliance and policy

Regulatory compliance with Equal Opportunity for Women in the Workplace has been successfully achieved once again. A comprehensive review of policies and procedures has also been undertaken in light of recent industrial relations changes.

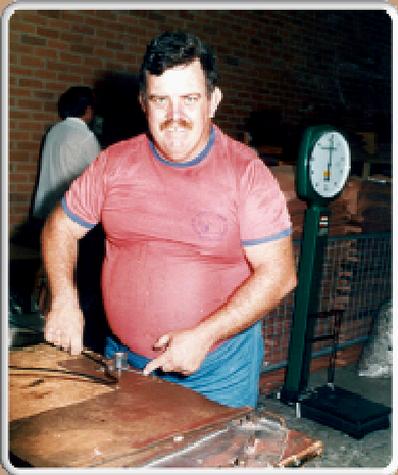
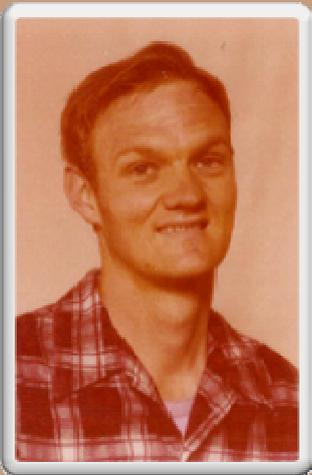
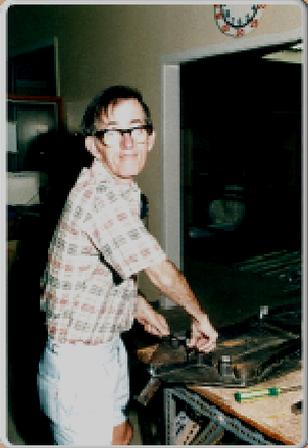
Recruitment and selection

We have amended the recruitment process to allow for greater flexibility, promoted a number of staff and enabled others to act in senior roles. In addition to our 3 month orientation and competency booklet for new Support Workers, we have created a new orientation booklet for Team Leaders to support them when they commence the role. This will ensure all training is consistent and equip our staff with the appropriate skills to do their best for our clients.

Induction continues to be provided to all new staff. We have changed the delivery and will be looking at online options for the future, to provide a variety of training opportunities .

Our past

Multitask started up in 1952 as a branch of the Subnormal Children's Welfare Association. There have been many changes since then, and while we look forward to a great future, we would like remember the journey so far. You may see a few familiar faces. Thanks to Joan Serone who has contributed these great photos.





Our future: Genius applications from Australian Disability Enterprises



Soapbiz

Just add water to this fabulous and popular app. There is something for everyone with a range from velvety goats milk to zesty lemon myrtle. This app is available in our standard 100 gram bar and the smaller 35 and 18 gram guest soap bars found in many resorts and hotels throughout Australia. We can even add your logo to the guest soap collection. We use vegetable based ingredients and sustainable palm oil. Where possible, we purchase locally grown products to reduce our carbon footprint and we are now accredited to produce a new organic range.



Business Support Services

For intuitive business organizations, Business Support Services is an easy way to keep your life in order. This personalized service will help you manage everything from assembling sample packs, binding, mail outs, laminating to printing catalogues, newsletters, manuals and promotional material. Just email sales@multitask.org.au and find out what we can do for you.



Plant Protectors

Get instant protection for your plants with this professional waterproof innovation. An environmentally alternative to plastic and ideal for transporting plants. Email to check how you and your nursery can benefit from all they offer.



Green Team

Enjoy the great outdoors again with this app for nature lovers. Green Team features many gardening tasks such as mowing, edging, pruning, planting, mulching, and weed control. The Green Team also performs garden clean ups and rubbish removal. They are ideally suited for maintaining broad acre sites and commercial premises, such as warehouses or shopping complexes. Download their services and let the Green team take care of taming the wilderness while you sit back and enjoy it.



Sandals

Download this great app and stand on your own two feet. With Sandals from Multitask, subscribers have instant access to comfort when they are mobile. All our sandals are adjustable, allowing them to be moulded to suit your individual foot shape and size. There are a lot of options for this app with different colours, styles and sizes available and much more.

Want to subscribe? Why not contact us for a quote on any of these apps? Call 02 6627 5000 or email sales@multitask.org.au

Signal strength icon ADE



8.30AM to 4.30PM



Text



BSS: Business Support Services



Soapbiz



Community



YouTube



Plant Protectors



Green team



FaHCSIA



Building abilities



Sandals



02 6627 5000



Settings



Phone



Mail



Safari



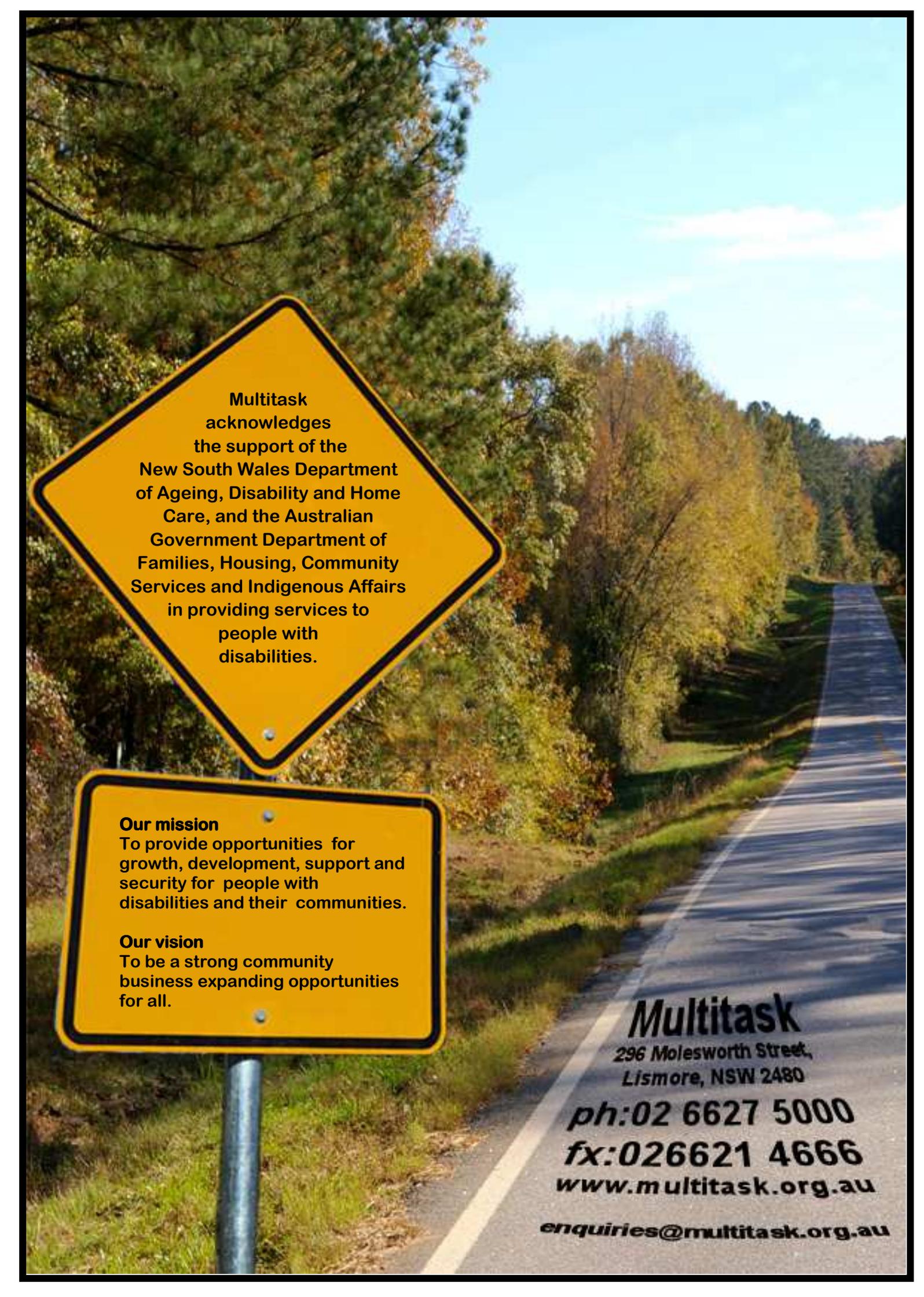
iPod

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**Multitask
acknowledges
the support of the
New South Wales Department
of Ageing, Disability and Home
Care, and the Australian
Government Department of
Families, Housing, Community
Services and Indigenous Affairs
in providing services to
people with
disabilities.**

Our mission

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

Our vision

To be a strong community business expanding opportunities for all.

Multitask

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