

Annual Report 2017



multitask

Building Abilities Since 1952



Our Services

banking getting teched up
creating getting active
inspiring others budgeting
daily living skills
shopping learning cooking working
singing making friends driving
playing music clubbing



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CEO report

Out of the frying pan and into the fire.

In April 2017 the flood waters rose, inundated buildings, subsided and left Lismore with a massive clean-up. Out of the flood waters, the community spirit rose with everyone there to give a helping hand. I am continually amazed at the dedication and resilience of our staff and participants and their ability to pick up, dust themselves off and run with whatever is going on.

The flood had a huge impact both physically and emotionally. We saw many memories covered in mud and the piles of rubbish thrown out was quiet devastating. The days were long and exhausting. However we grabbed gloves, boots, mops and buckets, worked together and got through it. Thank you to everyone who helped Multitask and our community through a very tough time.



Our Flood mascot
Toucan Wecan



In the midst of the flood recovery, we expanded our Children Services commencing operation of an Out Of Hours School Care in Vacy, NSW. I would like to welcome Vacy Public School, their children, families, and the Vacy OSHC staff to Multitask.



And now, we find ourselves in the midst of the biggest changes in funding for people with disability. NDIS is a welcomed change that will have a positive impact on so many people. We were fortunate to get a taste of the changes with our Tamworth services moving to NDIS in September 2016. Now the rest of our services across NSW are in the process of transferring to NDIS. It's a busy time for everyone with pre-planning, NDIS planning meetings and the paperwork seems to be never ending. But in the end, the chaos over the next few months will be worth it as we see people with better support tailored to their individual needs.

Thank you to the staff, Educators, clients, families and the Board for all of your support.



Thank you!



We would like to say a special **thank you** to all the staff, volunteers, family members and the following organisations for your assistance during the flood and our recovery.

They are the SES, Lismore City Council, SCU, Quayside Hyundai, Planet Music, Matt Duprez, NSW Fire Brigade, Sam world, Hall Electricians, Statesman Security and Empire Furniture.

Registered NDIS Provider



Board report

It is with great pleasure that I submit my first annual report as your chairman. Firstly I would like to acknowledge our previous chair, John Howard, who sadly passed away last year, leaving some very big shoes to fill. John was a man that had a huge amount of compassion and foresight and is greatly missed by the current board. John did however set a course for the organisation that the board has continued to follow, which I believe to be the best way forward into the future.

The year started with a total restructure of the organisation from top to bottom. Every aspect of the organisation's functionality and operational capacity was reviewed, whilst not overlooking Multitask's core values. This caused some short term uncertainty and concern for both staff and the directors. However, it led to a more streamlined cost effective organisation that is delivering a much greater level of care to all our clients. To achieve what was achieved can be directly attributed to all staff and the CEO being dedicated to the goals of Multitask and having faith in the board's decision to restructure. For this, I thank them.

During the year our IT system underwent a major upgrade allowing for the first time each area of Multitask to be on common ground, with regard to reporting in a timely manner and security of the company's documentation. The board adopted a proactive approach with IT software leading into the implementation of NDIS. This has allowed the organisation to be ahead of the game in relation to statutory government requirements surrounding the NDIS.

Also during the year, Multitask had its first taste of the NDIS rollout. It was opportune that the rollout commenced in Tamworth where we have a smaller number of clients by comparison to Lismore. This gave us the opportunity to see the advantages and disadvantages of the rollout which in turn allowed us to have a better understanding when the NDIS came to the northern region of the state. Whilst the NDIS is a work in progress and there are some areas of concern, moving forward the board has great confidence in the CEO and staff to manage any issue that may arise.

During this process of change in all areas of the organisation, the high level of client care remained. This can only be attributed to our staff, both frontline and administrative, to which I can only say thank you. In the board's view, this attitude reflects the values of Multitask and Lismore Challenge, which is not possible without good leadership and, for that, I thank you Jody.

Every year has its high and low points. This year was no different. Firstly the highs. Completion of the restructure, the IT upgrade and to be finally able to occupy and run programs out of Club Lane was fantastic. The progression of the College St and Caldwell Avenue development is still a work in progress. However, when complete, it will be an outstanding complex. A number of properties were renovated during the year to give a much better client experience.

The low points of the year are always hard to manage as they usually come as a surprise and have an impact on the organisation's capacity to deliver a continued high level of client care.





The flood event in Lismore this year certainly tested the resolve of every individual member of staff. The community spirit in the flood affected area of Lismore and surrounds was nothing short of amazing. On behalf of the board, I would like to thank all the emergency services for their tireless support throughout a very testing time. In every negative, if you look hard enough, you can find a positive. The positive on this occasion is that after throwing out all the office furniture in Molesworth St that was water damaged, we have replaced it with flood proof office equipment and we won't get caught next time. During the flood event the disruption to service delivery was of real concern and once again staff put their shoulder to the wheel and just made it happen.

Finally, Multitask and Lismore Challenge have had a very successful year under the leadership of our CEO, Jody, and the board plans on an even more successful 2018. This can only be achieved by a progressive and client focused board and management team. I would also like to thank my fellow board members Naomi, Alex, Kathleen and Peter for their dedication, support and foresight during 2017 and look forward to working with them in 2018.

Ray Tait: Board Chair



Day Services

It's all about living and having a good time. At Day Services we are always out and about. We love our Art, creating beautiful music, cooking delicious meals to share with friends, socialising on the golf course, keeping fit and just having a great time .

We have been to the State of Origin, watched our favourite footy teams compete, went to Outback Spectacular, Australia Zoo, to name a few things. Our beautiful singing voices can be heard when Chris brings his guitar, music with Miss Jodie and our monthly karaoke nights.



Outback Spectacular

On a beautiful sunny Sunday morning we all gathered with much expectation in our hearts. We were on our way to the Gold Coast to see the world renowned horse show; some for the very first time. We arrived at the venue to be greeted by a gift at the entrance; a big cowboy/girl hat. We were heralded into a room for a group photo before going into the main hall. We were seated at our tables and the show began.

Horses, a helicopter and High Mountain people began to tell the different stories about this great country of ours from the indigenous perspective to the modern cattle-people. This was followed by horse-riding demonstrations, an old style circus performance and even a helicopter! It covered everything Aussie, even a whip cracker on fire! As the performers sat down around the bush camp-fire to tell more stories, we were served a delicious meal. The show got even better with snow, rain, lighting and all things horsey.





As we continued to clean and refit Day Services in the wake of the big flood, we ran a diverse range of activities off site. Southern Cross University provided space for us run our popular Art and Craft Programs. The double garage at our Windsor Court became a music venue and the kitchens in some of our other houses produced some fabulous food as the Day Services Cooking Programs came to visit.

Meanwhile small groups of Day Service Participants continued to embark on exciting short holidays and weekends away to places like Coffs Harbour, Port Macquarie, Brisbane and the Sunshine Coast.



Art

The Art program has gone from strength to strength and it continues to be a well-loved program with fantastic attendance. The move to the new art room since the floods and the restocking of the supplies is very inspiring for the artists. The art program continues to support the drama production with props and artworks. The artists were asked to say a few words about the art program.

Angela said that it is peaceful and quiet and she loves to paint in her own time, Angela also loves the music.

Tony: "I love art and doing big canvases." Tony has also enjoyed learning how to do portraits.

Wendy: "Art is great fun. Holidays with Multitask are great fun too".

Karamen said that she loves coming to Art on a Wednesday afternoon. She said that it is fun to be here.

During the year there were exhibitions at Southern Cross University, the Bentley Art Prize, the Serpentine Gallery and at Club Lane.





Club Lane Programs

All the programs at Club Lane are now in full swing with the Anime group, yoga, street art, massage, music lessons, screen printing, regular gym outings, Dungeon's and Dragons /role play gaming, cooking, swimming, digital orienteering, bushwalking and photography.

We've also had many people successfully complete various courses such as Small Business Management, Retail Certificate II, Responsible Service of Alcohol, Responsible Conduction of Gambling and a Learners driving course. In conjunction with Novaskill we will also be hosting a certificate II course in construction. As part of the course the group is planning on renovating our courtyard and installing a paved area that includes a large chess board/handball court, seating and raised flower beds.

Our Friday night socials have proven to be a huge success with lots of people heading down regularly to Club Lane from 3-8pm on a Friday afternoon. The group spends the evening taking part in various activities such as role play/console gaming, making music, watching films and going out to dinner. We also headed on a weekend outing to the Gold Coast for the annual Supanova pop culture festival. The group had a fantastic day exploring all that was on offer in regards to the latest and greatest offered by Anime, gaming, fantasy/sci fi and comic book culture.

Club Lane also took part in Lismore's famous Community Lantern Festival and Enchanted Windows project by installing a light/projection show in the front windows of the Club Lane building and joining the parade with hand decorated lanterns and a life-size candle lit lion. The week-long event and grand finale of the parade was a great success that celebrated Lismore's strong community connections and solidarity after the floods.

We recently hosted our 'Elements' (Winter Edition) exhibition that included the work of many Club Lane participants. The night exhibited a range of creative mediums including short films, animation, street art, photography, painting, music, digital design, illustrations and sculpture. The building was also adorned with lights and projections that highlighted the early 20th Century historical detail of the site whilst providing a contemporary atmosphere.

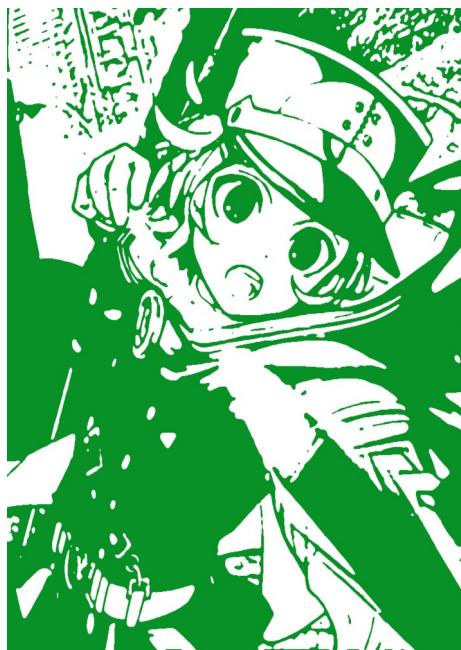




Sachin's story Sachin has been an active member of Club Lane since we first opened



our doors. Sachin has a keen interest in Anime, hiphop, street art, popular music and independent online film makers. Sachin is very creative and seems to never lose momentum when it comes to focusing on his creative endeavors. Sachin has exhibited various pieces at our 'Open Day' and 'Elements' exhibition.





socialise

Rainbow Women's group

The Rainbow Women's group began in March 2014 and has continued to grow and thrive on a weekly basis. The venue has changed this year to Club Lane and has proved to be a positive move for the group with more ladies joining in.

With a desire to offer a safe environment for the women to be supported through challenges in their lives, weekly gatherings offer the basis for working and growing together with a combination of workshops and guest speakers. Recently, Steve Carigg from Mental Health shared with the ladies the importance of asking each other if they are ok and shared strategies for self-monitoring their own mental health.

Workshops through Art Therapy have included mindfulness, women's health and resilience.

The ladies enjoyed a High Tea in July – the Happy Days Café catered for this. It was a time of dressing up and enjoying each other's company in a social setting.

Meredith Yardley, Wellness Coach, was invited to come and share some exercises in laughter yoga with the ladies and as you can see from the pictures, everyone enjoyed the laughter immensely. Meredith shared with the ladies the importance of laughter in their lives for their physical, emotional and mental health.





Ryan's story

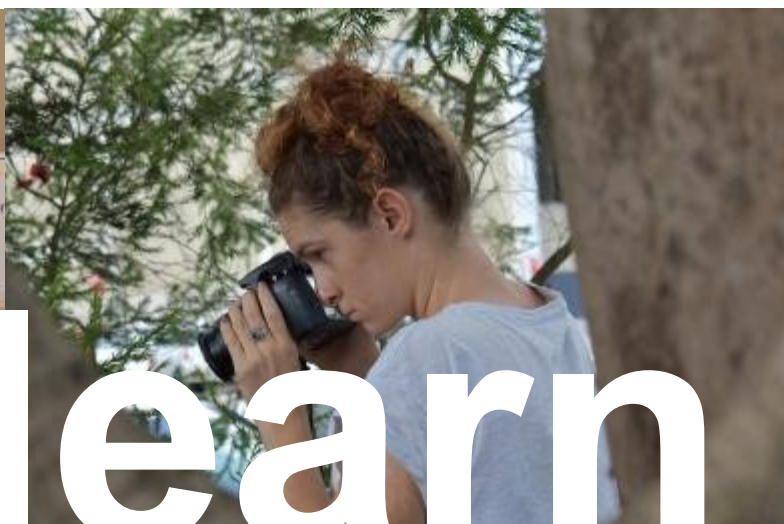
Ryan has been working in a commercial kitchen, pursuing his driver's license, playing role-playing games, illustrating his favourite comic book/anime characters or making films.

This past year Ryan has been making a short stop motion animated film alongside a small team of his peers at Ballina's Tamar Street site. The comedic style of the film reflects Ryan's brilliant sense of humour and sense of creativity.

he response at the debut screening of his 'Clay Stories' short film at the Club Lane Elements Exhibition was brilliant. The audience was spellbound and treated to some serious belly laughing!

Ryan has a fantastic gift for making people smile and feel welcome and accepted.





learn

Jaimee's Journey

Jaimee is a founding member of the Rainbow Women's Group and says she has made 'great friends' there. She enjoys being part of the art class and other weekly workshops. Jaimee has completed her Hospitality Certificate with YWCA with great success and with a goal of finding employment in this field. She was supported to apply for a vacancy with the Happy Days Café and to her surprise was successful!

Jaimee's Team Coordinator says she's a quick learner, great team member and open to learning new tasks. Right now, she is learning how to support deliveries and how to bake cakes. Jaimee says the best thing about her new job is being part of the team and baking the brownies that were served at the recent High Tea held at Club Lane by the Rainbow Women's Group.

Jaimee has been a volunteer with the Ballina Seabird and Rescue since 2015. She was part of a team that released four turtles back into the marine park at Byron Bay. She nursed her turtle back to good health before she released it. The women's group came to Byron to support Jaimee with her release.

Jaimee is a keen photographer and has a particular passion for using wildlife and bush landscapes for her subject matter. She has pursued extra study to advance her skills using digital editing software such as Photoshop. Some of her photography and her other artwork have been exhibited at Club Lane's opening day celebrations and the Winter Elements Exhibition. Jaimee has also taken on the role of photographer for Club Lane events.





Mulgum House



Our Mulgum lot are very active. They go to the Neighbourhood Club for a meal, music and raffles. Victoria loves attending Hydro each week with Anne-Marie and going to see live shows. Les has a great time playing golf and bike riding on the weekends. Helen loves attending opera and symphonies. Geoffrey had a ball on a cruise to New Zealand with his sister.

Tom had a great holiday in Ballina by the water and loves going to the Neighbourhood Club. Anne-Marie recently retired from work in Sydney and has had a tree change moving here. She is always game to try new things and make new connections. Whenever we suggest something new, she answers, "Yes, let's go try it!"





Grace Road

Ian, David, Glenn, Toni and Annie have had fun going to various shows, including: The Beach Boys Tribute, Troy Cassar Daley, Elton John Tribute and Joseph and the Technicolour Dreamcoat. Housemates continue to explore the area, going to the markets and various locations for lunch or to enjoy the views. This year brought the floods, meaning a few days of being housebound with lovely water views from the back verandah. Without electricity for a day, everyone managed to pass the time away with various art and craft activities. This was a fun day where all meals and hot drinks from breakfast to dinner were cooked on the BBQ. Support worker Leonie even managed to heat up hot cross buns for a lovely morning tea. A surprise visit from Team Coordinator Susan Lemon was welcomed as she brought several books and games.

David has enjoyed a fun-filled footy season and has been to many of the Titan's games. David's highlight was going to the State of Origin Three in Brisbane. He had great time hanging out with his footy mates even though the Blues lost!





Wyrallah Road

Koashal loves going for a swing at any park, having BBQ's and going for walks at the beach. Jason moved to Wyrallah Road a few months ago. He loves golf, fishing, footy and visiting his brother and friends. He went to see the Broncos play with friends from work.

Matt loves cooking, seeing his family, picking flowers, collecting the mail and going for drives. This year Matt helped install our new letter box. He helped to pick it out and put it together. With Brian's support, he helped dig out the hole, get the old pole out and make sure the new letterbox was perfectly straight. We now have a new shiny mail box with mirrored numbers. He did a great job and is very proud of his work.





Oliver Avenue

HOLIDAY! HOLIDAY! HOLIDAY!

All of the residents at Oliver Ave were transported around the world to Maastricht in the Netherlands and treated to a wonderful concert at a local theatre in Lismore which was a live telecast by Andre Rieu. They were all mesmerised by the show and I don't think Lynne or Leanne blinked at all until interval. Lynne said afterwards "We just fell in love with the music".

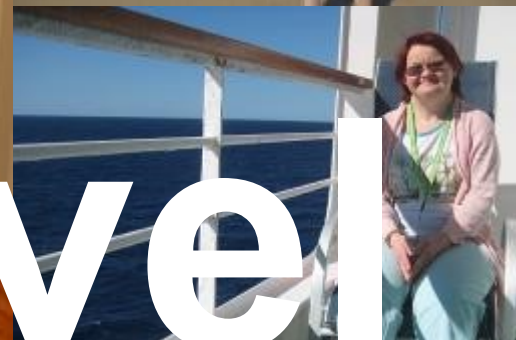
Leanne went on a cruise taking in the Whitsundays and the Great Barrier Reef. She enjoyed fine dining and ice cream sundaes on deck. She enjoyed the luxury of a massage while overlooking the ocean and went on a glass bottom boat to view the reef.

Wendy, Maree and **Christine** enjoyed their trip to Tangalooma so much last year they have organised another holiday there in September.

Lynne went on her annual bowling trip to Sydney in June. She bowled really well and enjoyed the sportsmanship and camaraderie. She tripped through the Blue Mountains and saw the Three Sisters and lunched overlooking the Opera House and Sydney Harbour Bridge.

Wendy received an award from Day Services for being the person with the most cruise points. She has been on six cruises; Brisbane to Cairns, Pacific Islands and Vanuatu, Alaska inside Passage, Pacific Islands and New Caledonia and went on a Comedy Cruise – Pacific Dawn. She is off to the Cook Islands next month.

Narelle enjoyed a break in paradise, camping by the beach. Narelle enjoyed finding shells whilst walking along the beach and listening to the sound of the waves.



ot travel





Kate : A couple of years ago Kate met a lovely young man, Brandon, and in 2016 moved in with him and his family. Three months ago, little Harper was born and has since provided joy to all who know her. A massive congratulations to Kate and Brandon. We are all very proud of how well you have managed parenthood and the responsibilities that come with it.

Junction Hill

It has been another busy and exciting year at Junction Hill. Firstly, Jason was welcomed to the group in late 2016 and we now have a full house. As a group, and as individuals we have participated in many community activities, including watching bands at local venues, playing soccer, marching for ANZAC day, attending Circus Afrique, Jacaranda festivities, cinema under the stars, discos and a number of picnics and BBQS. Good times have also been had at home with BBQs and camp fires.

There have been a number of holidays during the year with Kellie taking a break with her family in Yamba, Jesse and his family heading off on a cruise, Heather and her parents taking a Christmas train trip to Newcastle, and James travelling to Ulura for a holiday with his brothers.

Heather has continued as a valued member of the Sing Australia group, while Jason contributes musically to the Grafton District Services Club Pipe Band. Kellie supported Daffodil Day by participating in a fund raising event and Cancer Council by raising money by "Shaving for a Cure". Jesse continues to produce fantastic art works that bring joy to all who see them.

Jason : Early in 2017, Jason indicated he would like to work at Bunnings. We made contact with Bunnings and arranged an interview for some work experience. Jason attended the interview with a support worker and was successful in obtaining volunteer work. He is a valuable worker and his period of work experience has turned into an ongoing role. Jason has been presented with a Bunnings t-shirt to wear to work each week and also has his own aisle that he tidies. He has been able to assist some customers to find what they need and is very pleased to be able to help.

James : James was working in a business run by another organisation and when it ended, he told us that he would also like to start work at Bunnings. He was also successful in obtaining volunteer work. James is just starting in this role and is really excited about showing Bunnings his work potential.

We would like to thank Bunnings, Grafton for giving these young men the opportunity to work with them and to become valued members of their team.





Tony loves his ten pin bowling. The highlight of the year was a National Bowling Tournament in Sydney with his dad. A close second was winning 3rd prize at the local tournament scoring a Personal Best of 300 points! He's been to footy matches on the Gold Coast, Red Dove dances, the Eltham and Wollongbar pubs, the Elton John show and Brian Cadd. Tony organised his birthday with friends at Wollongbar and is planning a trip to Grafton to see an old friend. He likes cooking and following My Kitchen Rules. He's also been going to the gym and local festivals such as Gem Fest, Beef Week and the Caravan show.

Windsor Court



Donovan had kayaking as one of his goals. Along with his support worker, James, he researched how to make it happen. They contacted Go Sea Kayak in Byron Bay and went kayaking with one of their group tours. When they hit the water, Donovan proved to be a demon with a paddle while James steered. They kayaked from Clarke's Beach around the Pass to



Wategoes Beach. The view of the lighthouse from the water looked great. Donovan even had a quick dip in the ocean. The trip finished with catching a wave all the way into the shore. Donovan had a brilliant time. They didn't see dolphins so were offered another free trip much to Donovan's delight. He will definitely be back on the water soon. We'd like to say a big thanks to Go Sea Kayak for making sure Donovan had a great time.

The highlight of Brian B's year was a holiday with his brothers to their ancestral holiday destination—the Gold Coast! He loves catching the Brisbane bus independently to visit family. He likes to go to live music events like Beccy Cole and seeing Andre Rieu. He wouldn't miss cooking with Day Services or the Neighbourhood Centre where he always wins a prize!

Brian C visits his mum every Sunday without fail. He had a family visit from Sydney and celebrated his 50th this year! He enjoys music with Chris and karaoke. He loves to sing Abba and Farnham songs. And he'll listen to the bagpipes at every opportunity.

Ken's family are a reliable support for him. He is tickled pink when they visit Windsor Court. Ken likes going on outings one on one. He loves snakes and ladders, dice and cards and he adores footy season.





Gary is a very keen NRL football supporter and is the Parramatta Eels' number one fan. He was very overwhelmed and excited to meet one of his idols recently when Nathan Hindmarsh made an appearance in town at the local NAIDOC celebrations. Nathan was more than happy to spend some time having a chat to one of his biggest fans and sharing a perfect photo opportunity.

Gary has recently returned from an amazing supported holiday away to attend the State of Origin I game in Qld. He is a Blues supporter through and through and was stoked when the Blues got the win over the home side while he was there to experience it live. Gary had a fantastic time. The experience was phenomenal and he was with a great bunch of fellow footy fans!

Tamworth

The Tamworth house has had some changes this past year with our introduction of the NDIS and our participants are seeing the benefit of having added supports, flexibility with their routines, more opportunity for choice and growth with capacity building.

Justin, Sharron and Gary have had a busy time with changes to their regular routines allowing them more community participation, individual trips away, attending the local country music festival where they enjoyed many concerts, a helicopter joy flight over the city and soaking up the atmosphere of the visitors and buskers lining the streets.





Colin has decided that he would like to get his driver's license. Step one was to check out Colin's skills behind the wheel. Colin chose to go to Port Macquarie and check out the go karts. After a quick prayer, Colin got stuck into it. He had a blast, getting faster and faster each lap. Colin talked about his experience for days. He has started studying for his Learners test and cannot wait to get behind the wheel again.

Matthew loves walking along the beach and collecting shells. Matthew gives the shells to Lauren and Letoya so they can use them in their art and craft work.

Letoya is footy mad, she dreamed of going to a first grade game. That dream came true when she went to Newcastle to watch the Knights play. Letoya had such a good time that she went again 6 weeks later.

Lauren loves attending all the local events such as the show and circus but especially loves to go to the Glass House at her old stomping ground, Port Macquarie where she often sees stage shows such as Legally Blonde.

Kempsey





Jess: I love visiting the National Parks and Reserves and having picnic lunches with my friends on the weekends. I go on big hikes through the rainforests past beautiful waterfalls or over headlands searching for dolphins and whales. I love the freedom of being outdoors and the exercise from hiking up hills and on narrow winding paths through the trees.



Sunshine Place



Petria: I have set myself a goal to do more physical activity and healthy eating. I like planning our meals and love cooking. Every Wednesday, I cook a healthy dinner and dessert for my housemates. My housemates all love my dinners and applaud me for a job well done! I love going on daily afternoon walks with my housemates and beating them all at games such as golf and bowling!



Jaclyne: I have really enjoyed going out to clubs for dinner and social outings, especially my birthday! I like buying the raffle tickets and winning prizes. This year I won a number of prizes. I love going out with my friends and hope to enjoy many more outings and explore new places in my community.



Adrian: This year I have enjoyed going shopping and doing the grocery shopping for the house. I like pushing the trolley at the supermarket and taking the items needed off the shelves and placing them in the trolley. At the checkout I help to scan the groceries and sometimes sneaks myself a little treat!



Valley View

Here at Valley View, we have picturesque views of the valley. We witness some of the most amazing sunrises and sunsets. We all enjoy tending our own gardens which consist of both veggies and flowers. We frequent the local markets hunting for bargains and yummy foods. We enjoy going on picnics and fishing trips. We are all very unique in our own way. Some of us go to work and others enjoy time at Day Services. But at the end of the day we all enjoy delicious home cooked meals and watching movies or listening to music.



Darren has been enjoying a wide variety of activities throughout the year. He enjoyed a spontaneous walk along the beach at Byron Bay and loved the feel of the water on his toes. Darren has a passion for art and takes much delight in painting.

Darren is entering one of his pieces in the North Coast National Art Prize in October. Darren also loves listening to music and goes to karaoke regularly.





Waratah

Waratah Way has undergone many changes over the past year with a remodel inside, new driveway and five new residents; brothers Colin and Ken; Horatio, Brett and Santos.

All five men are hard-working and attend Business Services and Day Services during the week. They have settled into their new home nicely and have brought a new enthusiastic energy to the house.

Colin has been working on his creativity skills and has produced a beautiful piece of art work titled "One Team, One Dream" which he has created to represent the friendships that have developed in his home.

His painting is displayed in the dining room for all to see. Ken has settled into his new routine and loves singing and keeping fit and healthy. Horatio loves being in the company of his friends, exploring new places in his community and learning to cook.

Brett is the second newest member of the Waratah Way family and has brightened up the house with his smiles, engaging conversations, love of big cars and fun competitions with Wii bowling.

Santos, the newest member, is an explorer and loves to share his adventure stories and maps with the others. His love of the outdoors is infectious and he enjoys his adventures with his new friends.





Fox and Moon Street

It has been a busy year with lots going on with the young bunch that call Fox Street home. We have Amy, Angela, Cassie, Johnno, Jarrah, Jacob, John and Leon living here and they all get on well.

Some highlights for the past year for both residences include going away for the weekend to the Blues On Broadbeach. This event was a fabulous opportunity to spend time on the Gold Coast. It ended up being a boys trip with Leon, Johnno, Jacob and Jarrah going with staff. We stayed at Twin Towns on the NSW and Queensland border and we came home with lots of stories and memories.

We watched cricket at the Gabba for 20/20 and the State of Origin football at Brisbane and went to Dreamworld, Movie World and Sea World.

As a group we enjoy lots of outings to local clubs to hear music and we like to attend live shows with various artists. Sometimes we like to watch movies at the local cinema.

Around the home you will often find one of us cooking up a storm in the kitchen, cooking a BBQ, gardening or tossing a ball around.





Amy: Fox Street

I made the decision to change my lifestyle as part of my Goals. I decided to not focus on weight loss and instead focussed on the positive changes. I had support from positive staff, new meal plans and exciting training sessions.

I've changed my life by losing over 60kg. I lost 22kg in the last year. To achieve this, I've changed my eating habits, have personal training sessions twice a week, walk more and have stayed committed to my new healthy lifestyle. During this time I've also completed Cert 2 and 3 in Business Administration, travelled to Tasmania on holiday for two weeks and bought my first bike since being a kid.

I have a more positive attitude towards life overall now. I feel full of energy and am growing more confident. My family has been blown away and I've noticed attitudes towards me are more positive in return. I feel proud of myself, but I'm still a work in progress and this is a life change for me. I'm planning a new holiday, thinking about a new job in business administration and doing some busking in the community.



Rebecca: Moon Street

I've nearly finished my Certificate II Skills for Work and Training and am planning to complete the Animal Studies course by doing work experience. I'm also going for an independent holiday to Mount Morgan to see my mum. I've been learning to be more independent and after my last trip, I know how to get on the right flight and where to go at the airport. I feel a lot more confident now I can do things by myself and also very happy about getting to see my mum and her cats. My mum is looking forward to me visiting and is proud that I'm becoming more independent. I also had support from staff to help plan my holiday. I went to Mount Morgan last year for a visit, but this year I'm spending a week longer.

One of my goals is to reach my goal weight of 80 kilos. Each week I choose my meals from the Lite n' Easy menu and staff help me by encouraging me to stick to the plan. I have lost 2 kilos in the last 3 months.

Another of my goals this year was to go back to TAFE. I had support from staff who helped me with my homework and I have just got a new laptop to do my TAFE work on. My next goal is to get paid employment working with animals.





At Multitask Children's Services we have an amazing team of Educators who are dedicated to providing children with enriched play based learning experiences to stimulate interest and encourage development in all areas.

We aim to provide the highest level of care and education for your child in a warm, nurturing and safe environment which will contribute to learning, development and a successful transition to school.

We hope you enjoy the photos we have included in this year's report highlighting some of the events we participated in over the last year. These included ANZAC Day, National Pyjama Day, International Day of Disability, visits to services from the local ambulance services and wild life educators, NAIDOC Week, Book Week, State of Origin, World Ocean Day and Lismore South Careers Day to name a few.

If you or someone you know is looking for childcare or wanting to become an educator we would love to hear from them on (02) 6627 5000 or alternatively they can email at fdcadmin@multitask.org.au



Family Day Care

Feel right at home with us!

Educational environment while having fun.

Flexible hours tailored to suit your family.

A

B

C

Enjoy the benefits of individualised and small group care.

email: fdcadmin@multitask.org.au
Ph: 02 6627 5000 to speak to our friendly staff

Family Day Care

Family Day Care

We are a state-wide Family Day Care provider with services based as far south as South Sydney, as far west as Griffith and as far north as Tweed Heads.

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

Family Day Care Australia Awards

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

In addition to our nomination, we would like to extend our warmest congratulations to Crystal Hall, Tracey Symons, Tara Marchant, Shelley Lockhart, Rachael Bryce and Melissa Murphy for their nominations in this year's Family Day Care Educator of the Year Awards.

Good Luck! We can't wait to hear the results.

2017 Australian Family Early Education and Care Awards

Charlie and Shelley Lockhart were nominated in the 2017 Australian Family Early Education and Care Awards in the category of Educational Experience Rising Star and the Springfree Trampoline Early Childhood Educator Of The Year.





Long Day Care

Our Long Day Care service operates from Manilla, 45km North East from Tamworth and is open from 8am to 6pm.

The shift has continued in the same direction as last year with a lot of our once babies and toddlers now accessing the preschool room. Parents, grandparents, family and friends are always welcome in the centre and family involvement is always encouraged and appreciated whether it is in the rooms, helping out on excursions or in other ways.





Outside School Hours Care

This past year saw Multitask expand its business to encompass Outside School Hours Care located at Vacy Public School.

We offer Before and After School Care Service to the local community supporting families who attend Vacy Public School, Paterson Public School and Martins Creek Public School. Children are able to partake in a healthy breakfast and afternoon tea as well as play a variety of games in the playground, be creative with art or just hang with their friends.





Australian Disability Enterprises

Multitask Business Services is an Australian Disability Enterprise that employs local people living with disability, and provides individualised training and support to employees to develop and achieve their work, training and education goals.

Business Services employs approx. 100 people to work across six businesses including: Soap Biz, Green Team, Happy Days Café & Catering, Plant Protectors, Business Support Services, and Commercial Cleaning Services. Business Services employees are a proud workforce who value their jobs and the opportunity to participate in, and contribute to their community and local economy. We are always looking for new and meaningful contracts for employees, and expanding employment and training opportunities for our workforce.



On

I work in Happy days Café. I enjoy coming to work because I get to meet new people and participate in the community. I haven't always felt welcome in Australia. Through work I am hoping to change that so I have somewhere I belong.
(On also cooks the most amazing Thai green curry!)

Weekend fun

Throughout the year Business Services employees have joined some of the trips and activities organised by day services. These include NRL games, Golf trips, and live shows.





Leonie and Colin

I first met Colin when I started work at Multitask in 2014.

At first we were just friends, but over time we got to know each other and became close.

Then in October last year I invited Colin to be my date at my 20 year school reunion, where Colin got down on bended knee and proposed with a beautiful ring. It was a total surprise! And Colin also did the right thing and asked my dad for his permission first.

On 29th April 2017, Colin and I were married at the Bex Hill Open Air Cathedral. We also had our reception at the Lismore Workers Club. It was such a beautiful day and our close family and friends came and celebrated with us.



William

I have a lot of friends here.
I've been working for
Multitask for nearly 25 years!

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Julie

I like packing the dishwasher and cleaning up after lunch. That's one of my jobs.

I really like our new kitchen! I also like helping other people to get stuff done.



Harry

I did my work experience at Multitask and, at the start of the year, I was offered a job on the Green Team. I love my job. One of my goals was to get my L-Plates this year and here I am! I did a short course to prepare for the test and passed first try!

When I get my full license I want to drive the work truck.



Daryl

Working gets me out of the house two days a week, and also gets me out of my wife's hair! I also use some of my wages to sponsor a young disadvantaged person from overseas.



Nathalie

I really enjoy the work I do, and the company of the people I work with. I've been working for Multitask for nearly 20 years.

I started doing work experience and I loved it so much I got a job and I've been here ever since!

I am also trying to grow my own small business called © Handmade cards by Nata. I make gift cards for all occasions. My cards are my own original designs and I can make gift cards to suit my customer's needs!

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Karamen

Karamen completed work experience in 2016 and moved into paid employment at the start of this year. Karamen says her favourite thing about work is her friends. Karamen is building a new life after school. She has met so many new people, and tried so many new things.



Oli

Oli also did work experience at Multitask in 2016, and started paid employment this year. Oli learns new skills quickly, shows attention to detail, and the quality of his work is second to none! Oli says his favorite thing about work is working!



Jye

We welcomed Jye to our employment team in 2017. Jye completed work experience at Multitask while he was still at school. After school, Jye decided to apply for a paid position. Jye says there are a lot of things he likes about work... especially knock off time!!!



Melissa

I really like my job. I like doing different jobs all the time. I have been working for Multitask since 2001. When people come in for a tour of our workplace one of my jobs is to show people what we do here. Right now, I am checking these products have been packed correctly. I like the bosses and all my friends. I also really enjoy our yearly Christmas Party!



Thank you!

Our funding bodies:

Ageing, Disability and Home Care (ADHC)

Department of Social Services (DSS)

Early Childhood Education and Care Directorate (ECECD)

Thanks to those who support and work with us.

Ability Incorporated
Always Able Kempsey
Aussie Kindies
Australian Macadamia Society
Ballina Forklifts - courses
Ballina Shire Driving School
Bumblebee Early Education Centre
Bunnings Byron Bay , Grafton, Lismore
Care-Ring Children's Centre
Casino Meatworks
Childhood Education and Care Directorate
Coastal Voice & Data
Colourworks
Crossroads—Marilyn & Graham McAlpine
Department of Education
East Lismore Community Preschool
Empire furniture – Southport
Family Day Care Australia
Family Day Care New South Wales
First Steps Early Learning Centre
Gingerbread House Occasional Care
Go Sea Kayaks
Goodstart Early Learning, Goonellabah
Goonellabah Preschool
Greg Keegan Painting and Decorating Services
Hall Electrical
HealthOne NSW
Hon Ray Williams, Minister for Disability services (NSW)
Jenny Dowell
Hon Kevin Hogan
KU Children's Services
Laser Plumbing
Lismore City Council
Lismore Preschool Kindergarten Inc.
Lismore South Public School
Login Systems
Manilla Central School

Meredith Yardley
My Choice Matters
National Disability Insurance Agency (NDIA)
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Neil Harris: Nimbin Newsagency
Nestle In Childcare Centre
Nimbin Aged Care and Respite Services
Northern NSW Local Health District
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Telstra
The Disabled Surfers Association of Australia Inc
Hon Thomas George, MP
Trinity Catholic College, Lismore
University of New England
VACY Public School
Workforce Skills and Training, Lismore

Thanks to everyone who contributed to this annual report and to all our photographers. We would like to say thanks to our amazing staff who give their utmost to provide the best possible service to our participants and children.



Contact us



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