

# Multitask Annual Report

2011 edition

Regional  
Expansion:  
the do's and don'ts  
of starting a service  
from scratch

ADE: 5  
things to do  
on a DSP

Multitask  
shipping  
magnate cruises  
into the sunset

Residential  
Services insider  
exclusive:  
Team Leaders tell all

Days of Our Lives: a sneak  
peek into Day Services

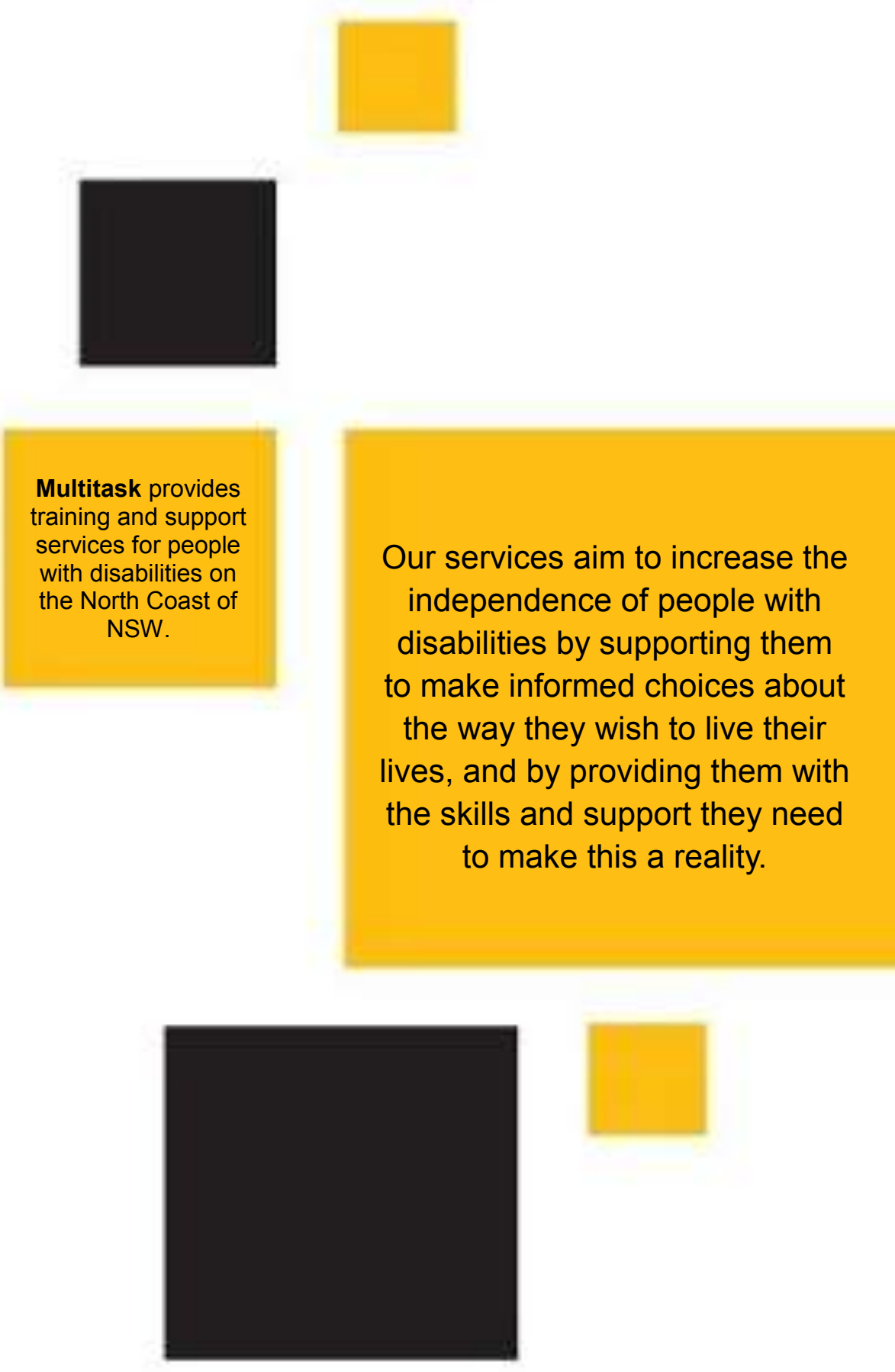




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**Multitask** provides training and support services for people with disabilities on the North Coast of NSW.

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

Our Strategic Plan for the period 2008 to 2011 identified a direction for the organisation which involved focusing on the fundamentals of our core business, pursuing continuous improvement and developing the scope of our operations both locally and across the region.

During the course of the last three years we have made substantial commitment to developing person centred practices across the organisation and implementing up to date systems through IT, finance and information management. An important part of this process is to evaluate and review the practices and systems we have put in place to ensure the outcomes we achieve are the most appropriate for the organisation and all stakeholders. This review phase has been the focus for the past twelve months, and will ensure we maintain our commitment to continuous improvement in all areas of our operations.

We have, in the past 12 months, achieved substantial growth in our core business, in particular through our provision of residential support services. We have been successful in a number of submissions to provide services across the region and now operate supported accommodation facilities in Ballina, Grafton, Tamworth and Kempsey, as well as supporting an individual locally in a cooperatively managed service based upon the clients own home.

The addition of these services means we now provide support services at sixteen locations, and currently employ 165 staff and 97 people on a supported wage. The growth has resulted in a substantial increase in financial turnover and the regional footprint sees us well placed to continue the pattern of growth and expansion as the opportunities arise.

We are entering a time of substantial change in the disability sector, both in

the way services are delivered and the manner in which they are funded. These are exciting times which will provide great opportunities for people with disabilities and at the same time a number of challenges for organisations such as ours. There will be a need for all of us to evolve and adapt to the changes as they come, and I am confident we are in a sound position to continue to develop our services over the coming years.

The year has, as usual, presented a combination of challenges and exciting times. The following pages of our Annual Report will present an overview of our activities across the organisation, and while there has no doubt been much more to report the limitations of space dictate that we only bring you the highlights.

Once again I must thank those involved at all levels of our organisation; The Board of Directors, Members, client families, staff, service users, business employees, the people of all the communities with which we are now involved and of course our funding bodies ADHC and FaHCSIA.

Please enjoy our report, and follow our progress on the internet at [www.multitask.org.au](http://www.multitask.org.au) when you have a little spare time. Staff from across the organisation have painted the picture of "the year that was" and I thank them for their commitment at all levels. I would especially like to commend the commitment of our chairperson Naomi, who managed to submit the board report two hours before giving birth to a boy on 28th September. Congratulations from us all.



Graham Mapstone: CEO





## Board report

During the last twelve months Multitask has experienced incredible growth both financially and by regional expansion. I am pleased to say we now have services in Ballina, Grafton, Kempsey and Tamworth, all of which have begun operating and are doing so successfully due to our staff. By gaining these tenders we have been able to build upon an already strong organisation and demonstrate to our stakeholders how committed we are to supporting and strengthening our local and extended community.

The next twelve months will hopefully see the start of our development of College Street. The board is committed to this as it recognises an unfulfilled need within our local community for affordable housing. By committing to this development we are ensuring the people we currently support and will support into the future are able to utilise services we would otherwise not be able to offer.

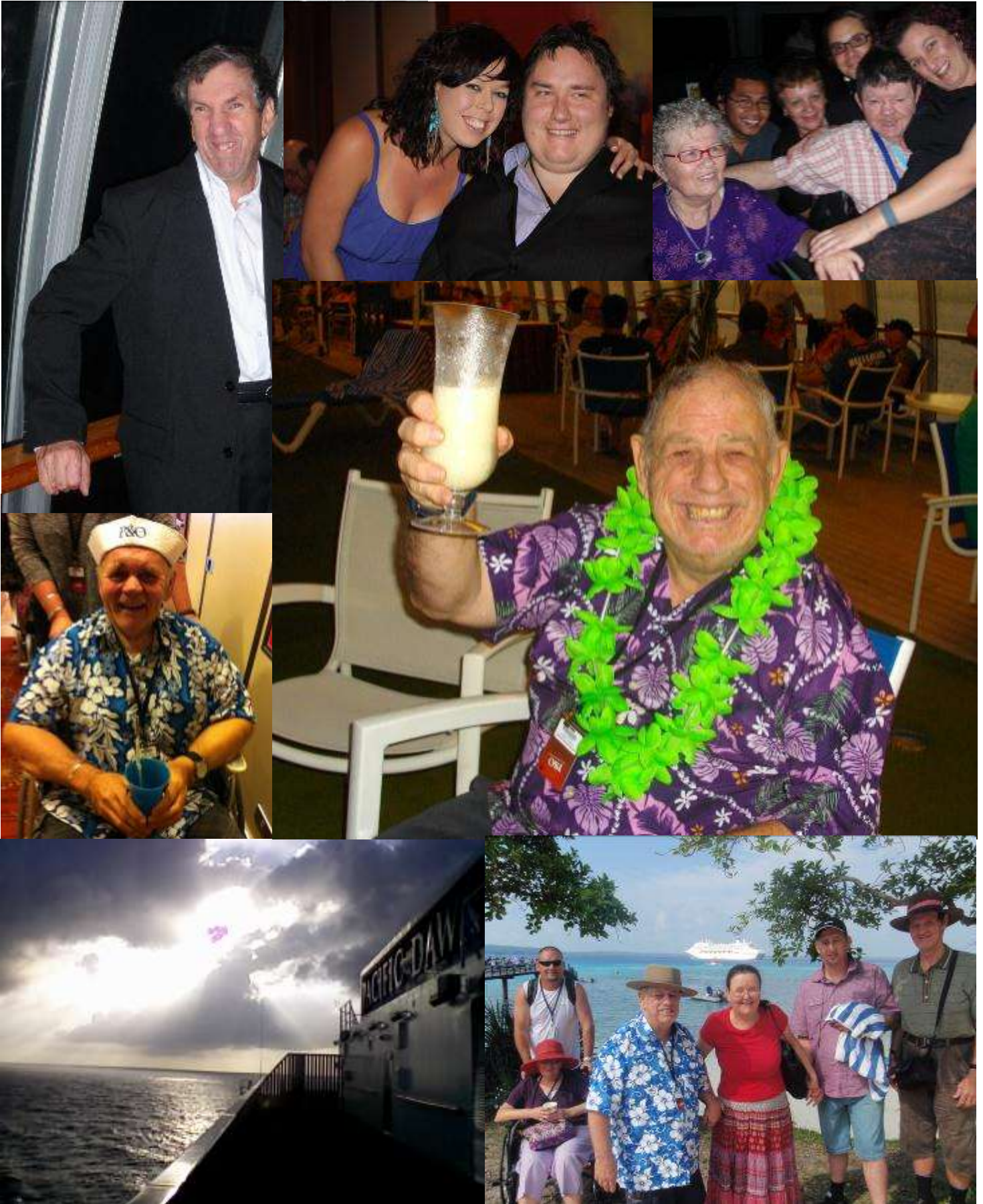


Naomi Serone: Board Chair



# Getaway Cruise Report

by Guest Contributors: Clair-Maree and Margaret Conley





What a great way to spend a Sunday arvo on a South Pacific Island! Wait I'm a bit ahead of myself. Let's start at the beginning.

I was invited to join the ILS group for their holiday cruise on the Pacific Dawn travelling to New Caledonia and Vanuatu. Mum tagged along too! I've never been on a cruise ship before and was very excited, especially when I saw how big it was!! Gigantic! Towering over the buildings along the Brisbane River where we embarked. The day we left was rainy and cold. That didn't stop us. There was a Sailaway party on the pool deck, so we headed straight for it and we joined the conga line and did the bus stop, Macarena, etc. as we passed under the Gateway Bridge and out into Moreton Bay.

The ship was like a floating hotel. There were lots of things to do – I went to see 'Megamind' in the Show Lounge while mum learned how to mix and shake the perfect martini with the masters! There were circus performers and a laser show and lots more dancing. The sea was pretty rough during the first couple of days, so mum and I had lots of room to move around the 'wessel' as many people were unwell. Our ship's captain was Italian and he couldn't say vessel so it came out 'wessel' – it made us all laugh.

In Noumea, Susan, Mum and I found the only wheelchair accessible taxi on the island, and drove around to Lemon Bay – named after you Susan? That's where I had my 'mocktail'. We had French crepes for dinner – ordering in a mix of French, English, pointing and laughing was fun.

I stayed on the boat with Susan at Lifou. Mum went on a small boat called a tender to see the local market and dancers. She also went snorkelling under the jetty and saw a turtle and some coloured fish.

I went to the markets at Port Vila, but it was very hot so Susan took me back to the ship to cool down. Mum was doing some parasailing while I was shopping – something for everyone!

A definite highlight was going to lunch at Luke Mangan's restaurant "Salt". And my birthday dinner in the Palm Court dining room – thanks everyone.

Our last day dawned overcast and mum took a great photo which captured the sun shining through the clouds at dawn - a bit like our great summer holiday in the middle of winter.



Clair-Maree and Margaret

# Residential Services

Program Manager: Leanne Nicholas

A huge amount has happened over the past year including expansion into several new areas in Residential Services. With Rod taking on the role of managing our outlying services, this has left me to focus on the well established local services.

Over the last year we have focused on training in person centeredness and values, as a result we have many highly skilled staff with specific expertise in these areas and all staff with a broad and functional knowledge that they work hard to put into practice every day.

As for the future, it looks exciting with plans to focus on training all staff in Alternative and Augmentative

Communication as well as behaviour support strategies to improve the quality of service and quality of life for residents in Multitask houses. The vision for Multitask's future is for all services to continue to work collaboratively with one another sharing all the amazing skills and talents of every person involved with Multitask and using these to continuously improve every aspect of the service we provide to Multitask Service Users.

None of this could happen without the team of exceptionally talented and dedicated Support Workers and Team Leaders who work each day to support all individuals to realise their dreams. Thank you to each and every one of you.

## Wyrallah Road Team Leader: Michelle Patch

What a fantastic year Wyrallah Road has had!! Both of the houses are looking great, we are hoping to have new footpaths and driveways very soon. It has been a very busy year for all of the people at Wyrallah Road.

Helen has been to many beautiful concerts, shows and choirs. She enjoys attending Senior Citizens each week and held a big morning tea at ILS for friends and family to attend. With support Helen had a great holiday to Yamba doing some whale watching and shopping.

June is very busy with her work at Business Services I don't know what they would do without her there. June had a ball on a cruise up the coast of Queensland for a week and has been busy knitting up some beautiful colourful blankets over the colder months and is happy now that summer is nearly here.

Christine has made some amazing wood cravings out at Alstonville.

It's the highlight of her week. In February, Christine attended the Have a Say conference in Geelong with some friends and a few staff to support. Then a cruise to some South Pacific Islands was a huge highlight. Everyone had a lovely time.

Matt has had a great year visiting family and friends. Matt went camping with ILS and had a terrific time sleeping under the stars and eating roasted marshmallows. Matt and Christine have been going to pat and feed the horses at RDA. Matt is really looking forward to attending the Toowoomba Flower Festival in September.

We have had a few staff changes over the year with some staff moving on to other houses within Multitask. Our staff team is a great mix of people who are very dedicated and supportive of the people that live at Wyrallah Road. Everyone at Wyrallah Road is looking forward to the summer which means lots of beautiful BBQ's and spending time outdoors enjoying the warmth.





Leanne on the cruise



## Valley View Team Leader: Drea Quinlan

Spring is here and it seems to be Valley Views favourite time of year! There are all the colours of the rainbow in our gardens and the sunshine spreading its rays across the Valley is a sight to warm any heart! We have a new rock garden being built. Our garage is soon to be a 'chill out zone' and the worms are getting an upgraded residence!

Although I have only been at Valley View for a short term, it has been very rewarding and I believe many obstacles have been overcome and everyone appears very relaxed and full of smiles. In the time I have been here, all the men have celebrated a birthday in style. They have all had visits from family, received gifts from friends and chose where to go for the day or perhaps the whole night! It seems to keep all the men in high spirits and to know that no matter how old – birthdays are still fun!

Obviously the big adventure of the cruise is a treasured memory and we still have numerous shot glasses and 'lae's' around the house! We've had footy matches, Reggae-fest, Cold Chisel and even the excitement and beauty of a flower show!

Jeffrey Smith has permanent employment with the Co op Book shop and he wants everyone to come and say hello!

Sadly, we said goodbye to a long standing staff member, Peter Mason, who has moved onto another house and is of course making a positive difference there also. We have all welcomed with open arms Brendan Monson, Annastacia Casey and Wendy Cooper. They bring a lot of fun and insight to the house and all the guys love their enthusiasm and wild ideas.

## Walker Street Team leader: Lisa Gordon

The cheery group at Walker Street are maintaining a cracking pace as usual. There is a healthy share of laughter and good natured stirring in abundance most days. If the household is quiet you can rest assured the ladies are just recharging their batteries.

There have been two different cruises attended by some of the women recently. Everyone came home with some fantastic mementos which are now a constant reminder around the house of everyone's travels.

The house itself has undergone a mini face lift with a new roof and freshly painted eaves on the outside, new

blinds and general repairs on the inside. Admittedly it's an old house but the lay out works well for the residents as it stands in a great location for walking to work and catching public transport and the like. The families of the women are generally close by so there is lots of toing, froing and caring contact on a regular basis.

We have also had some changes in staff. It is a diverse team with the combined experience adding up to quite a few years. I see us all supporting the unique individuals of Walker Street in a positive and respectful way. Everyone seems happy to be here, staff and residents alike.





## Grace Road Team Leader: Graham Hardy

Our Service Area Planning Day was facilitated by Michael's Shaddocks graphic skills. This captured the great picture of the residents after they assembled the table and chairs with smiling staff shadowing in the background. The plan has been growing steadily throughout the year with some things working and others discarded.



### Drag Races Holiday

Ian went to the Winter Nationals Top Fuel Drag Races at Willowbank, which covered 3 nights 4 days. Ian invited Paul Jorgenson along and they had a great time. The drags were cancelled on the Sunday and Monday due to the weather and as they were already in Ipswich the guy's decided to check out the train museum on Sunday and they loved it; photo's were taken and souvenirs were purchased. On Monday they took a scenic drive back to Lismore and enjoyed lunch at a wonderful Cafe.

Both guys returned with a smile on their face. This event was a blast rather than a drag and it looks like the guys will definitely be attending in 2012. Maybe some friends interested in loud fast cars and bikes could join in. Just remember your earplugs.

Ian from Grace Road in the sculpture garden



## Windsor Court Team Leader: Michael Shaddock

The Windsor Court pool is looking increasingly appealing as the weather warms though we are yet to remove the cover and declare swimming season here once more. The people here are finding other ways to keep active though – biking, walking, gardening, a spot of cricket and many games of pool.

Ken (Thrasher) Barnes is particularly enjoying the pool table which is here at Windsor Court on a generous extended loan.

On a more cerebral level, two of the residents have undertaken courses of study at TAFE (all of us are reaping the benefits of Tony's cooking education) while others have been exploring local cultural

events such as the Maclean highland gathering.

It has also been a year of travel for the Windsor Court housemates. The wonderful day services supported cruise being an obvious highlight but there have also been more modest trips away, to Brisbane to see Andre' Rieu for Brian Cooney, to the Gold Coast and Grafton and surrounds for Graham and a weekend break at Evan's Head for Tony.

More holidays for several of the Windsor Court housemates are currently in the planning stages and we are looking forward to new adventures and achievements in the coming year.

## Waratah Way Team Leader: Deanna Perry

Waratah Way is a great home where the little things mean so much. Without the dedicated hard working team of support workers this would not be possible.

The sunroom has evolved into a games room with soccer and pool tables. The new leather lounge suite looks fantastic, and all the guys love relaxing on it. Rex's Green Team do a great job of maintaining the beautiful grounds.

The men have planted beans, tomatoes, lettuce, corn and bok choy in the vegetable garden and have enjoyed eating the produce they grew last year.

Waratah Way residents have enjoyed hosting many BBQs for family and

friends; twenty people from other residences attended Rodney's farewell party, balloons were inflated, the house decorated with streamers and all enjoyed a great BBQ.

Socialising is high on the list of priorities for many of the men at Waratah with everyone enjoying getting together with friends for various activities and events.

The year has seen the house come together as a home with lots of great personal touches including photographs and pictures on the walls. All the men enjoy looking at their photos and reflecting and reminiscing on events of the past as well as looking forward to all that the future holds.





Vicky checking out the ipad



## Regional Services Program Manager: Rod Conroy

2011 has seen an exceptional spurt of growth in Multitask Residential Services.

Recent successes with the ADHC tendering process have resulted in new accommodation facilities opening in Grafton, Tamworth and Ballina, each of which is successfully operating to provide quality support for twelve people living with disabilities. By the time this report goes to press a 4th facility will have opened in Kempsey.

Three of the new facilities offer different models of accommodation support. In Kempsey the model consists of 2 fully self-contained 2 bedroom villas plus a 1 bed room villa plus a common area lounge-dining- kitchen, and office space and overnight accommodation for staff. The other new services are variations on this model.

With the development of these new services, Multitask has employed upwards of twenty five new Support Workers and three new Team Leaders.

All of these new employees are motivated and committed to supporting young people to achieve independence in their lives.

Within the Regional area of control there are 2 self funded services supporting one person in each.

These are a new type of service for Multitask and may provide some good learning's for future development in regards to the planned legislative change to individualised funding packages for all disability pension recipients.

Mulgum House continues to operate effectively and is very much involved in the Nimbin Community.

## Fox Street Team Leader: Cath Ould

Early 2011 saw a new purpose built supported accommodation facility open in Ballina, to enable up to eight young people to create a comfortable home in which to live. For some of these young people, it has been an opportunity to move away from family and set up house independently, which is a fairly typical move for young adults.

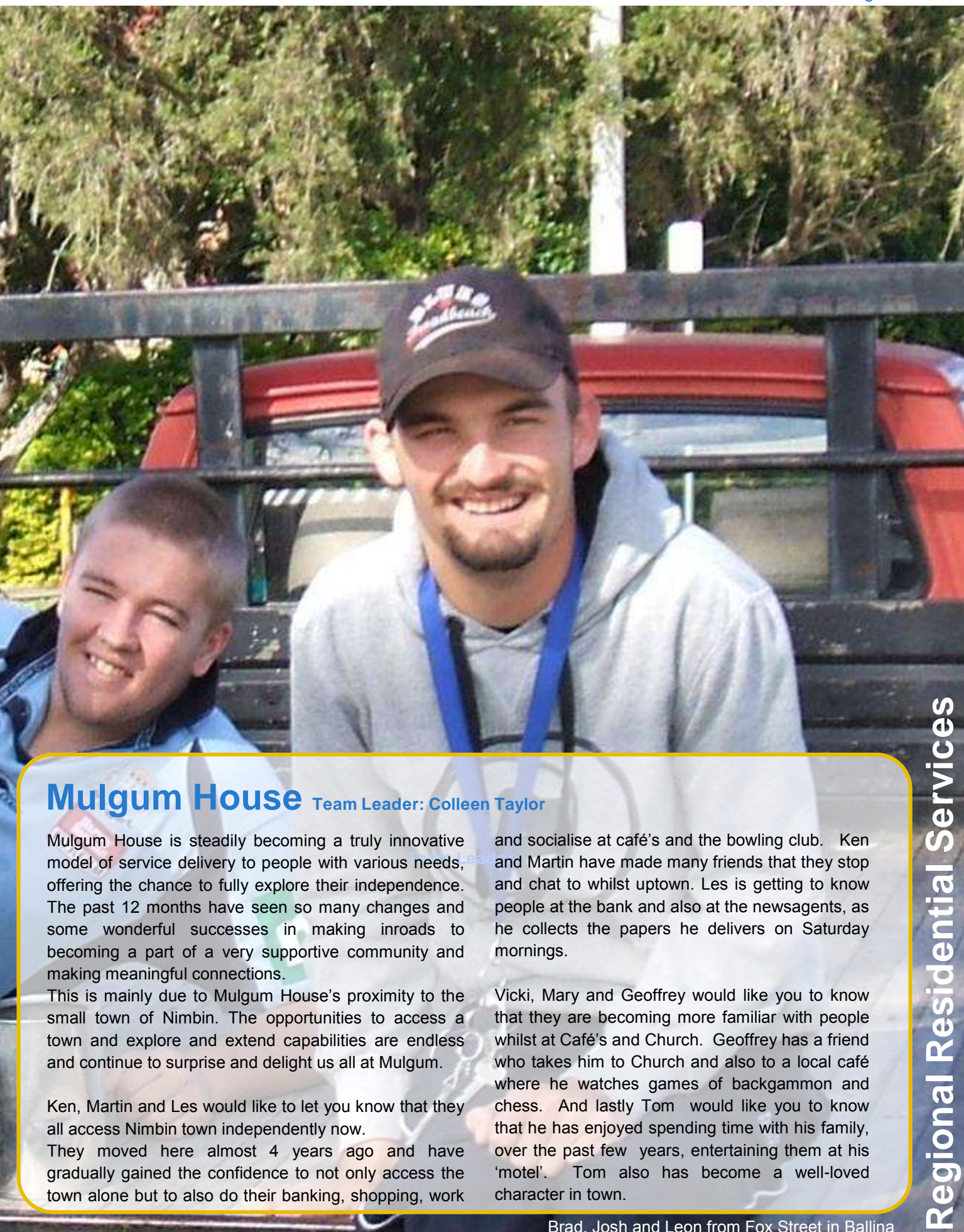
The house is divided into three separate units, two of which are fully self-contained villa's. The main house consists of 4 good sized bedrooms & 2 bathrooms. It has a large common lounge area off the kitchen as well as an office and staff bedroom/ bathroom. In addition, the main house

also includes a 1 bedroom self-contained unit.

The grounds are well landscaped and there is a fantastic large outdoor patio living area perfect for entertaining or relaxing. Plenty of room for backyard games & establishing some vegie gardens.

A new service area, a new team full of enthusiasm, skills and ideas and a new location in Ballina, has seen 6 young people move in over the past few months. Each person is being supported to enjoy life and develop skills & abilities towards becoming more independent at home and in the community.





## Mulgum House Team Leader: Colleen Taylor

Mulgum House is steadily becoming a truly innovative model of service delivery to people with various needs, offering the chance to fully explore their independence. The past 12 months have seen so many changes and some wonderful successes in making inroads to becoming a part of a very supportive community and making meaningful connections.

This is mainly due to Mulgum House's proximity to the small town of Nimbin. The opportunities to access a town and explore and extend capabilities are endless and continue to surprise and delight us all at Mulgum.

Ken, Martin and Les would like to let you know that they all access Nimbin town independently now.

They moved here almost 4 years ago and have gradually gained the confidence to not only access the town alone but to also do their banking, shopping, work

and socialise at café's and the bowling club. Ken and Martin have made many friends that they stop and chat to whilst uptown. Les is getting to know people at the bank and also at the newsagents, as he collects the papers he delivers on Saturday mornings.

Vicki, Mary and Geoffrey would like you to know that they are becoming more familiar with people whilst at Café's and Church. Geoffrey has a friend who takes him to Church and also to a local café where he watches games of backgammon and chess. And lastly Tom would like you to know that he has enjoyed spending time with his family, over the past few years, entertaining them at his 'motel'. Tom also has become a well-loved character in town.

Brad, Josh and Leon from Fox Street in Ballina



## Arinya Street Tamworth

Team Leader: Doug Gooley

It all started in May 2011. Before May Arinya St didn't exist. What a long way we've come since then.

We started out at Lismore with our induction training for a week. This gave us all a chance to meet and get to know our staff and the staff at Lismore. Tamworth was a new service and we were all very excited to be a part of it.

On our return to Tamworth we entered an empty house. During the following four day's we had to furnish our house from scratch right down to the knives and forks. This time enabled the staff to get to know each other better and find out who was the best at shopping and who could get the best discount. Within four day's we were ready to welcome our first client.

Four months on and we have three males living here; two young men and one older man. Our task was to assist these men to move into a new home where they knew nobody. We feel we

have done a great job helping these men to adapt to their new surroundings and also to access and settle them into some day program activities. We are also assisting these men to maintain their contact with their families and to involve their families in all aspects of their life here in Tamworth.

The staff are all getting to know each other better and continuing to learn how we can best support our clients. Every day brings new situations and it is exciting to watch our clients learning to cope with these.

Our staff have come a long way since that first week in Lismore. We are working really hard to assist our clients to be happy and comfortable in their new home. This is reflected in the achievements of our clients. Our staff all work together to enable us to run a great service and are very proud of what we have achieved in only four months.

## Pollard Place & Dunoon Team Leader: Michael Swan

Colin has been with Multitask for over 18 months and in his new house for almost one year. He is enjoying being able to have his family and friends visit for weekends and holidays. Changes in the way his support is delivered has seen Colin reap the benefits of a small dedicated team. Already this year, he has visited beautiful Port Stephens for a 10 day holiday with two of his support workers, spent weekends in Brisbane with his daughter and had long week end visits from other family members.

In May, Colin became a grandfather for the 5th time and looks forwards to visits with his daughter and her new family. Colin spends a lot of his free

time visiting family in Evans Head, Casino and Brisbane or checking out the various watering holes along the coast.

Keen to show his independence, Colin is working toward being able to live with minimum support and he is demonstrating how far he has advanced in the past year.

At the beginning of 2011 we welcomed Toby into the service. Toby lives in his own house in downtown Dunoon where he is a well known entertainer. He is a regular fixture busking on the streets of Lismore and at local markets with members of his support team.





## Junction Hill Grafton Team Leader: Mick Roberts/Shayne Furlan

Junction Hill, located just outside of Grafton, was the first Residential venture by Multitask outside of the Lismore / Nimbin/ Mullumbimby area. Staff training commenced mid February this year and the first resident moved in early March. The house currently has 3 residents who all attend day programs locally with their various providers. A 4th resident has relocated to the new Ballina house. Residents bring a diverse range of skills and abilities, including cooking, lawn mowing, drawing and music. These skills have been evident and some enhanced during the first 6 months of operation of the house.

Each individual brings their own personality to the daily activities within the house which help contribute to a vibrant and energetic household. Staff have adapted well to the new household, each contributing their own ideas, skills and experience to a dynamic

functioning team and household. All staff have committed to the values and principles underpinning a Person Centred Approach, and work everyday to enhancing the lives of the residents of the household. As a new household, we are making strong links to the local Community, with residents regularly attending a Youth Group, shopping centre / supermarket, banks, retail shops and library. One resident has also been supported with trips to Dreamworld and Sydney.

In summing up, the first 6 months has been a steep learning curve for all concerned. It is with much excitement and enthusiasm that staff and residents alike look forward to the next 12 months of life at the Junction Hill house.

Gary from Arinya Street in Tamworth



## Day Services Program Manager: Lisa Cook

We have had some changes to Day Services over the past year seeing new Team Leaders Jenna Freyne (CPP), David Moore-Evans (Day Services) & Merryn Lonergan (Day Service Mullumbimby) come on board. Programming has further developed which has created many more opportunities for our clients to participate in a range of activities across all of Day Services. Our dedicated Staff continue to provide improved quality services to their clients.

LifeMoves/Stretch Coordinator Karen Kendall and the team have been hard at work tailoring services to clients living in the community with developing and supporting the skills they require to maintain their independence and in some cases achieve independence.

Highlights from the past year are many. Mullumbimby Day Services have had a makeover with a refurbishment to the garden and outdoor area, a fresh coat of paint inside and some new equipment purchases.

Of course our cruise through the Pacific was a huge success, the stories, photos and the ongoing references to the holiday are testimony of its success. It was a terrific effort, seeing 18 clients supported to embark on a holiday of a lifetime. A special thank you to those family members & staff that contributed to this fabulous adventure.

Not all of our achievements are so monumental. There are many small successes that the people we support make every week and collectively we are very proud to be a part of that. We all look forward to another fruitful year.

## Life Moves /Stretch Team Leader: Karen Kendall

This year has been an exciting year for all clients within the LifeMoves program; we have welcomed 29 clients into the LifeMoves program and had 19 successful exits. Currently we have 10 active clients receiving a program.

The LifeMoves Consortium of 5 agencies covering, Tweed, Ballina/Byron, Casino, Lismore and Grafton have met this year for our Annual Policy and Procedure Review, this was held in May 2011.

At the beginning of this year, LifeMoves formed a band with some of our musically minded clients. Rehearsals commenced in April and the crew are currently jamming every second week. The band refining their technique and song list in preparation for their first gig at the International Day of Disabilities in December.

The LifeMoves program went on a day trip to Sea World on the Gold Coast. This was arranged with Day Service and a great day was had by all, with plenty of laughter, screaming on rides and lots of sight seeing.

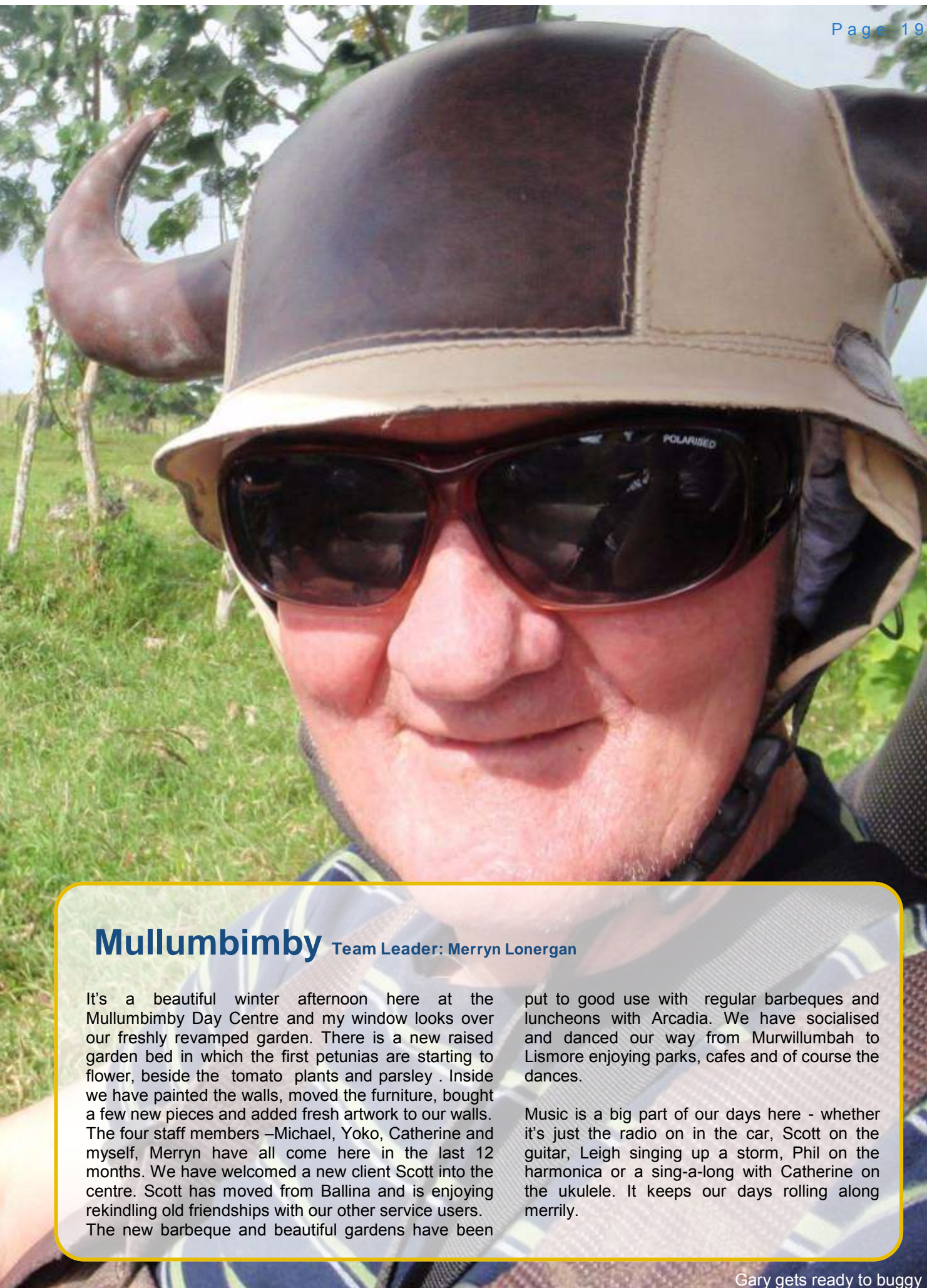
The School Leavers Expos to attract interest and to promote the program were a success in the Northern Rivers and Tweed in May 2011 and also at the "Get a Life Conference".

### STRETCH Program

The Stretch program provides an ongoing Independent Living Drop-in Support model.

This program facilitates people with a disability to move into an independent living arrangement by intensive skill development, supporting people to live independently. Currently we have one active client within this program.





## Mullumbimby

Team Leader: Merryn Lonergan

It's a beautiful winter afternoon here at the Mullumbimby Day Centre and my window looks over our freshly revamped garden. There is a new raised garden bed in which the first petunias are starting to flower, beside the tomato plants and parsley. Inside we have painted the walls, moved the furniture, bought a few new pieces and added fresh artwork to our walls. The four staff members –Michael, Yoko, Catherine and myself, Merryn have all come here in the last 12 months. We have welcomed a new client Scott into the centre. Scott has moved from Ballina and is enjoying rekindling old friendships with our other service users. The new barbeque and beautiful gardens have been

put to good use with regular barbeques and luncheons with Arcadia. We have socialised and danced our way from Murwillumbah to Lismore enjoying parks, cafes and of course the dances.

Music is a big part of our days here - whether it's just the radio on in the car, Scott on the guitar, Leigh singing up a storm, Phil on the harmonica or a sing-a-long with Catherine on the ukulele. It keeps our days rolling along merrily.

Gary gets ready to buggy



## Tralala blip Randolf Reimann

The past twelve months have been an extremely productive time for the Tralala Blip collective, starting off with a very successful live performance at Brisbane's Disembraining Machine that led to the collective being offered a recording contract. This event and contract led to a recording session at Brisbane's Alchemix Studio. The release of this LP is scheduled for early 2012 and will be followed by an east coast tour.

A month later TLB delivered an electronic music making workshop at Byron Bay Community Centre, this event was called "An Avant Pop Electronica Workshop" and was presented by Sound Crucible & Room 40. At this event, TLB worked very closely with international artists such as Tujiko Noriko Trio, Lawrence English & John Chantler.

Before May 2011 had arrived, the collective would do two more performances, one at the Byron Bay Film Festival and the other at Lismore Regional Gallery as part of the galleries "Gallery After Hours" series. TLB's performance at the gallery was the best attended of the series and this led to the collective being invited back to work at the Gallery in November / December in a

collaborative, multi media venture between Red Inc, the Regional Gallery & Tralala Blip. The performance at the gallery was recorded live and a CD is now available. In June, TLB recorded 5 new pieces in collaboration with local artists & Sound Crucible head honcho, MuttBoy. This recording will also be released in early 2012 on the Sound Crucible imprint. It is also worth mentioning here that, long term TLB member Mathew Daymond has been commissioned by two record labels to supply album cover art and label logos for the bands up and coming releases.

For more information and to watch Tralala Blip performance videos go to [www.tralalablip.com](http://www.tralalablip.com) [tralalablip@live.com](mailto:tralalablip@live.com)

## Community Participation Program

**Team Leader: Jenna Freyne**

2010 / 2011 has been a year of wonderful experiences for us all at CPP. March saw us celebrate St. Patrick's Day in style. Irish music and dance filled Day Services and everyone got into the festive spirit by wearing green... how could we not!

We also went camping to Glenreagh for 3 days where Adam, Larna and Jordan helped to prepare a camp oven dinner, toasted marshmallows and had a sing song around the campfire.

In April we went to Coffs Harbour, for an overnight stay, to celebrate our entries in the "Lillipilli Art and Craft" exhibition.

We wished Jacob a very happy 19th birthday by having a BBQ party.

In June, we holidayed on the high seas aboard the Pacific Dawn for 7

nights. For Alicia, Rebecca, Claire-Maree, Leanne and Jordan this was the first time overseas. It was also lovely to share this experience with two family members. Fun included horse riding, go karting, disco dancing, snorkeling, sailing, off road bugging,

CPP is looking forward to the year ahead. We are already planning new and exciting programs and outings for the future, hoping to create some new experiences that we can share with everyone next year.



## Independent Living Service (ILS) Team leader: David

**Moore Evans**

**"Ahoy There"**

That was the catch cry for most of the Day Services participants this year.

Through the Individual plan (IP) process late last year, it was discovered that most people simply wanted to have a holiday with their friends.

Also coming from the IP process it was learnt that some people wanted to be instrumental in the organising and decision making surrounding their holiday.

A small committee was formed and over a period of a few weeks much research was undertaken with visits to travel agents to find brochures and information on different destinations. The recurring theme from everyone involved was: Water, Palm trees, Ships, and Swimming pools.

So, the committee's ideas were put to the wider

participants of Day Service and CPP and the overwhelming decision was to go on a Cruise.

This was the first major client services holiday and it was an overseas trip including Noumea, Lifou, and Vanuatu. It was a huge success with more smiling happy faces than ever imagined. This truly was a person centred approach being put into practice.

All of the participants that went on the Cruise will have wonderful memories for many years to come.

Earlier in the year Day Services embarked on the first camping trip to Glenreagh. This was a huge success and will become an annual event, Multitask has purchased some amazing camping equipment for future trips and it will be put to good use over the coming years.

**Day Services**



# Australian Disability Enterprises

**Program Managers: Joe World and Rae Vincent**

This year we have continued to focus on the fundamentals of our core businesses. Developing our businesses and training new skills to expand and grow with the things we do best. Over the past year we have concentrated on maintaining our five core businesses and I am pleased to say that they have nearly all increased their output from the previous year, one by six fold.

We have had a full year of production with our new soap machine and have sold over 325,000 bars of soap. (Two years ago we sold 60,000 bars.) Our Plant Protectors have increased their output by over 50% and are hoping to do even better this year. Sandals has had a very quiet time, possibly due to the lack of tourists in Queensland but the shops there are starting to order more stock for the coming summer and interest is picking up. The Green team has managed to put in a good year and keep on top of their workload despite all the wet days we have had in the past 12 months. Business Support Services has managed to increase its

output with all of their services despite the general down turn of businesses and much of their work going online.

We also have 15 supported Employees participating in an apprenticeship, Certificate 3 in Warehouse and logistics. Business Services has, for the majority of the year, maintained our capacity of 97 employees and often we have a waiting list. This is a great achievement for the productivity levels and the budget.

None of this could be achieved without our industrious band of workers who produce an amazing range of products and services to the highest quality every day. Not only do they meet all the demands placed upon them for rushed orders but they do it with a smile and an attitude that says 'we can do this'. I would like to acknowledge that without this input from all our Supported Employees our Australian Disability Enterprises would not be where it is today. Well done to all those who have put in the effort and I look forward to another fantastic year to follow.

## Business Support Services

**Supervisors: Cheryl Bate & Elissa Caldwell**

In the last 12 months, Business Support Services (BSS), has been a hive of activity. There are always contracts that require processing. Cheryl Bate has done an amazing job as Coordinator to keep this ship sailing smoothly, and the Supported Employee group has to be admired for their commitment to their workplace.

The BSS group has continued providing services to their long-term customers including the Northern Co-op Meat Co, Southern Cross University, North Coast Area Health and the Australian Macadamia Society. As a result of these agreements we have provided services to industries including Food

Production, Tertiary Education, Health Education and Harm Minimisation. This is in addition to the standard Business Support assistance, like mail processing and printing publications, that we provide to many local businesses.

In the last 3 months I have been privileged enough to have the opportunity to work closely with the BSS group, replacing Cheryl while she is on some much deserved leave. In this time I have been lucky enough to forge new friendships with the BSS group and learn new skills every day.

When I asked people in the BSS group how they felt about their jobs, the response was overwhelmingly positive. Some of these responses are listed on these pages.



*'I like my job because I get to do different jobs, come here and talk to people and have something to do. The Supervisors are all nice'. Carol Ensby*



## Soapbiz Team Leader : Noel Knight

It has been a very busy 12 months in SoapBiz with many changes to support staff and supported employees alike. We have welcomed new employees and made some changes to how we support and manage the business and manufacture our products.

In the past year we have had a new soap machine installed which has allowed us to make our soap much quicker, and deliver orders to our customers faster. We are currently supplying large quantities of organic tea tree soap to TP Health in Ballina, producing Vital V for the local and American market and goat's milk soap for Tinsonax a Sydney based company.

In the last 12 months SoapBiz has made, packed and delivered an impressive 325,575 100 gram bars of soap. I would like to take this opportunity to thank all of the SoapBiz Employees who have contributed to this remarkable effort.

In the year ahead we are looking forward to the delivery of another soap machine from Melbourne. The introduction of this new machine will allow us to double our soap production. We will also be continuing to use our smaller machine to manufacture non-organic soap for our regular customers. We are all looking forward to the future and are committed to growing our successful business.

*'I love everything about my job. Anything that comes along'. Tony Browne*



## Sandals Supervisor: Adrian Wilsem

G'day cobblers.... Oops, I meant cobbers.

Well, as I'm writing this report to you, we are getting ready for the Melbourne Shoe & Fashion Expo at the end of this month (August).

We are hoping to get some good if not great feedback (but most importantly some good sales) from our range of beautifully handcrafted handmade footwear.

Sales have been fairly quiet over the year; however we are hoping to turn this around with the Expo and also

the fact that summer is also on its way!

Who wants' to wear sweaty imported rubber thongs or socks & shoes in summer when you could be wearing our luxurious leather sandals, made right here at Multitask!

To all staff, don't be shy, come over and check out our beautiful footwear for yourself. Not only will you be pleasantly surprised at what we have to offer, but you'll be supporting the Organisation and an "Australian Made" product.

*'I like how I don't have to do the same thing all the time. Working here has given me more direction and focus in my life. I also like the social aspects and the Staff are very supportive.'* John Harvey

## Greenteam Supervisor: Rex Williams

It's been just under a year since I started with the Green Team which at that time consisted of workers who had been 'on the job' for some years.

Needless to say there was some initial time spent getting to know each other with lots of 'up's and 'downs' along the way and testing of the boundaries with 'The New Guy'!

Looking back now it's easy to see the positive relationship and level of respect that has developed within the team over the last twelve months.

This is reflected in the Team's focus to their work and they have good reason to feel proud of their achievements.

A new schedule for servicing Multitask Properties was introduced in February this year and is working well.

Aside from Multitask properties, the

Green Team also service some very large private and business properties.

A recent example of this is an area on the west bank of the Richmond River at the rear of Norco Ice Cream. It can be seen from Riverview Park and is well worth checking out the transformation.

This area was formerly known as "Pretty Park" until it became 'Tent City'.

After the tents moved on, the area has been left untouched for over twenty years.

It took the Green Team thirty one hours of constant clearing and brush cutting to get it 'down' to where it is today. We're all looking forward to another challenging and rewarding year ahead.





Jazz and colleagues during Shave for a cure 2011

*'I love rope and mail outs. My favourite thing is doing it properly'* Horatio Beardow

## Plant Protectors Supervisor: Adrian Wilsem

Hi everyone,

Well the team here in Plant protectors are powering away, getting ready for the onslaught of spring orders from our customers over coming few weeks.

It's the calm before the storm right now, and fortunately we've been able to build up a fairly significant collection of sleeves. This is the first time in many months that we've been able to do this due to constant demand. This is a great feeling for us and the customers, knowing that we will consistently have stock on hand, which also means little wait time for our customers!

We have a really great team up here, and not too long ago we we're taken out for lunch for all our hard work and terrific sales throughout the financial year. Once again, well done team! We all would like to thank Senior Management for the acknowledgement of our efforts. We appreciate the support from the organisation.

We have a great working environment with plenty of humor in the mix, (although my jokes are pretty lame). Let's hope for another fantastic year ahead.



## Corporate Services

### Finance Jody Cheetham

It has been a very eventful year and we could not have gotten through it without all the support we received from all levels of the organisation.

It seemed that there was a never ending stream of tenders to write with the rollout of ADHC residential accommodation tenders. We were successful in gaining 5 new services in Grafton, Tamworth, Kempsey, Dunoon and Ballina which has kept us busy setting up systems to support the clients, staff, finances and payroll of the new services. It has been busy but also refreshing and exciting helping the new services get on line.

David Jones and I have started a review of our current Client information system, Carelink+, with the assistance of HR, Program Managers and Team Leaders. The review is looking at all of our current data collection points that are currently not on Carelink+ and seeing where we can fit them into the system. As our teams in all facilities gather quite a lot of data on all of our clients, this is a huge task. We aim to complete the initial review by September 2011 which will hopefully see a reduction of paperwork and streamline of the data we are already capturing. I would like to thank all the staff that has provided input into the process so far.

In July and August, as part of our bi-annual review, all Finance policy and procedures were reviewed with a few minor changes. Craig has spent a substantial time working with Soapbiz Supervisors in designing a spreadsheet which monitors production and

stock levels of soap. The spreadsheet monitors all stock levels, purchases, orders through to invoicing finished stock to customers. This will help Soapbiz Supervisors monitor stock levels close to real time and assist in timely ordering of materials. Thanks Craig for all your work on this large task.

The new Social, Community, Homes Care and Disability Services Industry Award came into full effect from 1<sup>st</sup> July 2010. The award covers all Support Workers, Team Leaders and Program Managers and the new award has resulted in some changes in pay rates and allowances for staff. There is a lot of uncertainty around what the final award will contain and what the pay rates will be, but it should result in better pays for all staff that fall under this award.

A minor organisational structure change has moved the Roster position from residential services and is now part of the Finance team. I would like to welcome Julie to our team and I look forward with working with her in the future. As a group, we will be reviewing the processes in Rosters and Payroll to try to iron out some of the kinks and streamline processes and information flow for all staff.

Lastly, I would like to thank Mel, Craig, Mick and the Management team for all the support and extra work they covered while I was away on Maternity leave. It made my time off relaxing & enjoyable and my return to work as stress free as possible. I wish Mick all the best in his future and thank him for filling in for me while I was away.

### Human Relations Khaos Moran

This past year has been a busy one. I have worked mainly one on one with various clients across all of Multitasks service areas.

I have delivered training to the support workers doing the TAFE Cert IV in Disabilities on human relations, sexuality and disability. I was involved in having an information stall at our local NAIDOC celebrations which was a great chance for Multitask to show support to the Aboriginal community of Lismore as well as showcase what we do and what services and opportunities we can offer.

I have also been involved in transitioning new clients into our new remote residential services in Grafton, Tamworth and Kempsey. This involved making initial contact with the potential residents and their families and gathering information and helping to make such a big move as smooth as possible.



## IT and infrastructure David Jones

### IT

Over the last 12 months we have been working towards virtualisation of 90% of all server roles. Virtualisation will provide a more flexible server infrastructure whilst having the added environmental benefit of reducing power usage by reducing the number of physical servers.

We have also experienced growth in the number of residential services that are connected to our resources and have made the required changes to our Wide Area Network (WAN) to allow for the increased usage. We are also exploring the options for video conferencing, to be better connected with our "remote" sites in Junction Hill, Tamworth And Kempsey.

In the early part of this year we said farewell to Gary Beard, Infrastructure Support Officer, who had joined us in 2010. Gary returned to Tasmania to pursue other interests, and we wish him well in his future endeavours.

### Infrastructure

Whilst no major infrastructure projects were undertaken in the 2010 -11 year, there was the addition of a bitumen pathway in the rear garden to improve access to the rear of the property. The main hall area had the floor resurfaced to address some OHS issues and the Day Service wing received modifications to the doorways to improve access.

## Casuals and Volunteers Jen Copelin

### Casual Staff

In June this year we held our biggest recruitment, which just happened to coincide with my annual leave. My role was temporarily backfilled creating continuity with recruitment. Twenty-five new staff were employed and seven of those new staff were chosen to take up permanent positions with the newly created Ballina team.

Three new staff stepped up and took on the Cluster Locum positions. These roles backfill annual leave and are attached to three residential services. We are also continuing with our two Roaming Locum positions. The Roaming Locums are used to compliment the Cluster Locum positions by offering continuity to services whilst permanent staff are on leave.

Currently we have 15 casual staff that supports our services by backfilling sick leave, training, service area meetings and annual leave. Casual staff are valued for their flexibility and adaptability to change, often at short notice. Thank you.

### Volunteers

Day Services benefit greatly from the dedicated Volunteers and work experience students who give generously of their time, knowledge and energy. As a gesture of gratitude, Jenna Freyne (CPP Team Leader), her team and the people who attend CPP, invited all of the volunteers to a

Fine Dining experience at the Wollongbar TAFE Nightcap Restaurant. Casual staff and Volunteers are an integral part of Multitask. Thank you.



Rebecca training her horse



## Human Resources Joanne Mc Laughlin

### Recruitment and Selection

Recruitment has taken up a significant proportion of the last year with increased expansion across the region. I am grateful for the support of Managers and Team Leaders with the volume of candidates. We recruited 78 staff over the last financial year. Recruiting in regional locations has ensured we have reviewed our processes and amended where necessary to improve efficiency. We have updated our website and are looking at ways of adjusting our recruitment processes to make applications easier and more efficient. Induction continues to be provided to all new staff. We have changed the delivery model and will be looking at online options for the future, to provide a variety of training opportunities.

### Industrial relations

Our employees work under the Social and Community, Home Care and Disability Services Award 2010 which has had a number of alterations to this

award over the last year. The Equal Pay Case is still under review until October 2011. As an organisation, we still strongly support the Equal Pay Case that is being put forward by the Australian Services Union. To that end, we include time at each induction for a union rep to speak to the new staff and the ASU has come in to speak to the staff about the Equal Pay Case.

### Compliance and policy

Human Resources policies continue to be reviewed and updated by the Senior Management and Leadership teams. Position descriptions will continue to be reviewed to be structured around the core competencies of the job. We are compliant with EOWA again this year.

### Staff profile and trends

We currently employ 253 staff. With expansion came opportunity for staff movement resulting in 34 transfers and promotions. We look forward to another year of expansion and welcoming new staff to our workforce.

## Training and development Craig Bolton

Firstly I would like to wish Anne Boyd all the very best in her future endeavours, I hope the full time study that Anne is embarking upon is rich and successful.

Throughout the 2010-2011 year Multitask has continued to provide important internal training of staff on Service User issues with training on PART (Predict, Assess and Respond to Challenging Behaviours) and Person Centered Practice. Staff also participated in various training topics throughout the year including, Youth Mental Health First Aid, Fire Safety Training, Workover OHS Consultation, Maintaining Professional Boundaries, Understanding Dementia, Positive Practices Behaviour Support, Caring

for Older People with Down Syndrome, Accidental Counsellor and Workplace Supervision and Social Innovation.

Through 2010-2011 nine staff completed their Certificate IV Disability traineeships. Four Staff completed their Certificate IV Training & Assessment, one staff member completed their Certificate IV Financial Services (Accounting) and 1 staff member completed their Diploma in Management & Business.

14 Staff initiated their traineeships in Certificate IV Disabilities during the year providing a total of 25 staff currently working on Certificate IV level courses.





## OHS, Quality and Risk David Mitchell

Learning names, places policies and procedures has been keeping me busy in my new workplace, the incoming work doesn't stop (one of my initial fears was wondering if I was going to be kept busy enough!?) and I am feeling settled in and happy with the long term commitment I have made.

Adapting to land based employment after many years of working out at sea has been smoother than expected and carries with it many advantages I had long forgotten about. It actually is a luxury to stay dry for the day even when it rains!

Ongoing training has been beneficial and I am booked for more training in the near future, my knowledge of Workers

Compensation, Auditing, Archiving, Organic Certification and Multitask in general is improving constantly, I have found the people here have a good balance between professional approach to duties and humor in the workplace (all within consideration of OHS requirements of course!)

I have been fortunate with the wealth of knowledge the staff are willing to share and this has helped me considerably. OHS is running smoothly and I am starting to turn my focus on to the activities at Business Services so I can gain more knowledge about Quality Management.

Karen and Jodie kayaking





# At the movies

with **ADE**

## Soapbiz



Disclaimer: No trees or orangutans were harmed in the making of this movie because any palm oil comes from a sustainable source.

## Sandals

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## Green Team vs. Wild

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# Thank you

**To those who support us**

**Australian Macadamia Society**

**Casino Meatworks**

**Lismore City Council**

**Nimbin Valley Dairy**

**Northern Area Health Service**

**Regional Arts NSW**

**Southern Cross University**

**Thursday Plantation**

**Tinsonax**

## **A special thanks to our funding bodies**

**NSW government  
department of Ageing,  
Disability and Home Care  
(ADHC)**

**Department of Families,  
Housing, Community  
Services and Indigenous  
Affairs (FaHCSIA)**

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Tom from Mulgum House in Nimbin