



annual report 2023

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our values

dignity + respect

We treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability.

integrity + transparency

We take responsibility for what we do and strive to improve our services.

empowering + encouraging

We empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions.

quality + accountability

We take responsibility for what we do and strive to improve our services.

our mission

Multicap Tasmania empowers those with a disability to reach and be recognised for their full potential, express their individuality and engage in our community.

our vision

To be the service provider of choice for people living with disability.

board president report

The past twelve months have been a year of consolidation for Multicap Tasmania especially in terms of service delivery as we continually strive to enhance the quality of service delivery, client experience and the range of services available.

While growth has also occurred in many areas, your Board has continued to work with Nigel and his team to extensively review our Strategic Plan.

All organisations need to have clear directions and well reasoned approaches and ways of achieving the goals and outcomes we have set.



bruce cameron GAICD
board president

remunerations and nominations committee
2022 - CURRENT



strategic plan

Our Strategic Planning review day held in Launceston gave the opportunity for Board members to work alongside Nigel, Karen, Donna, Erin, Yvonne and Nina. While the Board is very clear that, in governance terms, our focus is on the strategic level of decision making, it is also critical that those responsible for the day to day operations of Multicap Tasmania also work alongside the Board at various times.

We need to be conscious of the expectations of our community, our clients, the NDIS and the changing nature of the ways in which services and supports are delivered. Justifiably, clients have a greater level of choice in the ways in which their NDIS packages are used.

Our organisation needs to be mindful of this and the Board needs also be alert that we are responsible for the governance of an increasingly complex business. At the heart of the Planning Day was a mindfulness that Multicap Tasmania has its origins as a community based organisation to provide high quality support and care. We strive to keep this in focus as we have expanded to become a statewide Tasmanian provider.

board sub committees

To better inform the Board we have a number of sub committees on which the Board is represented by Directors. At these monthly committee meetings, each Executive Manager and some of their colleagues present a range of reports and data which are discussed in relation to the overall Strategic Plan. I am appreciative of the leadership provided by my Board colleagues in ensuring that the objectives of each of the committees are reviewed, monitored and in turn, advise the Board of the appropriate feedback and input to support Board level decisions.

board training

There have been a number of complex decisions that the Board has made over the last twelve months. We have reviewed elements of the governance responsibilities in areas such a Director knowledge of their roles and legal responsibilities; processes for reviewing the effectiveness of the Board, the Chair and the CEO; developing further mechanisms for client feedback; devising more open and transparent ways in which we fill Director vacancies; and the implementation of a Board Calendar which clearly details the timelines the Board needs to follow as we progress through the year. Two members of the Board have completed their Board Director training through the Australian Institute of Company Directors. The Board is committed to supporting such training to other Directors.



advocacy a priority for the board

A key role of the Board is advocacy for our clients. A number of Directors have attended public functions, meetings with government ministers and provided feedback to NDIS related matters in regard to matters such as housing, transport, the recent Royal Commission and plan management. Related to this, Multicap Tasmania has developed in-house services such as those provided by a dietician, registered nurse, behaviour specialists and a client plan advisor. It is crucial that in aiming to enhance the lives of our clients, we also support the ongoing learning of our valued support staff. The Board has provided and supported the allocation of considerable resources to enable our staff to have learning opportunities as this ultimately enriches the client experience.


gratitude for our members

Each Board member has provided considerable and high level commitment to Multicap Tasmania and I express my gratitude to Paul, Glenda, Diane, Frank, Joel, Jane and Colin. Colin McKenzie will be leaving the Board this year and processes have been underway to advertise and fill this role. Colin has provided selfless, highly valued and considered contributions to the Board, not only with his professional expertise but also his approaches to consultation, analysis and decision making.

thanks to nigel and our executive team

I'm also appreciative of the strong leadership of Nigel. This organisation is a well respected statewide and as a Tasmanian-operated provider. Nigel has continued to provide sound leadership and management as Multicap Tasmania continues to evolve. While we are a not-for-profit (or, profit for purpose) organisation, we also have to operate as an efficient business. We are acutely aware that this sector is client demand-driven and for our organisation to continue to have strength, we need to continually review and monitor our operations. Nigel is most capably supported by our Executive Managers, who lead and manage our teams who deliver a vast array of services. While some of these services are not always visible, the intentions of our organisational colleagues are always to be positive and focussed on our clients.

“ I join with my Board colleagues in extending our appreciation to each of our valued clients for engaging us, and to all people who work within and support Multicap Tasmania to be the service and support provider of choice. ”





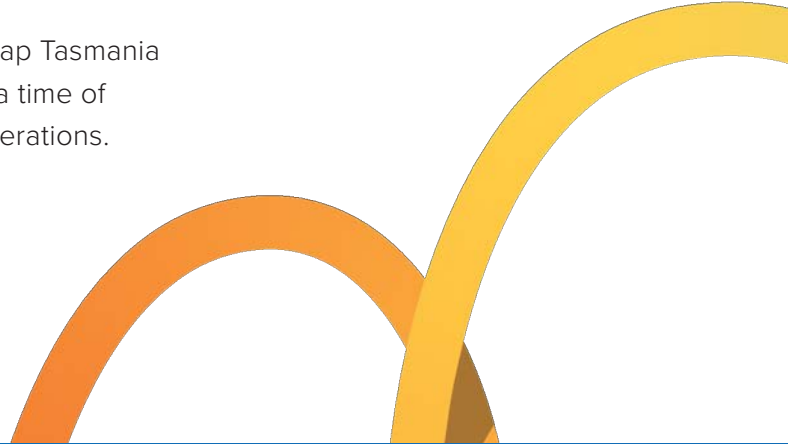
This year we farewelled Kim Chen and Rachel Hull from our Board. Thank you both for your dedication and service to Multicap Tasmania



about the board

With diverse backgrounds and experience, the Multicap Tasmania Board provides an important governance function at a time of significant changes to the sector impacting on our operations.

Board decisions have helped Multicap Tasmania to remain a vibrant and growing provider in the new NDIS environment and they are to be commended for their support of our organisation.



bruce cameron GAICD board president

remunerations and nominations committee

BOARD MEMBER SINCE 2018

BOARD PRESIDENT (2022 - CURRENT)



Bruce had a career within the Tasmanian Department of Education, where he undertook a number of senior appointments including as a principal and in regional and state-wide leadership roles.

Bruce has worked with a range of ages and abilities of people and brings to the Board a valuable insight into the importance of ongoing learning and working with others to bring about positive and effective change.

His particular interest in Board involvement is to ensure that people associated with Multicap Tasmania can be supported to achieve their potential.

paul smith vice president

finance committee chair

remunerations and nominations committee

BOARD MEMBER (SINCE 2011)

BOARD PRESIDENT (2016 - 2019)

VICE PRESIDENT (2022 - CURRENT)



Paul worked at Forestry Tasmania for over 38 years with extensive experience in field operations at a senior management level and was a member of the Health Care Insurance Board for 12 years.

Paul joined the Board of Multicap Tasmania following his retirement from full time work to help improve the prospects of those who live with disability. Paul brings a wide range of experience to the Board including financial management, WH&S and corporate governance.

diane ewington
board director

people, culture and capability
committee

BOARD MEMBER (2006-2012,
SINCE 2015)



Diane brings to the Multicap Board her experience as a parent of a 33 year old with a disability. Her daughter now resides with Multicap Tasmania which provides Diane a valuable perspective and unique insights to the organisation.

In her work life, Diane has worked as a family advocate for the Association for Children with Disability (ACD) and retired from Carer Gateway - Care2Serve to assist family carers with their involvement with NDIS.

Diane has a strong interest in promoting equity and empowerment for people with disability in an inclusive environment within our community.

colin mckenzie
board director

people, culture and
capability committee
chair

BOARD MEMBER
(SINCE 2020)



Colin is Managing Director at McLean McKenzie & Topfer in Burnie where he has lived since 1986 after moving to the North West Coast following three years practice in Hobart.

He has practice in litigation in the criminal jurisdiction and various State and Federal civil courts and tribunals, lately primarily in personal injuries and workers compensation. He served on the Guardianship and Administration Board of Tasmania as its Deputy President for 10 years, as a member of the lawyers Disciplinary Tribunal under the Legal Profession Act 2007, and various voluntary not for profit boards including Multicap Tasmania since 2020.

dr frank reynolds
board director

quality and safeguarding
committee

BOARD MEMBER (SINCE 2013)



Frank has recently retired as general practitioner and has practiced in Burnie for more than 30 years. He has cared for a large number of patients with disabilities and has looked after a number of residents at Panorama before its transformation into a respite venue and community hub.

Frank is keenly interested in supporting the rights and welfare of people with disabilities and welcomes the opportunity to influence Board decisions that affect their health and quality of life.

joel wallace GAICD
board director

finance committee

remunerations and
nominations committee

BOARD MEMBER
(SINCE 2022)



Joel is Chartered Accountant and Graduate Member of the Australian Institute of Company Directors with 30 years of commercial experience working with a broad variety of businesses in both the private and public sectors including not for profit where he has worked with community organisations and disability providers.

Joel has a significant amount of experience and a keen interest in the building and construction industry acting as CEO of a Northern Tasmanian based architectural and engineering consultancy who have provided services to the disability sector as well as having an interest in Finance and Corporate Governance through other positions that he has held. As a Board Member, he has a particular interest in being able to assist Multicap Tasmania continue to provide a quality service to all those people it cares for and to strive for ongoing improvement across all parts of the business.

jane wardlaw
board director

people, culture and capability
committee

quality and safeguarding
committee

BOARD MEMBER (SINCE 2022)



Jane is a disability advocate and consultant in private practice, working towards influencing policy and practices that promote the human rights of disabled people. Jane is currently a PhD candidate, exploring Disabled people's rights within the National Disability Insurance Scheme.





glenda scaddan board director

quality and safeguarding
committee chair

BOARD MEMBER
(SINCE 2019)



Glenda has had prior experiences in the Building and Construction industry, Dental Health and as an electorate officer for the Braddon Federal member Sid Sidebottom.

Glenda holds a Bachelor of Arts from the University of Tasmania. Possessing a keen interest in service provision – post 27 years of full time caring for her profoundly disabled daughter.

Glenda’s drive is to help improve and sustain Multicap Tasmania’s role in the disability sector as the NDIS shapes our future.

Jane is also a casual academic at the University of Tasmania occasionally teaching or facilitating workshops concerning contemporary disability practices. Jane has extensive experience gained from working for all levels of government across Australia, including working for the National Disability Insurance Agency during its trial phase in its first implementation year.

Jane has also worked for state government rolling out a disability arts program until she went into business working for people transitioning into the NDIS before pursuing an academic career.

Presently, Jane is a member of the Minister’s Disability Consultative Group and the Primary Health Tasmania’s enhancement project for intellectual disability advisory group.



ceo report

It is a pleasure to be able to present an overview of the operations of Multicap Tasmania for the last year.

operations returning to normal

Thankfully, the last year has started to see our operations getting back to normal after the COVID disruption that we all experienced. As life begins to get back to normal, I would like to acknowledge and thank the extra efforts made by our dedicated staff to ensure our clients were protected and supported during this period. A big thank you is also extended to our clients and their families. It is this tremendous partnership we have between clients, families and our staff that makes Multicap Tasmania a wonderful organisation to be part of.

successful tender with maib

In late 2022 Multicap Tasmania successfully tendered to become a provider of supports to the Motor Accident Insurance Board (MAIB). MAIB is the state government organisation responsible for the rehabilitation of people who have injuries from motor vehicle accidents. We commenced services to MAIB clients in December 2022, and since that time have provided supports across all 3 regions of the state (NW, North and South) under this contract. MAIB clients may require services for anything from a short period of time (awaiting recovery) through to a requirement for lifelong services. As a requirement of being a MAIB provider, we will need to meet Australian Community Industry Standard (ACIS) certification. The ACIS accreditation process, along with our NDIS re-registration, is scheduled for November 2023.

nigel hill

ceo

chief executive officer



new launceston hub

In April this year we were thrilled to welcome into our organisation, staff and clients from the Riverside Hub in Launceston. A Community Access Hub had been established a few years ago by Community Based Supports (CBS), a Hobart based provider of support services in both Aged and Disability Care. Following a decision to exit their Northern services, Multicap Tasmania and CBS were able to facilitate a smooth transition of services across to us.

The Hub, in the renovated former Riverside Bowls Club, is on the site of the Riverside Golf Club and offers a peaceful and tranquil setting for participants. We have welcomed our initial client base and have already grown the number of participants attending. The site provides wonderful opportunities for collaboration with the Golf Club and the other services nearby, so we look forward to further enhancing this delivery site into the future.

devonport office relocated

In Devonport we have ceased operating our 4 Stewart Street office and have temporarily relocated the office location to 57 Best Street. This site will be our temporary home as we look at a significant upgrade to our property at 10 Fenton Street in Devonport. This site is the current home of our Devonport Community Hub and will be refurbished to better support the programs provided at the Hub, as well as being our new office location in Devonport. Our aim is to have all services located at this site by Easter 2024.



new smithton services

In our last Annual Report, we advised our intention in purchasing a property in Smithton for the provision of accommodation services. After a delayed settlement we assumed ownership early in 2023. We are pleased to report that we now are providing residential support services within Circular Head and are continuing to grow additional services into this community.

ndis review

As an organisation we are awaiting the release of both the NDIS review and the recommendations of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. These reviews have highlighted some of the significant challenges people living with a disability still face on a daily base in their quest to live a dignified and fulfilling life. Multicap Tasmania is committed to its vision of being the service provider of choice for people living with disability. To achieve this vision we are committed to leading the charge in implementing any recommendations from these reviews that will improve the quality of life for the clients we support.

We have engaged in both the reports from the Royal Commission and the work of the NDIS Review. The review has highlighted some appalling abuses of trust from some service providers across the country, so we welcome and hope for a much tighter regulatory regime that genuinely protects NDIS participants.

quality and compliance

We continue to strengthen our internal processes that support the quality of our services. We have increased our compliance team to 2 staff, each of whom has a key role of investigating incidents, undertaking required reporting to the NDIS Quality and Safeguards Commission, and conducting audits across our services. Coupled with the oversight provided by the Quality and Safeguarding Sub Committee of the Multicap Tasmania board, we are well placed to meet and respond to any findings from the NDIS Review or the Royal Commission.

meaningful programming

In this Annual Report you will be able to read more about the changes we are making to our Community Access programs. We are undertaking a significant review of how we create and implement programs across this important part of our services, and intend to create more meaningful opportunities for engagement within the community, for skill development activities, and to provide a high level of focus on the outcomes achieved from these programs. This has been, and will continue to be, a very important change in how we operate these services and I thank all involved across our 6 Community Access Hubs.

robust systems

As we continue to grow as an organisation it has become increasingly important to have robust ICT systems that underpin our operations. The last year has seen significant work in building an enhanced ICT platform that will serve us better for our needs now and into the future. We have invested in building staff capability in Business Analytics reporting, particularly through the use of Power BI. This software allows us to pull data from various systems into a single reporting framework, allowing us to use live data to inform our decisions and processes. In addition, with new HR and finance systems being implemented, we are well on the way to achieving that more robust ICT platform to underpin what we do.

client and staff satisfaction a priority

We continue to work with our staff and clients in improving our services. Our annual staff and client satisfaction surveys provide tangible insights in what we have improved, and what additional improvements we need to make. We have a strong commitment to continuous improvement, and I thank the staff across our organisation who work in this area on a daily basis to improve what we do.

upskilling and training

We are all aware of the skills shortage Australia is experiencing. Recruitment and retention of staff across the care sectors (Aged Care and Disability) is a national problem and we are not immune to the challenges in this area. To combat this, we have proactively introduced some exciting new training opportunities for our staff. We have successfully negotiated a third-party agreement with a Registered Training Organisation where Multicap Tasmania staff, holding the relevant qualifications (including the TAE – Training and Assessment Certificate IV), are able to provide accredited training to our staff, alleviating the need for the long delays previously associated with accessing training.

Utilising our registered nurse (who also holds a TAE), and other staff holding a TAE, our training programs include First Aid, CPR, Medication Management, and the Certificate III in Individual Supports. Over time we intend to extend our training into the Certificate IV in Disability. Our registered nurse is also instrumental in providing internal training to staff who are implementing High Intensity supports (an additional training and skill requirement introduced by the NDIS Quality and Safeguards Commission).

future projects

As an organisation we continue to build for the future. We are about to welcome our first residents at our latest development, 3 Coles Gardens in Legana and believe our housing options are second to none across providers in Tasmania. We continue to pursue new opportunities in this area and welcome interest and ideas that help us generate new projects.

strategic planning

During the year we have undertaken Strategic Planning workshops with the view to finalizing our Strategic Plan for the next few years. Navigating an organisation like Multicap Tasmania through an environment where there is so much external activity that can impact is challenging, and I thank the Board and our Senior Management Team for their dedication and skills in helping position our organisation into the best possible position.

In closing, I wish to extend my thanks to our 450+ staff across our services. We are a growing team and their dedication on a daily basis is strongly acknowledged and recognised. Above all, our services would not be here unless we had a dedicated client base who trust us for the services we provide.



“ Thank you to all those clients, and their families, for the trust you have in us every day. ”





welcome to 3 coles garden, legana

We are delighted to introduce 3 Coles Garden, Legana, our latest investment in the Tasmanian community. We are thrilled to share this remarkable achievement in accommodation for people with disability.

3 Coles Garden, stands as a purpose-built Specialist Disability Accommodation (SDA) home, thoughtfully designed to enhance the quality of life for our clients with complex care needs.

This state-of-the-art, fully accessible property features four well-appointed bedrooms with shared bathrooms,

promoting independent living within a nurturing and inclusive environment. Innovative design ensures maximum comfort and accessibility, allowing residents to fully enjoy their new home.

At 3 Coles Garden, you'll find a strong sense of community and connection in the inviting shared living spaces and a modern, well-equipped kitchen. Our on-site laundry facility adds convenience to your daily routine. Moreover, residents can unwind and socialise in the cozy lounge or outdoor area, with the added convenience of nearby shops and cafes just a short drive away.





james crawford client story

I was in a motor vehicle accident at the age of 12, as a result I have an acquired brain injury. I briefly lived back with my father and my late mother who passed away when I was 13. When I was 13 I was admitted to willow court, I spend from the age of 13 to 21 there.

My time spent there took a heavy toll on me, it was scary and upsetting experience. At the age of 21 exited the Willow Court institution, I spent some time in Hobart before moving to Rocherlea, I had some supports for my activities of daily living there. I moved around a lot before ending up in my current home. For many years Total Support services supported me, and recently I have moved to a new organization Multicap Tasmania.

The past few years have been hard on me, Covid impacted my life substantially I was not able to attend activities that I wanted and found it hard to leave my home. I was in another road accident with my old car that wrote the car off. For a time I had to use public transport to get around. I have a new car now that is more appropriate for me to travel around and access activities and services I chose.

Last Christmas I attended the Speak out conference in Hobart and got to speak to Bill Shorten this was a very exciting time for me. Currently I am attending the Tamar Hub where I attend activities such as live music, drawing and writing poetry. I am seeing my OT weekly and have been taking a more active role in my care and health decisions.

I feel happy when Support Staffs treat me as a friend and they feel a sense of empathy towards me. They treat me like a family member and so do I. I get vibes of parental nurture when staffs assist me to empower to do daily activities.

I am differently abled but capable to do all sorts of tasks when I am directly supervised and empowered by my friendly Support Professionals. I am given more choices and control of my life and I can make decisions of my life by myself.

I enjoy playing computer games, card games, sharing my life stories, going out in the community, etc. with my friendly support professionals. I am currently happy being with Multicap and with the level of support I am getting.



miranbeena art exhibition

The Miranbeena Art Program has always been a hallmark program at Multicap Tasmania. The 2023 'Blank Canvas, Empty Bowl' Art Exhibition was a remarkable event that not only showcased the talent of our clients but also celebrated the power of art to unite and inspire our community.

We are immensely grateful for the fantastic turnout we experienced on 11 August at the grand opening and over the course of the week, as people enjoyed the art on display. The presence, support, and enthusiasm of our clients, staff, board members, community, and local council representatives, as well as the Burnie Mayor, made this event truly unforgettable.

A special acknowledgment goes to the gifted artists who

poured their hearts and souls into each masterpiece, bravely sharing their unique visions. Their courage in embracing vulnerability and showcasing their art is a testament to the incredible talent within our community.

This exhibition embodies our commitment to empowering individuals to express themselves through art and highlights the profound impact of creativity on our community. We extend our sincere thanks to Valda, Lyn, and Rebecca for their unwavering support in helping our clients feel empowered to create and share their work.

Join us in commemorating this extraordinary event as we continue to create a brighter and more inclusive future through the power of art and community.







international day of people with disability

In December 2022 we celebrated International Day of People with Disability with a series of vibrant events in Launceston, Devonport, and Burnie. These gatherings exemplified our commitment to inclusivity and the empowerment of individuals with disabilities.

In Launceston, our celebration was nothing short of spectacular, featuring a delightful BBQ, an exciting pass-the-parcel game, and even the chance to throw wet sponges at our dedicated staff. Laughter filled the air as our clients, families and staff came together to celebrate this special day.

Devonport experienced its own burst of creativity and connection with face painting, complimentary coffees, and Christmas crafts. The day was marked by shared happiness and an unmistakable sense of community spirit as they enjoyed lawn games together.

Meanwhile, Burnie joined the festivities with its own remarkable event, bringing joy to the Burnie Park! Participants enjoyed a range of engaging activities, a visit from a very large bear and the opportunity to enjoy the all access playground.

We extend our heartfelt thanks to everyone who attended these events, contributing to their success. Your presence and enthusiasm exemplify the spirit of unity and support that Multicap Tasmania stands for. These celebrations are a testament to our ongoing mission of empowering individuals with disabilities to thrive and participate fully in our communities.



celebrating diversity

The Tamar Community Access Hub has become a hub of cultural celebration and inclusivity this year, hosting two remarkable events that brought immense joy to our clients and staff.

Our Tamar Community Access Hub hosted Holi, an ancient Hindu tradition that is now celebrated by many cultures worldwide. Holi symbolises the vibrancy of colours, signifying positivity in our lives. Participants engaged in cultural exchange through cooking and learning about food from various cultures. The celebration continued with music, dancing, and the joyful splashing of colours, a tradition that signifies the triumph of good over evil.

Later this year, the Tamar Hub was transformed into a vibrant celebration of the Indian and Nepalese festival of Teej. Our clients and staff came together to partake in this cultural extravaganza, and the atmosphere was nothing

short of electric. They enjoyed a lively dance party, indulged in delicious Indian and Nepalese cuisine, adorned themselves with intricate henna designs, and were mesmerised by captivating traditional dance performances.



We are immensely grateful to our incredible staff who make events like this possible. A huge thank you to Deepika, Kedar, Kripa, Neelam, Chandra, and Sandip for their dedication in fostering inclusivity and spreading joy through cultural celebrations and for Mel and Bridget who support their amazing work.

These events at the Launceston Community Access Hub exemplify our commitment to creating a welcoming and enriching environment where diversity is celebrated, and bonds are strengthened. Together, we continue to create moments that enhance the lives of our clients and reinforce our values of inclusion, empowerment, and unity.



chelsea firth school leaver employment supports (sles)

Chelsea was elated to receive an invitation to share her remarkable journey with the NDIS Stories this year. Her journey is one of resilience and growth, as she aspires to achieve her dream career in cabinet making. This inspiring 19-year-old, who has autism, is using her NDIS employment assistance funding to pave her way into the workforce.

Chelsea's passion for woodworking ignited during her school years, and she eloquently describes her affection for the craft, stating, "There's something about the smell of wood and the feel of it. I really love learning how to make different things from it".



Now, with supports from Multicap Tasmania and her Support Worker, Tania, Chelsea enjoys regular woodwork classes at a local Ulverstone Woodcraft Hub, conveniently located near her home. Her creative endeavours have already borne fruit, as Chelsea proudly recounts her accomplishments, 'I've made some chairs, some little boxes to put things in and a toolbox for myself. I also made a rattle tower toy, shaped like a bird cage, for my little brother Brodie. He's 2.'

Chelsea continues to thrive, as the Woodcraft Hub has equipped her with essential workplace skills. Chelsea eagerly shares her responsibilities, saying, 'Once a month I'm rostered on to open up the hub,' she said. 'I go in. Turn everything on, then I count the float. I go outside and check if the dust from all the woodworking machines is still blowing through the ventilation machines into the bags. If not, I fix it and replace the bags if they are full.'

'I also greet customers, tell them about all the stock we sell and help them with any purchases.'

Tania acknowledges her remarkable progress, stating, Chelsea is always the first one to greet people when they walk in the door and ask if they need any help. This once quite shy young woman is certainly coming out of her shell,' she said.

'Chelsea is also remembering the routine of all the jobs she has to do and her attention to detail is absolutely amazing.'

'She checks her work. She's very precise with things. She even checks her woodwork down to a 10th of a millimetre. It's high quality. She's just blossoming. It's fantastic to see.'

For Chelsea, the support she receives to attend the Woodcraft Hub and enhance her work and interpersonal skills has been transformative. She acknowledges, Tania and I have talked about how doing all these extra tasks is helping me to build my skills and confidence. Then I'll be able to look at doing a TAFE pre-apprenticeship course in cabinet making or even start to apply for cabinet making apprenticeships.'

While Chelsea may not be ready to embark on a TAFE course or apprenticeship just yet, she remains dedicated to exploring her options, honing her skills, and nurturing her confidence. Chelsea's journey exemplifies the transformative power of Multicap Tasmania's support of each client's goals.

choose your adventure at riverside

Located conveniently near the Golf Club, Riverside Tennis Club, Swimming pool, and Riverside Shopping Centre, our new Riverside Community Access Hub offers a world of opportunities and accessibility for our clients.

What sets this hub apart is its unique approach to client engagement. It's all about choice and adventure! Each day, our clients come together in the morning to brainstorm their desires and interests. Our dedicated disability support workers then work their magic, turning those ideas into reality. This client-driven approach ensures that every day is a unique experience, tailored to the individual preferences of our clients.

Activities on any given day may include ice cream outings, shopping excursions, cooking sessions, card games, gardening, coffee outings, art sessions, bakery visits, movies or theatre outings,

fishing trips, bingo, board games, pamper mornings, leisurely walks and chats, computer games, swimming sessions, park visits, musical journeys, and communal singing. It's all about having fun and exploring new experiences together!

The Riverside Community Access Hub represents our ongoing commitment to empower individuals with disabilities to lead fulfilling lives filled with choice, adventure, and endless possibilities.



disco party

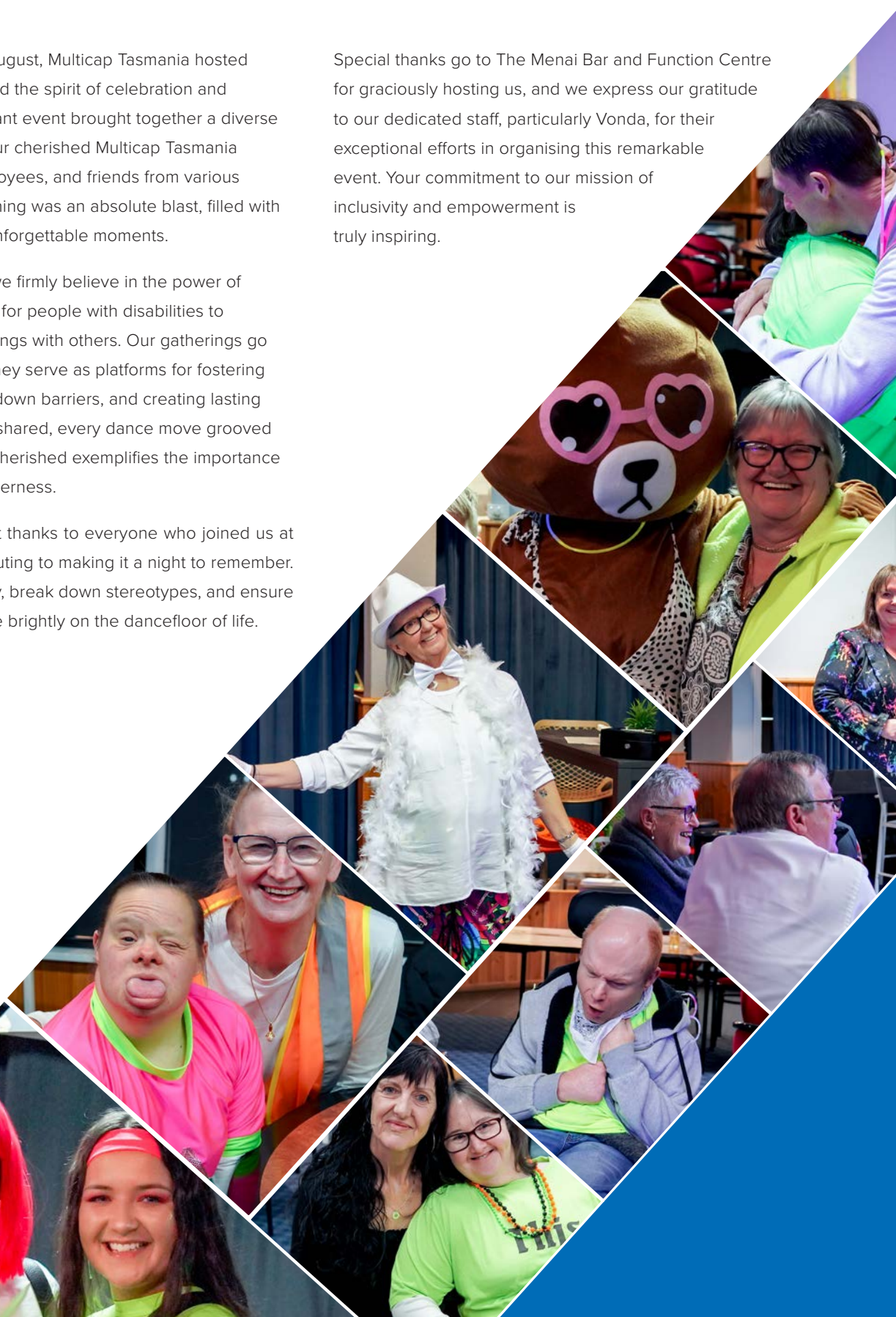
a night to remember

On Friday, the 18th of August, Multicap Tasmania hosted a Disco Party that ignited the spirit of celebration and togetherness. This vibrant event brought together a diverse community, including our cherished Multicap Tasmania clients, dedicated employees, and friends from various organisations. The evening was an absolute blast, filled with energy, laughter, and unforgettable moments.

At Multicap Tasmania, we firmly believe in the power of providing opportunities for people with disabilities to enjoy memorable evenings with others. Our gatherings go beyond mere parties; they serve as platforms for fostering connections, breaking down barriers, and creating lasting memories. Every smile shared, every dance move grooved to, and every moment cherished exemplifies the importance of inclusivity and togetherness.

We extend our heartfelt thanks to everyone who joined us at the Disco Party, contributing to making it a night to remember. Together, we spread joy, break down stereotypes, and ensure that everyone can shine brightly on the dancefloor of life.

Special thanks go to The Menai Bar and Function Centre for graciously hosting us, and we express our gratitude to our dedicated staff, particularly Vonda, for their exceptional efforts in organising this remarkable event. Your commitment to our mission of inclusivity and empowerment is truly inspiring.





erin senz
executive manager

operations



donna crompton
executive manager

quality and practice leadership



operational excellence

Within the last Annual Report, the role of Executive Manager Operations was just being introduced to Multicap Tasmania to ensure oversight of service implementation, support and capacity-building of our Service Managers (DSSMs), and implementation of various service design and quality improvement initiatives. Now in place for more than 12 months, we have seen reporting frameworks embedded within DSSM roles, coaching and capacity building of both DSSM and Team Leader functions, succession planning and significant service design improvements implemented across the state.

community access redesign

Specifically, we have reconsidered the way our Community Access services were functioning as a separate entity, external to clusters of services. Our five (at the time; now six) Community Access Hubs were operating as stand-alone entities, and with great consideration have now moved to become part of six service clusters – each of these clusters now consists of a holistic framework of services including supported independent living, individual supports and community access/participation. By doing so, we see our staff develop skills in both in-home and community supports, and have supported this extension of skill with training in delivery of Active Supports. All staff now have capacity to explore working across our various services and setting, and we welcome this as an opportunity for growth.

1 Lead Tenant Property



36

Supported
Accommodation
Properties

Key Priority 01

High quality, contemporary programs delivering the support, skills and experiences required by our clients and community.



our strategies

program design coordinator

As well as reconsidering service design, we have been quite investigative of our service quality and identified an opportunity to seek increased skill in the design of our Community Access programs (activities). Within this last 12 months we have successfully recruited a Program Design Coordinator role, specifically focusing on seeking an education professional with skills in outcome-based design. Our Program Design Coordinator is currently working to review and redesign all Community Access Programs to ensure they are co-designed with client input, embedded with client goals, and focused on achieving measurable outcomes. With pilots of this redesign underway, we look forward to being able to roll-out a reinvigorated suite of contemporary community access programs across our six Community Access sites.

- 1.1 Multicap Tasmania will continue to develop and enhance client engagement strategies based on contemporary practices to ensure our programs meet the existing and emerging needs of our clients.
- 1.2 Multicap Tasmania will actively engage within the sector to ensure we understand the opportunities, challenges and threats presented by the NDIS in our region.
- 1.3 Multicap Tasmania will embrace the principles of Person Centred Planning and Active Support in the development, implementation and evaluation of our services.
- 1.4 Multicap Tasmania's will have detailed processes and systems in place to ensure its clients and their families are empowered to realise the opportunities available to them in the NDIS.



536
CLIENTS



We support 536 people through Service Delivery, Allied Health and Support Coordination to live full lives in our community.



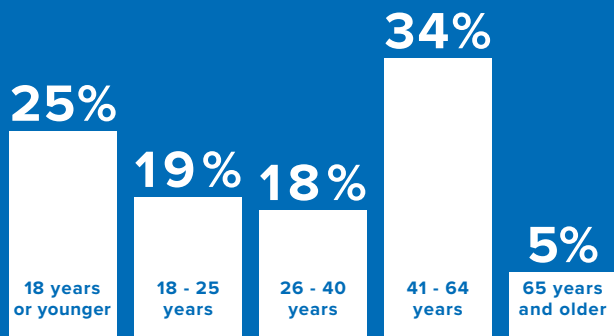
goal-setting framework

Part of this redesign opportunity meant inspecting our own client-facing goal setting process and realising the potential to improve. As such, a working group of representatives from our Operations and Practice Leadership teams was formed to develop a Goal Library based on La Trobe University Quality of Life indicators. This Goal Library will now be utilised to ensure client goals are established in consultation with clients or advocates (where required), and underpin all that we do. The next 12 months will see us implement and embed this library into our intake and service delivery operations. Our goal is to be setting the benchmark for goal-focused active supports.

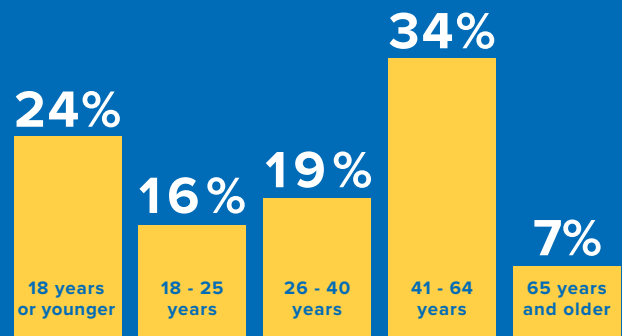
internal training opportunities

Within our previous annual report, we reported on the introduction of a Registered Nursing professional to our Quality and Practice Leadership team, with intent to drive internal training opportunities for our staff implementing direct supports with clients. Now 12 months later, our Registered Nurse is now delivering training in Healthy Bodies, Medication Management, Asthma Management amongst other high intensity support training opportunities. We have worked to ensure a continuous training framework for more than just compliance reasons, but also for capacity-building and delivering excellence across our workforce. Feedback from our staff have shown the benefit of having disability specific training in First Aid and CPR which looks at appropriate techniques for supporting someone in a wheelchair, for instance.





Age Range of Clients 2021-2022



Age Range of Clients 2022-2023

We have continued to build on our internal training mechanisms to increase our internal training of required and quality improvement training, this has led to the delivery of person-centred active support, defensible documentation, creating a Support Plan, NDIS reportable incidents and Medication Management as a few. We have supported the development four members of staff to complete their Training and Assessment qualification to enable us to build on our partnership with St Michael's and deliver Certificate 3 Individual Support (Disability) and Certificate 4 Disability qualifications to our staff.

continuous improvement

Following on from our previous years' success in our Annual Client Survey, Multicap Tasmania created an Easy Read interactive Client survey so we could ensure we heard from all Client's we support and their families and networks. This resulted in a 65% increase in completed surveys of which

36% of results came from our easy read edition. The survey provides us with key indicators in what Multicap is doing well and where we can continue to improve upon the services we deliver and what we could be delivering more of. We would like to thank all those who did engage in this survey.

Over this last year we have continued to build connections with the NDIS Safeguarding & Quality Commission and Office of the Senior Practitioner to improve upon are systems and processes for ensuring safe and quality supports. This, in particular, led to training delivered to our school holiday staff by the senior practitioner's officer around restrictive practice for Children and Young People.

Last year we launched our hospital passport and over the last year we have been part of discussion and forums advocating for better outcomes for people with Disabilities when accessing health services. This work will continue in the year ahead.



community access program design rework



Our Multicap Tasmania Community Access services have received specific focus of improvement over the last 12 months. As mentioned in the report for Key Priority One, firstly we have reconsidered the way our Community Access services were functioning as a separate entity, external to clusters of services. As a result, our six Community Access Hubs have now moved to become part of six service clusters – each of these clusters now consists of a holistic framework of services including supported independent living, individual supports and community access/participation.

program design coordinator

As well as this fundamental change in service design, investigation of the service by our Executive Manager of Operations, Erin Senz, identified an opportunity to seek increased skill in the design of the programs/activities being implemented within Community Access services. Design of programs is critical to ensure we are focused on goals and outcomes, ensuring well-known programs are regularly reviewed and improved and new programs are developed.

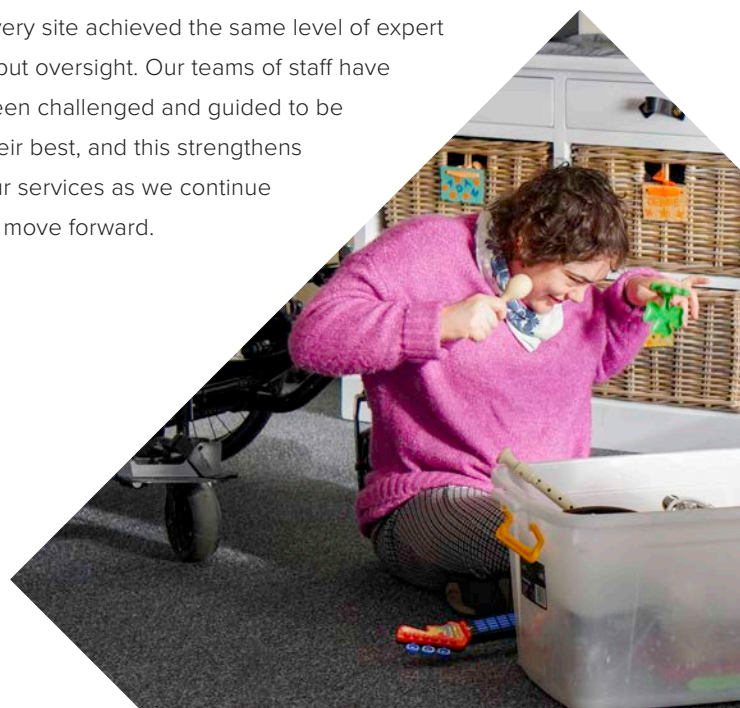
Multicap Tasmania hence worked to design a brand new role, and successfully recruited an education professional as Program Design Coordinator.

co-design of programs

During the start of 2023, our Program Design Coordinator has been reviewing, reworking and redesigning all programs, including activities at our day services, school holiday programs, social clubs, fitness programs and after school programs. We have sought significant input from clients, and ensured pilots of programs involve a feedback mechanism – co-design or participatory design is integral to ensuring that those who experience the program get to guide and design what the program experience will be.

multicap tasmania community access teams

As well as improved and quality program design, another part of the immense effort to reinvigorate and improve our Community Access programs has also come from within our teams. This quality improvement project required clear understanding of where we could improve, and teams needed to be reflective of their work. In terms of guiding and influencing this change, multiple staff forums were implemented to initiate conversations of service improvement, teams were tasked with reviewing their own work and exploring new ideas, training and capacity-building for staff became a series of roadshows to ensure every site achieved the same level of expert input oversight. Our teams of staff have been challenged and guided to be their best, and this strengthens our services as we continue to move forward.





Key Priority 02

High quality and well maintained assets and a safe built environment.

karen doak
executive manager

people and culture



shirrlea holman
cfo

chief financial officer



workplace health and safety

With the introduction of a WHS Advisor role to the People and Culture team and a re-design of the property and fleet roles, Multicap Tasmania is reviewing and updating our safety practices across the organisation. Activity in this area has been focused on contractor management, fire safety and emergency procedures, hazardous substances management and preparing for site safety reviews for all sites.

safety policies refreshed

A number of our safety policies have been refreshed and safety related training needs determined for 2023-2024. We have a strong WHS Committee who meet every 6-8 weeks to discuss safety matters and provide oversight and recommendations on any new, proposed systems of work or ways to resolve identified hazards.

health and wellbeing a priority

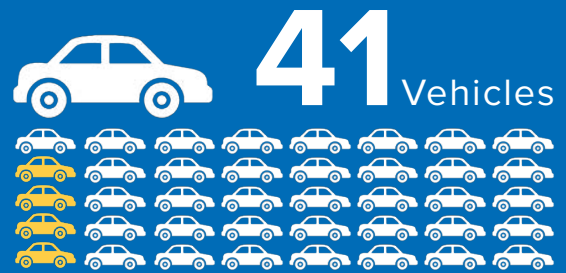
Mental Health Week is a focus area and in 2022 our Marketing and Communications Coordinator developed videos of our Executive team talking through a range of topics relevant to wellbeing. Our People Practice Advisor coordinated the delivery of tea bags to remind our employees to “stop and have a cuppa” and talk to someone if you need hand. This was well received and will become an annual event.

giving back to our community

Multicap Tasmania employees have also been giving blood to Red Cross donation centres and we will continue to support this initiative into the future.

our strategies

- 2.1 Multicap Tasmania will continue the redevelopment of its accommodation services, providing contemporary buildings tailored for the needs of our clients, through new building projects, property purchases and upgrades, and partnerships.
- 2.2 Multicap Tasmania will further develop and improve its Community Access sites to ensure they are fit for purpose for the support of clients in their daily lives and enabling enhanced learning opportunities.
- 2.3 Multicap Tasmania will enhance its WHS management practices to achieve best practice within the sector.



havelock st smithton

Early this year we added 79-89 Havelock Street Smithton to our property portfolio. Initially we will be providing respite services, however, look to add SIL services in the future.

This homely property has four large bedrooms, an office, two living areas, an undercover BBQ area, and is equipped with an onsite vehicle, set on a lovely large 0.528 ha block. To make the outdoor area a little more homely, the yard and barbeque area is scheduled to have a minor facelift later in the year.

view rd burnie

In June this year we sold 123 View Road. Although, a great home with lovely gardens, this property was not well suited to our portfolio. Having stairs and steep yard, this property was no longer deemed fit for purpose for our client base.

fenton st devonport

Purchased in 2020 our Devonport Community Access Hub is in the middle of a major redevelopment, which is due for completion around Easter 2024.

The redevelopment will include brand new façade.

Upstairs will have new corporate offices at the front of the building and the community access (the Hub) will move to the back of the building and include a brand-new kitchen (due for completion early October 2023).

Downstairs will house a new training room, new meeting rooms and a workshop space for clients.



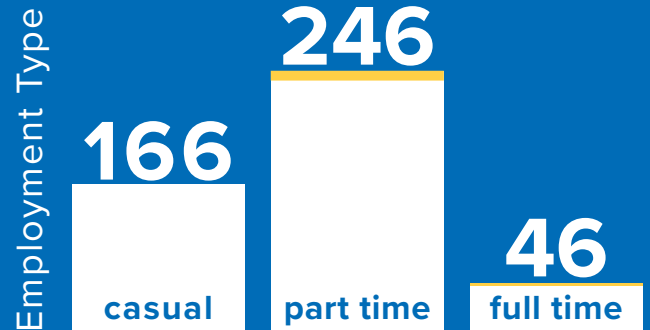
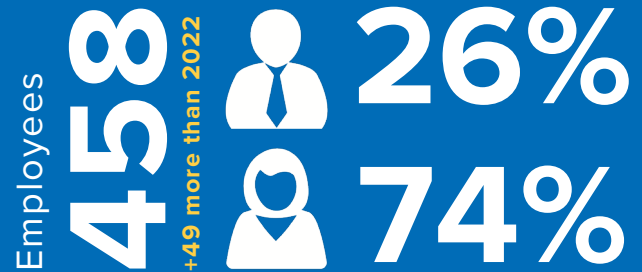
karen doak
executive manager
 people and culture

Key Priority 03

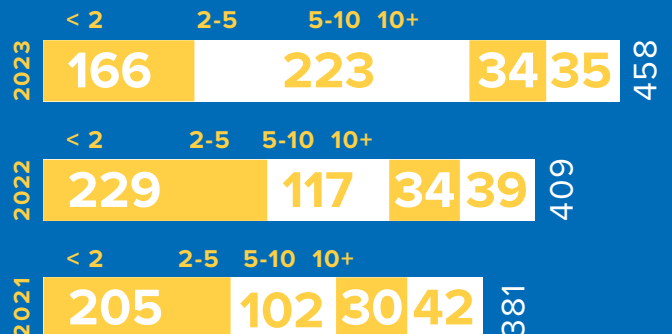
An engaged, capable and supported staff.

our strategies

- 3.1 Multicap Tasmania will develop contemporary recruitment strategies that incorporate best practice in the sector, including Values Based recruiting.
- 3.2 Multicap Tasmania will tailor recruitment activities to meet the emerging needs of different clients accessing our services.
- 3.3 Multicap Tasmania will invest in the development of best practice methods within the sector to provide development, mentoring and support to our employees, particularly our new workforce.
- 3.4 Multicap Tasmania will develop an Annual Staff Development plan that incorporates the right mix of technical and soft skills, and actively work with training partners to deliver a high performing workforce for current and future requirements.
- 3.5 We will regularly engage with our workforce through formal and informal processes to drive improvements in our management and organisational practices.



Years of Service



the people and culture team

This year we have introduced the role of People Partner to the organisation. The People Partner role has been working closely with our frontline management team to undertake workforce planning activity, drive the talent acquisition process and support team with a range of people related matters. Our People Partner has been based in Launceston and we have appointed a second role based in Burnie to support the North-West.

The People Partner role compliments our other team roles of People Practice Advisor, HR Administrator, WHS Advisor and Marketing and Communications Coordinator.

employee engagement

We have continued to listen and seek feedback from our employees on what we can improve at Multicap Tasmania. We ran our first annual full employee engagement survey in September 2022 and a shorter Pulse survey in March 2023. Our NPS scores in September 2022 for “I am likely to recommend Multicap as a great place to work,” and “I am likely to recommend Multicap services to family and friends” were 3.5 and 14 consecutively, with a slight improvement in “a great place to work” scoring in March 2023 lifting to a score of 6.

There were small gains in scoring across questions asked in the September 2022 and the March 2023 surveys. The results overall confirmed for us that we have a workforce that believes in our organisation’s purpose and that Multicap Values guide their behaviour at work. Our employees are also proud to tell people they work for Multicap. It was also clear in the engagement survey results that we have a strong reporting culture and that our employees are willing to speak up if they witness behaviour that is discriminatory, a form of harassment or bullying and would feel safe to report any concern they have about our clients, no matter how small.

We have room for improvement in the way we communicate with our employees; making sure they are consulted about things that impact them, before decisions are made and rewarding and recognising the work they do. We also need to ensure that we encourage and achieve cross departmental and team collaboration to avoid duplication of work and knowledge sharing.

Our turnover rate for FYE 2023 was 17%, against an organisationally set target of 15%. We continue to monitor the reasons behind our employees leaving the organisation and aim to continue improving our employee experience at Multicap Tasmania. Our Employee Consultative Committee (ECC) members are also active in reviewing our organisational People practices and making recommendations.



Melissa Coull working hard in the finance team

workforce planning

The People and Culture team have been working closely with operational managers to determine current and future workforce needs. This has primarily involved the review of our frontline employees status (part-time or casual) and ensuring we are utilising staff to their full potential and availability. We have also been offering a number of our casual employees permanent part-time positions. This is to ensure we can continue to offer high quality supports to our customers and greater job security to our staff. We have experienced growth in the Launceston area. This has been beneficial as it has provided opportunities for staff to gain additional skills and to experience variations in the role requirements of a Disability Support Worker.

HR systems implementation

Since October 2022, Multicap Tasmania has been using ELMO, a cloud-based HR and talent management solution, to improve the candidate experience for applicants and our internal recruitment and onboarding processes. We have recruited and successfully onboarded 57 employees over the last 12 months using ELMO and the average time spent collating new starter paperwork has more than halved. We are also using ELMO to build our talent pools in each geographical region. Like any new system, we are still refining workflows and processes following the implementation phase and aim to streamline the process further for our hiring managers and our Payroll and administration employees. This also includes the introduction of the fit2work online platform for gaining criminal history checks and X-Ref for collating reference checks for our Disability Support Worker positions.

capability building

Multicap Tasmania now has its own tailored Capability Framework. We are referring to it as our Skills Matrix. We have a Skills Matrix that outlines the competencies and level of work required for frontline service delivery, operational management, clerical and administration and corporate specialist roles. Further work is planned for 2023-2024 to embed the skills matrices into our position descriptions and talent management processes.

As part of the HR systems implementation, we are using ELMO for our Learning Management System (LMS). Donna Crompton, our Executive Manager, Quality and Practice Leadership has been leading the build of online courses in ELMO for our frontline teams. We have also been working to determine the core suite of courses required for all roles across the organisation and utilise the ELMO Course Library to deliver other programs like EEO and Harassment and Discrimination training.

Our Marketing and Communications Coordinator has developed short videos that we use as part of our Multicap Tasmania induction process. The videos outline our Values and provide an introduction to Multicap and what to expect in the workplace when you are a new starter.

Our Disability Support Service Manager cohort attended a workshop in March 2023 facilitated by TCCI and the People and Culture team on Emotional Intelligence and DISC Leadership styles. This was a chance to stop and evaluate role responsibilities and reset position expectations and team goals.



service awards celebrated 2022 - 2023

5

five year
anniversary

began in 2017 / 2018

Debbie Brown

Alexander Gruber

Matthew Howes

Michelle Lyons

Caitlin McLaughlan

Karen Alexander

Amanda Good

Thomas Hepi

Benjamin Jones

Michelle Jones

Elise Kaine

Melinda Marshall

Fintan McCullough

Karol Rothwell

Tony Rutherford

Kym Smitheram

Tiarna Whitney

Kayeleigh Williams

Adam Williams

Alec Pinner

Holly Pryer

10

ten year
anniversary

began in 2012 / 2013

Lisa Drake

Duncan Riley

Meagan Pyke

Xyliah Walker

Michelle Burns

Tanya Dick

15

fifteen year
anniversary

began in 2007 / 2008

Kellee Canning

25

twenty five year
anniversary

began in 2002 / 2003

Katrina Elliott



performance and development

In 2022 the annual performance and development review process was postponed to allow the People and Culture team time to refresh existing processes and to utilise ELMO for undertaking and recording discussions and agreed outcomes. The revised process kick started again in August 2023, whereby employees undertake a self-assessment in the ELMO platform, a performance discussion is held and then a manager rating and summary provided. We are continuing to collate data from the reviews to enable forecasting of training needs and succession planning.

staff recognition

Feedback gained from our September 2022 engagement survey was that our employees would like greater recognition of their achievements. In October 2022 we commenced the first of our bi-annual recognition award ceremonies.

The Recognition Policy was published in February 2023 and the first awards ceremony held in April 2023.

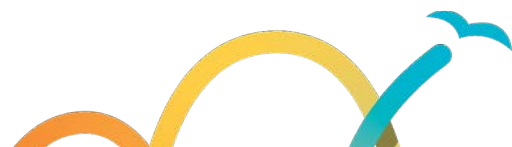
new staff awards

In the year 2023, a pioneering approach to honouring the exceptional contributions of our amazing staff was commenced, marked by the hosting of two distinguished Reward and Recognition events held in April and October. These celebrations were dedicated to commemorating the enduring commitment and innovation exhibited by our team members.

At the heart of these events lay the debut of our prestigious Excellence Awards, which symbolised a significant departure from convention. These accolades were meticulously crafted to pay homage to both collective and individual brilliance, resonating with the core values of our organisation.

25 years of service

This year we also had the privilege of acknowledging an extraordinary individual among us - Katrina Elliott, an esteemed member of the Multicap family. Katrina's unwavering dedication to our cause culminated in a remarkable 25-year service milestone, achieved in January. It is with immense pride and admiration that we extend our heartfelt congratulations to Katrina for this remarkable accomplishment. Her journey exemplifies the very essence of excellence and is a testament to the spirit of our organisation.



excellence awards celebrated 2023



Customer Service Award

Vonda Ferguson – Team Leader

Effective Team Award

Billet Court

Excellence Award

Tanya Dick – Team Leader

Safety Champion Award

Kayelene Sweeney – Quality & Compliance Officer



Customer Service Award

Jamie Coward – Disability Support Worker

Effective Team Award

Miranbeena Community Access Team

Excellence Award

Frances McCracken – Disability Support Worker

Safety Champion Award

Melissa Neasey – People Practice Advisor

Service Delivery Employee of the Year Award

Melinda Marshall – Disability Support Worker

Corporate Services Employee of the Year Award

Melinda Rigby – Disability Support Services Manager

Trisha Bos – Business & Systems Improvement Officer

Best New Idea – CEO's Award

Tamara Grey – Marketing & Communications Coordinator





shirralea holman
cfo
chief financial officer

Key Priority 04

Multicap Tasmania adapts to remain a financially sustainable organisation within the new NDIS environment.

our strategies

- 4.1 Multicap Tasmania will invest in Information Technology solutions to efficiently manage our increasingly complex service delivery
- 4.2 Multicap Tasmania will review and revise as required our Models for Service Delivery across our activities to ensure they are sustainable within the NDIS pricing structures
- 4.3 Multicap Tasmania will work with key stakeholders to ensure we develop sustainable transport services for our clients
- 4.4 Multicap Tasmania will actively market new services for the Panorama site that will utilise our investments effectively, including developing centres for horticulture, small engine services and catering as well as establishing short term accommodation offerings
- 4.5 Multicap Tasmania will continue to develop our stakeholder engagement practices to ensure we are a well-connected and understood organisation in the markets we serve
- 4.6 Multicap Tasmania will further invest in Digital Technology to support our marketing within a competitive NDIS marketplace dashboard of key metrics available to the board and management.
- 4.7 Our business operations will be effectively managed through a dashboard of key metrics available to the board and management



technology updates

Eaglecrest Technologies continue to support our teams across Tasmania. This year this support has also included a full audit of our compliance and risk requirements and controls. This will be an ongoing part of our continuous improvement in this space. Also, to ensure ongoing success of our digital platforms and to mitigate risks as proactively as possible we engage in regular monthly meetings with the Eaglecrest team.

Community Access Centres (Hubs)

There is always a lot going on at our Hubs and this year that also includes the development of some new programs and changes in the way the NDIS calculates the way these services are valued. So our team has been working hard to develop a new calculator that reflects best practice to implement these new NDIS requirements.

our fleet and vehicles

This year after the review completed in 2022, we have 4 new vehicles on order to replace part of our aging fleet, these vehicles are due to arrive early 2024.

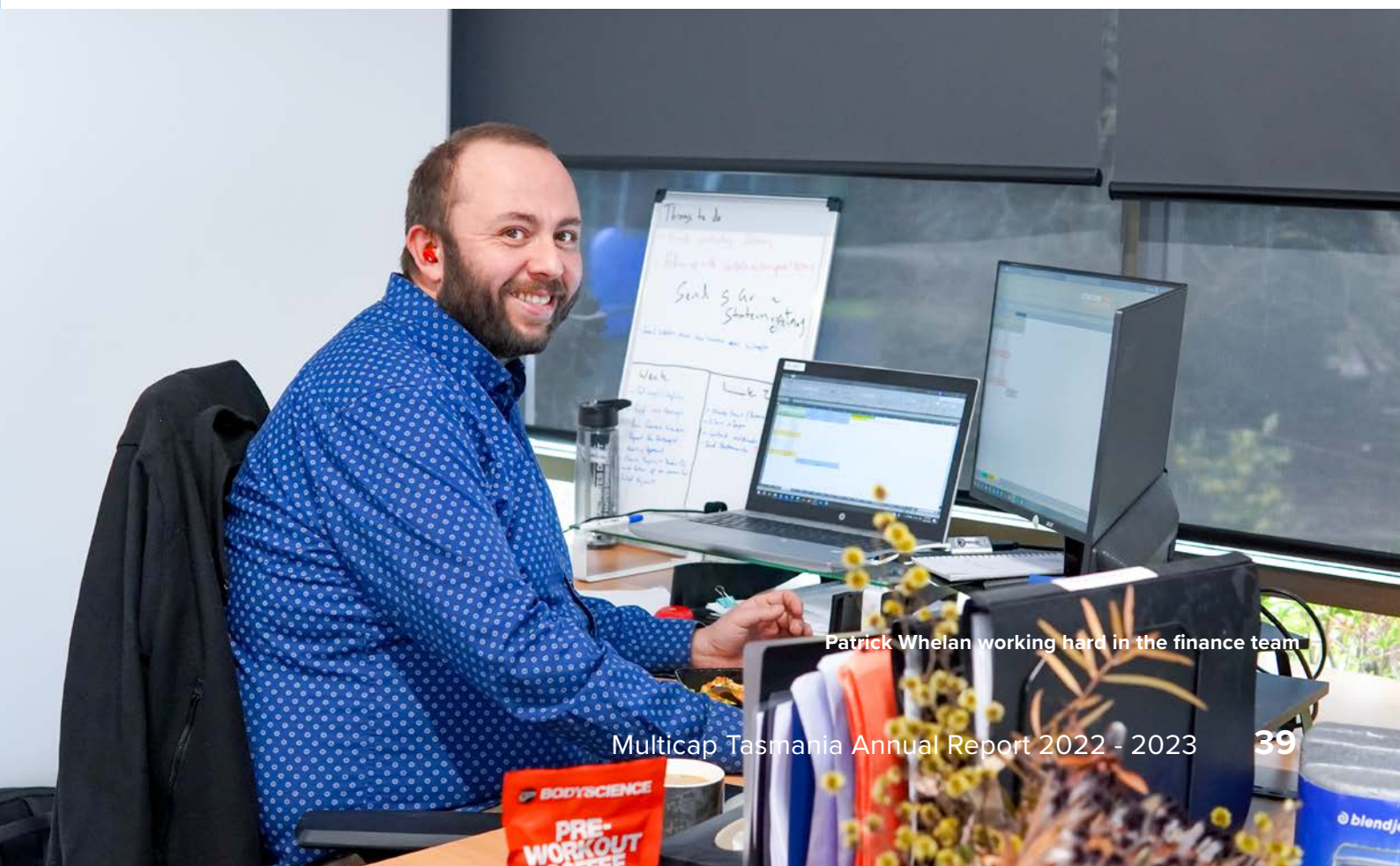
transport

The way transport costs are being captured have been part of an ongoing review in 2023 and new processes have been rolled out to ensure client invoices include the appropriate transports. This will be further facilitated with upcoming changes being implemented in our client management system MYP, allowing us to reduce the manual nature of our data capture.

financial position

2023 saw a solid 91.8% growth in revenue resulting in a \$2.26 million net surplus for the year. On top of this result, we also revalued our property assets in December, which added a further \$5.05 million to our comprehensive income, totalling \$7.32 million.

We continue to perform well in a highly competitive environment with equity growing by 45.9% to \$23.29 million and our current ratio continues to strengthen at 4.11.



Patrick Whelan working hard in the finance team

revenue concentration



Disability revenue concentration ratio

This ratio indicates the level of income generated from the provision of disability supports. The higher the ratio, the greater the impact the NDIS has on the organisation.

96% of Multicap Tasmania's income is from disability support services, indicating the significant impact the NDIS represents. Multicap Tasmania manage this through ensuring financially sustainable systems and processes across the organisation.

liquidity



Months spending ratio

This ratio indicates how many the number of months cash available to cover operational expenditure. As a rule of thumb, 2 months and above is considered sustainable.

Multicap Tasmania is well positioned with a ratio of 3.14.



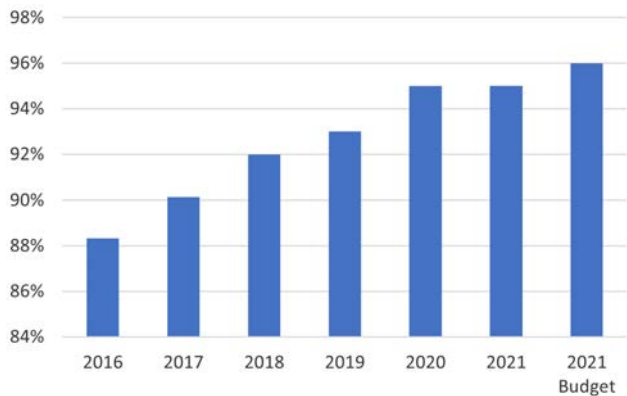
Current ratio

This ratio measures an organisations ability to meet financial obligations. A ratio greater than 2.0 is considered sustainable.

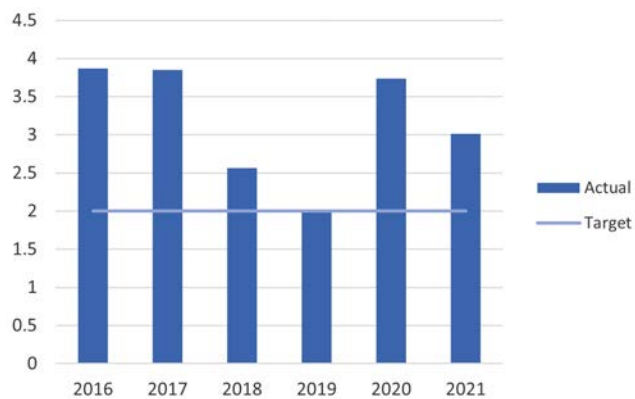
Multicap Tasmania has a current ratio of 4.12.

For a full copy of our Financial Audit, please contact our Chief Financial Officer - Shirralea Holman

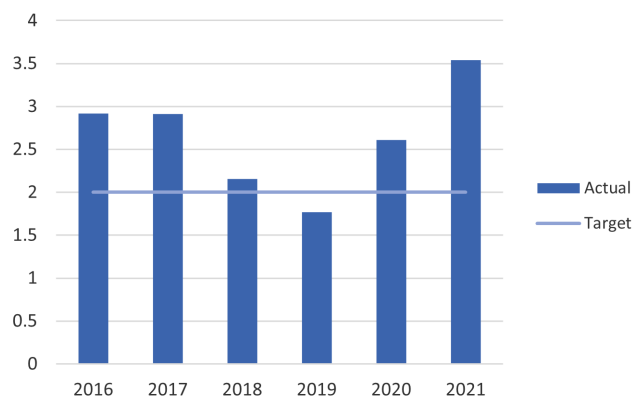
Disability Concentration Ratio



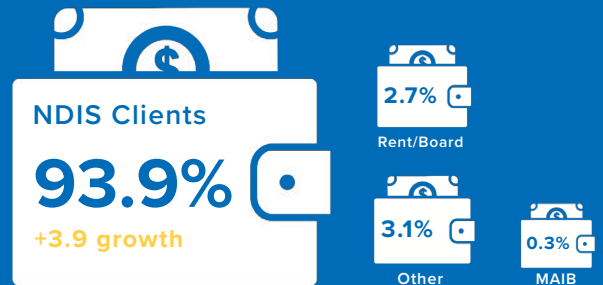
Months Spending Ratio



Current Ratio



Funding Types



\$10.6

Cash
+4.5 million



\$30.3

Total Assets
+7 million



\$23.2

Equity
+7.3 million



nigel hill
ceo
chief executive officer

Key Priority 05

Multicap Tasmania will be a leading provider with an expanding suite of services and geographical footprint.

our strategies

- 5.1 Expanding our service offering into new markets
- 5.2 Exploring new service offerings
- 5.3 Developing opportunities for strategic partnerships and alliances
- 5.4 Brand development
- 5.5 Structuring the organisation for future growth (legal)





Chelsea Firth - SLES participant

board focus

During the year our board focused on the development of our next Strategic Plan. We are currently evaluating many different ideas that have flowed from our Strategic Planning session in order to settle on some clear actions and priorities for the next year or two.

remote access

We are still aware of the difficulty that many NDIS participants living in rural and remote settings have in accessing services. We are keen to work within these communities to provide supports that will improve the lives of the people living with a disability, but need to ensure we do so in a financially sustainable way.

support coordination growth

Our Support Coordination services have grown now to include Support Coordination services in Burnie, Devonport and Launceston. These services provide an important linkage for clients implementing their plan, and we are thrilled with the professionalism of our team and the way they work on behalf of clients everyday.

community access hubs

This year has seen the opening of our sixth Community Hub, at Riverside. This site presents an alternate location for Community Hub activities in Launceston and importantly provides a services within the West Tamar municipality. As our services grow to include a new SDA Fully Accessible property in Legana, we are genuinely interested in exploring growth across the West Tamar region. Our Community Hub programs are being updated to reflect the growing needs and aspirations of our clients.

sles programs

We have a small but growing number of participants accessing our School Leaver Employment Supports (SLES) program. SLES offers a personalised program tailored around the individual needs of a recent school leaver seeking employment. This tailored program offers opportunities for both soft skill development, technical skills development, workplace placement and supports which are geared towards creating an employment opportunity. We are very excited at what we do in this area. Employment for people with disabilities is a hot issue for the NDIS.

brand development

f 3417

+594 new followers

17.4% increase

ig 387

+71 new followers

18.4% increase

in 490

+145 new followers

29.6% increase

MAIB opportunities

We were delighted to successful tender and join the Attendant Care panel with the Motor Accident Insurance Board (MAIB). Providers with a contract with MAIB may be asked to support people with injuries from motor vehicle accidents, where these injuries may be both short term and ongoing. Feedback from the MAIB in relation to our services has been very favourable.

strategic plan finalisation

I am looking forward to finalisation of our Strategic Plan which will contain some key actions and priorities for us for the next few years. We will provide an update when that new plan is launched.



a visit with Teena James from Motor Accidents Insurance Board (MAIB)



Lisa enjoying her time at the Devonport Community Hub

multicap tasmania cookbook competition

With over 15 entries and a mouthwatering array of cheesecakes, the Cheesecake Competition was a smashing success this year! It all began when we stumbled upon a delightful little cookbook, a hidden gem from Multicap Tasmania's history. This cookbook was a labor of love, featuring recipes generously donated by our beloved famous locals. What followed was nothing short of a gastronomic adventure that brought our community together in the most delectable way possible.

The moment we cracked open the cookbook, we knew we had struck gold. And thus, the Cheesecake Competition was born! Our mission was clear: we wanted to bring these recipes to life and witness the magic in our clients' kitchens.

As the entries began pouring in, our esteemed judge Nigel had a delightful dilemma on his hands. Each cheesecake was a masterpiece, a testament to the creativity and skill of our community. Nigel was so impressed that he decided to award all 13 (client) creations with a lip-smacking \$20 voucher each. But that's not where the excitement ends! Nigel had a surprise twist up his sleeve.

Nigel challenged our community to get ready to flex their clicking muscles. The cheesecake that stole the limelight with the most Likes on our social media posts would be rewarded with an extra scrumptious \$50 voucher. The competition was fierce, with cheesecake enthusiasts showing their love for their favorite creations.

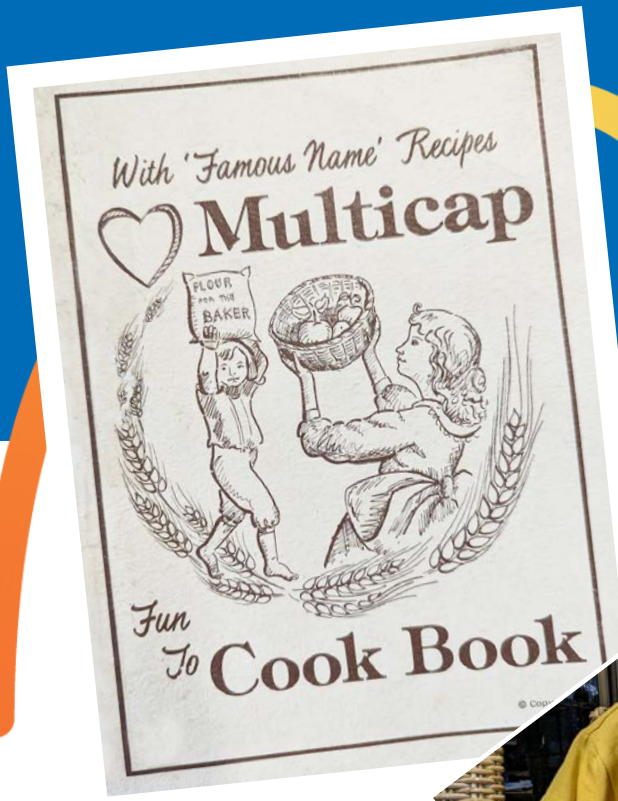
In a nail-biting finish, with a last-minute surge, the winner emerged with a whopping 162 votes. Kalinda and Luke stole

the show with their "Cheating Cheesecake" by Margaret Whitlim (Gough Whitlam - Former Prime Minister of Australia's Wife)! Their creation not only delighted the taste buds but also won the hearts of our community.

Congratulations to Kalinda and Luke for their incredible cheesecake and for taking home the coveted \$50 voucher, in addition to the \$20 voucher awarded to all participants! The Cheesecake Competition was more than just a culinary showdown; it was a celebration of our community's talent and passion for good fun. It brought us all closer together, sharing recipes and stories that will be cherished for years to come. The cookbook from Multicap Tasmania, Rose Nelson, and our local celebrities provided the spark, but it was our amazing community, that turned it into a blazing culinary fire.

As we savor the sweet taste of success, we can't help but wonder what culinary adventure lies ahead. Stay tuned, because there's more to come, more recipes to explore, and more celebrations to share. Thank you for being a part of this delightful journey, and remember, the joy of cooking is always best when shared!





acknowledgements

thank you to the incredible people and businesses who support Multicap Tasmania



Multicap Tasmania owes its current success and progress to the invaluable contributions and unwavering support of our esteemed Life Members, who continuously inspire us to reach greater heights.

Gaylene Dunn

Helen Hearps

Linden Hearps

Jenny Mitterbauer

John Subonj

Sandra French AM

Thank you to the following individuals, businesses and organisations who have supported us this year.

Contel Communications

Harvey Norman (Burnie)

In the Zone

Menai Hotel

Umami

Wharf Hotel

Wynyard Pizza

Balls n Bumpers

Botanisor Florist

The Paneltec Group

Hygenic Butchers

Lemontree Providore

Morgan Timbers

Pearls Launceston

Rotary Community Men's Shed Kings Meadows

Terry White Pharmacy

Lions Club of Kings Meadows



Melissa Neasey (Melf) and Kayelene Sweeney (Mrs Claus) ready for Christmas



burnie (head)

35 Marine Terrace
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