



annual report

2021 - 2022



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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.

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.





board president report Kim Chen

This Financial Year

The 2021-22 financial year was a challenging year for Multicap Tasmania. Our organisation continued to play an important role by providing a high quality of support to our participants. The impact of COVID-19 across the organisation, coupled with reductions in NDIS packages to a number of clients in our residential settings, led to some financial pressures in the year just completed. Profitability was adversely impacted by larger than usual employee expenses.

Capital Development

We had an ambitious capital development plan in place for the year. Both COVID-19 and shortages of building

materials and trades persons have caused delays. We have now completed works at Westwood, developed a new respite facility “Capeview” at Panorama, and upgrades to our properties at 4 Pamela Court and Rebecca Court in Launceston. Similarly, those pressures have caused a deferral of the major refurbishment of our Fenton Street Devonport premises.

Surveillance Audit

A mid-term external audit was conducted to ensure we are meeting our obligations under the NDIS Practice Standards. It was pleasing that Multicap Tasmania was found to be complying with its obligation to deliver care of a high standard to participants.

Exciting Strides

During the 2021 year our organisation finally obtained registration for our behaviour management practitioners and significantly extended its NDIA support co-ordinator services. Management and staff are focused on achieving optimum use of MYP and cybersecurity and protecting our systems and information are a high priority.

Executive Management Team

It is a credit to our management team that they were able to achieve much despite the constant real and threatened reductions in the quantum of participants’ plans. The Board had no real alternative other than to contribute to and support the National Disability Services campaign ahead of the 21 May 2022 federal election. The signs are that the new federal government may be more sympathetic towards participants.

Our management teams are currently working on a number of other opportunities. Incorporating our new services at Sunlea Place Glenorchy is the realisation of one opportunity.

COVID-19

Our caring people answered the call to battle the COVID-19 pandemic by working with government’s and other organisations to protect participants and staff in many ways. Multicap Tasmania’s ability to assist our community in responding to the pandemic has been made possible

through the decades of investment our organisation has made in specialist facilities and our people.

Board Contribution

On behalf of the Board of Multicap Tasmania, I take this opportunity to thank all of our people, including my fellow Board members, for the contributions they have made during the height of the pandemic and continue to make, and for the exemplary way in which they assist our participants and each other and other stakeholders. I have no doubt that our culture and strong leadership, coupled with our capacity to move swiftly and at scale in addressing COVID-19 vaccinations has significantly contributed to limiting the spread and reducing the burden of this virus amongst the Multicap Tasmania community. As part of planning for Multicap Tasmania’s future, the Board continues to focus on the development, renewal and diversity of the Multicap Tasmania Board.

I note that the Board’s current gender diversity is 40% female and 60% male. For the first time, Multicap Tasmania has a board member with a disability. The Board continues to focus on making sure it has diversity, and the skills and knowledge needed to fulfil its obligations to the organisation.

We continue to maintain our strong focus on the health, safety and wellbeing of our management and staff, and management is working on strengthening formal goals in

areas such as diversity, inclusion, training and development.

Currently, our Board has three subcommittees. Our Finance Committee is chaired by Paul Smith. Our Quality and Safeguarding Committee is chaired by Bruce Cameron. Our People, Culture & Capability Committee is chaired by Rachael Hull. I want to thank Rachael, Bruce and Paul for their contributions on those committees during the year. Those committees help the Board discharge its oversight obligations as well as providing opportunities to provide guidance and sharing experience with management.

Conclusion

I thank our CEO, Nigel Hill, and his management team for their efforts during the year. With two new members of our management team, we are confident that Multicap Tasmania is now better equipped to care for participants.

I thank my fellow Board members for their guidance and commitment during a challenging year. The Board continued its work of developing a new strategic plan and improving our staffs’ capacity and capability to deliver the outcomes our participants are seeking.

Finally, I would like to thank all of our staff for their energy, commitment and positive approach in caring for and keeping safe all those in our care which number more than 400. Further, please continue to care for each other’s health and wellbeing.





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.



Kim Chen
Board Member (since 2011)
Board President (2019- current)
Vice President (2016 - 2019)
finance committee

Kimball studied law at the University of Tasmania and was admitted to practice in 1976. He practiced in Hobart until 1981 at which point he moved to Smithton where he lived until 1993. From 1993 he practiced in Burnie, Smithton and on King Island. Kim retired from private practice in 2004 and worked for several years with the North West Community Legal Service.

From 2010 until 2013 Kim worked as an electorate officer for Braddon Member of Parliament Sid Sidebottom. He is now retired and helps manage his church's finances when not traveling and pottering in the garden.



Rachael Hull
Board Member (since 2018)
Vice President (2020 - current)
people and culture committee chair

Rachael is a tertiary qualified, contemporary HR professional with over 20 years' experience working predominantly in mining, FMCG manufacturing utility industries and local government. Throughout her career, Rachael has held key roles in leadership teams at varying levels with responsibility for contributing to strategic, operational, financial and people outcomes.

Currently, Rachael is employed by the Burnie City Council with her main focus being HR. Rachael has completed her Company Directors qualification through the Australian Institute of Company Directors. Rachael has prior experience on boards on the North West Coast and is excited to be involved with and making a positive contribution to Multicap Tasmania.



Bruce Cameron
Board Member (since 2016)
quality + safeguarding committee chair

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
Board Member (since 2011)
Vice President (2013-2016)
Board President (2016 - 2019)
finance committee chair

Paul worked at Forestry Tasmania for over 38 years with extensive experience in field operations at a senior management level. Paul joined the Board of Multicap Tasmania following his retirement from full time work in order to contribute to society.

Paul brings a wide range of experience to the Board including financial management, WH&S and corporate governance.



Diane Ewington
Board Member (2006-2012, since 2015)
people and culture committee

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 has recently retired from Carer Gateway- Care2Serve to assist family carer's 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 Member (since 2020)
people and culture committee

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.



Glenda Scaddan
Board Member (since 2009)
quality + safeguarding committee

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.



Dr Frank Reynolds
Board Member (since 2013)
quality + safeguarding committee

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
Board Member (since 2022)
finance committee

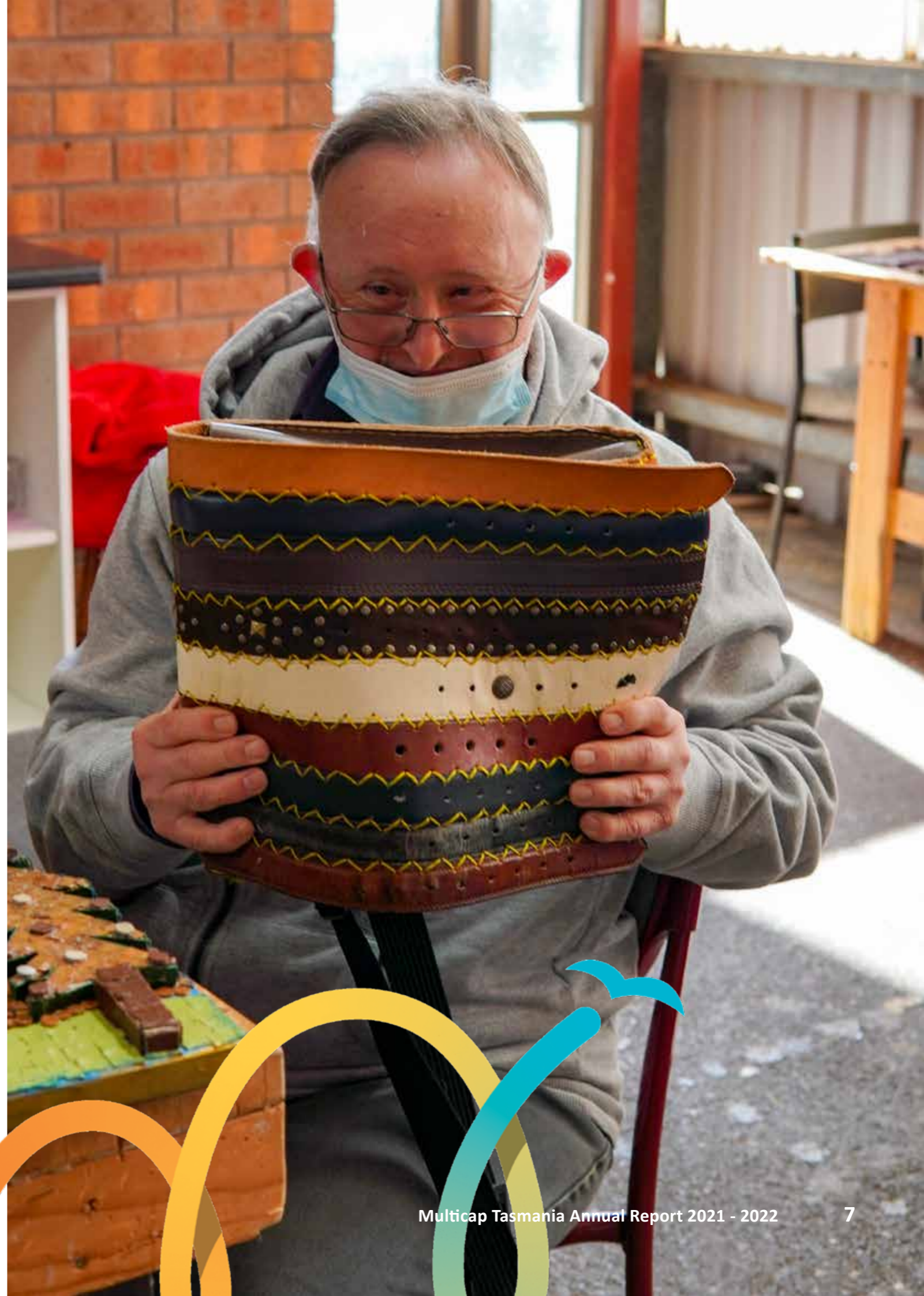
Joel is Chartered Accountant and Graduate Member of the Australian Institute of Company Directors with 30 years of commercial experience working with a broad variety of businesses in both the private and public sectors including not for profit where he has worked with community organisations and disability 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 Member (since 2022)
quality + safeguarding committee

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 undertaking a higher degree, and is exploring the right to self-determination in disability policy and practice, particularly the National Disability Insurance Scheme. She 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. She 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 Nigel Hill

I am thrilled to be presenting my 6th Report as CEO of Multicap Tasmania. Firstly, I celebrate how our entire Multicap family, our clients, our staff, and our families have worked with us in challenging circumstances as we have managed the COVID pandemic. Secondly, I celebrate our resilience as an organisation, in these challenging times we have continued to deliver improvements in our services, and deliver on some key priorities in our strategic plan. This report will provide an overview of some of the key successes of the year gone by.

COVID-19 Impact

The COVID pandemic has had a lasting impact on the lives of many in our community. As an organisation the COVID pandemic has brought new strains and pressures to some of our core functions, including our rostering team as we have battled with the varying workforce demands caused by required isolation and in implementing rostering practices that have mitigated widespread transmission of COVID where a COVID exposure has occurred. I sincerely thank our staff for being so willing to work with us through the many curves balls we have been thrown. And we thank all of our clients for the way you have been accommodating of the changes we have had to make, often at last moment, to continue our delivery of services.

Surveillance Audit

In May 2022 Multicap Tasmania participated in its mid cycle surveillance audit. As an NDIS registered provider, we are required to participate in a re-registration audit every 3 years and a mid cycle audit midway between these audits. Pleasingly the auditors verified that we have systems and processes in place that demonstrate compliance with all of the NDIS Practice Standards, and we were able to demonstrate these systems were in place within our organisation. At the time of audit we added 3 additional registration groups to our registration, and am now able to plan for the implementation of these services, which include community nursing, therapeutic supports (allied health services) and plan management. We are currently assessing our approach to entering these markets, and will do so if there are gaps in services which are not being met by other providers in the market.

Financial Year

The financial year 2021-22 was one of the more challenging years that Multicap Tasmania has faced for some time. The COVID pandemic led to an increase in many of our operating costs as we were subjected to significant overtime caused by staff unavailability, and additional costs such as infection control training, additional cleaning, personal protective equipment, RAT tests and so on. We are grateful for the support provided by the Tasmanian Government, through the Department of Communities, for assistance with PPE supplies and RAT tests. I also acknowledge the support of the NDIA following the

election of the new Labor Government with a late package of support provided by Bill Shorten as Minister for the NDIS to assist with the additional costs of COVID and compliance.

NDIS

As an organisation we have welcomed the commitment to the NDIS shown by the incoming Labor government. Over the last year we have seen many cuts to plans, significant delays in plan reviews, and increasingly more decisions being made with adverse impact on the clients we support. We welcome the new government's commitment to getting the NDIS back on track and will continue to advocate the sector for better outcomes for people living with disability.

Service and Program Growth

Our services have continued to enjoy growth and we have embraced new opportunities. In June 2022 we commenced services in Southern Tasmania, making us one of the few providers operating across the 3 regions of Tasmania. Our initial services are in Glenorchy, where we have taken over

the services of The Sunlea Team, an organisation with a long history of providing residential accommodation services (now known as Supported Independent Living). Having established our initial presence in the Hobart market, our intentions are to grow our services through engagement activities and getting to know more about the Hobart market and the gaps in services we are able to fill given our experiences in the sector over many years.

Our growth has extended into the far north west of Tasmania. In September 2022 we negotiated the purchase of a property in Smithton from Rural Health Tasmania. This 4 bedroom property has been used for respite and has many disability access features, and the large parcel of land it sits on presents opportunities for additional developments as demand increases. We aim to develop our footprint in the Circular Head region in respite, supported accommodation (SIL) and in home support activities, and welcome the opportunity to engage with the Circular Head community in future planning to meet the needs of the region.



Skilled Workforce

The aged care and disability workforces across the country are experiencing shortages and the sectors collectively report high levels of staff turnover. At Multicap we are committed to ensuring that we foster the development of a highly skilled and capable workforce. We understand the challenges this presents to us as an organisation, given the sector wide challenges of workforce in the current era. These challenges present daily for us and our clients too often experience the effects of a changing workforce. Our board recognises the significant work we still need to do in ensuring we meet our Strategic Priority 3 – An engaged, capable and supported staff, and to this end we continue to innovate with our approach to training and development. In the next financial year we will bring in house a training and development function that will allow us to provide more relevant, timely, and professional training services to our staff. This process has commenced with the recruitment of a registered nurse, who will deliver medication management training during the 2022-23 financial year, which will allow us to better support our emerging workforce. Organisationally we continue to support many employees undertaking the Certificate III in Individual Supports and the Certificate IV in Disability.

Capeview

We have completed the development of Capeview, our respite accommodation service which is located at the western end of the Panorama building. During the last year we completed a renovation to the end of this building, creating a 4 bedroom facility, with its own disability bathroom, living area and kitchen/dining area. Our intention is to market this facility widely, with its potential as both a respite facility for services that we operate, but also as a potential holiday destination for families requiring disability friendly accommodation in the Burnie region. Our board is committed to finding usages for our previous institution at Panorama, and collectively we are thrilled with the quality of the new environment that we have created.



Client Satisfaction Survey

Our most recent client satisfaction survey was completed in November 2021. Overwhelmingly, the feedback about what we do is positive. We are glad we are getting it right, most of the time, however we do also recognise there are still things to do. A small focus group has been formed from interested people from the survey, and their insight has been invaluable in identifying key things we need to fix.

Building an organisational culture of continuous improvement remains a key driver for our priorities for the next year or two. Our focus is on moving our organisation from being good to being great. Our expectations for what we are seeking are high, we need to ensure that we deliver on our Mission:

Our staff do a great job every day. We are doing great stuff already. Our aim is to provide services that are exemplary, consistently, every day. This is a very high standard to aspire to, but our focus is on ensuring that we get there. We owe this to the participants that we support.

In Closing

I thank the work of everyone in our organisation. Our disability support workers are the backbone of who we are as an organisation, supported by our management structure. From my perspective, I thank each and everyone of the Multicap Tasmania team, but especially thank our senior management team on their efforts to make Multicap Tasmania the best organisation it can be. And of course, this thanks extends to the efforts of our board.

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



community access

wynyard . miranbeena . panorama . devonport . launceston

Wynyard Community Hub

The Wynyard Community Hub were successful in obtaining a grant to purchase a large variety of musical instruments to enhance the musical opportunities for the participants who attend the Wynyard Hub. I would like to thank Vonda Ferguson for all of her work in the grant application process.

The team at Wynyard have partnered with community groups such as Vinnies as well as Tas Tafe to create better community connections and to be active participants within the community.

The participants have been enjoying the new “lunch with friends” program whereby a group enjoy a cooked lunch with the fabulous volunteers at Vinnies.

Miranbeena Community Hub

Miranbeena have been continuing on with their artistic pursuits as well as recreational activities which are a big part of the program at Miranbeena. A few new programs were added to the service such as the podcasting program which has now commenced. A teaser has been recorded and we are hoping to have the first episode launched in the very near future. Miranbeena introduced a school holiday program at the start of the year, unfortunately we needed to cancel our first planned holidays due to the pandemic however the past two holiday programs have been very successful. One of our participants, Joel, was interviewed by the NDIS and had an article published about his experience in the horticulture program. Joel was very excited to see this article published, he has achieved so much within the program and has grown in confidence to the point where he is able to provide mentorship to any newcomers to the program, staff or clients.

Panorama Community Hub

Panorama had a challenging start to the year as we were navigating the COVID-19 situation which led to Panorama running on reduced numbers for some time. Once the community opened up a little, the team at Panorama hosted a cooking day whereby a chef from NDS put on a cooking demonstration. This was an inspiring day which led to the team starting their own cooking program which the participants all seem to be really enjoying. Panorama put on a wonderful feast for the Christmas in July which was another very successful day, the team and clients love getting dressed up for special occasions. We are very much looking forward to the Grand Final celebrations coming up towards the end of September.



Devonport Community Hub

The Devonport Hub have continued to be active within the community and have continued to enjoy getting out and about as much as possible for excursions such as Agfest.

The Devonport Hub coordinated a day out on the water on a Tall Ship. I would like to thank Julie Burgess Tall Ship Experiences for taking groups from all of our Hubs for a sail.

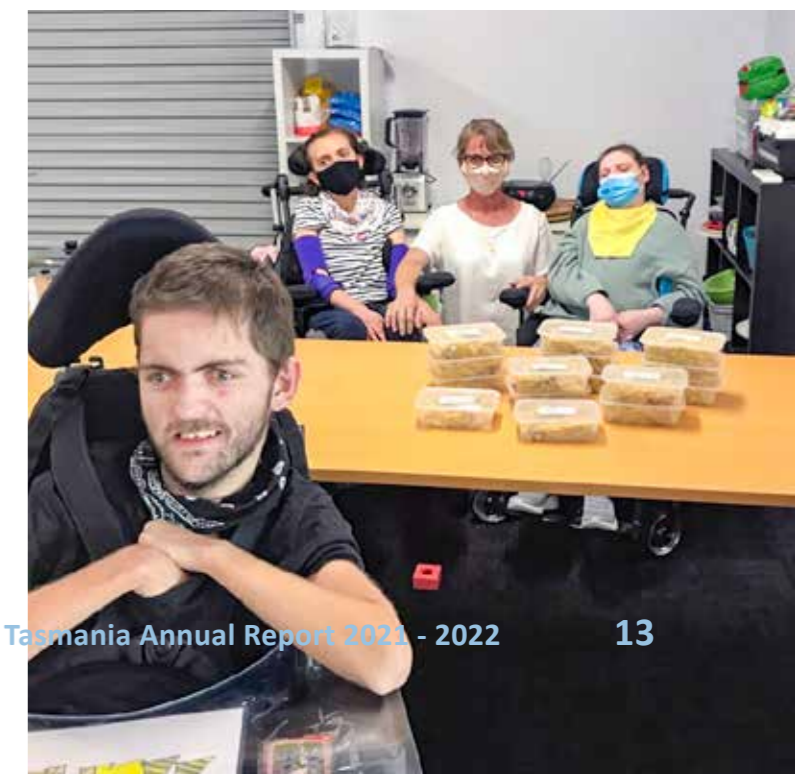
A group from Devonport headed to Launceston for the Aurora Bowling Championships which was a wonderful weekend, and the team took out the 2022 title and retained the perpetual trophy. The team are already talking about defending the championship next year when we travel down to Hobart.



Launceston Community Hub

The Tamar Street program “Strike it Out” was recognised “for excellence in community partnership and creating inclusive environments” and was a finalist at the very first Tasmania Disability Festival Awards.

The Strike it Out program cook meals which are then provided to homeless people within the Launceston region. Staff at the Tamar Hub have been supporting people to live the life they choose and become as independent as possible. One of our participants, Nathan, was so excited to recently obtain his Learners licence. Well done Nathan and thank you Sharon Scott for the amazing support that you have given to Nathan as he works towards his goals.



esk cluster

Mel Rigby - DSSM

This last year the ESK cluster completed renovations to 2 of their existing builds. Pamela 4 and Rebecca were originally built in 1987, whilst they had received minor upgrades over the years nothing could prepare us for the transformation to come.

The Summerhill homes had walls removed, open plan accessible kitchens added, updated bathrooms, new flooring, and fresh paint. The addition of new furniture chosen by the clients just added a beautiful finishing touch.

Throughout the process clients were able to visit and be a part of each step, this gave them a sense of inclusion. As the “move back in” date drew closer the excitement was visually and vocally noticeable.

The day came and it was all hands-on deck, clients found enjoyment in decorating their bedrooms and communal areas. It was a great opportunity for a de-clutter too!

The well-designed kitchen has given the clients access to an area for meal preparation and cooking, either individually or in a group. Active support is now more achievable with the previous architectural barriers being changed.

Our goal for the next year is to have the exterior match the interior.



inglis cluster

Rebecca Galetto - DSSM

The Inglis Cluster is comprised of three Supported Independent Living (SIL) Residential Properties, our Lead Tenant Model and Individuals. Maxwell, which is based in Wynyard, is where four fabulous ladies live and has an amazing pool of staff to support them to live as independently as possible.

Mooreville which is situated in Burnie, is where there are two lovely ladies, with two vacancies and another awesome team.

View Road, also in Burnie, there are two genteel gentlemen, with two vacancies and again another fantastic team.

Our Lead Tenant, Beattie Street, again situated in Burnie is comprised of 16 units with 14 Participants that live independently. The site is monitored overnight by a wonderful team of staff, with each of the individual's receiving supports from a variety of

leven cluster

Sharni Smith - DSSM



One of biggest highlights for the Leven Cluster this year has been the fulfillment of our client Matthews long term goals, to move out of home to live his life independently.

Matthew was thrilled when he moved into the perfect self-contained unit in Shearwater this year.

Matthew and his Disability Support Worker, Rodney are currently working through the skills Matthew needs to live independently. Matthew has been building his knowledge and understanding about budgeting, housework and cooking skills.

He has learned how to cook a mean lasagna!

Although Matthew was nervous at first, he is thriving and enjoying living independently. We are incredibly proud of him and his wonderful achievement!



providers.

The Inglis individuals live between Strahan and to Ulverstone. We have some remarkable staff that work across these rosters to support our Participants to achieve their goals. We strive to actively support our Participants and align with the Multicap values; being Dignity & Respect, Empowering & Encouraging, Integrity & Transparency and Quality & Accountability. All these Values resonate strongly within myself, not only through my employment but my day-to-day life.



Multicap Tasmania are thrilled to expand our services statewide this year, bringing our values, mission and vision to Hobart. We are excited to build into the Derwent Cluster and the dedicated team there.

derwent cluster

Joanna Jenkins- DSSM



The Derwent cluster is currently made up of one SIL property in Hobart. The property offered a new life for our residents and hope for their future. This property was one of the first to change the way Tasmania supported people with a disability to live in the community. The house has long standing staff of 20 and 30 years, with fantastic knowledge and experience between them.

Teresa loves country music and is so passionate about it, during the Covid lockdown a country music band was hired to play in the Sunlea lounge room for all the residents.

Rachel has written her own book about her life journey out of Willow Court and into Sunlea, 'looking through the window'. Rachel was a part of a writing group that has only recently closed due to some of the members retiring.

Michelle is a water baby, she loves water play, the sound of water and has even gone on holiday to Queensland and swam with the dolphins.

meander cluster

Bridget Button - DSSM



In November 2021 we welcomed Sandra as the 3rd resident of our new Dowling 2 unit. Sandra, a long term participant of our Tamar Street Hub, was looking to find a home that would meet her mobility needs and was incredibly excited to have the opportunity to move into a brand new home. Through great collaboration from Sandra's wider support network of Support Coordination, Allied Health and the team at Multicap, Sandra had a smooth transition to her forever home (along with her most loved pet fish) and has settled in and enjoying her new lifestyle.

Over the last few months Sandra has built strong rapport with her support workers and increased her participation in and around her home. Making positive relationships with her housemates, Sandra enjoys celebrating special events and joining in group activities where there is lots of laughter, singing and happiness. Accessing the local community facilities has been easier for Sandra due to the location of Dowling for all things she enjoys such as shopping, playing basketball, picnics in the park and trying her new skills at photography.

cam cluster

Sally Pett-Crear - DSSM

It's been a huge year for the Cam Cluster and our amazing clients!

At Billet, Geoffrey has had a wonderful year. His mental state and quality of life has changed for the better, and he has been taking advantage of every opportunity to get out in his community, attending live music events, seeing the snow and Saturday markets! Geoffrey and I took a ride on an old sail boat in Devonport that he really enjoyed.

At Ritchie, Darren, Barry and Phillip had a wow of a time at the Biggest Morning tea this year and enjoyed eating all

the yummy food. Darren even won a meat voucher from the raffle! Darren has really flourished this year and has begun hydrotherapy to improve his health and mobility.

At Emily 3, Ken, Rena, Debbie and Timothy have been keeping busy with days out in Penguin, doing their household shopping together, checking out Agfest (our poor van got bogged, much to the laughter of our clients), watching a new home being built in their neighbourhood and going to see movies on the big screen!

At Emily, we have spent the year celebrating the beautiful life of Jacqueline Howard. Jacqueline was a much loved resident of Emily 7 who passed away in September 2022. We have all loved spending time with her this year.

At Mac 2, Allister got to spend his birthday with his family and has been enjoying a more inclusive life since moving to Multicap Tasmania.



emu cluster

Tracy-Lee Thomas - DSSM

I have been the new DSSM for the Emu Cluster for the last 4 months, In this time I have met with all the wonderful staff who support our most amazing participants in the Hodge Units. With also meeting and greeting the Individual participants. I enjoyed meeting with Shelley for the first time at McDonalds. Shelley brought her lovely baby doll River Flynn to show me.



I enjoyed working alongside the Team Leaders and encouraging them to be the best they can be, incorporating Multicap's core values into their everyday work balance.

Two of our participants, Adam and Matthew love to host dinner parties at their unit. This year our Staff assisted them with hosting a BBQ and inviting the next-door neighbours to attend. They cannot wait for warmer weather to be able to do it all again!

Sharney, another of our participants, loves playing the musical Instruments at Encore, what a delight she is!

mersey cluster

Bree Hughes - DSSM

Things of late have been ramping up with interest in the vacant units at Violet Place. After a solemn start to the year losing two participants within a short period of time, we are now looking to be at full capacity on the 3rd of October 2022.

One of our newest residents to move in within the last month is Sharon who had been in a nursing home for ten years. She unfortunately had to wait

eight months for her NDIS plan to be approved. It is certainly a transition that will take a bit of time, but to be able to exercise her own choice and control is something she has not done for a very long time.

When I first told her that she will be able to decide what she eats for dinner each night, she smiled and said "Pork chops, I haven't had them in nearly 10 years!"

Thursday the 15th we have a participant who has been in hospital for 5 months moving into one of the units for a minimum of six months at this stage. He is extremely excited, as are the staff at Violet Place.

Our last unit will be occupied on the 3rd of October by a participant who Multicap has supported in the individual space in his home for over twelve months. He is really looking forward to the projected move which will ease a lot of pressure on his informal supports.



blythe cluster

Tenille Denby - DSSM

Beau enjoys accessing the community with his support staff and seeing what adventures they can all get up to. First Photo is Beau and support worker Michelle at the beach on a treasure hunt



Phil was supported and encouraged to grow vegetables for own consumption. Phil also sold some pumpkins, tomatoes, corn and leek to raise money to purchase a Metal Detector.

Phil was also supported to attend the Latrobe Men's Shed to build a timber work bench. The working platform is at the height where Phil does not have to bend, which helps with posture and balance. Phil is able to pot seedlings and complete other projects for the garden at a comfortable height.

Phil would like to thank all the staff at Stoney Rise for all their encouragement and consistent support to achieve this goal.

key priority 01

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



Erin Senz
executive manager
operations

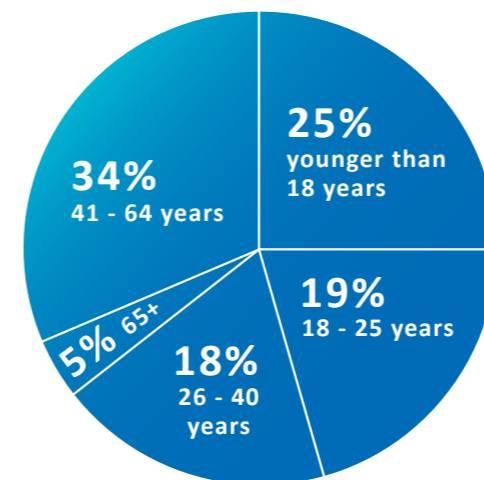
Donna Crompton
executive manager
quality and practice leadership

Insight

our services



our clients



Our strategies

- 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 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.

We support **458** people to live full and connected lives



This last year has again shown a growth in the quality and scope of the services Multicap Tasmania are able to offer to our clients.

We have continued to consolidate and build upon the structural improvements of 2020-21 and continue to review and develop our services to meet our demand for excellence.

New Hospital Passport

Multicap Tasmania frequently identify areas where our clients might require better support in navigating the complexity of other services (health services or community services). An example of this in the past year has been identifying a requirement for better support in the event that a client is required to present to hospital. The outcome has been the development of a Hospital Passport- a mini support plan to provide hospital staff with information that will assist them to best support, empower and communicate with our clients during their presentation or admission.

School Leaver Employment Supports

Another growth within our year has been ongoing development of our School Leaver Employment Support program (SLES) which supports individuals leaving education to develop different skills in preparation for work. We have now supported a number of individuals to understand and develop their work options by providing opportunities to experience varying work environments. This continues to be an area of interest and development for Multicap Tasmania as we progress to provide inclusive services to all.

Executive Manager of Operations

2021-22 has been the addition of the role of Executive Manager of Operations. The inception of this role has quickly meant leadership and support is available and accessible for our Disability Support Service Managers, to ensure prompt decision making and action, seamless service delivery, workforce planning and support. Erin Senz occupies this role and, as a qualified Physiotherapist, brings with her a wealth of knowledge of service delivery models and expectations from various sectors.

Better Health Outcomes

To continue to strive towards better health outcomes for our clients, we have also now employed a Registered Nurse (RN). This RN role will work to provide staff with support, knowledge and guidance regarding client health-related concerns. This role is not designed to over-medicalise our support services, but rather support clarity and clear outcomes where health and wellbeing is a concern. This will be achieved through delivering internal training, developing policies and procedures for where clinical practice is required and ensuring our documentation provides relevant and clear information on the health and wellbeing of our clients. The addition of a registered nursing professional to our team, alongside an allied health professional within our Executive, are both seen as essentially working to embed even greater quality of services within Multicap.

Welcome Sunlea

A significant development during the last year has been in welcoming the Sunlea Team to Multicap Tasmania. Sunlea is gorgeous sun-filled house in Hobart that is long-term home to 3 residents. The transition of Sunlea services and site to be managed by Multicap Tasmania has been a significant one, and the transition has been staged and methodical. Efforts were made to source a Disability Support Service Manager of significant skill and experience to lead the Sunlea team, and we are proud that all Sunlea staff now form the beginnings of our Hobart service delivery arm.

NDIS Standards Review

With recent updates to the NDIS practice standards, Multicap Tasmania felt it was crucial to review our resources to ensure clear emphasis on person-centred supports. Our Support Plans have been subject to rigorous review to not only ensure the information is clear and of value to staff, but also to ensure all clients hold a central role in formatting any resource relevant to their need. This reviewed document and process has now been implemented for all new clients and updated for our existing clients.



key priority 02

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



Karen Doak
executive manager
people and culture



Yvonne Edwards
executive manager
corporate services



Insight

our assets



37
Vehicles



21
Leased Properties



18
Owned Properties

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.

Safety

We recognise at Multicap Tasmania the importance of enhancing the capability of our people to achieve better safety outcomes.

Safer Experiences

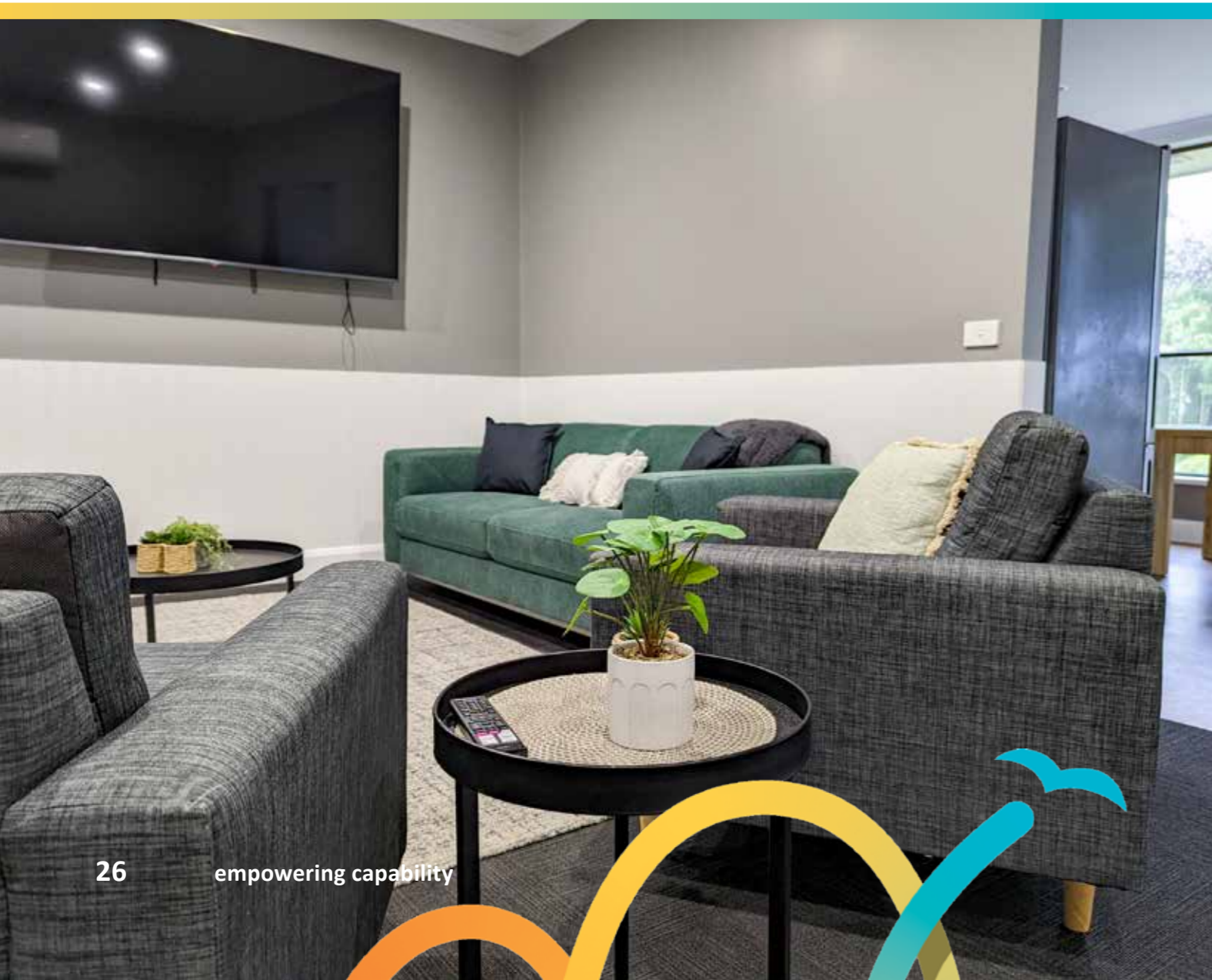
Our new Safety Management System continues to improve safety outcomes and experiences for our people (clients, employees and those who interact with the Multicap Tasmania community). The following activities are ongoing:

- Improving risk assessments, profiling and putting supports in place for high profile risks within our services and supports, via a WHS Risk Management framework
- Creating space for critical safety conversations i.e – Work, Health and Safety Committee

- Introducing the iAuditor system to create a robust and streamlined auditing process. The data from iAuditor will produce charts to look at trends, track progress and minimise risk.
- Sharing safety learnings and promoting conversations around safety and wellbeing in the organisation through our weekly updates and targeted focus areas.

Enhanced Wellbeing

Our people's mental health and wellbeing continued to be a focus for us in 2021-2022. We launched a short but impactful mental health online course for all employees called WeCare. The WeCare training provides a guide on how to support someone in mental distress and create a caring work culture for all. Rollout of this training is continuing to the end of 2022.



Multicap Tasmania continues to be committed to providing contemporary buildings tailored to our client's needs, and this approach is evident in all our major building works undertaken this year.

Launceston Property Improvements

Based in Launceston, two of our built properties, Pamela 4 and Rebecca Crt, were given major kitchen upgrades this year. With structural changes and a modern twist with all furnishing and fittings, the considerable works have transformed the kitchens, the entrance ways, and living spaces. This has resulted in a more homely and welcoming environment for all living, working and visiting these residential settings. These properties, along with Pamela 2, and our Dowling St properties, ensure Multicap Tasmania continues to have a strong SDA presence in the Northern part of Tasmania.

Capeview Disability Accommodation and Respite Development

This year we were also able to upgrade the Western end of our Panorama facility to develop a four-bedroom respite facility. This upgrade delivers a functional accommodation setting comprising a kitchenette, laundry facilities, living & dining spaces, four accessible & spacious bedrooms, staff facilities and spectacular views. Staff were invited to provide ideas for naming our newest facility, which is now known as Capeview Disability Accommodation and Respite. This space is now available for our respite clients, with a marketing campaign soon to promote this respite accommodation to the broader community.

Westwood Extensions

Additional extension works were completed at the Westwood Training facility, with several corporate office spaces being built to accommodate the growth of the corporate team. Our Finance Team and our Support Coordination team are now based at Westwood.

Community Access Hub Upgrades

Key works are planned across several of our hubs over the next year, with the kitchen at Miranbeena being our next project, along with a scheduled refresh of the client space at our Panorama Hub.

These projects are in conjunction with the major works to be undertaken as part of our Fenton St Hub refurbishment. Works have commenced with the demolition of the downstairs area completed. Fenton St Stage 1 includes installing a kitchen, multipurpose client space, training facilities and a front façade upgrade.

It is hoped new signage will build a visual presence in Devonport as part of our ongoing branding strategy.

key priority 03

An engaged, capable and supported staff.

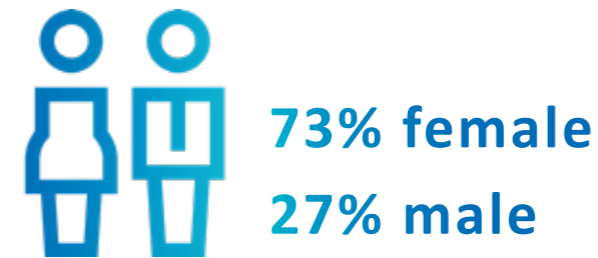


Karen Doak
executive manager
people + culture



Insight

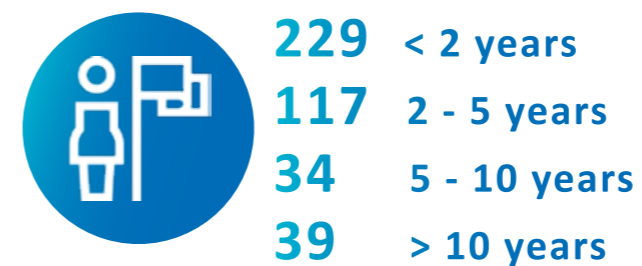
our staff



employment type



years of service



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.

Our People focus for 2021-2022

Whilst we had COVID-19 to contend with over the past 12 months, this has not slowed down the activity within the People and Culture space.

We have also welcomed our first Hobart employees to the Multicap Tasmania team through the acquisition of The Sunlea Team disability service in Glenorchy. 11 staff are now part of our larger workforce and we aim to grow our employee base in Hobart in 2023.

Areas that have been our focus for 2021-2022 include:

Attracting new talent and highlighting our brand

Ensuring Multicap Tasmania has a workforce that is readily able to meet the current and future needs of our clients is fundamental to us continuing to deliver high quality outcomes.

Our relaunched employee information sessions have been highly successful and a great way to meet with applicants who have questions about the sector and the work we do. Our HR team took part in an NDS trial for assessment centres for recruitment of DSW staff. We have taken the learnings from this trial and will be adopting to our group recruitment processes.

We have also continued to support student placements and work experience opportunities for school and tertiary based learners and aim to enhance this program moving forward.

Our team increased its focus on ensuring our job advertisements were well branded and highlight the benefits of working for Multicap Tasmania. This also included new branding and designs for recruitment flyers for social media, including LinkedIn, Instagram and Facebook.

We have also created recruitment packs that provide an in depth look at working for Multicap Tasmania. These include information about moving to Tasmania, the history of our organisation and structure. These informative packs highlight the why behind our organisation to ensure that new staff are excited by our mission and values.



Building safety awareness and capability

COVID-19 has been a challenging event across the world. It has been especially difficult to manage in a disability services environment. The most important aspect for Multicap during this time has been to clearly and regularly communicate with our employees and to reduce the risk of COVID-19 infection wherever possible. Our managers and employees have gone above and beyond to work together, to cover shifts, to manage their own illness and COVID-19 symptoms to ensure our clients have remained well supported.



Improving the onboarding process for our new starters

We want to ensure that all new starters at Multicap Tasmania are welcomed and well equipped to navigate the first few months of their employment. An induction and onboarding working group was established to identify improvements that could be made. One of the actions from this group was to develop a range of high-quality videos that assist with the recruitment and training of new staff. Several videos have been created, each with a different area of focus and highlight our incredible services, programs, and quality of staff.

These videos have been used in our new Disability Support Worker information evenings, on the West Coast and in Circular Head for recruitment and for onboarding new staff. They provide an exceptional overview of our organisation, structure, locations, and desired attributes of our staff. Another action was to update our employee handbook which has now been published.

We have also introduced "Staff Experience Surveys"; a phone call made to new starters in week 2 of employment to make sure their commencement has been a smooth one and identify where they may need some additional support. We have been surveying our new starters between July and September 2022 asking about their onboarding experiences and have received positive feedback.

Building the capability of our workforce

Continuing to build the capability of our workforce has continued to be a priority for us in 2021-2022. We are supporting 6 employees (with funding through TasCOSS – Tasmanian Council of Social Service Inc.) to undertake their Certificate IV in Training and Assessment so as they can utilise their disability sector knowledge and experience to provide internal training to our teams.

In August 2022, 13 of our staff attended Business Development Professional Training in Stakeholder Engagement and Public Speaking by TCCI (Tasmanian Chamber of Commerce and Industry). This all-day event provided crucial training to those who attended and a sound basis for developing stakeholder management plans and widening our engagement in the community. We anticipate strong results in regard to identifying our stakeholders and connecting them to Multicap Tasmania's vision and mission in the future. There is still plenty of work to be done in this area and we are excited to empower our staff to grow in their capacity and skills.

There was also a public speaking component of the TCCI training which was extremely well received and very hands on, with all staff in attendance having the opportunity to put their new knowledge into practice with a 5 minute speech to the group.



celebrating our long term staff

An engaged, capable and supported staff.

20 YEAR ANNIVERSARY began in 2002

Valda Marshall
Gwenyth Pyke

15 YEAR ANNIVERSARY began in 2006 / 2007

Gregory Dunn Grant Bulman
Joanne Dunn Racquel Lowe

10 YEAR ANNIVERSARY began in 2011 /2012

Kelly Hite
Jaymi Walsh
Anthony Tabart

5 YEAR ANNIVERSARY began in 2016 / 2017

Garry Ferguson Theresa Diprose
Vivienne Gibson Brett Dransfield
Melissa Neasey Sharon Bugg
Karen Brakey Callan Mann
Mitchell Parry Danielle Hughes

Listening to our employees

We have run surveys with individual teams and employees to gain feedback on the way we work at Multicap. This feedback has enabled us to review our operations and make improvements where possible. We launched an employee engagement survey in August 2022. We used a Likert scale for the majority of responses (0-5 Strongly Disagree to Strongly Agree) and also gathered some free text comments.

The results confirmed for us that we have a workforce that believes in our organisation’s purpose (4.4) and that Multicap Values guide their behaviour at work (4.2). Our employees are also proud to tell people they work for Multicap (4.3).

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. This coupled with “my team is committed to quality practice” scoring 4.3 demonstrates the dedication of our employees in providing a safe environment and meeting our Mission of empowering people with a disability to reach and be recognised for their full potential.

We have room for improvement in the way we communicate with our employees (3.5); 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 (3.3).

We plan to run an annual engagement survey and a shorter “pulse” survey every 6 months to gain ongoing feedback and suggestions around how we are developing as an organisation, the way we work with our clients, with each other and what we can do differently.



key priority 04

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

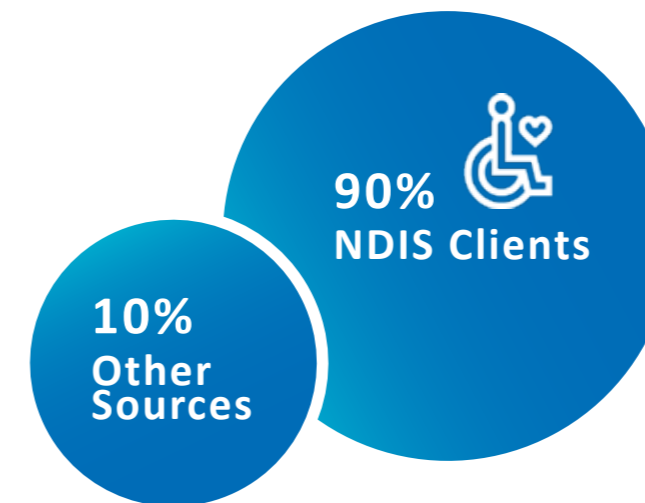


Yvonne Edwards
executive manager
corporate services



Insight

funding



Cash
\$6.144M



Total Assets
\$23.304M



New Members Equity
\$15.964M

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

As our organisation continues to grow information technology systems become more pivotal to building and managing our many complex business systems and functions. We continue to seek specific and purpose build software platforms to ensure our staff have access to the tools and data to support their day-to-day business.

Cyber threats continue to be one of our key challenges within the ICT environment. Two factor authentication (2fa) is now implemented across our key software platforms, along with the introduction of new backup software we continue to build a system to protect against such threats. We have maintained a staff development focus by continuing our phishing training which is now an essential part of our onboarding process for all new staff.

Client Management System

MYP, our client management system is now embedded as a central system for all client engagements, rostering, payroll, invoicing, and data management functions. Building resources to support users to further develop their knowledge of the system has been a focus this year with the development of standard procedures, training resources and on-line tutorials being built in-house to specifically support our user needs.

The above work is supported by the creation and appointment of Business & Systems Improvement Officer. The focus of this role along with the ICT Systems Improvement Team, is to drive an innovative and continuous improvement approach to our business systems and data across whole of organisation. Key aims of both this role and committee is to drive innovation by building a suite of business tools, central data sets and ICT literacy that develops a culture that allows staff to have ownership to strive for best practice & excellence, and drive innovation within their roles.

Telstra Teams Rollout

A key project for the ICT team this year has been the roll out of a new phone system "Telstra Teams". Although this is yet to go live, significant investment into the system has been made and testing has been completed. The phone system allows greater functionality than a traditional

telephone system, with the use of Microsoft Teams as the key platform for all users. As Microsoft Teams is already widely utilised across our organisation the switch to the phone system will be a natural transition. Although the new system allows the use of traditional handsets, a key function is that user devices have full phone capabilities. The new systems will also see the introduction of an auto attendant function and although we aim to maintain a client focus, this functionality does allow for callers to be directly forwarded to the team member that can best support them.

Transport Review

A transport review was undertaken by our CEO, Nigel Hill. This review extended across all parts of our fleet requirements including vehicle replacements and requirements, garaging and locations, current usage, future requirements, client and corporate needs, and client invoicing. Recommendations have been endorsed by the board and are currently being implemented. As a result of the review several vehicles have already been replaced, along with the addition of two pool cars and several vehicles being relocated.

Financial Position

The 30 June 2022 surplus was \$1.182m and although we continue to remain in a solid financial position it has been a challenging year as a result of continuing pressures from both the NDIS business environment along with managing the impacts of the global pandemic over the past year.

We are well positioned to manage the impact of NDIS payments in arrears and can cover 2.43 months of operations from our own sources. 2 months or more of spending is considered sustainable.

Multicap Tasmania's current ratio is 3.07 and has decreased from the previous year ratio of 3.54 and is above the target 2.0. This is the result of our new Dowling St and Sunlea leases.

The figures provided in this report were accurate at the time of printing. For a full copy of our financial report, please contact our office.



key priority 05

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



Nigel Hill
CEO
chief executive officer

Insight

branding

facebook



instagram



linkedin



Kylie Hales
registered nurse + clinical facilitator
> lead the development of competency skills and provide clinical nursing support of complex care clients.

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)

Our organisation continues to look for opportunities to provide our services where there are identified gaps. We are committed to ensuring that our participants receive the services they need, and so are constantly assessing what we can do to assist where services are not readily available.

New NDIS Registrations

In May 2022 we added 3 additional registration groups to our NDIS registration. These are Therapeutic Supports, Community Nursing and Plan Management. Over the next six months we will be assessing the needs across the areas we see as we investigate the feasibility for each of these opportunities. Of key interest will be therapeutic supports, which includes a range of occupations such as Occupational Therapy, Speech Therapy, Physiotherapy and Dieticians.

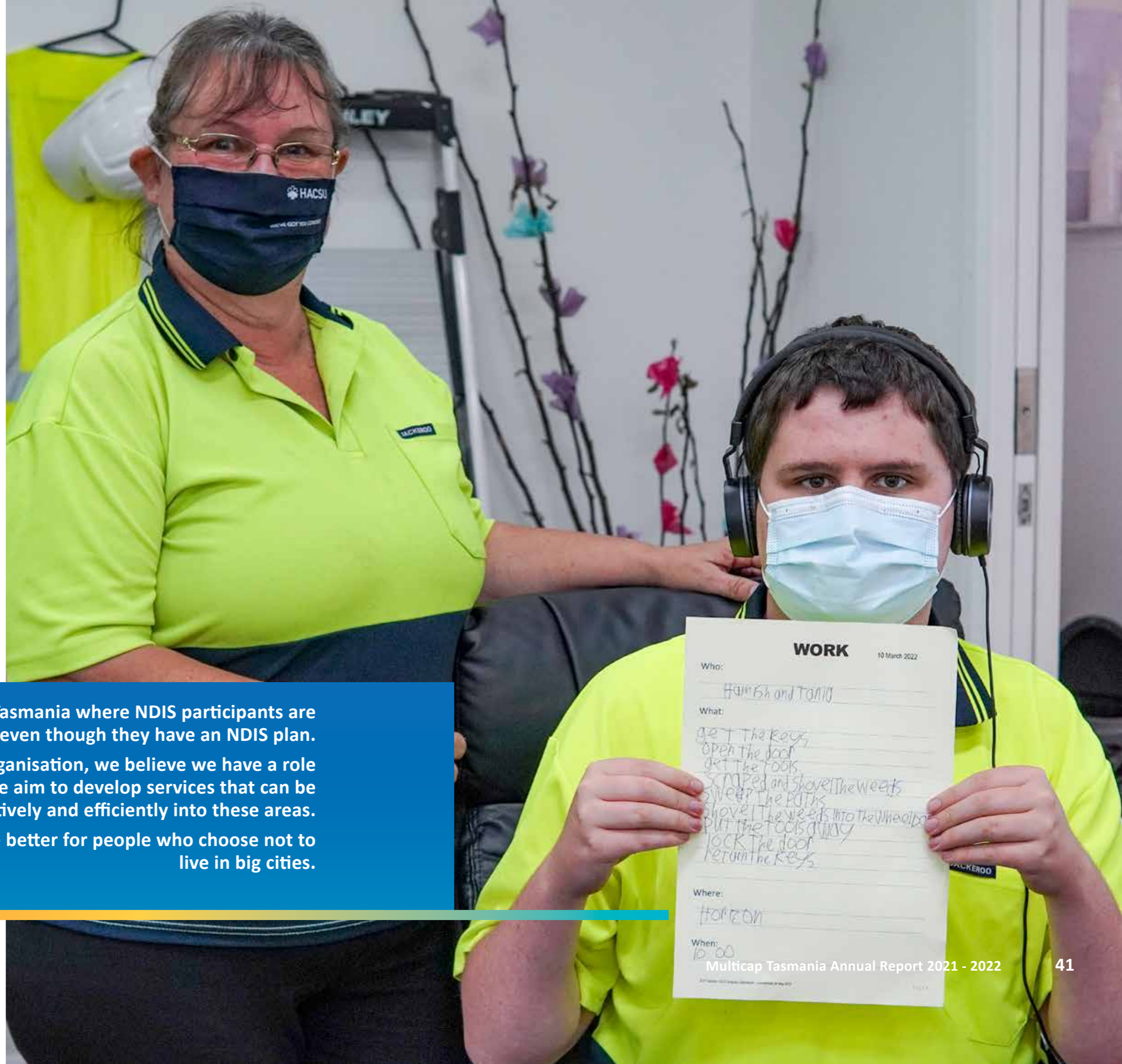
We have recently employed our first Registered Nurse at Multicap Tasmania, Kylie Hales.

Hobart Expansion

In June we commenced operations in Southern Tasmania, with the transition of services to Multicap Tasmania from The Sunlea Team. The Sunlea Team was a small provider of supported independent living services in Glenorchy, and we welcomed our first 3 NDIS residents, and 11 new staff to our organisation. Our intention is to build additional services in the Hobart area and our initial exploration of support needs in the area has commenced.

School Leaver Employment Supports

I am pleased to report an increase in enrolments into our School Leaver Employment Supports (SLES) offerings, and growth in interest in our horticulture and school holiday programs. We now offer services to a diverse, and growing, base of clients across Tasmania and continue to strive and innovate with clients being the centre of how we design our social and learning programs.



There are still many parts of Tasmania where NDIS participants are unable to access services even though they have an NDIS plan. To be true to our Mission as an organisation, we believe we have a role to play and, wherever possible, we aim to develop services that can be delivered effectively and efficiently into these areas. The NDIS needs to be better for people who choose not to live in big cities.

WORK 10 March 2022

Who: HAMISH and TONIO

What:
get the keys
open the door
get the tools
scrape and shovel the weeds
sweep the paths
shovel the weeds into the wheelbarrow
put the tools away
lock the door
return the keys

Where: HOME ON

When: 10:00



Circular Head Expansion

In September 2022 we purchased a property in Smithton that has been used for respite services. The property, with many accessibility features such as wide corridors, fully accessible bathrooms and disability friendly kitchens and bedrooms, sits on 5280 square metres of land and represents an opportunity for initial usage as a respite facility and also allows for future expansion for other accommodation services if demand exists. This will allow us to have a base in Smithton to support our individual support clients in the region.

Legana SDA Development

We have a planned SDA development to be built in Legana with construction due for commencement in late 2022 with a planned mid year opening. This will be sixth new development which has been built to the Specialist Disability Accommodation Fully Accessible design standard, and will provide a home for 4 new residents.

We remain open to additional building developments where demand exists and we welcome enquiries.





client story

multicap tasmania declared the bowling champions

On the 27th and 28th of August, Multicap Tasmania put together a team from Devonport who travelled to Launceston for the 2022 Aurora State Tenpin Bowling Championships.

The weekend was filled with lots of competitive banter and comradery. After two days of bowling, Multicap Tasmania were thrilled to be crowned the champions and retained the perpetual trophy which has been contested for over 30 years.

The competitors really brought their A game, a special mention to Danny Simpson who was awarded a medal for the highest individual score of the championships.

I would like to thank all of the staff who assisted on the day and would like to have a special thanks to Lisa Drake who did a lot of work behind the scenes and volunteered her time during the event to ensure the weekend was a success.

Next year's championships will be held in Hobart, the team are looking forward to defending their championships and are talking about getting some matching bowling shirts to wear next year!





client story

chelsea turns her hobby into a business success

Wynyard Multicap Tasmania client, Chelsea Gunn collects beach driftwood, dries it, then meticulously strings colourful beads onto fishing wire and attaches them to make decorative beaded wall art.

Proud and inspired by the popularity of her beaded wall art, not to mention the joy she gets making them, Chelsea, with the help of her Multicap Tasmania support workers, has been building her confidence to take her hobby to the next level – to hold a stall and sell them at the Fairy Godmother’s Market.

Chelsea was up early and excitedly packed the van and along with her Support Worker, headed to the market. Chelsea was supported to set up her stall and patiently

waited for customers to arrive. It wasn’t long before Chelsea sold her first piece! By the end of the market Chelsea had sold 7 pieces. A clear success!

Once she has restocked her beautiful supplies, Chelsea is keen to have another stall soon. Chelsea and her amazing new business were highlighted on the NDIS stories site this year. We were very excited for her and incredible proud of all her accomplishments.

“Chelsea is so talented, she has been doing her beaded wall art for a while, and it has really helped to improve her fine motor skills and her concentration. It’s great to see through her NDIS funding she is able to accomplish anything she puts her mind to. It’s amazing!”- Kym her Support Worker

acknowledgements

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

Multicap Tasmania would not be what it is today without our Life Members who support and encourage us to pursue excellence:

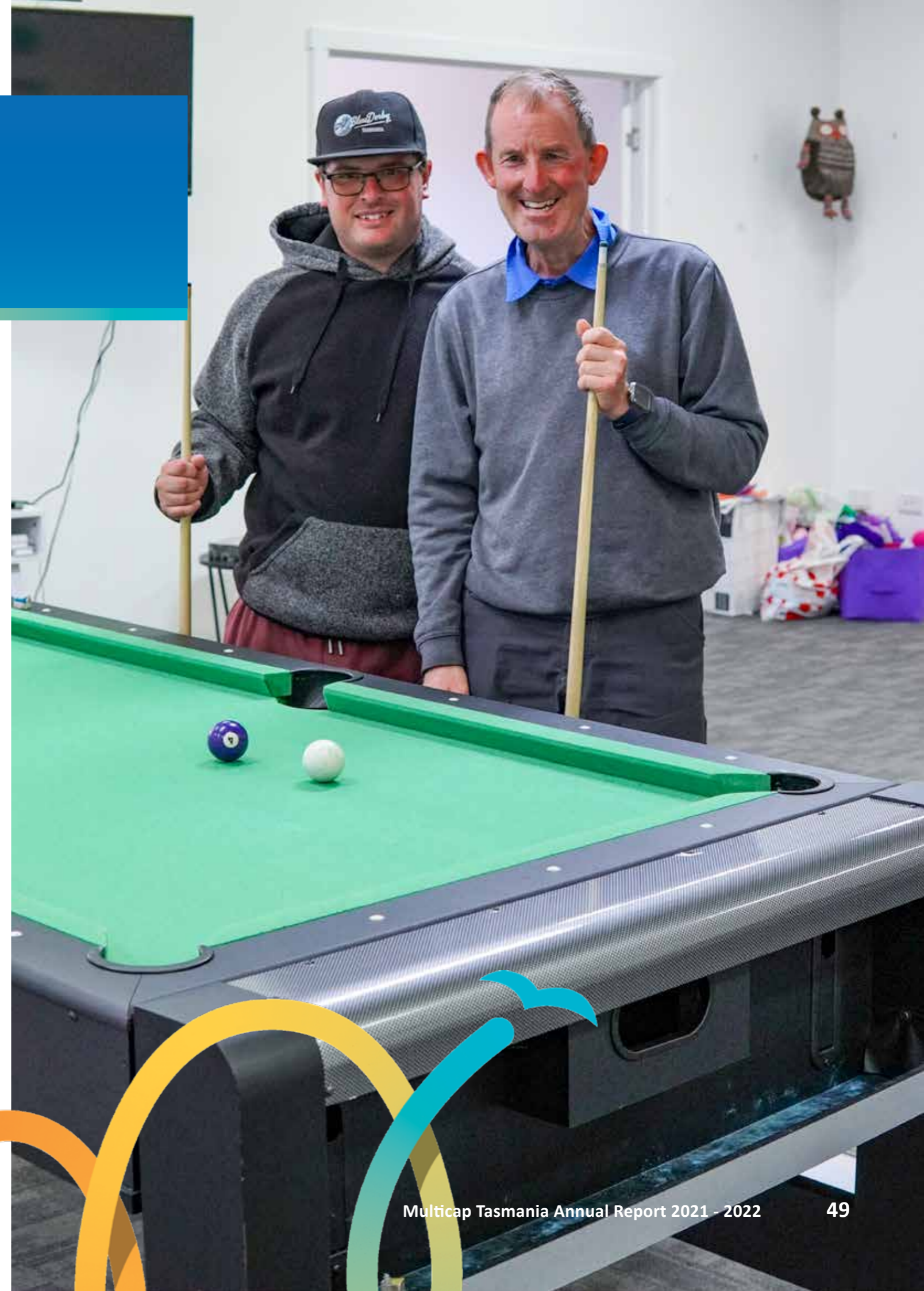
Gaylene Dunn
Sandra French AM
Helen Hearps
Linden Hearps
Jenny Mitterbauer
John Subonj

Thank you to all those who supported us throughout the past year.

You make it possible for our clients to thrive and grow.

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

Balls 'n' Bumpers
Morgan Timbers
The Men's Shed
Lemontree Providore
The Hygenic Butchers
The Club Hotel
Pearts Launceston
Terry White Pharmacy Burnie
DB Tech
Pharmacy One- Shorewell
Li-Ve Fuller
Julie Burgess Tall Ship Experiences
Rotary Community Men's Shed- Kings Meadows
Lions Club of Kings Meadows
Richard Eaves- Donation
PayPal Giving Fund- Rowing Challenge
Athlete 42- High Performance Training
Miranbeena Support Group- Musical Equipment





multicap tasmania

empowering capability

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