



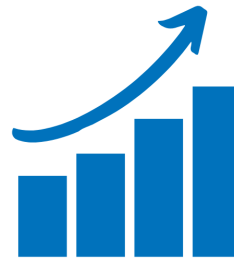
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Chair Report

With ongoing changes both internally and externally this year, it has been another busy one for Nexus.

At a broad level, recommendations from the Disability Royal Commission, and a new NDIS Minister impacted services across the country and Nexus is no exception.

In October 2022 Minister Shorten announced a review of the NDIS, with the final report delivered to the Disability Reform Ministers' meeting 12 months later-26 recommendations and 139 actions were delivered. There were some fundamental changes recommended including an improved eco-system of state-run services to support people outside of the NDIS, central to which are "foundational supports". There were also recommendations to improve service delivery and the effectiveness of the NDIS "market".

Discussions on an implementation plan have been slow and there still appears to be significant work required to complete any of the recommendations.

Nexus does not necessarily oppose the findings, some will be highly beneficial for the disability community, however, a lack of clarity on the reform pathway means more uncertainty for providers and NDIS recipients.

The Minister has also been working on a Bill to make significant changes to how the NDIS operates which has caused concern across the sector that this may mean reducing services to current participants and make accessing the NDIS much harder.

Across Australia the disability sector is struggling, with reports of 70% of providers recording a loss or break-even this year – including Nexus. Our loss was largely a result of investing in our future, new IT systems, developing SEED (Social Enterprise Employment and Diversity) and creating a larger accruals for Long Service Leave. A portion of the loss also came from a \$1 million allowance for bad debts. Some of these debts arose

from the need to "overservice" clients where their funding was cut or inadequate (an ethical commitment by Nexus), the complexity of tracking funding and invoicing delays by Nexus. The sovereign risk of doing business with the NDIS is the worst it has been in the last 10 years.

On a positive note, Nexus welcomed staff and clients in North West Tasmania this year. Starting with Coastal Residential Services (CRS), our North West footprint now runs from Wynyard to Devonport. Feedback from families, staff and, most importantly, clients has been very positive. Nexus has been able to offer the North West team training, much needed property upgrades and promotional opportunities. The growth in clients also provides opportunities for staff to work with more complex clients in the region.

The Board has begun our strategic planning process that was delayed by COVID. The Board and Management staff undertook Right On Board training with Alan Hough which was a thought-provoking session and a strong reminder that Nexus started as a community-based service and should be proud that it continues to be so to this day. The day reinforced that our Mission and Vision remain strongly embedded in our services.

We also completed workshops in the areas of risk, environmental scanning, SWOT analysis and the future of the sector.

I was honoured to be Chair for the 25th Anniversary of Nexus and attend the wonderful celebration event for our clients, staff and supporters. 38 employees were recognised for their years of service milestones. Three of these employees celebrated 25+ years of service which is an amazing testament to both the staff and Nexus as an employer. It was wonderful to meet so many staff and clients and hear what Nexus means to them.

I would like to thank our Independent Subcommittees – ably chaired by Ross Byrne and Sue Ham - who support the Board by reviewing our financial and program activities in detail. Management has worked hard to improve the reporting in both areas and the Board now feels confident in our ability to provide informed governance oversight.

I am supported by a Board who share my passion for Nexus and the people we support, and I thank them for their time and dedication. Jacquie Petrusma sadly left us earlier this year to return to the rigors of a Parliamentary career. At the Annual General Meeting this year, we will also say farewell and thank Marcus Pringle-Jones who has been on the Board for eight years, including serving as Chair for four years where he saw Nexus through COVID, NDIS changes, the CRS transition, and many other significant events.

Finally, I would like to acknowledge all Nexus staff for their ongoing commitment to providing quality care to our clients, the people who support us, our families and most of all our clients for the trust they place in us.

Gail Ward PSM
Nexus Chair



Children, Youth and Respite

Learning and Fun: A Perfect Recipe!

Our Children and Youth team had another great year supporting clients to achieve their unique goals in a fun and engaging way.

One young client, Mason, has loved his time with Nexus and has enjoyed learning new skills, accessing the community, and having plenty of fun along the way!

A big achievement for Mason this year was learning to cook with the Nexus respite team. He has enjoyed making cookies, muffins, toast, and salad rolls, and likes being able to share them with his housemates.

“I’ve been making cookies with my mum ever since I was a baby, but I learned even more here”, Mason said.

Nexus Support Worker Nadine said Mason has been “nothing but a delight” at the respite property this year.

“He loves joking around with everyone, joking around with his staff and loves mucking around, being a clown,” Nadine said.

When he isn’t in the kitchen whipping up delicious treats, Mason enjoys community outings with our Children and Youth team. This year he was supported to participate in movie nights, magic shows, BBQs, beach walks, educational tours, and other adventures.

For Mason, one particular trip to Russell Falls was the highlight of his year. After completing the planned walk to Russell Falls with Nadine, he decided to continue to Horseshoe Falls. Despite his fear of heights, Mason climbed the steep stairs to the top.

“He was so proud of himself. I was super proud of him too,” Nadine said.

In amongst his outdoor adventures, Mason also spends time playing basketball or tennis with Nexus staff, riding his scooter and playing Fortnite on his Xbox.

To encourage Mason’s independence, our Children and Youth team introduced a reward chart system. By completing daily tasks such as making his bed, brushing his teeth, having a shower, and eating healthily, Mason earns ticks that accumulate into beads. Once his reward chart is full, he gets to buy a treat of his choice. Currently, Mason has his eyes set on new headphones and a scooter.

In the new year Mason is keen to learn robotics with his Support Workers.

Mason said he is enjoying his time at Nexus respite and wishes more young clients would join him for adventures.

“I like it, I want more kids to stay here,” he said.



Finance Report

Expanding Nexus

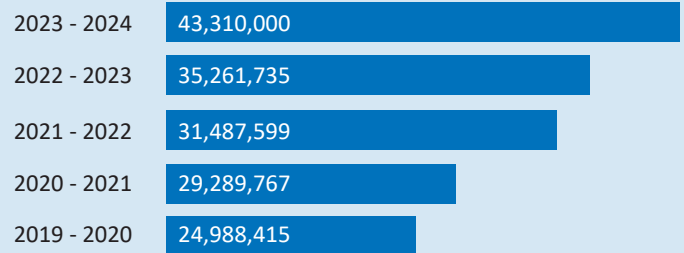
This year we welcomed clients and staff from Coastal Residential Service (CRS) as we transitioned them to Nexus – a significant undertaking for our HR, finance and payroll teams.

We saw an increase in revenue from organic growth and we onboarded new clients in the North West. We thank the whole team in the North West for making this transition as easy as possible. The majority of existing staff were also transitioned over to Nexus and we were pleased to be able to add them to our payroll system with relative ease.

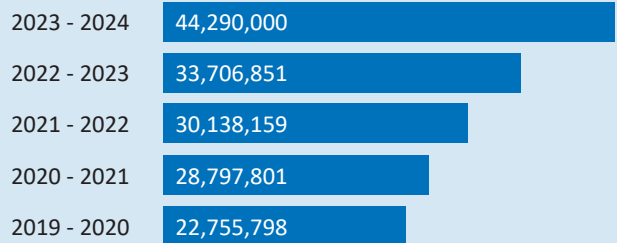
Preparing for the Future

To ensure future financial sustainability of Nexus, and in recognition of the unpredictability of client funding, we have made an additional provision for overservicing which was the main contributor to the deficit we saw this year.

Total Revenue



Total Expenses



Nexus by Numbers

Client Breakdown



Community Services (including Children and Youth): 54%



Supported Living: 27%



Complex Support: 13%



Customised Employment: 6%



Supported Living Properties



Dedicated Staff

CEO Report

A Strong Start to the Year

This year started with many trips to the North West as we welcomed 45 new staff and 18 new clients.

Since then we have worked hard to give our North West staff training and development opportunities, improved worksites, and greater assistance in navigating the NDIS so they can support clients to meet their goals.

Across Nexus maintained our commitment to ongoing training including graduating our first Autism Capability Building group who completed over 20 hours of customised training with the highly skilled Jodie from Autism Tasmania.

Maintaining Quality for Staff and Clients

Our staff feedback survey once again showed very high commitment and support from staff. There were a few areas to focus on, but overall it was pleasing to see we have a highly committed workforce with strong value alignment.

We completed our Interim NDIS Commission Audit and I thank all staff who worked hard to ensure that we received a strong result including recognition of areas of best practice.

The Ever-Changing NDIS

NDIS changes this year have felt relentless with a new finance system (PACE), the NDIS review, and Bill Shorten's new Bill to overhaul the NDIS. Nexus strongly supports some reforms such as mandatory registration of all providers and workers, there are many changes that will exclude more people with disability from accessing the NDIS. The slow reform process has been frustrating and will likely continue to 2027. We still wait for a clear work plan from Government.

Nexus has also been evolving this year. Implementing new rostering, finance and sign-in systems has been the major focus. There were many lessons to learn from this roll out but we have pulled through with a much-improved system that will better serve clients and staff.

Financial Challenges in the Sector

Our financial result was disappointing, but we stand with around 50% of providers who made a loss this year. Our loss was largely inflated by increasing Long Service Leave Provisions, program development, and provisions for bad debts requested by the Auditors. They consider that over a \$1m in NDIS invoices will be difficult to recover given the complexity and lack of transparency in the NDIS system. I am pleased to note that a significant amount has since been recovered.

25 Years of Supporting Tasmanians Living with Disability

Our 25th Anniversary celebration was a great success, attended by clients, families, staff and supporters. Together we recognised the hard work of many staff. We launched our new staff Bursary named in memory of former Nexus Board Member and Chair, Ged Dibley, who suddenly passed away in 2023. Ged was an unwavering champion of rights based service delivery and his passion is entwined in the DNA of Nexus.

A Big Year for the Board

The Board has worked hard to prepare for the upcoming strategic plan and, with the expansion in the NW and new IT system roll out, I am confident that they worked the hardest of any Nexus Board in my time. Their ongoing support and guidance has been welcomed by the Management team. Both of our Board Subcommittees have also been kept busy and have added great value to our operational thinking.

Personally, I would like to thank the entire Nexus team for their ongoing support and patience in an ever changing space. Their ability to adapt, often at short notice, yet continue to stay focused on our Mission and Vision is invaluable and something I do not take for granted. Looking forward to another year of exciting new developments and opportunities for Nexus.



Mark Jessop
Nexus CEO

25th Anniversary Celebration

25 Years of Supporting Tasmanians with Disability

This year we marked a milestone – 25 years of supporting Tasmanians living with disability!

Opening in 1998 after the merging of two service providers who commenced following the closure of Willow Court, we started off with just nine supported living houses. Now we have over thirty houses and more than 300 clients across the state.

“It’s great to take this opportunity to celebrate how far we have come and recognise the hard work of our staff who have been with us for a long time,” our CEO Mark Jessop said.

Almost 40 employees were recognised for their years of service this year – including three who have been here for over 25 years since Nexus began!

Thank you to Jodie Denman who spoke about the importance of quality support that is tailored to the specific needs of the client. Jodie works with Autism Tasmania and has lived experience in the disability community.

The event was a great opportunity to bring together clients, families, staff and supporters from across the Nexus community to celebrate how much Nexus has achieved in the last 25 years and the incredible support that we continue to provide Tasmanians.







Decades of Dedication

When Lynne started her career as a Support Worker in the early 1990s, the disability support landscape looked very different.

Clients were moving from institutional settings like Willow Court into Supported Living homes for the first time, and ways to best support people with disability were still being explored.

“Back then, the idea of supporting people with disability in the community was just starting.” Lynne said.

Beginning as a casual Support Worker at Southern Residential Support Services, Lynne has seen many changes – one of the biggest being the merger with Tagari Lia to become what is now Nexus.

“The new management surveyed staff and came up with the name ‘Nexus’, meaning ‘a connection or joining’,” she said.

That was 25 years ago and Lynne continues to support clients with the same dedication and the same ability to adapt to changing technologies, processes and funding.

“I like working with the varied staff who I have worked with over the years. They have taught me many things which has enabled me to grow within the forever changing workplace.”

“In those early days, everything was on paper and there were no computers in the houses – we had to send it to the house that was modified into the main office for filing!”

The NDIS brought a greater focus on tailored support.

“I really enjoy supporting clients to achieve their goals,” Lynne said.

“To grow their skills and have fun along the way as well as supporting them to feel valued in their homes and the community.

“They have also taught me many things which enhanced the way I look at my work.”

Chief Operating Officer, Adrian Scott, described Lynne’s career at Nexus as “remarkable” and said she is an inspiration to those working in the disability sector.

“I had the privilege of having Lynne as one of my Team Leaders when I started at Nexus, and later worked alongside her as a Team Leader as well. Lynne taught me so much during that time and Lynne still keeps herself up to date with the best practices in the industry so she can support clients in the best possible way,” Adrian said

“Lynne always raises her hand for new training like Autism Capability Building, Trauma-Informed Support, or LGBTQ+ Inclusion, which shows her lifelong dedication and passion for supporting people with disability. Lynne has made such a positive impact on every client she has worked with over the years.”

Reflecting on her career at Nexus, Lynne said she has had a great time working with some of the most amazing clients and staff who always strived to do their best.

“Nexus has enabled me to grow as a person and I have had the most amazing time in my work,” she said. “I am coming to the end of my career but can see the growth and potential in Nexus.

“Nexus provides an excellent framework for the staff to work and offer a wide range of training tailored to specific client needs, and this helps us maintain high standards of care.”

TechnoPark Office Renovation



Bringing the Team Together Under One Roof

With our recent, rapid expansion we started this year with teams across six different sites in Hobart and the Huon.

To bring everyone back under one roof, and to meet the evolving needs of our staff and clients, our main office in Hobart underwent a major renovation.

After acquiring office space on the second floor of our building, we embarked on a journey to remodel and modernise.

Having all of our southern staff together in one building has greatly improved collaboration and cohesion.

“I still remember Nexus’s Moonah office back in the late 90s, which was basically a house converted into a working office!” Nexus Chief Operating Officer Adrian Scott said.

“To see Nexus go from a little weatherboard house in the suburbs to a completely modern workplace with all this new technology shows the incredible journey this organisation has had in the last 25 years.”

Our new office spaces feature modern architecture with trauma-informed and more sensory-friendly designs. We have added more meeting rooms, ideal for training and workshops, as well as quiet spaces, ergonomic furniture and plants.

The meeting rooms are equipped with state-of-the-art technologies, including soundproof doors, smart screens, intelligent scheduling, high-definition video conferencing systems, and wireless presentation tools, ensuring seamless communication and collaboration with internal and external stakeholders.

“Redesigning our offices was a great opportunity to cater to the physical and sensory needs of our clients, staff, and guests,” Nexus CEO Mark Jessop said.

“I am confident this new and collaborative workplace in Hobart will continue to enhance team dynamics and develop a positive culture across Nexus.”

COO Report

Working at Nexus for the majority of its 25 years has provided me with quite a unique perspective on the last year.

Between our organisational restructure, the implementation and management of MYP, and the introduction of additional IT systems, it can be easy to only see the changes and think that Nexus itself is changing.

In reality this year demonstrated that, even after 25 years in an ever-evolving sector, Nexus continues its unwavering and unchanging dedication to providing Tasmanians with client focused support that suits their unique needs.

Whilst there were, of course, significant operational changes, each of these changes was implemented to improve the support we provide to both staff and clients.

“In reality this year demonstrated that, even after 25 years in an ever-evolving sector, Nexus continues its unwavering and unchanging dedication to providing Tasmanians with client focused support that suits their unique needs.”

The introduction of the NDIS has required organisations like Nexus to modernise and professionalise their fundamental business processes. Implementing MYP has allowed us to:

- Manage the different phases of the Nexus Client experience from intake, through onboarding, service provision, renewal and exit where relevant
- Monitor the prospective client experience and ensure that everyone is contacted efficiently
- Monitor the number of clients being onboarded
- Track the status of important tasks
- Provide clients with updates on their goals and budgets, and gather feedback on our service
- Have a greater level of visibility and accountability so we can identify our strengths and opportunities around service delivery

The restructure of our corporate teams this year saw our Intake, Practice and NBAHS teams move into the broader Operations Management team. These teams now work closer than ever with our service delivery teams to support training, complex health and behavioural supports, and the continuous improvement of our service delivery.

With all of this now in place, our list of priorities for 2024-2025 is the review and revival of our Active Support systems, an exciting new staff induction program, and a new staff supervision and performance review model.

I'm very proud of the work done and the things achieved by the Operations Team over the last 12 months. It has, at times, been a tumultuous ride and I would like to thank all our Managers, Assistant Managers, Team Leaders, Key Workers and frontline staff who have coped with this whilst also managing all of the other everyday challenges.

They have achieved great things for themselves and the clients we support and I am looking forward to the new year.



Adrian Scott
Nexus COO

Customised Employment

Employment Opportunities Support Savings Goals

“When I have something in my mind I want to achieve I just go out and do it.”

This attitude is what led Jasmine to be more than half way to achieving her holiday savings goal already after only a few months working with our Social Enterprise, Employment and Diversity (SEED) cleaning crew.

“I’m going to go on holiday to Queensland – I’ve always wanted to go and now I can save my own money to go,” Jasmine said. “I’m excited for all the theme parks!”

“Before I started working I just had a fortnightly allowance which mostly only covered rent so it was hard to save up.”

Jasmine joined our Customised Employment program in 2024 and has been developing her cleaning skills through her work with SEED ever since.

“I love it. I got help with my resume and now I finally have paid employment – I was looking for a job forever and I was always applying for jobs but they never get back to you,” Jasmine said.

“I got to try gardening [through SEED] as well. The highlight was when I mowed a lawn for the first time – I was really proud of that!” Jasmine said.

At Nexus we believe that visibility and representation of people with disability in the workforce is crucial for changing preconceived ideas of what people with disability can contribute to our community.

As our Customised Employment Manager Jackie says, “If you can’t see it, you can’t be it. If you’re a person living with disability and you never see anyone with disability working in mainstream places, you might think that those opportunities aren’t available to you.”

This attitude underpins our Customised Employment division which continues to support Jasmine while she develops her skills, builds her confidence and works towards achieving her professional and personal goals.

“Now that I’ve done a bit of cleaning I think I’ll keep doing this for a bit until I’m feeling more confident to go out into...the big world!” Jasmine laughs.

“I really want to keep cleaning especially for the elderly. I like interacting with them, they’re always really nice, and it would be good to be able to help them out in their homes.”

Nexus Customised Employment program connects our clients with training, practical work experience, and employment opportunities that match their skills, interests and support needs.



Nexus North West



Supporting Tasmanians Across the State

In its milestone 25th year, Nexus began providing services to Tasmanians living with disability in North West Tasmania following a successful transition with Coastal Residential Service (CRS).

CRS transitioned 18 clients and 42 staff to Nexus after 30 years of providing support in the region.

“With rising business costs and ongoing changes to the NDIS, the Board felt it was time to transition the business to ensure clients continue to receive the high level of support they have always had,” CRS Chair, Kelli Hooper said.

“We specifically engaged Nexus for this transition as we share similar histories and, most importantly, the same values of providing high-quality, client-focused support.”

Since the transition, Nexus has already inducted CRS staff, created Team Leader and Key Worker roles, and provided extensive specialised training.

“We worked with CRS staff to identify what they felt Nexus could offer and we are pleased to be working towards achieving their suggestions,” said Nexus CEO Mark Jessop.

“We are excited to offer staff further training to build their confidence in providing the tailored support that Nexus is known for,” Mark added.

Nexus supports North West clients in Supported Living, Complex Support, Community Access and Capacity Building.

This expansion marks an exciting chapter for Nexus as we continue to grow and support more people with disability across Tasmania.

Supported Living

Nexus supported living client Frances had a big year building her independence, achieving her goals, and participating in her community.

Frances is one of a number of clients from North West Tasmania that Nexus welcomed after the transition of Coastal Residential Service (CRS) clients this year.

Supported Living clients are supported to work towards their individual goals, develop their daily living skills and access their community using a model called Active Support.

The highlight of Frances' year was attending her sister's wedding in Victoria, accompanied and supported by Nexus Team Leader, Louise.

Louise said it was an "absolute privilege" to support Frances at the wedding, adding that Frances had a "beautiful time" connecting with her family.

"There hasn't been a day that goes by that I haven't thought how lucky and privileged I am to be able to support Frances in achieving her goals enabling the vision her family has for her future," Louise said.

When she isn't out in the community catching up with friends at cafes or shopping for the latest CDs, Frances has been at home honing her cooking skills.

"I like to cook roast lamb, toast, and veggies with my staff," Frances said. "I like talking and having a cup of tea with them. I also peel the potatoes and carrots and put the veggies in the tray."

Looking ahead to next year, Frances is very excited about her birthday party, when her family members from the mainland will visit her.

"I'm turning 73! I am inviting all my friends to my party, and I would like to go to Seabrook in Somerset and have a chocolate cream and jam cake," Frances said.



Community Services

Learning and Experience – A Powerful Combination

“Have faith and believe in yourself. If you fall, get back up and try again.”

These are the words of David, Assistant Manager Community Services, who is undertaking a Bachelor of Applied Health and Community Support through the University of Tasmania this year.

David began his Nexus journey 14 years ago as a casual Support Worker with our Supported Living (SIL) division. David continued to learn and grow. His passion to support people with disability and his alignment with Nexus values quickly saw him rise to the role of Key Worker, then Team Leader.

His path eventually led him to his current position as Assistant Manager and it was around this time Nexus raised the idea of Assistant Managers pursuing a university degree for their professional growth.

At first David was hesitant. The idea of going to University seemed daunting given his busy personal and professional life. After some encouragement from his wife, who was also pursuing a degree at the time, David decided to take on the challenge.

Starting the journey cautiously, David began taking one unit per semester to “test the water.” He quickly found himself enjoying the challenge and soon doubled his study load.

David found that his experience at Nexus gave him a unique perspective on his studies. His real-world experience has helped him succeed academically with a consistent credit in his assignments and a better understanding of the course material.

“This year’s units have been eye-opening, especially mental health and professional skill units,” David said. Having also done Nexus’s Autism Training, he found that the “two areas of study complemented each other perfectly”.

His studies have already had real world applications with David noticing improvements in his day-to-day processes and interactions with his team and clients.

Balancing work, study and family life has not been easy for David. Being an Assistant Manager and a dad who makes time to support his kids to do Judo twice a week, David has left no stone unturned to make his university degree ambition work.

“My manager, Catherine, has been incredibly supportive from day one, allowing me to take time off when needed, especially during heavy assignments.”

Even when devoting time to his study, David remains as committed to his team as ever. Team Leader, George, said even David’s exceptionally busy schedule lately has “not stopped him from being able to help his colleagues whenever we need it”.

“He always has time for all of us, even when it is hard for him to find time while juggling everything, he still finds it,” George said.

Catherine said David’s career path and current studies are “truly inspirational” to others in the organisation.

For David, staying informed, learning, and adapting to new information and practices is crucial to supporting people with disability.

“Continuous learning is not just a personal goal of mine, but I think it’s a necessity in this (disability) sector,” David said.

“I believe this is where Nexus stands out as an organisation that truly invests in its people through the right training.”

As David continues his university degree and his work at Nexus, he is more committed than ever to both his personal development and his role in supporting people with disability achieve their goals.



IT Operations



Systems for Better Support

“Support Workers are the backbone of our organisation, and I think the IT team is the muscle supporting that backbone!”

These are the words of Nexus IT Officer Kanwar and he would know – he has seen many IT changes at Nexus in the last few years and says working at Nexus has been ‘absolutely rewarding’ from day one.

Previously working for a large IT team of over 600 people the change of pace is welcomed.

“Unlike IT teams in other industries, at Nexus, I am not just a number, our work gets recognised and acknowledged,” Kanwar said

“I started at Nexus with no experience in the disability sector so when I started going out to the houses and meeting staff directly, I realised how IT was making an impact.

“IT in the disability sector is completely different. On top of your professional skills, you need compassion and an understanding of how your work makes a difference in people’s lives.”

Nexus IT Manager Alan, who studied architecture and later found his passion for IT, said the technological leaps Nexus has taken this year have been the “biggest in its recent history”.

“Our work is spread across all areas of Nexus and we’re involved in every single division, system and process, so the IT team has a direct and indirect impact on everything Nexus does,” Alan said.

One of the IT team's major achievements was the rollout of a cloud-based phone system allowing Nexus staff across the state to connect more efficiently and securely.

"The best part of my job is to develop tools that save staff time, make their life easier and allow them to focus on their primary role – this phone system did just that," Nexus IT Project Manager Bruce said.

"It has also proven useful in improving confidentiality when contacting clients, staff, and other stakeholders."

The new phone system also allows staff to make and receive work calls when they are away from their desk without having to use their personal phone.

Another digital advancement was the implementation of the Enterprise Service Management (ESM) system which provides a central portal for support requests from staff.. This allows better management and automation of ticketing processes for IT, HR, Finance and Payroll related matters.

"This system ensures that all staff requests are prioritised and addressed efficiently, making life easier for everyone," Alan said.

"The new system will eventually mean that staff can go onto the ESM portal and lodge a request for support which will then be prioritised and tracked," he said.

"Gone are the days with countless emails and messages for different staff requests. It has already started increasing the efficiency of these teams."

The installation of new remote desktop tools has also added to IT efficiency.

"This tool has drastically reduced the need for physical visits to support staff for IT-related issues," Kanwar said.

"Before, we had to make four or five house visits every week; now, it's down to maybe once every two weeks, that's efficiency," he said.

"As long as staff are at their computers, we can remotely fix things most of the time."

Following last year's successful introduction of MYP, our team continued to implement it across Nexus to better meet the needs of clients and staff with interactive, automated, and real-time capabilities.

"The new systems worked as planned, enhancing productivity and ensuring better service delivery," Alan said.

Next year will be another big year for IT Operations with the Board committing to a major IT security upgrade.

"IT security is a major issue in the sector and many not-for-profits seem to forget that they hold a lot of sensitive data that could be of interest to hackers."

The investment will mean that Nexus' data will be highly protected and exceed the current Government security requirements.

The IT team, with a shared passion for problem solving, is already looking ahead to these future projects.

"We've done our homework, we've done the right training, and we are ready for the next set of challenges," Alan said.

People and Culture

Growing at Nexus, Growing with Nexus

The clock has not even hit midday and Seema has already answered client queries, updated documents, processed contracts and supported team members to record information in our online systems.

For Seema, supporting clients and staff across Nexus in her role as HR Trainee is “pure joy”.

“I am a people person and have always enjoyed helping others,” Seema said.

After moving to Australia from Nepal several years ago, Seema found her peace in Tasmania, enjoying the pace of life and opportunities it brings.

Initially studying Travel and Tourism back home, Seema discovered her true passion in the support sector. She kickstarted her career in Australia working in various aged care facilities as a Carer and Recreational Activities Officer (RAO) before seeking a new challenge and career change at Nexus.

“My journey here at Nexus has been amazing,” she said. “The rapid changes I’ve experienced have shown me what I’m capable of and have significantly contributed to my professional growth.”

As an HR trainee, Seema diligently updates and maintains compliance documents, processes contract variations, and supports general HR queries. Seema’s passion for helping people and Human Resource shines through in her work.

“I enjoy assisting people when they have HR questions or needs,” she said.

Since starting her traineeship in Human Resources with Nexus, Seema has thrived on her learning and development journey with Nexus.

“I have certainly learnt a lot,” she said.

“With the support of my supervisors, I have a better understanding of Human Resource Management. I am more confident doing my job now.”

“The amount of time and dedication Nexus invests towards training staff is outstanding.”

“Staff are trained to meet client needs, and there are various opportunities available for professional growth.”

Eager to continue her journey, Seema is excited about being part of the People and Culture team and looks forward to growing alongside them.

“I am part of a great team, and I love working here,” she said.



Intake

Starting at the Start – A Client First Approach to Intake

Not many people can say that they love what they do.

In a sector with constantly moving targets, funding changes, and increasing reporting requirements it can be easy to become tired of your job. Not Donna.

“I love what I do! I enjoy it every day!” she said.

As our Intake Manager, Donna is on the frontline in demonstrating our client first approach by tailoring her customer service to each person who contacts us looking to receive support.

In a crowded disability sector, this approach has allowed Nexus to build strong, lasting relationships with those we support and their families.

With over 16 years of experience in the disability sector, Donna joined Nexus in 2020 as part of the Quality team. Her passion for the rights of people with disability, along with her knowledge and experience in quality management, led her to become our first Intake Manager.

“It brings me joy when I hear a client I’ve helped to organise supports for, especially SIL clients, telling me how much they love their new home, their housemates, or how wonderful they think their Support Workers are.”

Nexus created a dedicated Intake Manager role a few years ago. The key benefit is that the onboarding process is streamlined and no-one falls through the gaps as we continue to grow. Everyone who enquires is engaged with and supported through the intake process.

Donna says professional and effective communication from the initial contact made by a client, their family or representative sets the standards of the organisation.

Working closely with the service delivery teams ensures a positive, successful experience for the clients. Donna says it is great being part of a team that can facilitate clients’ wishes and provide them a wonderful life.

“I know that if I do my jobs well, the clients will receive the support they choose and it will bring happiness into their lives,” she said.

Since taking on her role, Donna has been the first point of contact for over 200 clients. She has successfully supported the intake process for over 100 clients in the Community Service division and more than 50 clients in the Supported Living and Respite divisions.

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Nexus Complex and Individualised Support



Breaking Down Barriers to Support Work

Over the years, we have learned that you can teach someone the theory and best practice of being a Support Worker, but you cannot teach them the compassion and empathy that is required to work with complex clients.

Since its creation in 2018, our Nexus Complex and Individualised Support (NCIS) team has always been unique in the clients it supports, the services it provides and the staff it recruits.

This year the NCIS management team focused on recruiting outside of the usual selection criteria. The team were looking for people with life experience and attributes that are suited to NCIS clients. Nexus will then support them with training to help them in the role.

NCIS Manager, Beck, worked with a number of local groups including Employment Service, the NDS, and Neighbourhood Houses Tasmania to create opportunities for the community to engage with Nexus and discuss employment pathways into support work.

“When you get out there and talk to people you realise there are all these barriers they think will stop them from being a Support Worker and its good we can give them advice and clarity on those,” Beck said.

“Qualifications are a big one – people think you have to be formally qualified but there are so many other things we are looking for in the complex support team. Lived experience, a strong work ethic and compassion go a long way – in a lot of cases we can teach you the rest.”

The NCIS team has also increasingly been recognised this year by government and community groups as leading the way with their model of complex support.

“We’re building connections with a lot of places like Child Safety who recognise that we are providing a model of support that is practical, effective and sustainable,” Beck said.

“We aren’t just for last resort placements – we are seen as one of the first organisations you call to support complex clients. We have a structure and therapeutic model in place which works for many clients impacted by both disability and complex trauma.”

“I am very proud of our team, particularly our Assistant Managers, Sara and Krystal, and our Team Leaders who have gone above and beyond to support their clients and teams. We would not have achieved our client outcomes without their dedication, passion and drive. They amaze me with their ability to get things done and I am looking forward to the next steps forward with this amazing team around me.”

Behaviour and Allied Health

Striving for Best Practice in Behaviour Support

In a year of growth and a changing landscape our Nexus Behaviour and Allied Health Service (NBAHS), thrived in supporting people with disability with their unique behavioural support needs.

“It has been a big year for our team!” NBAHS Senior Practice Leader Helen said.

This specialist team, all coming from a psychology background, now supports 22 clients across southern Tasmania with Behaviour Support Plans and Behaviour Assessments. The work of NBAHS improves the lives of people living with disability by encouraging supports that allow them to better engage with their environment.

The team began offering tailored support in 2020 and now also provides recommendations and reporting for NDIS Planners. NBAHS provides behaviour support to clients supported by Nexus and other providers.

Since its inception, the NBAHS team has also become a valuable resource for Nexus practice, contributing to staff training and consulting on behaviour support and matters of restrictive practices for Nexus teams.

In the near future, the NBAHS team is excited to maximise the benefits of our digital system, MYP, which we implemented last year.

“It’s been a year since we implemented MYP at Nexus, and we know how good it is with so many real-time capabilities,” Helen said.

“We want to explore more functions of MYP for planning and managing administrative and finance tasks.”

Already, the NBAHS team is using MYP’s automated features to manage clients’ behaviour support plans. The new capabilities of MYP will further support them in keeping clients’ behaviour support plans up to date for timely and cost-effective service delivery.

“In the end, we are looking forward to continuing to do everything we can to better support our clients,” Helen said.



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