

nexus INK



Winter 2025

 nexus inc.



CEO Welcome

Regardless of the season, I continue to see staff and clients kicking goals – new jobs, new friends, new promotions and new experiences. Long ago I learned that our clients want the things that everyone wants – home, safety, fun, fulfilment – and our job is to support them to achieve it.

It was great to welcome our new staff in the North and build our services and team capacity in both Launceston and Burnie. Over the next 12 months we hope to be providing high quality support services across even more parts of Tasmania.

Internally we have been reviewing our Community Access program. We want to run programs that meet the social needs of clients in a way that is also tailored to how they want to be supported. Our Children and Youth team and Complex and Individualised Supports team have also merged to form a single division focusing on delivering children and youth services in line with the State's child safety requirements.

I was honoured to join HACSU as the employer representative in Canberra recently, where we reminded the government that the SCHADS Award outlines the minimum conditions for workers – despite the NDIS funding model making it seem like the maximum condition. Supporting staff to provide quality support is costly to providers and staff should be recognised for higher skills and competency. We met with 40 politicians over two days, including a great meeting with Minister Butler and a forum for staff and Members in the Senate Committee rooms. We asked for a compact where providers and staff can negotiate to use a government funded \$5 per hour for extra staff training and conditions. We got a positive reception and acknowledgement of the strain the sector is under. Hopefully we will see changes soon!

Finally, I would like to acknowledge the great work by SEED and our Communications team who formally launched our Recycle Rewards Depot in Goodwood. This is a real asset in SEED's mission to provide meaningful training and employment opportunities for clients.

Mark Jessop
CEO, Nexus Inc.



Opening of Recycle Rewards Depot Goodwood

This winter was a huge milestone in our social enterprise SEED's journey, as we officially opened the largest Recycle Rewards Depot in Southern Tasmania.

Our official launch was a great success with clients, staff, community members, stakeholders, political representatives and media in attendance.

It was especially exciting for our SEED staff, who had been training and preparing behind the scenes for months. Seeing them confidently running the depot and speaking to media was a proud moment for everyone.

Alongside SEED's cleaning, gardening, orchard, and tagging and testing services, the depot has already started to provide training and employment opportunities for people with disability at award wages.

"This collaboration has already provided a host of training and employment opportunities for people with disability, and has connected us with some great businesses and community groups who are keen to support the depot and our Container Collection Service," Nexus CEO Mark Jessop said.

"We are very excited to see what happens next now that we are officially open!" he said.

Located at the end of Hornby Road in Goodwood, the SEED Recycle Rewards Depot is the first of its kind in Southern Tasmania. It's a drive-thru, undercover facility that can process over 200 containers per minute.

In just the first eight weeks of its official operation, the team hit an incredible milestone - one million containers processed!

Congratulations SEED team on this amazing achievement, and we are excited to see what's next!

"I like my work at the depot. It's giving me opportunities to improve and build my confidence and independence every day."

- Arthur, SEED Team Member

Nexus Team

Congratulations



Jessica Murray
Assistant Manager
Complex Supports (North and North West)

New North West Assistant Manager Appointed

Congratulations to our North West team member Jess who has been promoted to the role of Assistant Manager Complex Support.

Jess began with Nexus just three years ago as a Support Worker. Her client-first approach, dedication and leadership quickly saw her promoted to Key Worker, then Team Leader, and now Assistant Manager!

"I started with the Complex Support team and instantly fit into the space very well and thrived on working with our clients with some of the most complex disabilities and strived to make a difference in those people's lives," Jess said.

"If it were not for the support from the NCIS team, and the training opportunities, I would not be in the position I am now," she said.

Jess is excited to keep developing her team to support clients to build their capacity and independence through active support.



Planning for Growth

Every three years our Board and Executive team get together to review our Strategic Plan. This helps us plan the next steps for Nexus, make sure we continue to provide quality support to clients, and maintain a healthy culture for our staff.

We are excited that our new Strategic Plan has been approved, and we are now looking at how each division can support each other to achieve our strategic goals.

You can view the whole strategic plan on our website but our overarching strategies are:

- Find New Opportunities to Grow Range and Reach
- Build on Our Services that are Client-Focused and Sustainable
- Measure, Review and Report on Impact

We are looking forward to what the next three years brings!

Welcoming Our New Chief Financial Officer

Earlier this year, we welcomed Bradley Millwood as our new Chief Financial Officer.

Brad has over 30 years of experience as a finance professional across a range of industries in Australia and overseas. Brad is excited to be moving into the disability sector after holding senior finance roles in sports administration, manufacturing, aged care, and fast-moving consumer goods.

We'd also like to thank our outgoing General Manager Finance, Matt Cook, for his significant contributions to Nexus and wish him all the best for his upcoming retirement.



Nexus in the Community



Capacity Building in Full Swing

Whether it was enjoying a BBQ, seeing a movie, or getting the adrenaline pumping at laser skirmish, our Capacity Building team had a busy winter organising activities that supported our clients to keep getting out and about.

One highlight was a day out where a group of Nexus clients and staff tried their hand at golf. There were plenty of laughs, some impressive swings, and the discovery of a few unexpectedly talented golfers!

Everyone had a great time and are already planning another visit. One client loved it so much, they went back the next day!

After working up an appetite at the Driving Range, the group went to Seven Mile Beach for a BBQ and to plan for future events.



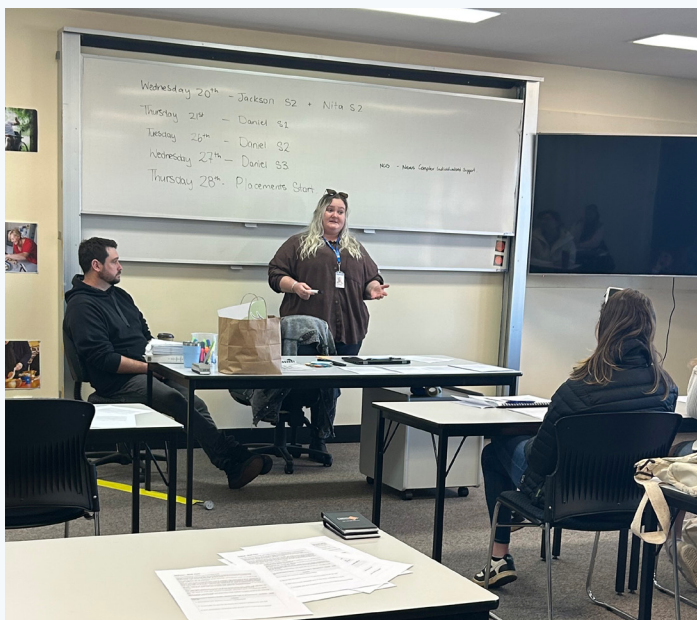
Building Client Connections

Good friendships can start in the simplest ways. This was the case for Community Services (CS) clients, Chloe and Tamera.

Chloe and Tamera met through their shared support with CS Team Leader Shannen when they visited the Cats Home and shared some laughs over a hot chocolate. The two clicked instantly.

Just a few days later, Chloe and Tamera enjoyed a fun day out bowling and, since then, they have been regularly exploring the community, trying new things, and building a wonderful friendship.

"It's great to see both of them out and about in the community - not only gaining new experiences, but also finding a friend to share them with," Shannen said.



Connecting with Future Support Workers

During a guest lecture at TasTAFE Burnie, our North West team had a fantastic time speaking with Certificate III in Individual Support students about the work that Nexus does and the role of a Support Worker.

Our Complex Support Team Leaders, Jess and John, also shared insights into a typical day for a Support Worker and the different Support Worker roles at Nexus. It was a great opportunity to connect with aspiring Support Workers and answer questions about working in disability support.

Thank you to TasTAFE for the invitation, and to all the students who joined us. We are especially excited to welcome two students who have chosen to do their placements with us!

Client Stories

Billy

Whilst others were rugged up indoors, Billy was out at a car dealership negotiating a deal on his new car and he couldn't be more excited!

After spotting a car he liked, Billy worked through the details and is now eagerly waiting for the final touches and modifications to be completed.

Congratulations on your new car, Billy!



Meg

Meg whipped up a delicious honey garlic stir fry one chilly Wednesday and was delighted with how well it turned out!

Wednesdays have become a special cooking day for Meg, who has been trying new recipes to help her husband and prepare meals to freeze for easy dinners later in the week.

Support Worker Emily said cooking together with Meg has become more than just meal prep – it's a fun and fulfilling way for Meg to get more involved around the house.



Jennifer

The winter cold was not enough to stop Jennifer from hitting the gym every Monday afternoon. She's stayed committed even as the temperatures dropped, smashing her workout goals week after week.

Jennifer's Support Worker says the gym is Jennifer's space to clear her mind and reconnect with herself.

"She always finishes her gym sessions with a smile, proud of herself for showing up again."



Client Stories

Lincoln

A trip to Seven Mile Beach was a great way to spend a sunny winter's day for Lincoln who had a blast!

Support Worker, Kirby, said Lincoln was all smiles on their beach adventure - sitting down to run his hands through the grains of sand and sprinkling it through his hair.

"Cheeky boy kept trying to get into the water!" Kirby said.



Frances

Braving the winter chill, Frances continued her morning tea outings at her favourite local tea shop in Ulverstone where she has been a regular for years.

Frances enjoyed her usual order of a pot of Devonshire tea served with scones, jam, and cream - all presented in elegant teapots and delicate teacups!



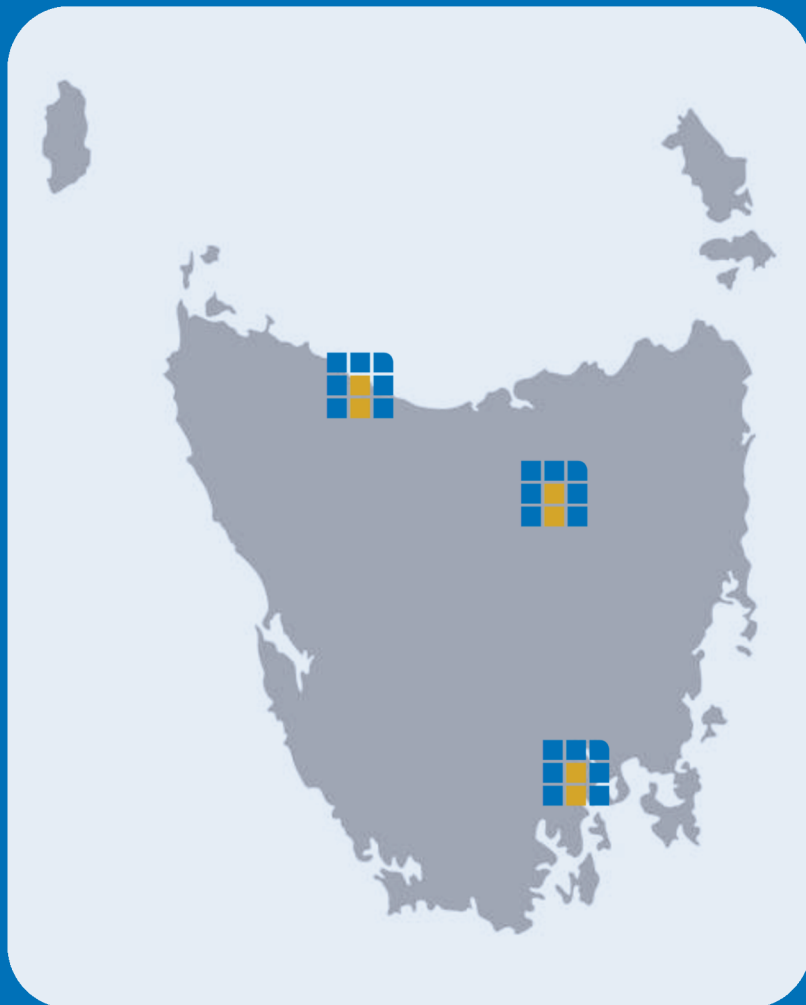
Todd

Todd didn't let the shorter days slow him down! He got out into the community and made the most of the season - enjoying BBQs in the sunshine, dancing at local socials, and catching up with family every Wednesday.





Nexus is now Statewide!



You can now get support from our teams in the
South, North and North West