



Annual Report 2024/2025



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Chair Report

In keeping with the trend of the past few years, this has been another year of milestones and achievements for Nexus. Some planned, some unprecedented.

Consolidation and Growth

Last year we began our expansion across the State, when we took on clients and staff from Coastal Residential Services (CRS). I would like to thank Kelli Hooper and Natalie Everett, the CRS Board members who reached out to initiate this relationship – their decision to put the welfare of their clients first allowed the transfer of business to occur. This year we helped CRS finalise their business and cease operations – a sad day for the North West service.

We were also presented with two opportunities in Launceston this year. In April we took on staff and clients from Thrive Disability Services after they went into administration. We then worked with Richmond Futures Australia (RFA) to transition three accommodation sites to Nexus. I would like to thank the RFA Board and CEO, Patrick Lilwall for supporting the transition of these sites and clients. This has achieved the Board's strategic goal of becoming a Statewide provider.

Board and Governance

Our Board continues to work hard to monitor changes in both NDIA funding and Quality and Safeguarding Commission requirements. The NDIS reform bill has made navigating the system more difficult, but we understand some of this is necessary to prevent the scheme from fraud. The constant changes do, however, make the governance role of the Board more challenging.

We have been pleased with the ongoing insight and advice from our Subcommittees – Program Governance (PG) and Finance and Audit (FAC).

The work of both subcommittees helps inform the Board of our responsibilities in providing high quality support services.

We farewelled Garry Bailey, our Public Officer, this year. After nine years on the Board, Garry, with his sense of justice

and eye always on the broader landscape, will be missed for his honest and sincere insights.

We also welcomed new members – Martin Moroni, Deb Reid and Merylyn Williams – who bring knowledge and skills in indigenous affairs and health policy, manufacturing and production, and the law. We also appointed Ass. Professor Ashley Townsend to our FAC. Ashley comes with strong governance experience from his senior roles at the University of Tasmania.

Strategic Planning

The Board and Management team completed our new Strategic Plan facilitated by Tim Flowers who challenged us to consider who Nexus is, why we exist, and where we are headed.

It was a successful process resulting in a unified business direction. The final strategies were elegantly simple –

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

Tim stressed there was little point in providing high quality service without being able to measure and report its impact.

Sector Challenges and Financial Stewardship

The disability sector continues to face significant challenges with almost three quarters of providers making losses or just scraping by. The slow progress on implementing NDIS changes and concerns about reduced access makes everyone cautious. Nexus remains committed to ethical service delivery, even when funding is inadequate.

Financially, Nexus recorded a small loss this year – largely due to strategic investments in IT systems, the development of our SEED initiative, and reduced funding for many clients.

Looking Ahead

As we move forward, the Board remains focused on:

- Supporting the rollout of our Strategic Plan
- Strengthening financial sustainability
- Enhancing governance and risk management
- Advocating for inclusive, client-centred services
- Balancing growth while maintaining quality services

Acknowledgements

I am deeply grateful to Mark, our CEO, who has steered the Nexus ship through significant growth and changes over recent years. To fellow Board and Subcommittee members, who continue to demonstrate their commitment to Nexus, the management team who continue to lead in a constantly changing environment, all of the staff, and clients and their supporters - thank you! Your unwavering commitment ensures that Nexus continues to be a place of safety, respect, and opportunity. To our clients and families – thank you for your trust and partnership. Together, we will continue to build a stronger, more inclusive Tasmania.

Gail Ward PSM
Nexus Chair



Children, Youth and Respite

Turning Ideas Into Achievements

Our Children and Youth team had another successful year continuing to find new and engaging ways to support young clients in developing the skills they need to achieve their unique goals.

“I have noticed the boys are more confident talking to people by themselves without my help,”

- Ethan and Xavier's Mother, Megan

For brothers Ethan and Xavier, that meant afternoon support became more than just an after-school routine - it was a chance to explore their interests, try new things and grow their confidence.

Supported four days a week, Ethan and Xavier found their own rhythm with our team, and enjoyed learning new skills, making new connections and accessing the community while having plenty of fun!

Ethan is a budding artist and enjoyed his time at the Youth Arts and Recreation Centre (Youth ARC) where he worked on his artwork and played his favourite games with his Support Workers.

A highlight of Ethan's year was working on his comic book - a personal project that grew page by page throughout the year, which he is very proud of.

Xavier, meanwhile, enjoyed going for walks, playing games at Youth ARC, and diving into his and Ethan's favourite video games, especially Dragon Ball, with his Nexus team.

His proudest moment of the year? Building a birdhouse from scratch!

After a year of milestones, Ethan and Xavier are already looking forward to what comes next. Ethan is keen to finish his comic book, while Xavier is excited for Christmas. Their Mother, Megan has noticed a big change since they began receiving support from Nexus.

“I have noticed the boys are more confident talking to people by themselves without my help,” Megan said. “They are more willing to try new things with their Support Workers.”

Children and Youth Assistant Manager, Tony, says growing the confidence of young clients like Ethan and Xavier is exactly what Nexus aims to achieve.

“We always try to match activities to each young person's interests,” Tony said.

“For Ethan and Xavier, that means lots of creativity, gaming, and getting out into the community. It's been great to see them open up and take pride in what they're achieving,” he said.

Our Children and Youth team also had a successful year supporting young clients through our Planned Respite program, offering home-away-from-home style respite tailored to each young person's needs.

Whether it was a weekend filled with movies and baking, or a few nights focused on building life skills like cooking and laundry, the respite program provided a safe, supportive, and fun environment for many young people this year.



Behaviour and Allied Health

Leading the Way in Behavioural Support

In a changing disability sector where compassion and specialist support must go hand in hand, our Nexus Behavioural and Allied Health Services (NBAHS) team continues to do what they have always done best - supporting people with disability who have unique behavioural support needs.

This specialist team, all with a psychology background, welcomed eight new clients this year. This brings their total clients to 18 individuals across southern Tasmania. Each client receives tailored Behaviour Support Plans and Behaviour Assessments designed to support them to engage positively with their environment.

Despite sector-wide challenges in attracting experienced behavioural support practitioners, the NBAHS team remained focused on improving quality of life for clients, understanding each person's needs and encouraging supports that promote independence, dignity, and safety.

One of the proudest achievements for the team this year was their work in reducing restrictive practices - an intervention that restricts the rights or freedom of movement of a person with disability.

NBAHS Senior Practice Leader Helen says restrictive practices are sometimes necessary to keep clients and staff safe, but the NBAHS team is committed to reducing them and ensuring they are used only as a last resort.

"We always ask: what's the least restrictive option that still keeps everyone safe?" Helen said.

"With continuous efforts to identify and reduce it, we've been really pleased to see a reduction in restrictive practices among our clients," she said.

One client, for example, previously lived with multiple locked doors in their home to prevent access to food and objects. The NBAHS team worked closely with the client and their support team to reassess these restrictions and explore safer alternatives. The result is a safer environment with greater freedom and dignity for the client.

Another highlight, Helen says, was the introduction of the Disability Rights Inclusion and Safeguarding Act 2024 into Tasmanian legislation. This presented a key change in recognising that medications used to manage behaviour, known as chemical restraints, must now be authorised by the Office of the Senior Practitioner.

"Previously, medications could be used to subdue or manage behaviour without formal oversight and that was a concern for us because it's a restrictive practice," Helen said.

"Now, they must be authorised, so I see that as a very positive step forward," she said.

"This legislation finally aligns Tasmania with other states and reinforces our commitment to safeguarding the rights of Tasmanians with disability."

CEO Report

It is always a good year when we reach more people with our quality services. For me, growth means advancing our Mission while staying financially sustainable - both were priorities this year.

What excites me most is *how* we are growing — more clients are contacting us, and organisations are now choosing to partner with us. It is an honour to be trusted to support someone's future.

2025 Organisational Highlights

- **Moving Statewide:** This year we extended services into Launceston through strong relationships with local organisations leaving the NDIS. We are now the largest Tasmanian statewide NDIS provider – a title we are proud of! We welcomed new staff across all regions, expanding our team by over 17%, and introduced Bradley Millwood as our new Chief Financial Officer.
- **Technological Advances:** With more clients, staff, and services, our IT team has worked hard to refine our systems to effectively manage workflows, ensure client safety, and track quality support.
- **Industry Recognition:** We were delighted to be recognised at the Tasmanian Training Awards as the Large Employer of the Year. This highlights our commitment and investment in developing staff skills and confidence through tailored training.
- **Staff Recognition:** Our staff survey identified recognition as an area for improvement. In response, we were pleased to launch the Annual Nexus Staff Awards to celebrate the exceptional contributions of our staff. Thank you to Avidity Training, Eziway, and Globalnet for sponsoring our awards.

Client and Community Impact

- **Customised Employment (CE):** Our CE team celebrated numerous milestones, including several clients gaining open employment. Opening the Recycle Rewards Depot in Goodwood was a major achievement for our social enterprise, SEED, which continues to create training and employment opportunities for people with disability. SEED General Manager Jackie Gregory worked hard to ensure SEED's sustainability and impact, reflected in its exceptional growth and outcomes.

- **Community Services (CS):** After 10 years, our CS Manager Catherine McNeice left Nexus, having played a key role in supporting clients and her staff as Nexus grew. Following this, we paused to review our CS offerings. The team will keep supporting clients to achieve their goals, and we are excited to introduce more options in the delivery of these services in 2026. Thank you to Hadi Tariq for stepping in as Acting CS Manager during this review.

- **Supported Living (SIL) and Complex and Individualised Support (NCIS):** Our two largest divisions, in terms of staff and support hours, adapted to statewide growth while delivering excellent support to Tasmanians with complex needs. This dedication is a credit to Managers Louise Sullivan and Beck Bewley, and to their hardworking teams.

Operating in the NDIS Market

The NDIS remains a challenging environment for providers. Service gaps are widening as the NDIA moves away from certain cohorts before State services are established. This is most evident with children who have complex needs and are falling through the cracks.

Adding to this pressure is the increasing need to bridge service gaps. In 2024/2025, Nexus provided around \$400,000 of reasonable and necessary supports where NDIA funding was cut. In these cases, it was too unsafe to reduce services to meet reduced funding.

Beyond the NDIS, we are working with the State to increase support for children with complex needs – an area we are passionate about. We have already seen some incredible outcomes. Sadly, despite obvious long-term disability, the NDIS is increasingly unwilling to engage with this group.

Looking Ahead

2025/2026 will include strategically significant milestones:

- Development of offices in Devonport and Launceston
- Consolidation of digital projects
- Implementation of our new strategic plan with a stronger focus on measuring and reporting impact

I am fortunate to work alongside a skilled and stable Board, hardworking subcommittees, a dedicated executive team, and valued community partners. Together, we are building a Tasmania where everyone is safe, valued, and respected.

Mark Jessop
Nexus CEO





Complex and Individualised Support

Finding Purpose in Support Work

When Jess hung up her chef's hat to become a Support Worker, she wasn't just changing careers, she was answering a calling.

"I've always wanted to work in a job that has meaning," Jess said. "Supporting people with disability and trauma is something I am deeply passionate about."

Jess spent years in hospitality but she felt something was missing - a sense of purpose. That led her to study Individual Support in Aged Care, a decision that would ultimately kickstart her career at Nexus where her passion for helping others could thrive.

Fast forward just three years, Jess has truly found her place at Nexus, moving from Support Worker to Key Worker, then Team Leader, and now Assistant Manager of the Complex Support in the North West.

"I started with the Complex Support team and instantly fit into the space very well and thrived on working with clients with complex disabilities. I strive to make a difference in their lives," Jess said.

Jess's arrival coincided with our expansion into the North and North West of Tasmania and she played a key role in transitioning over clients, staff and supporting new teams and embedding Nexus's values.

"It has been an absolute pleasure to be such a big part of Nexus' growth in the North and North West. There were times of big workloads, but we really came together and worked through it as a team," she said.

"This has continued to burn that fire within me of how much I love working for Nexus and the incredible values-driven work environment we are involved in."

Jess has embraced every learning and development opportunity, growing both professionally and personally. This has included specialised training in trauma informed support and formal training in a Diploma of Leadership and Management.

"It has been a huge highlight for me, learning new skills and upskilling in such an amazing way," Jess said.

"The support and opportunities I have received from Nexus and my teammates is unmatched. They have guided me, trained me, and been the mentors and support system I needed over the years."

Jess also credits her team and the training for helping her reach her current role.

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

"I believe I am a born leader, but I believe that my leadership skills have developed and flourished majorly during my time at Nexus," she said.

Jess' most memorable client moment this year was supporting an 11-year-old transition into their first home. "They had been living in a shared space for a long time, so setting up a safe and exciting space just for them was incredibly emotional and rewarding," Jess said.

Looking ahead, Jess is excited to become the best leader she can be for her team and encourage them to provide active support for clients to achieve their goals.

Large Employer of the Year 2024

Training Excellence Recognised

At Nexus, our delivery of high-quality, tailored client support begins with our people.

With a strong training culture that values continuous learning and development, we believe that when staff are equipped with the right skills and knowledge, they can better support our clients.

This decades-long commitment to staff training was recognised on a statewide stage this year when Nexus won the prestigious Large Employer of the Year award at the 2024 Tasmanian Training Awards.

Presented by Skills Tasmania, the Large Employer of the Year Award recognises large businesses and enterprises that have achieved excellence in providing nationally recognised training to their employees.

The awards ceremony was held in Launceston, where our CEO Mark Jessop and former Customised Employment client, Britney, proudly accepted the award on behalf of the organisation.

"We take pride in our innovative and inclusive learning and development program, and we are delighted that our decades of continuous training commitment has been recognised," Mark said.

"I would like to acknowledge and thank all our staff, whose dedication to their ongoing learning and passion for supporting our clients has made this recognition possible."

Mark also highlighted the importance of tailored training in his acceptance speech:

"The support we provide to our clients is not one-size-fits-all, so our training shouldn't be either. People with disability have a right to quality support, and the only way to ensure they receive this is through proper staff training."

Our training culture, ensures high quality support for our 300+ clients that is meaningful, inclusive and sustainable. Alongside industry standard training, we offer tailored training to staff in areas such as Autism, trauma informed support, and leadership.

Kylie Millard, Nexus Learning and Training Officer, says staff have reported increased confidence and capability after completing training that is specific to their clients' needs.

"The support we provide to our clients is unique and person-centred, so we ensure our approach to training is the same. Given the breadth of services we provide, it is crucial to deliver targeted and effective training. This not only improves the quality of support for our clients but also ensures our staff feel confident, valued, and equipped to meet diverse needs," Kylie said.



2024-25 Learning and Development in Numbers

12,000+ hours
of staff training
delivered

35+
training programs
offered

23 work
placements
supported

15+
training providers
engaged

Supporting More Tasmanians

Welcoming Clients and Staff From Across Tasmania

This year was a significant one in Nexus' history as we officially began providing support in each region of Tasmania!

In April we expanded our services into Launceston. Local provider Thrive Disability Services, entered voluntary administration, and recognising the importance of continuity for clients and staff, Nexus stepped in to ensure services remained uninterrupted. Later, we negotiated with the Administrator to ensure continued support to clients and continued employment of over 30 staff who had provided support to the region since 2019.

Soon after, we welcomed additional clients and staff in the North from Richmond Futures' - a not-for-profit organisation with a 39-year history of supporting people experiencing mental health challenges and social disadvantages.

The expansion into the North deepened our commitment to supporting people living with disability across the state and is inline with one of our new strategic themes: expanding our reach to support more Tasmanians.

To support these transitions, we delivered tailored induction and training programs to all staff, ensuring they felt welcomed and confident in their new roles. Similarly, clients experienced a respectful and seamless onboarding process.

"I appreciate the trust put in us by the staff and clients of Thrive and Richmond Futures. We are committed to delivering the high-quality, person-centred support Nexus is known for and providing staff with training and development opportunities that builds confidence and capability to meet each client's unique needs," Nexus CEO Mark Jessop said.

These transitions marked a significant milestone for Nexus. After more than 25 years of supporting Tasmanians in the South, and over two years in the North West, our expansion into Launceston means we can now proudly deliver support to more Tasmanians - making us the largest Tasmanian-based provider with a statewide presence!



COO Report

Sometimes milestones are big things we shout about and are obvious signs of progress. Sometimes milestones are seemingly small things that happen quietly but make big differences in the lives of our staff and clients.

This year, Nexus achieved both kinds of milestones.

In April we officially expanded into Launceston, becoming a truly statewide provider. After almost three decades in the South, that's a big milestone – and we're proud of it. Just as important though are the quieter changes: the creation of specialist service units, the refinement of our systems, and the everyday improvements that provide our team with the skills and confidence they need to better support their clients.

Growth has seemed almost constant since the introduction of the NDIS. It has brought with it the challenge of not becoming a generic provider and ensuring we stay connected to our core focus – providing

"Even as we've grown, our focus hasn't shifted. We will always provide personalised, meaningful support and are committed to ensuring our size does not stop us from staying connected to our clients."

meaningful, quality support for our clients to achieve their own goals. Whether it's adding a new service or entering a new region, we keep quality of service at the centre of our decision making.

One way to support this has been to build specialised internal units: Community Services, Complex Support, Customised Employment, Children and Youth, Supported Living, and Behaviour and Allied Health Services. With a specialised focus, teams can develop expertise and receive training in their particular area of support. This not only ensures high-quality service delivery but also creates pathways for staff to grow and specialise.

These units are supported by three additional specialist teams in Operations Support, People and Culture, and Quality, Compliance and Workplace. Each one focuses on a different aspect of ensuring quality service provision, and appropriate support of our staff.

Our evolving IT platforms have also helped track and maintain quality. We now have clear visibility across operations, helping us monitor client goals and health outcomes, staff training, and compliance. Every client has a Person-Centred Plan and a Service Delivery Project. These guide our work, building a collaborative culture with our clients, and ensuring accountability.

Even as we've grown, our focus hasn't shifted. We will always provide personalised, meaningful support and are committed to ensuring our size does not stop us from staying connected to our clients.

I am looking forward to continuing to welcome new clients and staff to Nexus from across the State, and cannot wait to see what our current clients and staff achieve together next.



Adrian Scott
Nexus COO



Community Services

Building Independence, One Step at a Time

When Kiara returned to Tasmania, she was facing one of the toughest moments of her life. Without a home and experiencing depression, she felt overwhelmed and uncertain about the future. Through perseverance, hard work, and the right support, Kiara began to rebuild her life and discover her independence.

“I was homeless before I came into Nexus and that really took a toll on my mental health,” Kiara said.

“Having Nexus support, Nat as a Team Leader, and people I trust, helped me know that I can do stuff. Nexus definitely helped me with that,” she said.

“Now I know I’m not just a girl with a disability.”

With support from our Community Services team, Kiara achieved some major milestones this year.

“I think the best things I’ve done with Nexus this year are getting my learner’s licence, moving into my own place, and learning that I can go out and do things,” Kiara said.

“I’ve become more comfortable talking to people and trusting other people. I’m also more confident to going out to places with my partner.”

Kiara’s support team was by her side as she built new routines and rediscovered joy in everyday life. Together, they’ve cooked meals, gone for walks, done the shopping, learned how to budget, and even tackled cleaning - something Kiara says wasn’t always her favourite thing to do!

“It was a big adjustment,” she said. “I used to rely on my partner for everything, but Nexus helped me understand that I’m an adult now. I can do things.”

One of Kiara’s proudest achievements this year is preparing to volunteer at Bridgewater Primary School, where she will read with children who need a little extra support.

“I didn’t learn to read on my own, I had a lot of help so doing that for someone else really makes me happy,” she said.

Looking ahead, Kiara’s next big goal is to study childcare at TAFE.

“I’ve been around kids my whole life. I’m one of eight siblings,” she said. “I love helping children.”

As she prepares for volunteering, study, and eventually getting her full licence, Kiara is excited for what’s next - and proud of how far she’s come.

Strategic Plan

Every three years we bring together our Board, subcommittees, and executive team to review our Strategic Plan.

Using feedback from our clients, comments from our staff survey and industry insights, the group brainstorm the key areas of strategic development for the future of Nexus. Bringing together a variety of perspectives, experiences and ideas from across the organisation means we get a well rounded strategy that benefits clients, staff and the community.

Achievements from our last Strategic Plan: 2020-2024

CLIENTS

Using client feedback to inform our service expansion and delivery we:

- Began providing new and innovative services in Children and Youth, Respite and Customised Employment
- Expanded and upgraded the Hobart Office to include sensory spaces and improved accessibility
- Began our social enterprise, Social Enterprise Employment and Diversity (SEED)
- Implemented new software to better track client data, goals and outcomes
- Developed a tailored training program around Autism Awareness with Autism Tasmania



All of these have been well received by the community!

TEAM

After receiving great feedback from our Staff Survey, we noted a few areas of improvement and particularly focused on:

- Creating a training program for all staff which is inclusive and tailored to client needs
- Relaunching the Employee Assistance Program to reach more staff
- Introducing monthly Shout Outs and the Annual Nexus Awards to recognise staff achievements
- Adding subcommittees for Finance and Program Governance to support the Board



BRAND

As the NDIS market changed we reinvigorated our online presence, increased our visibility at events, and built strong community connections. This included:

- Updating our website and building our LinkedIn page
- Frequent publication of Nexus stories in local newspapers
- Regular distribution of our Nexus Ink newsletter and Annual Report
- Attending disability expos and jobs fairs across the state
- Supporting the transition of staff and clients from Coastal Residential Services, Richmond Futures (northern properties) and Thrive Disability Services.



OPPORTUNITIES

Our Strategic Plan highlighted the need to invest in new opportunities, systems and services. This became one of our most significant areas of achievement as we increased our services, updated our IT systems, and became statewide. We are so pleased to welcome more staff to our team and to now be supporting more Tasmanians across the State!



WHAT'S NEXT FOR NEXUS - STRATEGIC THEMES 2025 - 2028

Our key focus areas in our new strategic plan:

Find New
Opportunities to
Grow Range and
Reach

Build on our
Services that are
Client-Focused
and Sustainable

Measure, Review
and Report on
Impact



Customised Employment

Building New Pathways

Whether representing Tasmania in the blind and low vision cricket division, sharing his story to a crowd of 400, or working across Hobart in a variety of jobs, our Customised Employment client Dylan has had an incredible year.

Behind the wins is a journey marked by resilience, hard work and perseverance.

At just 16, Dylan faced one of his toughest challenges - a brain cancer diagnosis that left him legally blind.

"It was horrible, going through any cancer is tough, but brain cancer... the brain is the most sensitive thing in your body," Dylan said.

The road to recovery was long and confronting. Dylan had to relearn everyday routines, rebuild his short-term memory, and find new ways to navigate the world. Despite this, he refused to let his diagnosis define him.

"It was bad, but looking back, it was a blessing in disguise," Dylan said.

Determined to move forward with courage and a positive mindset, Dylan began rebuilding his life with purpose. He joined our Customised Employment program and soon began paid work with our social enterprise, SEED, in their cleaning and gardening teams, and at their Recycle Rewards Depot.

"I wanted to actually do something for myself," Dylan said.

"So, one day I got up, came to Nexus and it was a hard trip, but look where I am now - I am actually doing something with myself."

Since joining the Customised Employment program, Dylan has been supported to develop his skills, build his confidence and work towards his professional and personal goals.

"I am building myself pathways, new pathways I thought I'd never ever discover," Dylan said.

"People I work with, they are amazing people, I love all the people I work with," he said.

Outside of work, Dylan is a passionate cricketer. Since 2023, he has represented Tasmania in blind and low vision cricket as an all-rounder, helping the team rise from the bottom of the national ladder to fourth place.

This year, Dylan also stepped far outside his comfort zone to share his cancer journey at a Make-A-Wish Foundation event, speaking in front of nearly 400 people.

"I was scared," Dylan said, "but I found the strength to stand in front of them and read my speech."

Looking ahead, Dylan hopes to become an orderly or hospital aide.

"I want to give back to the nurses and doctors who saved my life. That's my dream job. I am also loving all three jobs I am doing with SEED," he said.

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



DISHWASHER
IN USE
PLEASE
DO NOT
OPEN DOOR

Child Safe Practice



Putting Child Safety First

Even during a time of statewide growth, we continue to prioritise what matters most - client-focused, high quality support. For Krystal Hall, Assistant Manager Practice, this commitment is more than a professional responsibility - it's a personal mission.

“It’s about making a real difference in young people’s lives,”

- Assistant Manager of Practice, Krystal.

Krystal’s time with Nexus began in 2018, when she attended an information session about the Nexus Complex Support program.

“It stood out because it felt different and meaningful,” she recalls.

Starting as a Casual Support Worker, Krystal progressed to become a Key Worker, Team Leader, and then Assistant Manager of Practice. Each role broadened her understanding of the experience of both clients and frontline staff - insights that now shape her leadership approach.

In her new Manager role, Krystal leads the development of processes that ensure best practice support for children and young people. “I work closely with teams to build strong systems, support staff, and make sure we are always improving,” Krystal said. Her focus on continuous improvement helps Nexus meet the support needs of clients whilst also remaining in line with relevant legislation and our own Practice Framework.

“There’s always something new to understand or improve when it comes to safeguarding young people,” she said.

One of the most rewarding aspects of Krystal’s role is seeing the positive outcomes clients experience as a result of tailored therapeutic plans and collaboration within their care team.

“It’s about making a real difference in young people’s lives,” Krystal said.

The role is not without its challenges though and Krystal notes the complexities of managing high-risk situations, balancing priorities, and supporting staff.

Despite these pressures, Krystal finds strength in her team. “Even during challenging times, we pull together. That support - checking in, stepping up - makes a huge difference for both staff and clients.”

As Nexus continues to grow, Krystal’s leadership ensures that quality and safety remain at the heart of everything we do to support children and young people.

Supported Living

Small Steps, Big Changes

Three years ago, Kyle's world was confined to the walls of his home. For years, he had not stepped outside his front door. Today, with consistent, compassionate support from his Nexus team, he is out in the community at least twice a week and kicking goals (literally!) on the sports field.

Kyle now enjoys regular outings to play cricket, soccer, and football. He also loves going for drives and sightseeing - simple pleasures that were once out of reach.

When Kyle first began receiving support from the Nexus Supported Living team, his complex support needs meant that even small changes required time, trust, and consistency.

Team Leader Corin says over the years, Kyle's progress has been remarkable, with a noticeable reduction in complex behaviours and an increase in Kyle's overall happiness.

"Kyle's transformation has been incredible. The biggest success, I would say, is his communication which has improved massively," Corin said.

"He has developed a stronger vocabulary and is more comfortable expressing his needs and preferences," he said.

Supported in his home, a key factor in Kyle's progress has been the consistency of his support team, which has remained unchanged for over three years. That stability has helped Kyle build trust, feel safe, and grow in confidence.

"He knows how each of us works with him and nothing feels foreign anymore. That trust has allowed him to open up," Corin said.

Kyle is supported through our Active Support model, encouraging him to participate in daily routines. He helps with cooking and contributes to cleaning by pushing the vacuum or mop, even if just for a minute.

"He doesn't do the whole task, but he's involved. That's what Active Support is about - meeting clients where they're at and encouraging them to take part in their own life," Corin said.

After getting a new TV this year, one of Kyle's favourite parts of the day is now watching music videos - something he treasures after not having a TV since childhood. He now enjoys pointing out his favourite songs on YouTube - Elton John, the Rolling Stones, and CCR are his favourites!

Kyle also enjoys the rich sounds of traditional Aboriginal tribal music and iconic artists like Archie Roach and Yothu Yindi.

"It might not sound big, but it's huge for him. When he is not out and about, he is happy to sit and listen to music, even on rainy days. It's part of his routine now," Corin said.

Looking ahead, the team hopes to support Kyle in returning to swimming, something he once loved as a child. While it's a complex goal that requires careful planning and the right environment, Corin believes it's within reach.

"I'm proud of the effort our whole team has put in. Consistency and dedication have made a huge difference, and we're excited to keep supporting Kyle as he works toward his next goals," Corin said.



Nexus Staff Celebration and Awards Night



This year, we hosted our inaugural Staff Celebration and Awards Night in Hobart, bringing together staff, families, and Board members from across the state to acknowledge and celebrate the contributions of our team.

The evening was a great opportunity to reflect on the many milestones and changes we experienced this year- from office renovations, system upgrades to plenty of client and staff success stories.

It was also the beginning of what we hope will become a regular tradition of recognising the people who make Nexus a high quality support provider.

We launched three new awards which recognised staff in the categories of Leadership, Nexus Values, and Training.

Thank you to Avidity, Eziway, and GlobalNet for sponsoring the inaugural Nexus Staff Awards.

Celebrating staff milestone years was another highlight of the event with more than 50 staff reaching 5, 10, 15, and even 25 years of service. Their commitment to supporting clients and contributing to our organisational culture was warmly celebrated.

2024 Nexus Award Winners:



Training Award
Racquel Haremza (L),
Nexus Complex and Individualised
Support team (NCIS)

Sponsored by:



Nexus Values Award
Daniel Chevalier (L),
Community Service

Sponsored by:



Outstanding Leadership Award
Clinton Foster (L),
Customised Employment

Sponsored by:



Long Service Recognition

5 years service

- Deidre Barker
- Tenaya Beaton
- Beck Bewley
- Stacie Bissell
- Mark Bradshaw
- Tanisha Chatterton
- Angela Clifford
- Michael Cook
- Leah Cordwell
- Kristy Crombie
- Denice Cashion
- Robin Fogg
- Richard Ford
- Celloent Garcia-Young
- Ashlee Goodman
- Racquel Haremza
- Pip Hiller
- Robyn Klobusiak
- Denice Lang
- Jason Leeson
- Tahlia Lowry
- Anne Magut
- Binusha Maharjan
- Kellie McChesney
- Rebekah Minnucci
- Kiley Nash
- Bishu Pathak
- Katrina Phillips
- Emily Rainbird
- Gabrielle Revell
- Jackline Sang
- Ramina Shrestha
- Krista Small
- Stacey Maxwell
- Tabitha Zachariah
- Vijay Thapa
- Nita Thapa
- Robert Tilley
- Barry Turner
- Gozie Umeh
- Bal Wagle
- Shirlene Wrigley

10 years service

- Sara Bryan
- Tony Burton
- Bruce Caprio
- Esther Cawthorn
- Kyong Mi Choi
- Tala Foley
- Anthony Gregory
- Jackie Gregory
- Deborah Hoepfner
- Vincent Mulvany

25 years service

- Tammie Cruise
- Adrian Scott

Social Enterprise, Employment and Diversity (SEED)



SEED Opens Southern Tasmania's First Recycle Rewards Depot

Our social enterprise, SEED, embarked on an exciting new journey, becoming the proud operator of Southern Tasmania's first Recycle Rewards Depot.

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-through, undercover facility that can process over 200 containers per minute.

Alongside SEED's cleaning, gardening, orchard, and tagging and testing services, the depot also provides training and employment opportunities for people with disability at award wages.

One of SEED's team members, Arthur, has flourished since beginning work at the depot. Already skilled from working with SEED's gardening and cleaning teams, Arthur was eager to build his customer service experience. Just two months into the role, Arthur now confidently operates the container-sorting machinery, delivers excellent customer service, and has earned his forklift licence..

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

Arthur's role at the depot also led to a personal milestone: catching his first ever flight and leaving Tasmania for the first time to attend training interstate!

Nexus CEO Mark Jessop said the depot is a win for everyone in the community.

"When customers bring their empty containers to the SEED Depot, not only do they get an instant cash refund, but they also support training and employment for people with disability and help the environment at the same time. It's a win-win for everybody!" Mark said.

"Alongside providing opportunities for people with disability, this depot has already connected us with some great businesses and community groups who are keen to support this initiative," he said.

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

The SEED team aims to process over 12 million containers in their first year!

Finance Report

Financial Sustainability as a Statewide Service

Becoming a statewide provider has meant welcoming new staff and clients from around the state. Our team has worked hard to ensure that finance, payroll, assets and IT are all set up effectively to meet the requirements of every new staff member and client. This has included implementing new systems, streamlining existing processes and adding resources to support the expansion. The growth across the state, and into new service offerings, also came with an increase in revenue.

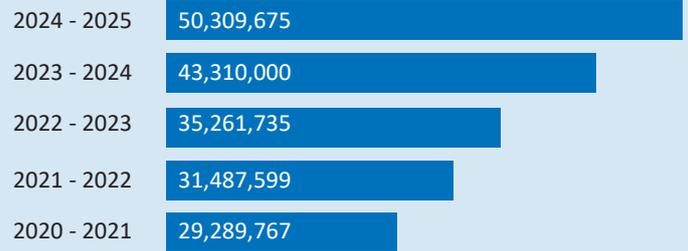
Leadership Changes

This year we farewelled Matt Cook, our GM Finance, as he transitions into retirement. Matt saw Nexus through significant changes including the creation of new systems, changes to NDIS claiming, the creation of the Finance and Audit Subcommittee, and the expansion into the North West.

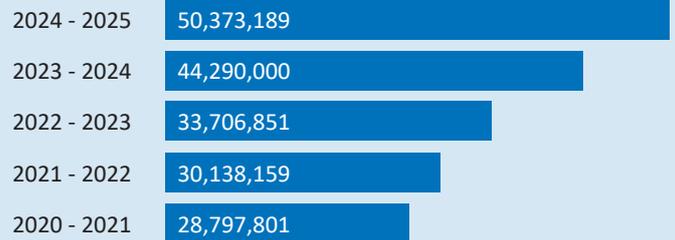
The Finance team is now being led by our new CFO, Brad Millwood, who has over 30 years of experience as a finance professional and leader.

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.

Total Revenue



Total Expenses



Nexus by Numbers

Client Breakdown



Community Services (including Children and Youth): 42%



Supported Living: 31%



Complex Support: 15%



Customised Employment: 12%



Supported Living Properties



Dedicated Staff



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