



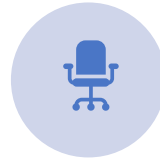
NOSS Tasmania Inc. Annual Report 2023-2024

Creating Opportunities in Community





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Acknowledgement of Country

NOSS Tasmania acknowledges the palawa/pakana people as traditional custodians of the lands throughout lutruwita/Tasmania on which we live and work. We pay respect to elders past and present and recognise their continuing connection with country and community.



Stewart (right) and Albert at Band

About Us

NOSS Tasmania (NOSS) is all about supporting people to enrich their quality of life and achieve their dreams. “Independence and a fulfilled life for everyone” is our mission!

We strive to live our values in everything that we do: Treating each person with **empathy and respect**, always being **ethical** in our work, **empowering and enriching** each others’ lives and **striving for excellence**

We have been creating opportunities for people in the greater Launceston community (including the West Tamar and George Town) for over 33 years.

In 1991, we commenced operations with 8 clients and 6 support workers. In 2024, we have over 140 clients and nearly 80 support workers.

What we do:

- Support individuals and groups at home and in their community
- Facilitate engaging programs at our vibrant activity centre, the Red Shed
- Employ people with disability
- Run a social enterprise, Bluegum Grounds Maintenance



Carol, Courtney and Alpha at the circus

Tracey Mallett

GAICD, MIS,
BAppSc(LandInfo) (Hons)



Chairperson's Report

I feel very privileged to write my first Chair's Report for the 2023/24 NOSS Annual Report. It's been an exciting year with some wonderful developments that will set a bright future for NOSS.

Exciting developments aside, the core of what we do is provide excellent service to our participants to enable them to live their best life possible. Ensuring we provide excellent care, regularly reviewing feedback, considering new opportunities etc is all part of the service we provide to our wonderful participants, many of whom have been with NOSS for years and we appreciate the loyalty.

As you read through this Annual Report, you'll see some wonderful examples of the services we provide. The team strive for continuous improvement and this ensures high levels of care, great variety of activities and meaningful engagement. We also continue to review findings from inquiries and commissions to ensure NOSS standards are meeting the latest recommendations whilst not compromising on quality of care, and dare I say, fun for our participants!

We are progressing our ideas and well advanced with the plans for renovations at our new building in Boland Street. Long term, it will be super exciting to have all our programs under one roof but initially, we will move the Admin, Community Support and Bluegum teams into this central location where we are actively aiming to create a cohesive space the teams will take pride in.

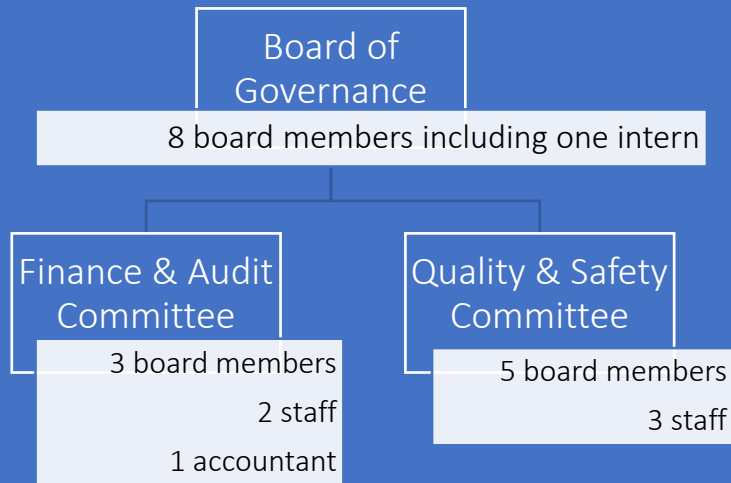
The upcoming Annual General Meeting will see the retirement of one of our longest serving Board members Pater Hatters. Peter has been on the Board of NOSS for 12 years and has provided a wealth of experience in NDIS and lived experience. We are grateful for Peter's contributions and wish him well in retirement.

This year, the Board welcomed three new members. David Sadler joined us with a wealth of experience in quality and safety and a keen interest in learning about disability care. Matthew Haanappel joined us with amazing lived experience including as a Paralympian and great experience is how sport can enhance the lives of those living with disability. Casey Carlton joined us a Board Intern, keen to learn and grow her Board skills while sharing her HR expertise. I thank those who have served so tirelessly over the past year, and especially for the support I have received as I transitioned to Chair.

In closing, I wish to extend my deep thanks to Ruth, the management team and every single person who works for NOSS for another successful year. A year where success is measured by participant satisfaction, a positive reputation, a financially viable organisation that is achieving strategic goals and proud employees. I look forward to building on this in 2024/25 preparing to move into our new premises.

Our Board

Board Structure



A Skills-Based Board

- Strategy
- Risk & compliance
- Finance
- Legal
- Policy development
- Executive management
- Diversity
- Corporate Governance & Board Experience
- Marketing
- ICT
- Community-based disability support
- Community & stakeholder engagement
- Commercial Experience
- Regional Knowledge & Experience

Board Membership

Current

- **Tracey Mallett** – New Chairperson December 2023, Finance & Audit Committee member
- **Zenobia Allie** – Deputy Chairperson, Finance & Audit Committee member
- **Nathan Williams** – Treasurer, Finance & Audit Committee Chairperson
- **Peter Hatters** – Quality & Safety Committee member
- **Marjana Bateman** - Quality & Safety Committee member
- **David Sadler** – new member, Quality & Safety Committee member
- **Matthew Haanappel** – new member, Quality & Safety Committee member
- **Casey Carlton** – new member, Intern Director, Quality & Safety Committee member

Previous

- **Mark Broxton** – Outgoing Chairperson 2018-2023
- **Corey McGrath** – 2020-2023

Ruth Chalk

GAICD, MBA,
MHlthServMgt, BSpThy



CEO's Report

It is my pleasure to join with the board in presenting this NOSS Tasmania Annual Report for 2023/24.

This report is a snapshot of our key achievements on our mission to realise our vision of "independence and a fulfilled life for everyone".

Sector Reform

Our work this year was forged in a unique disability sector landscape. Significant sector reforms have begun and will continue over the next few years, following the conclusion of the Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) and the review of the NDIS.

The final reports of the DRC made 222 recommendations across many areas, including employment, quality and safeguards and governance. Below are some brief notes on some of our responses to the recommendations.

Recommendation 7.31 was that the NDIS Participant Employment Strategy should embed an 'open employment first' policy. A concern shared by NOSS and other Australian Disability Enterprises (now called social enterprises) in Tasmania, is that this could devalue the work that people with disability do in a supported employment setting. We advocate that supported employment should always be an option for people.

We welcomed Recommendation 7.23 that called for government to adopt procurement policies that would incentivise Government Business Enterprises (GBEs) to include social enterprises in their supply chains. Our social enterprise, Bluegum Grounds Maintenance, already has significant contracts with two GBEs, Hydro Tasmania and TasPorts, and we would like to see this policy expanded to more GBEs and to benefit more social enterprises.

NOSS has been able to continue to work with political influencers on these and other issues through its seat on the National Disability Services State Committee and The Association of Disability Enterprises (TADES) committee.

CEO's Report continued



Another focus arising from the DRC is the importance of the board's oversight of the organisation, in areas of quality and safety of clients, and the culture and safety for employees. Board members have taken on additional areas of interest within NOSS, such as Bluegum Grounds Maintenance, the Red Shed and participating in various projects. They use these opportunities to get to know clients and support workers and to gauge the culture and quality of service. This in turn leads to healthy questions and conversations around the board table.

Snapshots

This Annual Report shows glimpses of client successes, our employee diversity and training, the social impact we are making through Bluegum Grounds Maintenance, what we do in the advocacy space, and how we are putting in new foundations for our future in the renovation of 67 Boland Street.

The Red Shed, our activity centre, is so vibrant with creativity, music and friendship. Many clients come to us especially to be part of this. But this doesn't just stay within the Red Shed, so many of our activities take us out into the community. Pictured are Jerokee, Chris and Brodie. They are part of NOSS' band, the Red Tones, and on this occasion, they are participating in the Launceston Ukulele Jamboree 2024 at Du Cane Brewery and Dining Hall. Flowing on from that, they were invited to join the monthly Ukulele & Guitar Jam at the Riverside Golf Club.

In talking with employees about their work at NOSS, again and again I hear how much they value the relationships they have developed with our clients and how much joy (I hear this word often!) it brings them when they are part of client successes.

My sincere thanks to all the staff and volunteers at NOSS. I would like to particularly thank my senior leadership team for their dedication and support, and the board for their commitment to NOSS and expert strategic guidance.

It is such a privilege to be part of an organisation where people wholeheartedly give of themselves to the benefit of the people whom we support.

Our Priorities

People and Community

The people whom we exist to serve measure success in so many ways, whether it be, spending time with friends, finding a job, enjoying a sport, trying something new, becoming more independent, discovering new dreams.

We achieve our social impact by benefitting people with disability, their communities and the economy through valued employment in our social enterprise, Bluegum Grounds Maintenance.

It is important to us that our people are engaged with the community and work of NOSS and are physically and psychologically safe



1. Client Success



2. People and Culture



3. Social Impact



4. Advocacy



5. Viability and Sustainability

Client Success

1

Enriched lives ...



Alan moved from Bluegum to a job at the airport



Jarret and Sidonie on the Bunnings BBQ with Bailey



Glenn and Brodie on drinks service with Nick



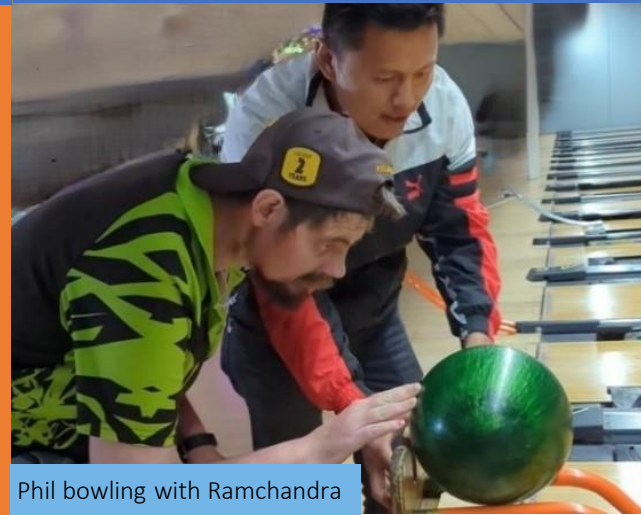
Phil, Fynn, Rachelle, Steve, Bronte, Sidonie and Tammy



Josie and Chelsea with a Calvary Care resident



Alice and Rachelle on the court



Phil bowling with Ramchandra



Stephen at band with Ian



Following a Dream

Oscar, pictured, has been part of the Bluegum Grounds Maintenance work crew since January 2018.

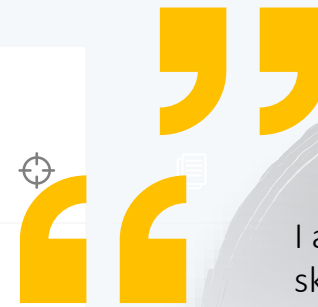
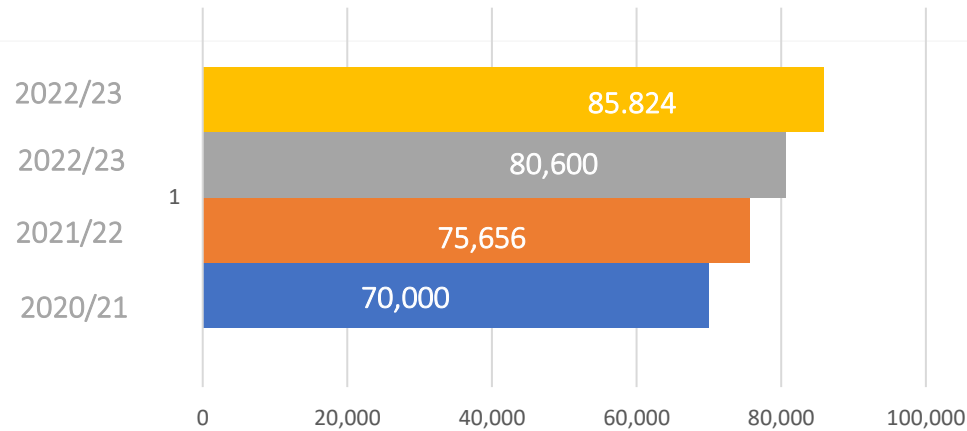
Whilst Oscar finds his work rewarding and enjoys the camaraderie of Bluegum, he has also wanted a regular gig for his music and songs. He even records some of his own compositions.

This year he was finally successful in achieving NDIS funding to attend the Red Shed and be a part of the band. Now he has the best of both worlds.

SUPPORTS DATA and COMMUNITY CLIENT DEMOGRAPHICS



Total Hours of Support – Fulltime Equivalent

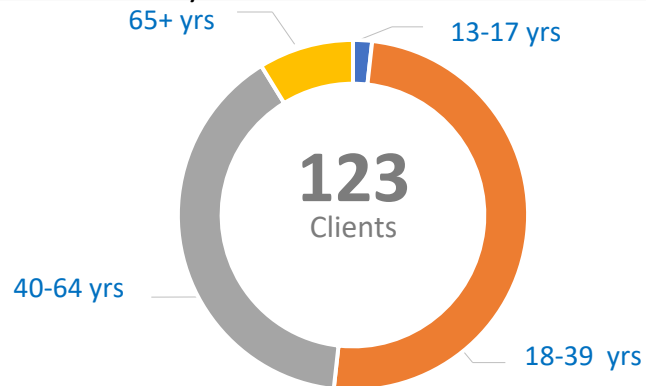


I am working on building my skills of coffee making to participate in a coffee collaboration project, which we spoke about today with the man from the council.

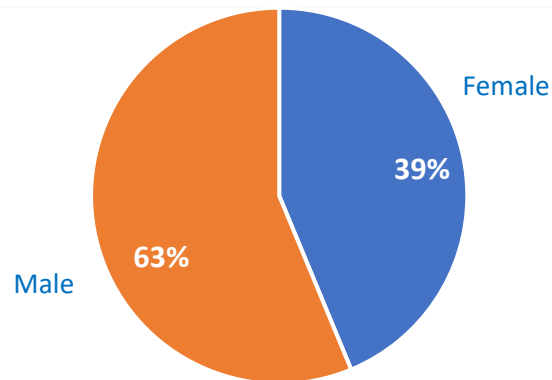
▶ NOSS CLIENT



Client numbers & ages through the year



Client gender



I love NOSS. I work here at the Red Shed 1 day a week and other days I do the art and music programs which I love.

▶ NOSS CLIENT

People and Culture

2

People and Culture

It makes me so proud to see participants achieve their goal of being independent.

▶ SUPPORT WORKER

Richness in diversity

While most employees have qualifications in the disability, community and aged care areas, so many also bring a richness of earlier experiences and qualifications to their work. Some of these include; hospitality, teaching, landscaping, personal training, information technology, accounting, armed services, engineering, just to name a few!

Our diversity in age and culture is also evident on our [employee demographics slide](#). We have been celebrating the richness in our cultural diversity by collaborating with Welcome Cultural Services (formerly MRC Northern Tasmania) and joining in some of their cultural events. We look forward to more cultural celebrations and various national dishes in the coming years, and learning more about our own indigenous peoples here in Tasmania.

At NOSS we are proud of our employees; they are dedicated, skilled and purpose-driven.

I absolutely love working in the disability sector. I love seeing the joy smiles and fun people have. It is the most rewarding job.▶

SUPPORT WORKER



Strengthening Our Safety Culture

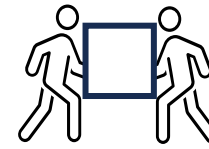
Where our collective beliefs, perceptions, and values prioritise safety for all.

We believe that people should be safe at work – that means both following safe practices and not being injured.

Our Community Services recorded an increase in musculoskeletal injuries to workers in the first quarters of 2023/24. We responded by analysing these injuries and reviewing our policies, procedures, training and supervision. The measures (see diagram) we put in place resulted in a significant reduction in injuries by the last quarter.

We also continued to measure, monitor and promote psychological safety.

Bluegum Ground Maintenance's internal safety audit in Quarter 2, identified some unsafe housekeeping practices in the workshop. For example, some items were stored above shoulder height, putting employees at risk of injury, particularly to their shoulders, arms, neck and back while retrieving them.



Manual Handling Training: Additional hands-on manual handling training was provided to all staff. This was reinforced by Team Leaders focusing on monitoring and coaching manual handling practices out in the field.

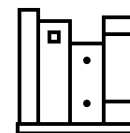


Created by saidatun from Noun Project

Safety Equipment: We replaced our adult change-table with a mobile one. This gives people room to work from both sides of the table and the ability to wheel the client out of the room in case of emergency evacuation. We also purchased additional swivel cushions and slide sheets for loading wheelchairs in and out of a car boot.



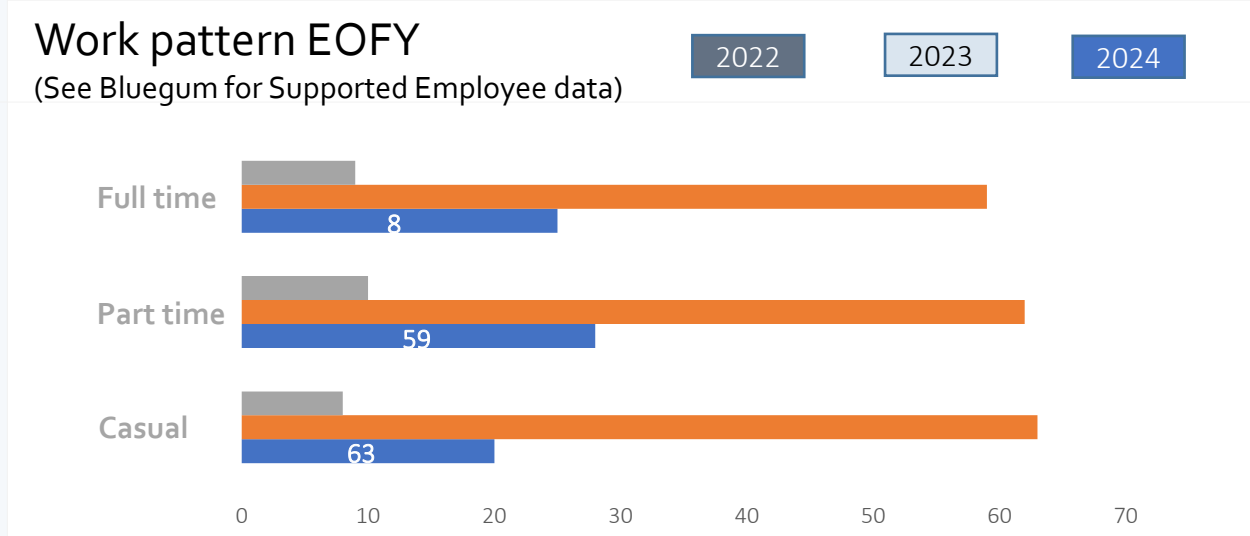
Research shows that wherever you have highly engaged staff, so common in our sector, there is also an increased occurrence of burnout. The results from the two Psychosocial Safety Climate surveys over 12 months indicated that NOSS employees experienced lower risk than the Tasmanian benchmark and national sample.



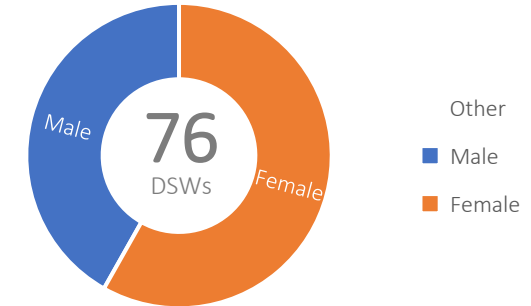
Bluegum Grounds Maintenance adapted the 5S in Housekeeping approach. This involves Sorting items and eliminating what is not needed; Setting things in order where everything is easy to access and in its place; Shining – cleaning and inspecting the workplace; Sustaining – committing to maintaining the principles of 5S.

EMPLOYEE DEMOGRAPHICS at End of Year

Our competent, vibrant and diverse workforce



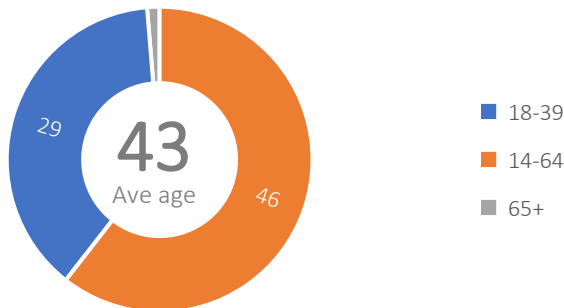
Employee gender (without Supported Employees)



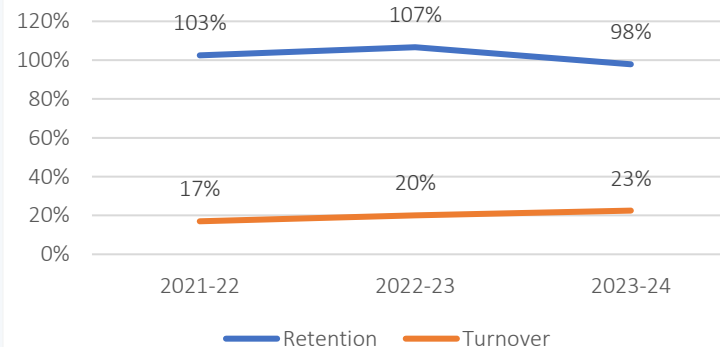
Industry average: 26% male and 73% female.
[NDIS Workforce Retention \(pmc.gov.au\)](https://www.pmc.gov.au/ndis-workforce-retention)



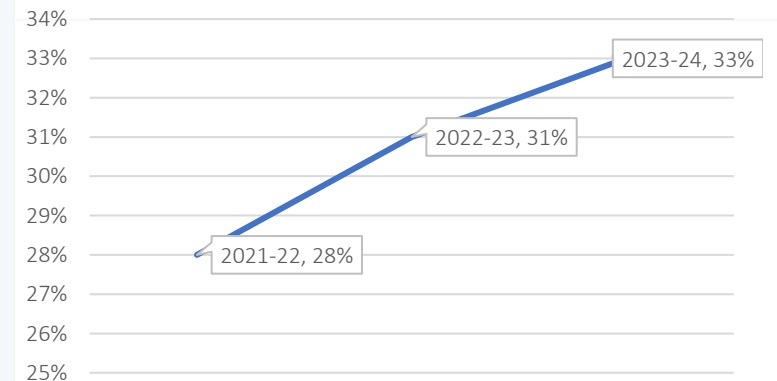
Disability support worker (DSW) numbers & ages



Employee engagement



Cultural & linguistic diversity



Social Impact

3

Social Impact



Anthony, Shane and Kyle

Social impact is when we make a real difference that tackles a social injustice or challenge.

People with disability still face considerable barriers to employment and the associated economic and social benefits. In Australia, just 29% of people with intellectual disability participate in paid employment, compared to 84.9% of those without disabilities (Inclusion Australia 2023).

Meaningful employment is vital for achieving economic independence, fostering social inclusion, and enhancing overall well-being. Additionally, having a job helps protect individuals from violence, abuse, neglect, and exploitation.

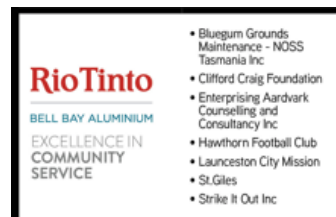
Bluegum Grounds Maintenance provides meaningful employment at award wages for the work crew members. Our 22 work crew members perform broad acre grounds maintenance such as brush cutting, weed management and native plant care for large industries, including Hydro Tasmania, Liberty Bell Bay and TasPorts.

Bluegum's economic impact is measured using the NDS third party-certified BuyAbility tool (pictured right).



Recognition

This year, Bluegum achieved third party certification as a social enterprise and was a finalist in two awards (see below): the Launceston Chamber of Commerce Excellence in Community Service sponsored by Rio Tinto, and the Social Traders Vic-Tas Social Procurement Impact Partnership of the Year (with Hydro Tasmania).



BLUEGUM GROUNDS MAINTENANCE – a social enterprise



Our customers contribute to positive outcomes for people with disability and their communities.

Bluegum achieved certification as a social enterprise. This is third-party verified by Social Traders.



Economic Impact

Bluegum fulfills contracts with five key customers, in addition to NOSS itself. Bluegum's commercial activity generates economic benefit to the Australian economy.

This year's earnings from commercial activity:

\$351,211



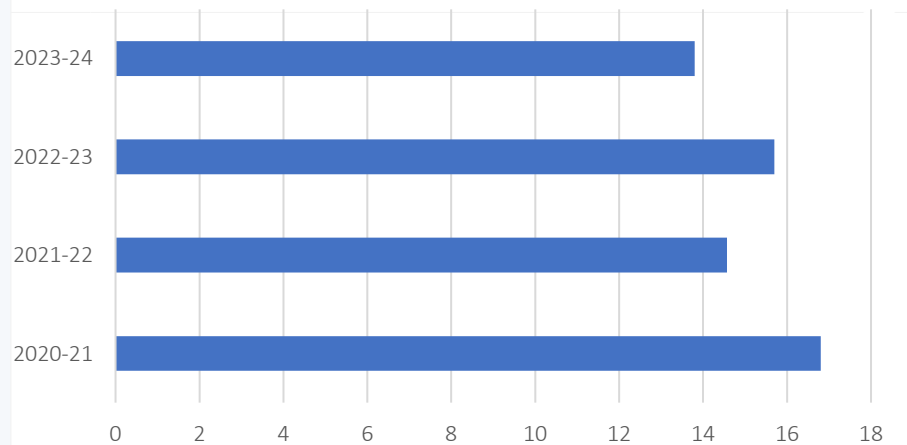
Bluegum Work Crew

38 yrs
The average age

23
Number of Bluegum Supported Employees at Year End

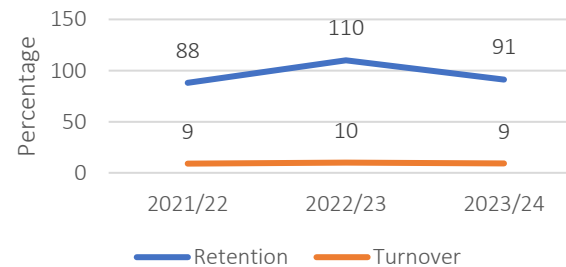
Supported employee ages range from 17 to 63 years. The average age has dropped from 40 years in the previous year.

Supported Employee Average Hours / Week



Crew engagement

Employee Engagement



Length of Service

9 yrs
Average length of time a crew member works at Bluegum

32 yrs
Longest length of service.

Community and Self Advocacy

4

Advocacy

They help me to have a voice. I have attended the Speak Out advocacy sessions, and I am now telling the council what they need to do to make Launceston better for people with a disability.

▶ NOSS CLIENT

Self-advocacy

This year we increased our focus on developing the self-advocacy skills of our clients. They have been learning to effectively communicate their needs, interests, opinions and rights.

A group of about 12 clients participated in the SpeakOut the Road to Success Self Advocacy Training program over six weeks. This was specifically for people with intellectual disability and co-facilitated by people with intellectual disability.

As the individuals learned to find their own voices they grew in confidence and independence.

Oscar from the Launceston City Council then met with this group as part of the council's community consultation process. Oscar wanted to capture what people with disability wanted to see for themselves in Launceston. This was also the beginning of a partnership with the City of Launceston that we look forward to growing over the years to come.

Community Advocacy

NOSS advocates on behalf of people with disability to promote a more inclusive society for the benefit of all.

We do this both proactively, through participation on committees and focus groups, and reactively, in response to issues as they arise.



Friends at QVMAG: Rachele, Josie, Sidonie and Finn

Viability and Sustainability

5

Viability and Sustainability

Our Theory of Change

We know that people with disability experience barriers to social and economic participation, with only 34% of Tasmanian NDIS participants being actively involved in a community, cultural or religious group, and only 25% aged 15 years and over are in a paid job. It is our mission to change this.

We believe that engagement (with community and culture), and employment enrich quality of life for people with disability.

We strive to ensure NOSS is a viable not-for-profit business so that we can continue in our mission.

NOSS aims for viability and sustainability.

Viability is about making sure that we not only have the ability to survive, but to thrive, so that our clients, employees and communities also flourish.

Sustainability is about maintaining NOSS well into the future, in a way that not only does not cause harm, but benefits society, the economy and the environment.



67-69 Boland Street

Background

In 2022 NOSS purchased 67-69 Boland Street, Newstead (Pictured left), with the vision to create, “a place where people feel welcome and empowered, ... connect with our community and contribute to its wellbeing.”

The main office, currently in York Street, and Bluegum Grounds Maintenance, currently in Rocherlea, will co-locate at Boland Street.

And so began our co-design process where client representatives and employees identified key themes that were both opportunities and challenges. They let us know what was most important to them.

A year of planning

During 2023/24 we worked closely with our project managers, Sam and Tom, of Commercial Project Delivery, and architect, Heath of Design Intent. They turned our dreams and ideas into concept plans, and finally construction plans.

This construction will occur in 2024/25

On the right is pictured Levi, admiring the 3D renders of the planned internal renewal of 67 Boland Street..



Communities Creating Opportunities

MEMBERSHIPS

- National Disability Services
- Launceston Chamber of Commerce



PARTNERSHIPS

- The Tailrace Centre and Jude's Café
- Avidity Training and Development
- City of Launceston
 - TasTAFE
- Welcome Cultural Services

MAJOR BLUEGUM CUSTOMERS

- Hydro Tasmania
- Liberty Bell Bay
- West Tamar Council
 - TasPorts
 - Demecon



AWARD FINALISTS

- Business Excellence in Community Service (Bluegum)
- Community Achievement – Sustainable Disability Employment (Bluegum)
- Social Traders Vic-Tas Social Procurement Impact Partnership of the Year (Bluegum)
- Business Excellence in Education and Training (NOSS)



Nathan Williams
GAICD, BComm, CA



Treasurer's Report

Overview

NOSS Tasmania (NOSS) finds itself in a strong financial position as at 30 June 2024, having returned a net surplus of \$242,102 for the year and with net assets of \$2,420,294.

Work around the purchase and future refurbishments of NOSS's future home at 67- 69 Boland St have continued during the year, with works expected to begin in early 2025. This has led to a somewhat cautious approach to the NOSS's financial management in recent years, to ensure that business as usual can continue and the service offered to our clients is not compromised during this exciting phase of NOSS's history. A mix of existing cash reserves and long-term borrowings are to be used to fund the building purchase and refurbishment works.

Statement of Financial Position

As of June 30, 2024, NOSS Tasmania is in a position of solid liquidity, capable of settling all current liabilities—including payments to creditors and staff obligations—using existing cash reserves and investments.

Total assets has increased to \$4,361,938, up by \$272,273 from the previous year.

NDIA Income increased by 2.5% on the previous year and compromised 90% of overall revenues. NOSS like all organisations, combated inflationary pressures throughout the year with regards to its expenditure.

A loan of \$2m, with \$1m in NOSS's offset cash exists, relating to the purchase of the Boland Street. This is currently an interest only loan and will be until the refurbishments are completed.

Acknowledgements

We again engaged the services of MDH Accounting to provide onsite accounting assistance to the administration team which has proved to be very valuable, I would like to thank Jo Stirling for the assistance and guidance she has provided throughout the year. Synectic Group once again conducted our annual financial audit, thank you to Ben Coull and the team for the timely completion and valuable feedback.

I want to extend my gratitude on behalf of the Board to our exceptional staff for their dedicated efforts throughout this year. I'd like to give special recognition to Ruth Chalk and Melinda Whybrow for their outstanding contributions in supporting the Board and their diligent attention to the financial management of NOSS.



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