



CEO's Corner

With Joanne Jessop

Our quarterly family consultation sessions provide a valuable opportunity to share what has been occurring at Multicap, and they also provide time for you to give us feedback and suggestions for new services or support options. I was fortunate to attend the family session and the staff

sessions in Rockhampton in January, accompanied by one of our Board Members, Ms Patrice Sherrie. In Rockhampton we have a 4 bedroom centre-based respite house that runs at capacity for 48 weeks each year. We provide some in-home support and we also have a very successful social club with over 70 people attending a monthly dinner and dance. Well over 100 families in the area access our services.

It is very humbling to hear first hand from our families and also rewarding to be reminded of the support that the Multicap team provides to our families. The next family sessions are scheduled for April and I encourage you to attend and actively participate in guiding Multicap's future direction.

February sees the commencement of a Day Service based at Kuraby Community Hall, with 16 clients relocating from our Eight Mile Plains site. Kuraby Community Hall, made available by Brisbane City Council, is close to public transport, next to Svoboda Park, and will be a great hub for many community activities including Tai Chi and indoor bowling.

We have some exciting events planned for this year including art exhibitions and festival activities. We look forward to your involvement.

"There is no passion to be found in playing small – in settling for a life that is less than the one you are capable of living."

- Nelson Mandela

Thank you

Multicap would like to say "thank you" to all the people who support our organisation in many different ways. Our special thanks go to the following families for their generous contributions to Multicap's Building Fund: Mrs Hopkins, Mr & Mrs Ponchiardi, Mr & Mrs Wilson, Mr & Mrs O'Leary, Mr & Mrs Logan, Mr & Mrs Pedler, Mr & Mrs Haack, Mr & Mrs Butler, Mr & Mrs Arkadieff, Mr & Mrs Bates, Mrs Kiely, Mr & Mrs Jeffs, Mr Cooney, Mr & Mrs Rogers, Mr & Mrs Shearwin, and Mr & Mrs Leggatt. Special thanks also to G Spencer and Trilby Misso Lawyers for their generous donations and support.

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New Residential Services



Balonne Street in Runcorn opened just in time for Christmas,

with two co-tenants, one of whom is Neil, who has been with Multicap since 1967. Multicap is pleased to have been able to provide services for Neil for 41 years. Balonne Street is a three bedroom rental property.

A new house opened at Broomdykes Drive Mackay last year, bringing the total number of houses in Mackay to four. Two young men live in this house, and Debra McNeilly is the facility Team Leader.

Can you help?

Petrie Day Service is seeking the donation of a working twin tub washing machine for their Paper Making program. If you are able to assist by providing a machine and also delivering it onsite to the Petrie Day Service, please ring Jill Binding on 0407 735 543.

Peter Hughes at the Sydney Opera House

Monte Lupo artist, Peter Hughes, and his mother, Lyn Hughes, attended the Art Accessible exhibition at Sydney Opera House recently where Peter delivered the opening speech. Peter was one of 50 exhibitors from around the country to display his artwork. Jarrod Wendt, another Monte Lupo artist, was also invited to display work in the exhibition.



Andy Warhol Exhibit

On Tuesday 5th February, Angie Archibald, Multicap's new Centre of Creative Arts Facilitator, and Cheryl Baker took 8 Monte Lupo employees and 3 Centre of Creative Arts clients to visit the Andy Warhol exhibit at the Gallery of Modern Art.



The exhibition had many interactive activities. Each person had their photos taken which were then transformed into an Andy Warhol piece. They also participated in the Kid Zone and the Floating Silver Cloud exhibit. Brett Patzwald and Elizabeth Duffy, employees at Monte Lupo, both thought the Andy Warhol work was a bit weird and interesting.

After the exhibition everyone enjoyed lunch at the gallery café overlooking the river and then explored the rest of the gallery exhibits before returning to Monte Lupo.

Art Therapy



The Art Therapy program, which works closely with Monte Lupo, has commenced for 2008. Some exciting projects have been planned, which include working on the new sculptures for the 'SWELL Sculptures by the Sea' exhibit in September, and making the Garden Dwellers sculptures for Monte Lupo.

Participants in the program come from local schools and also from Multicap's Southside and Aspley Day Service. The Art Therapy Instructor, Clair Lawrence, is a qualified Art Therapist, having completed her Art Therapy degree in 2007.



Multi Sensory Room



Multicap recently installed a brand new, state of the art, Multi-Sensory Room at the Southside Day Service site.

This fantastic room provides clients (and staff!) with a wonderful space to explore a new sensory world full of lights, colours, smells, textures, shapes, and sounds. One can enjoy the room either through sitting back and allowing a deep sense of relaxation to come, or one can explore a delightful array of interactive equipment.

It is easy to say that this room will be a great success with all those who experience it!

Staff Achievement

Tracey Rusit, Multicap's Payroll Administrator, was awarded her Diploma of Business earlier this year. Tracey has been a payroll administrator for over 20 years and was assisted by Multicap to achieve her diploma through TAFE's Recognition of Prior Learning program. Tracey very proudly received her diploma at an Awards Ceremony at QPAC in February and would encourage other staff members to participate in this program if they have the opportunity to do so.



Foodbank Program



Simon and Toby, clients from Aspley Day Service, have been attending work experience at Foodbank Queensland.

Foodbank Queensland is a community supported non-profit organisation which has a large warehouse located at Colmslie. They provide an outlet to food companies for their surplus stock and at the same time, allow community support agencies to save time and resources in the solicitation of nutritious food.

Simon and Toby, together with their support worker Dan, assist Foodbank by repackaging the food products. They really enjoy their work. Another client, Stephen has recently joined the program.

Work experience is an excellent program for many of Multicap's clients who learn that along with rights come responsibilities. It also gives them an opportunity to contribute to society, learn team work, develop communication and motor skills.

Petrie Day Service

Numbers are growing at Petrie with 12 clients now enjoying excellent programs which enhance their daily lives. Recent programs included –

- a visit to the local animal shelter to pamper the animals and to assist with cleaning as part of the clients' independent living skills;
- a workout at the local gym as part of the recreation and leisure program;
- a visit from a fire trainer which gave many of the clients a first hand experience in fire fighting; and
- a game of golf.



Parliament House - Personal Geographic

Monte Lupo's first exhibition for the year was held at Parliament House from 10th to 16th March 2008. The Honorable Lindy Nelson-Carr MP, Minister for Disability Services, officially opened the Exhibition at a special Opening Night VIP Function.



The artists at Monte Lupo have been developing new work around their activities over the Christmas holidays. The Monte Lupo artists involved in the exhibition included, Elizabeth Duffy, Brett Patzwald, Johanna Ford, Rachel Wright, Jarrod Wendt, Kristina Dryden, Brooke Redenius, Saki Yamaoka, Julian Turner, Fiona Bell, Peter Hughes, Paul Badham, Adrian Fowler and Sean Davenport. Monte Lupo has many new artists who have never exhibited previously, so it was quite exciting for their families and friends to view their artwork at Parliament House.

Multicap's Annual Festival

Multicap is pleased to announce, after the success of last year's inaugural event, that we will be holding this year's Festival to celebrate disabilities, capabilities and possibilities across several sites in July 2008.

Details are being finalised for celebrations at Mackay, Rockhampton, Petrie, and Aspley sites.

Our Eight Miles Plains festival will be held 10.30am–2.30pm on Saturday 19 July 2008. The festival is set to be another great one with the Macgregor Lions Club again helping out, and Trilby Misso Lawyers secured as the festival's Community Spirit Partner.

This year will feature an art exhibition showcasing the talents of artists from several disability organisations. There will be lots of stalls and fun activities including crafts, Monte Lupo pottery, make your own pottery, face painting, a sausage sizzle, an animal farm, fair rides, and more.

We will soon be calling for volunteers to help out on the day and calling for soft drink can and raffle prize donations. Keep an eye out for more information coming soon or contact Katie Bottom, Events & Partnership Coordinator on (07) 3340 9045 if you would like to make a donation or help out.

We look forward to celebrating with you at this year's festival celebrations.

Petrie Community Sensory Garden

Negotiations are taking place with the YMCA to plant a community garden on the Old Farm site at Petrie Town. The clients are actively participating in the process and many community groups have been invited to be involved, including the local Scouts group, the Lions Club of Pine Rivers (who have recently been to the site for a working bee) and the local permaculture group. The Department of Probation and Parole have offered labour on the weekends and Bunnings Carseldine have donated an assortment of garden equipment and potting soil.



The gardens will have a holistic approach in program planning for the clients such as:

- visits to established gardens and local nurseries as part of the community access program;
- numeracy and literacy activities including the counting and labelling of cuttings, seeds and seedlings;
- cooking using fresh herbs and fruit/vegetables being incorporated into the independent living skills program; and
- gardening and maintaining the raised garden beds as one of the leisure and recreation activities.

Westside Day Service

The Westside Day Service, situated at Ellen Grove Brisbane, has had a busy start to the year. The clients have been involved in - volunteer work for St Vincent de Paul at Sumner Park; a cooking program with a variety of cultural experiences; entering into the spirit of Australia Day by decorating the room with flags, cooking and eating meat pies, lamingtons and anzac biscuits; and continuing with various community outings.

At the end of 2007, a large Christmas party was held for clients and their families. Special thanks go to thank Coles Inala, Woolworths Inala, Woolworths Forest Lake and the Big Gun for their generous donations which helped make the party a success.

Camping Weekend

Clients in the Logan area have recently been given the opportunity to enjoy the experience of outdoor camping, thanks to a generous donation by the Logan Mayoress' Community Service Committee Inc. Their gift of funding has been used to purchase a tent and other camping equipment. Recently the residents at Logan Reserve had a wonderful camping weekend, using this using new equipment, and they are looking forward to future outings.

Staff Changes

Petrie Day Services recently farewelled Joanne Stark who is on 12 months' maternity leave; and welcomed Carol Payne and Yvette Charlier to the team.

Fun with the Vietnam Vets

The Vietnam Veterans Association (QLD) once again hosted an afternoon for Multicap clients at their Clubrooms in Kingston. Held on 16th February, the activities included rides on Harley Davidson motor bikes (including a trike and a bike with a side car), face painting, disco/karaoke and a special appearance by 'Elvis'. All of this was followed by hotdogs and soft drinks. The afternoon was enjoyed by everyone who attended, and at the closing ceremony the Club President announced that this would become an annual event. Multicap is grateful for the continued support of the Vietnam Vets.

Quality Certification

Multicap was awarded three-year certification across our five DSQ regions and our FASCIA supported employment, following a quality audit in October and November 2007. Multicap was audited by the Institute for Healthy Communities (IHCA) for accreditation against the Disability Sector Quality Standards and the Disability Employment Standards.

The IHCA conducted a thorough audit process including discussions with Board members, management, staff and a number of clients and families who were randomly selected. These clients and families were asked to participate in a focus group, telephone or a face to face interview. Our sincere thanks go to these families for their time and valuable input.

The auditors have provided reports detailing feedback against the Standards and included comments such as: Clients/parents



Holiday Closure Dates

(In addition to Public Holidays)

Day Services

Multicap Day Services at Eight Mile Plains, Kuraby, Aspley, Ellen Grove and Petrie will be closed on the following dates:

Monday 30 June 08 - Friday 4 July 08
Monday 22 Sept 08 - Friday 26 Sept 08
Friday 19 Dec 08 - Friday 9 Jan 09

Centre of Creative Arts

The Centre of Creative Arts, Eight Mile Plains, will be closed on the following dates:

Monday 7 July 08 - Friday 11 July 08
Monday 22 Sept 08 - Friday 26 Sept 08
Monday 15 Dec 08 - Friday 2 Jan 09

Monte Lupo

Monte Lupo does not close throughout the year, except for public holidays. Employees can apply for annual leave at any time, with two week's notice.

interviewed by the audit team spoke highly about the support they received from the Service. In particular, the efforts of staff in providing an environment of 'normality' and homeliness were greatly appreciated and strongly supported the rights of clients to be treated with dignity and respect within a safe environment.

The auditors suggested that the Insight Newsletter be used as a vehicle for reminding families of our Client and Family Feedback processes. We also took the opportunity to discuss these processes with families at the recent strategic planning family consultation sessions. Our processes encourage clients to provide both positive and critical feedback on services to ensure that they receive the best possible service. An issue or concern is usually resolved at the first point of contact, when all parties reach agreement and are satisfied with the outcome. This usually occurs in consultation with the Team Leader/ Coordinator/ Key Worker. Where the concern is not resolved at the first point of contact, a formal complaint is raised and requires further investigation by a Manager or CEO. Multicap staff can provide further clarification on these processes.

Multicap has implemented continuous improvement processes that will ensure a continued focus upon enhancing and improving the quality of service provision to clients.



Mackie since 1986

Ryan Mackie

Much loved and valued, sadly missed. Multicap staff and clients think of you often and fondly.

Aspley Day Service Clients Musical CD

Clients from Aspley Day Service had fun compiling a CD of their favourite songs with Music Therapist, Jeremy Williams. Support Worker, Peter Sharman, who has an amazing talent with computer imaging, put together a CD cover (pictured below). The clients who were involved in the production gave the CD to their families for Christmas. This had a wonderful effect as is evidenced by these words from a family member:

"I wanted to let you know that on Christmas Day our family was in awe listening to the music CD that I understand was put together by a fellow who has been working with my brother and other clients of Multicap. My brother was involved in four songs on the CD and there was not a dry eye in our lounge room when listening to him and other friends collaborating with your music therapist. We were very, very proud.

Congratulations to your team on such a wonderfully creative project – we only hope it continues bigger and better into 2008. The songs were age appropriate and certainly some of his long time favourites. Please pass on our sincere appreciation in particular to the fellow who is coordinating this because it is obvious that he has excellent skills, patience and rapport with the clients."



Donations

Your donation, large or small, will help Multicap support people with multiple disabilities, their families and their carers.

Make a Donation

I would like to make a tax deductible donation

- Single Donation \$.....
- Regular Donation \$..... (will be debited each month)

Purchase Art Union Tickets

I would like to order the following ticket books and have a chance to win up to \$64,000 in prizes

- \$15 Book \$21 Book \$30 Book \$60 Book

Advance Order Tickets

I would like to enjoy the convenience of having my ticket order automatically sent each Art Union

- Advance Order \$..... (will be debited each Art Union)

Payment Method

So many easy ways to pay

- Direct Debit Cheque Money Order
 Visa Card Mastercard Debit Card

Direct Debit Details

Account Holder Name:

Bank Name:

BSB: First Payment: /..... /.....

Account:

Signature:

Credit Card Details Payments will continue until cancelled in writing

Card:

Cardholder's Name:

Expiry Date: /..... First Payment: /..... /.....

Signature:

Your Contact Details

Name:

Company:

Phone:

Email:

Address:

Return to Multicap - Post or Fax to the details below

Ways you can help....

Art Union

Congratulations to the winner of Art Union 86, Ticket Number 228653 of Sunnybank, Queensland.

Tickets in the current Art Union are selling now. For an investment of only **\$3 a ticket**, here is a chance to win a car and contribute to Multicap's important work.

TICKET HOTLINE: (07) 3340 9016

Wishing Well Donation Money Boxes

Over 8,000 local businesses now have a Wishing Well donation money box to enable their customers to support local people with multiple disabilities.

For further information on how you can have your own Wishing Well in store, please contact Chris on 0407 737 263.

Carecards

Carecards are available at the Monte Lupo Pottery Shop at Eight Mile Plains. A visit to the shop will also give you the opportunity to view the wonderful Monte Lupo products. If you are unable to visit Monte Lupo you can obtain an order form by phoning 07 3340 9026 or emailing to fionah@multicap.asn.au.

Volunteering - Can You Help?

Multicap is looking to expand activities available to our day services clients by developing and running supported volunteering programs in work places. We are looking for organisations able to provide opportunities for our clients, supported by staff, to participate in work activities on a volunteer basis. If you and your organisation could offer this valued opportunity for a person with a disability we would love to hear from you. Please phone Eva Hallam, Day Services Manager, on 0417 728 953 or 3340 9020 for further information. We are also in need of volunteers who could support our clients with disabilities in these placements.

Bequests

Did you know that there are only a few simple steps to make a bequest to Multicap and leave a legacy towards the ongoing work of the Association?

For further information on how you can help, please contact Sandra Williams on (07) 3340 9008.

