

# nexus INK



Summer 2026



## CEO Welcome

It has been another busy season at Nexus – clients and staff love to make the most of the summer days!

There has been a lot of Christmas cooking and house decorating across the state. Each house celebrates Christmas differently and, in some houses, the housemates are each other's only family so it's even more special when staff go the extra mile to bring home the Christmas spirit. We also hosted celebrations across the state where clients, families, and staff got together to celebrate.

The Christmas celebration in Launceston was also a welcome party for many new clients and staff. While we had a footprint in Launceston, this grew rapidly when we were approached by the owners of Enriched Care Solutions (ECS). Through John Galpin, former CEO of St Michaels in Launceston, we got to know ECS and soon welcomed ECS clients, families and staff to Nexus. We were especially pleased to welcome former owners of ECS, Pauline and Todd, who are staying on as support staff.

We finished our review of our Community Services (CS) division this quarter, recognising that a statewide service needs a more holistic approach. A key outcome is that our SIL team will now manage Community Access delivered in their own sites – a necessary change due to NDIS funding cuts to 1:1 support and the changing needs of aging SIL clients. We created a new Assistant Manager role to support increasing interest in Capacity Building (CB) and Customised Employment (CE). The role will allow Jackie Gregory, General Manager of our social enterprise SEED, to step away from managing CE to focus on SEED and the Container Deposit Scheme. As part of the CB/CE offering we are also establishing activity hubs in Devonport, Launceston and Hobart. These will be multi purpose sites running programs to support client needs and interests. It is also great to welcome Joanna Jenkins into the Manager CS role to help make all of this happen.

Finally, it was great to catch up with Tasmanian National Disability Services (NDS) members at the NDS Executive Leadership Conference and celebrate 80 years of NDS supporting our industry and providing life-changing supports to Australians from all walks of life. Congratulations NDS!

There are a number of other exciting things happening across the state, including the opening of a new Nexus office and a new opportunity for SEED – but more on that next quarter!

**Mark Jessop**  
CEO, Nexus Inc.



## Welcoming New Clients and Staff in the North

This summer Enriched Care Solution (ECS) transitioned 30 clients and around 150 staff to Nexus after supporting people with disability in Northern Tasmania for over a decade.

Based in Launceston, ECS made this decision due to increasing operational pressures caused by ongoing NDIS reforms. To ensure clients could continue receiving the same high-quality support from the teams they know and trust, ECS chose to transition their clients and staff to Nexus.

“We engaged with Nexus as we have the same values for providing high quality, client focused support,” ECS Founder Pauline Roberts said.

“This transition ensures continuity of care. Participants remain with their support teams, and staff retain their positions, award entitlements and conditions. What changes is the strength behind the organisation — not the support that people receive,” Pauline said.

Nexus CEO Mark Jessop said the transition will secure more than 150 jobs and provide stability for ECS clients.

“The disability sector is under increasing pressure, but coming together gives us the opportunity to continue delivering quality services and greater choice for Tasmanians with disability,” Mr Jessop said.

“Nexus’s statewide presence and more than 25 years of trusted service delivery provide a strong foundation for this change,” he said.

“For ECS participants, very little will change. They will continue to receive the same high-quality services, from the same friendly faces, in the same familiar places.”

Having now welcomed clients and staff from ECS, Thrive Disability Services, Richmond Futures and Coastal Residential Services, we are proud to have a presence across Tasmania. This means we can support more Tasmanians while continuing our commitment to quality, choice and person-centred support.

Welcome everyone to our Nexus community.

# Nexus Team



## Welcoming Our New Community Services Manager

In January we welcomed Joanna Jenkins as our new Manager Community Services.

Joanna brings 14 years of experience in the support sector, spanning aged care, disability support, and mental health. Over the past six years, she has led both large and small teams through periods of change and growth, and has worked across business development, change management, and project management.

We would also like to thank Hadi Tariq, our outgoing Acting Community Services Manager, for his valuable contribution to Nexus. We wish him all the very best as he begins his next chapter.



## Training Continuum in Practice

As part of our training continuum, we offer all staff development opportunities to suit their roles. Tailored training ensures staff can effectively support their clients and teams:

- Over 70 staff completed Key Worker Training, giving them the skills needed to effectively manage clients' day-to-day needs. The program is also a valuable stepping stone in the career paths of our Support Workers, with many Key Workers later becoming Team Leaders.
- More than 30 staff took part in LGBTQIA+ Inclusion training delivered by Working It Out, learning how to better support clients of all sexual orientations and gender identities.
- Over 20 staff graduated from the Diploma of Leadership and Management, gaining skills to effectively and compassionately guide their teams.

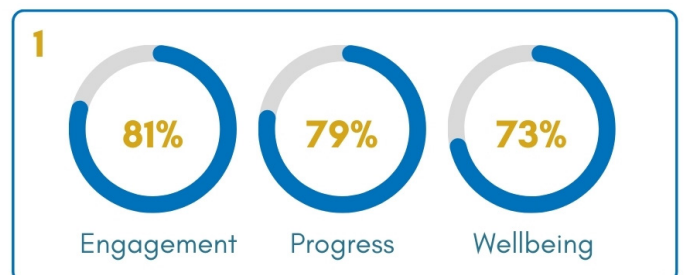
Congratulations to all staff who undertook these programs and other development opportunities over summer.

## 2025 Staff Feedback Survey Results

Last year, we conducted an independent and anonymous staff feedback survey. With over 50 percent of staff taking part, we received valuable feedback that offered clear insights into what we are doing well and where we can continue to improve.

Despite a year of significant organisational changes, staff reported positive results across our three key assessment areas: Engagement, Wellbeing and Progress. On the right:

- Illustration 1: Positive responses across three key areas.
- Illustration 2: Nexus scores against the disability sector benchmark across key categories. A positive score indicates Nexus staff rate more positively than the industry average.



# Nexus in the Community



## Client Christmas across the state

As Nexus expanded in 2025, so did our annual Client Christmas Party with celebrations happening across the state.

Our clients had a wonderful time at events in Hobart, Launceston and Burnie, fully embracing the festive spirit with food, music and games.

It was great to see new clients in the North and North West attending end of year events for the first time and getting to meet other clients and support staff.

Thank you to everyone who attended the events, it was wonderful to see clients, families and staff enjoying themselves and celebrating together.



## Burnie Christmas Parade

It was great to see our North West staff and clients taking part in the Burnie Christmas Parade and enjoying the well-attended community celebration.

Clients were supported to walk in the parade, wave to the crowd, and enjoy the music, decorations and festive atmosphere.

Supported Living Team Leader Abbie said the event was a fun and inclusive festive experience for clients.

“Our clients had the best time connecting with the wider community while celebrating the Christmas season,” Abbie said.

“Seeing our clients’ confidence and joy grow as they were cheered by the crowd was definitely the highlight of the event!” she said.



## Making a Splash

When Sarah’s support needs changed recently, swimming was suggested as a good activity to support her physical health and overall wellbeing.

Sarah had enjoyed swimming before, but returning to the pool was initially challenging for her.

After a few months of hydrotherapy, Sarah’s support team took a slower, more gradual approach. Beginning with short drives to the pool car park without leaving the car, Sarah gently built up to walking nearby, walking around the pool, sitting inside to watch others swim, and spending time in the change rooms.

After six months of steady, patient work, Sarah was supported back into the pool and over Summer she even began swimming twice a week!

# Client Stories

## Sam

Sam was busy getting creative this season, spending time at her craft table and making sets of mini clay plates. She loved shaping, colouring and decorating them!

When Sam wasn't busy creating, she also made the most of the warmer days with two of her favorites activities – going for long walks and swimming at the pool.



## Amy

Wrapping up her last cooking session of the year, Amy got into the festive spirit by making a Christmas KitKat house from scratch!

Amy had plenty of fun lining up the chocolate pieces and sticking them together. Once the structure was standing, Amy made sure the roof was intact and enjoyed adding her special decorative touches!



## Jamal

It has been a few months for Jamal, who has been working hard across multiple jobs in North and North West Tasmania!

Jamal works at a local not for profit on Mondays, washes trucks for a national company on Wednesday, and gardening work on Thursday.

Support Worker, Tamara, says Jamal has built skills in teamwork, communication and relationship building, all while earning extra money for activities he enjoys. Jamal has also been learning to catch the bus independently to and from work – another great achievement! Well done, Jamal!



# Client Stories

## Mason

Mason made the most of the long summer days, heading out on plenty of community outings with his Support Workers, including a walk along the Brighton skate park track one sunny day.

Over the past few months, Mason has taken on more walks despite his fear of heights - earning him the title “King of the Mountain” from his Support Worker Joshua!



## Anushua

It was a Summer to remember for Anushua, who celebrated committing to becoming life partners with her partner Hikaru. Anushua marked the occasion with a celebration at Wrest Point in Hobart, joined by her mum, close friends, and her Nexus Support Worker Mel.

Congratulations, Anushua!

## Brady

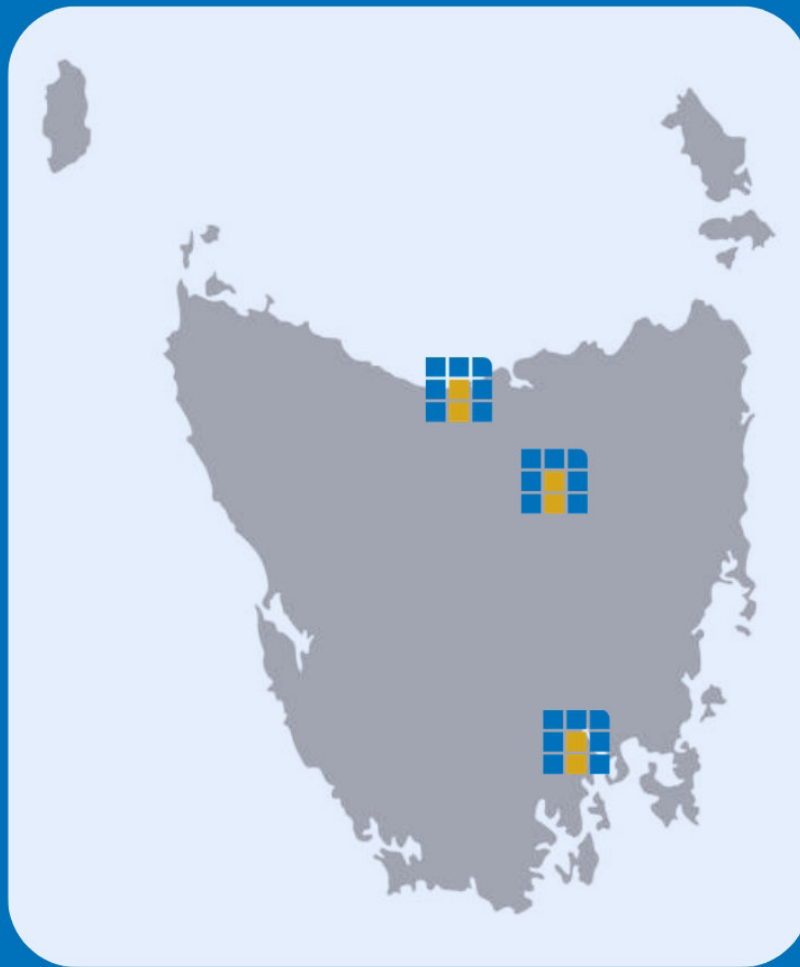
Two of Brady’s goals are to build friendships and participate in the community more. To support this, we collaborated with another disability provider that runs a fortnightly social group. To ensure consistent support, we welcomed staff from the social group into Brady’s home for six buddy shifts, where they learned how he likes to be supported.

Brady enjoyed the social group and is looking forward to the next one! Brady’s Nexus Support Worker, Kayla, says his growing engagement in the group is a really positive step toward achieving his goal.





# Nexus is now Statewide!



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

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