

July 01, 2018

MACS NEWS

Mobile Attendant Care Service Newsletter



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From the Manager

Hello and welcome to the winter edition of MACS News!

As winter sets in, I hope this finds you in good health, despite the chilly weather. Like the seasons, MACS has continued to adapt to change over the past couple of months.

From July 1 all current service users over 65 who are ineligible for the NDIS will transition to the Continuity of Support funded arrangement. This enables people who do not meet the NDIS access requirements to continue to receive support consistent with their current arrangements.

For those who are eligible for the NDIS. If you have had your planning meeting with the NDIA, when you receive your plan it will clearly state the "Start Date" of your plan, but it does not clearly state that "your current state-based funding has therefore ceased". Therefore, it is critical that you immediately advise us that your NDIS plan has been activated.

As per the agreement between the Dept of Communities and the NDIA, any support hours that MACS have provided from the start date of your NDIS Plan, are to be back-dated, and charged to your NDIS package. This process is determined by the NDIS, and is the same for all Service Providers.

We are available to assist you with your transition to NDIS funding. MACS can help you through this transition process by checking that your new funding reflects your needs and is sufficient for the service we provide, taking into account other services you may use.

In other news...we had our quality review audit last month. A big thank you to all that participated and assisted in successfully demonstrating that MACS continues to meet the requirements of the Human Services Quality Framework and continues to improve on the service it provides.

Rug up, enjoy a hot cup of coffee and happy reading.

Warm regards, Alison.

Fundraising/ Donations

In June we received donations from Officeworks Aspley (gift card of \$50.00) and Woolworths Chermside (gift card of \$30.00). These will help to purchase office supplies!



For our next fundraising event we are going to do a Yatala Pie Drive. Order forms have been included with this Newsletter.

Policy Update: Smoke Free Environment

Should staff enter a service users home to find someone smoking they should advise that they are unable to enter the premises until the smoking has ceased. Should this be a lengthy period staff may not be able to provide the same amount of support due to time restrictions. At any time staff encounter smoking within a service users home they are required to complete an incident report form.

Staff that assist people that are regularly smoking on arrival are asked to phone or text the service user when they are on the way so they can butt out and allow time for the room to ventilate.

Human Services Quality Standard 3: Responding to Individual need

MACS provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with its Service Users, their representatives and/or other stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision. MACS has annual Individual Service Plan (ISP) reviews. MACS monitors its Service Users changing needs daily and also adapts its schedules to its Service Users social engagements.

From the Coordination Team

- The winter months are here and it is very cold during the night for staff driving around and getting in and out of the car.
- MACS staff are provided with gloves and face masks to protect their own health and safety and the health and safety of others. MACS staff also have access to risk assessment forms to complete and submit when they identify a risk in the workplace.
- When you have received your NDIS participant number please either give me a call or email it to me on lauren@macsinc.org.au



Pictured Left:

Alison represented Brisbane in wheelchair basketball at the State Championships held at the Brisbane Entertainment Centre on the first weekend in June. Alison's team made it to the Grand Final but fell short by 1 point to Rocky.

Comings and Goings:

MACS has one new staff member this month. Welcome Jinu.

From the Management Committee

NDIS service costs: Keep calm and don't panic

One of both the good and bad things of MACS being a block-funded service is the difficulty in figuring out the true cost of our service provision.

It was good in the sense that for many years service users didn't have to worry about figuring it out and whether they could afford to use our service. If you met the eligibility criteria, and there was room to fit you in on the schedule, people simply received assistance no further questions asked. If asked to guess what the hourly cost of service provision was, most service users (myself included) were blissfully ignorant.

However under the NDIS this cost will be a very obvious cold, stark reality. For some service users, particularly people who only require a short amount of assistance, this new total cost may come as a shock. All we can say is don't panic.

Hopefully the NDIS has properly funded your plan if you feel they haven't please contact your planner and request an amendment. MACS drop-in model under the NDIS will operate similarly to how it is now and each service agreement with our service users will include their drop-in time plus travel time at the relevant price from the NDIS Price Guide. Unscheduled time will be charged accordingly.