

## In this issue:

*MACS HQ*

*From the Manager*

*Policy Update*

*From the Coordination*

*Team*

*From the Management*

*Committee*

*Comings and goings*

## From the Manager

Welcome to the almost Summer Newsletter. What happened to 2018? I can't believe it's almost Christmas time again!!!!

As 2018 draws to a close I wish to acknowledge the efforts of so many. From service users and their families to MACS staff and committee members. What a year it's been! At MACS we are very proud of the services that we provide and we are very privileged to have such a dedicated team of people that work for us.

We are always striving to do things better. As such, we are collecting feedback from both staff and service users on how we have performed during the last 12 months. If you didn't receive the survey please get in touch with us and we'll happily re-send it.

This year's Christmas Party is celebration for all – members, service users, staff and families. It commences immediately following the AGM on December 1. It would be wonderful to see you all there to help us celebrate the year.

Please stay safe as we approach the warmer months and take extra care on the roads over the looming Christmas period.

Thank you,

Alison Herring

## Fundraising/ Donations

In September we created an account with Entertainment Book. If you would like to purchase an Entertainment Book you can do so by following this link <https://fundraiser.entertainmentbook.com.au/orderbooks/954v529?referrer=NA&exc=False>

MACS earns 10% of each book sale and these funds will go towards fueling and maintaining our vehicles

Supercheap Auto in Chermside donated to us a gauge to check tyre pressure. We have been using this to check the tyre pressure of each vehicle regularly

Autobarn donated to us new floor mats for all our cars. This is a huge saving for MACS and the floor mats protect the carpets in our vehicles. Thanks Autobarn!

## Christmas Closure

The MACS Office team will be taking a short break over the Christmas and New Year holiday period.

The office will be closed from **12noon on the 24th December 2018 until 9am Monday 2nd January 2019**. All support services will continue to operate during this period.

The emergency phone will be contactable while the office is closed but please be clear that it is only to be contacted about things that cannot wait until our return.

Should you have any questions, please do not hesitate to contact us.

## Policy Update:

### Service History

MACS will respect and honour the history of the development of the service and those who have contributed to the conception, implementation and ongoing development and delivery of the service.

## Save the Date

### AGM

Saturday 1<sup>st</sup>  
December 2018  
1pm  
1/20 Valente Close

### MACS Christmas Celebration

Saturday 1<sup>st</sup>  
December 2018  
2 – 6 PM  
1/20 Valente Close

All staff, service users and members welcome



## Human Services Quality Standard 5: Feedback, complaints and appeals

MACS listens to feedback, complaints and appeals from its Service Users and works in collaboration with its Service Users to find equitable solutions. MACS feedback, complaints and appeals process is fair, accessible and accountable. MACS Service Users and stakeholders are provided with external avenues to provide feedback, make complains and appeals. MACS Service Users can provide feedback directly to staff, can phone the office, can email the office and can email the Management Committee. MACS conducts an annual survey of its service users and this feedback is collected anonymously and then analysed and implemented (where possible) to improve MACS service delivery. MACS uses feedback, complaints and appeal outcomes to continually improve and those outcomes are communicated to stakeholders by way of the

### From the Coordination Team

Christmas is only 6 weeks away and we cannot believe how fast this year has flown! If you are planning any holidays over the Christmas period or would like a change in assistance time please contact friendly coordination team in the next couple of weeks so that we can ensure the Christmas shifts operate smoothly and have all the shifts complete before the office closes for the Christmas/ New Years break.

#### Comings and Goings:

We have welcomed to our team Tori (Victoria). Tori has so far trained on the morning shifts and the Late and will be commencing training on the Early shift in November. We have said goodbye to Tabitha in November and wish her all the best in the future.



With our Gambling Fund Grant we traded in 3 of our older cars and replaced them with 3 new black Suzuki Swifts. Danielle was able to get us an amazing price for Swifts in black.

**Pictured Above:** 2 of our new vehicles; Our new vehicle's all got signage the same day they arrived—below the finished product

**Pictured Below:** Our very own Purna Pariyar won Best International Short Film award in India during October. Purna flew over there to collect his award and below are some pictures of the event. If you would like to watch Purna's short film you can on YouTube at the following link: <https://youtu.be/EBzYV8Z-sTI>



## From the Management Committee

**Check out our new website!**

To put it mildly the old MACS website was a bit outdated and frankly, we were a bit embarrassed to promote it too heavily. We hope the new website is informative and accessible. If there is any feedback (particularly broken links or display glitches) please send it to [macs@macsinc.org.au](mailto:macs@macsinc.org.au)

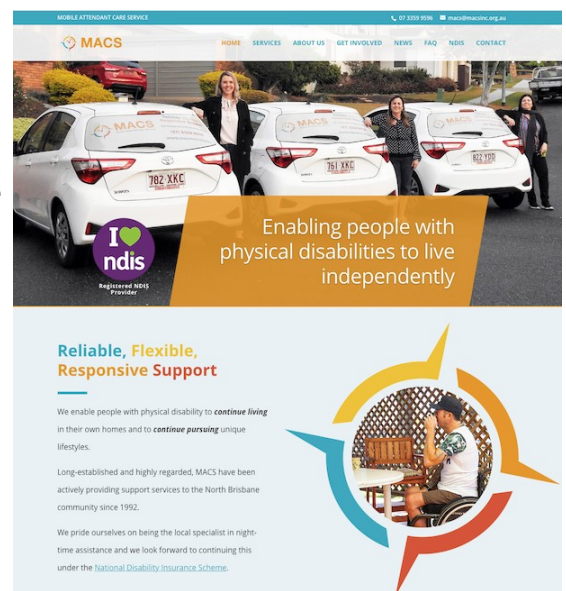
**We want your feedback!**

Our 2018 staff and service user surveys are now up online. We greatly value feedback as it helps us improve the way we run our service, after all - if you don't tell us, we don't know! They only take 10-15 minutes to complete and the survey links for both are up on our brand new website at: <http://macsinc.org.au/2018-surveys>

**AGM details, BBQ, and Constitutional Amendments**

Our AGM will be on Saturday December 1st, starting at 1pm. There is a special resolution this year for some constitutional amendments, mainly to modernise our constitution and keep our deductible gift recipient status as a registered charity. We will also be holding an end of year BBQ afterwards for service users, staff and members after the AGM.

AGM papers have already been sent out but we have uploaded all the documents, including the proposed constitutional amendments to: <http://macsinc.org.au/2018-agm>



MACS

HOME SERVICES ABOUT US GET INVOLVED NEWS FAQ NDIS CONTACT

Enabling people with physical disabilities to live independently

**Reliable, Flexible, Responsive Support**

We enable people with physical disability to *continue living* in their own homes and to *continue pursuing* unique lifestyles.

Long-established and highly regarded, MACS have been actively providing support services to the North Brisbane community since 1992.

We pride ourselves on being the local specialist in night-time assistance and we look forward to continuing this under the National Disability Insurance Scheme.