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Happy New Year! Welcome to the January 2019 Newsletter, where you will find some photos showing how much fun our customers, staff and volunteers had at the Christmas Party.

We are back in the office after a short break, recharged and ready to tackle the year ahead! If the first month of the year is any indication for how the rest of the year will go, then it's going to be another very busy year!

Many of our direct support staff did not have a break over Christmas as our services remain operational over the festive session. Thank you to the staff that spent part of Christmas Day away from family to ensure continuity of service to our customers.

A big thank you also goes out to everyone that participated in the Staff and Customer Surveys. While we can always improve, I want to take the opportunity to congratulate our staff on achieving an overall customer satisfaction rating of 81%. We look forward to maintaining and exceeding this excellent standard into the future.

We have less than 6 months remaining in the Brisbane Region's transition to the NDIS, with the 30th June bringing an end to the 3 year state wide phasing in period... and an enormous amount of planning. If you have not yet been contacted by the NDIA, it's now time to contact them. Please contact us if we can support you through the transition process.

Until the next issue, my very best wishes. Alison Herring.

Comings and Goings:

We have had Bhanu join our team in December and he has had buddy shifts on the Flexi and Mid shifts so far!

We will sadly be saying goodbye to Spandy at the end of January and wish her all the best for the future.

Policy Update: Cancellations and No-shows.

Notice Period before Scheduled Service	Notice Period	Action	Fee
Reasonable notice	Where a customer has notified MACS of the cancellation before 3pm the day before the service.	No penalty and service rescheduled	N/A
Short Notice	Where the customer hasn't notified MACS of the cancellation before 3pm the day before the scheduled service.	Customer forfeits the service if it cannot be offered and booked to another customer and MACS is paid for 90% of the cancelled service	90% of the scheduled service fee.
No notice (No show)	Not applicable	Customer forfeits the service and MACS is paid for 90% of the service.	90% of the scheduled service fee.

Fundraising/ Donations

- At the Christmas party we raffled off some prizes that had been donated to MACS. These raffles raised \$82
- The next edition of the entertainment book will be coming out in March. There are some fantastic deals in the Entertainment Book so if you are interested then please consider purchasing your book through MACS.

Human Services Quality Standard 1: Governance and Management MACS maintains accountability to its stakeholders through the implementation and maintenance of sound governance and management systems. These systems reflect the size and structure of this organisation and contribute to maximizing outcomes for its Service Users. The Management Committee meet monthly and are responsible for steering the direction of the organisation and ensuring our policies and procedures reflect current legislation requirements and to guide management where necessary. One of the ways the Management Committee keeps abreast of Service User satisfaction is through the annual Service User survey and the Management Committee would like to say thank you to everyone who completed in November as your feedback is vital to the organisation.

Congratulations to Lachlan and his wife who welcomed their second daughter, Aubrey just before Christmas on Sunday 23/12/18



From the Coordination Team:

- Our unique drop in service is coordinated carefully to ensure smooth service delivery and we rely on our attendants delivering each service user's routine within their scheduled time.
- Attendants can stay back and extend routines for urgent personal care or for safety reasons. If you would like extra assistance please phone the office during business hours and we will be happy to schedule you additional shifts or look at extending your assistance time on a one off or permanent basis.
- Your attendant may be able to schedule you in for additional drop-in support later in the night so check with your attendant about this too.
- If you would like a review of your scheduled services please contact the office so we can update your Individual Support Plan.

Pictured right

The combined staff and service user Christmas party was a huge success with a great turn out. Everyone had fun playing party games and enjoyed some yummy food that was prepared by Management Committee members and staff.



From the Management Committee

Pictured Left:

At the 2018 AGM our new committee was elected! From left to right we have Robert Davies, Narelle Bartley, Julie Cosgrove, Tony Leggett, Richard Clarry, Kerry Finter, Vaughan Bedford and Ian Weatherley. Not pictured—Sharyn Joyner

The executive Management Committee are as follows:

President—Tony Leggett
 Vice President—Narelle Bartley
 Treasurer—Julie Cosgrove
 Secretary—Richard Clarry

