

April 01, 2019

MACS NEWS



Mobile Attendant Care Service Newsletter

In this issue:

MACS HQ

From the Manager

Policy Update

From the Coordination

Team

*From the Management
Committee*

Comings and goings

From the Manager

Dear Friends of MACS,

We are excited to announce that our team has moved to a new location in Kedron!

Our new location is the start of another amazing chapter in MACS history. We're just about settled in, and incredibly excited to be in the new space. We'll be hosting a happy hour soon so please, feel free to stop in and say hi and check it out! MACS office is open between 9am-5pm, is wheelchair accessible and open for people to come in between these hours.

We can be found at **77 Leckie Road, Kedron**. The old Kedron Veterinary Clinic (which has moved next door).

Unfortunately there has been a delay in porting our main landline phone number, so please bear with us if our communications are less than perfect for a short while. In the interim calls are being diverted to a mobile.

Following much preparation and a very long lead up time, we are nearing completion of our transition into the National Disability Insurance Scheme. This has been a trying time for many of our customers, and without doubt, some have fared better than others in the process, but on the whole most have been very pleased with the final results of their funding allocations.

Easter time has arrived very quickly this year, I hope you enjoy all the goodies that comes with the season. Happy Easter!

Best wishes. Alison.



Comings and Goings:

We have said goodbye to quite a few staff since the January Newsletter. We wish you all the best in your future endeavors - Mandy, Tori, Navi, Tara, Hayley, Teyarna and Rose. We have welcomed new staff - Ella, Rozal, Rebeka, Caitlin and we welcome back Nell.

Policy Update: Incident and Disaster Management

MACS collects information from its services users regarding emergency support options that are available to them in the event that MACS cannot assist due to an incident or a disaster. This is recorded on the service users Individual Support Plan and copy of the Individual Support Plan is provided to the service user and stored on their file. Service users agree to provide MACS with change of the details to their incident and disaster management plan as soon as there is a change. Service users also need to notify their emergency contacts that they have been listed with MACS on their incident and disaster management plan.

April office closures

We'll close on the following days:

Friday 19 April - Good Friday

Monday 22 April - Easter Monday

Thursday 25 April - Anzac Day.

All support services will continue to operate on these days.



HAPPY EASTER

Human Services Quality Standard 2: Service Access MACS ensures its services are available to their target group in a fair, transparent and non-discriminatory manner and people seeking access to services are prioritised and responded to promptly. Where MACS has a responsibility for eligibility, entry and exit processes are consistently applied based on relative need, available resources and the purpose of the service. MACS has effective processes to communicate, interact effectively and respond to the individual's decision to access and/or exit the service. MACS facilitates access to the service on the basis of relative need and available resources.

NDIS Supports Coordination.

Supports Coordination assists participants to understand and activate their NDIS plan, its budgets and funding, and connects you with the supports and services of your choice. To be able to get Support Coordination, it needs to be included in your NDIS plan.

The NDIS has a list of organisations that can provide support coordination. We are one of them!

If you have funds in your NDIS plan for Support Coordination, we can do this for you. Limited capacity available. For more information contact Lauren on 3359 9596.

From the Coordination Team:

- Danielle was successful in the new position at MACS of Service Delivery Officer - Rostering. Danielle commenced this position in March and her days of work are Monday, Tuesday, Thursday and Friday. Danielle is the first point of contact for all rostering matters, if there is a rostering matter on Danielle's days off then other office staff will continue to assist with enquiries and requests.
- Thank you for your patience with us during the move with regards to printing. There were a couple of weeks there where we were unable to send out information in our usual format but everything has returned to business as usual.



From the Management Committee

Pictured Left:

Founding and Life Member of MACS, Julie Cosgrove joined the management committee at the 2016 AGM and took up the role of Treasurer soon after. Julie has now left the committee again to pursue other projects and wanted to say 'hello' and 'goodbye again' to members and service users who were also involved in establishing MACS in the early 1990s. Julie enjoyed working with the committee and staff in the last couple of years, and catching up with people at the most recent AGM and MACS Christmas party. Julie wishes MACS every success as an NDIS registered service provider.

*Thank you Julie for your exemplary work
in the role of Treasurer.*