# MACS NEWS

Mobile Attendant Care Service

Mobile Attendant Care Service Newsletter

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#### Comings and Goings:

Since the last edition we have said goodbye to Ana, Anika, Ella and Neille. We wish them all the best where ever the future takes them. A big welcome to the following Attendants that have recently joined our team – Belinda, Charlotte, Jasmaine, Nicolas and Tonya.

### New Office phone number

### 07 3857 0333

Please replace our old number ending in 9596 with the above number.

All mobile shift numbers remain the same.

# From the Manager

A big warm hello from all of us at MACS! It's hard to believe we are putting on the thick socks and woolly jackets for yet another winter!

As you know team MACS have moved. The opening of the new office demonstrates our commitment to be part of and active within our local community. We work with many community partners to bring our services to life so that our customers can connect more, do more and achieve more.

We would love for you to drop in and check out MACS Hub' for yourself at our open afternoon on Sunday 21 July 2019, from 1pm-4pm.

The NDIA have just released the 19/20 NDIS Price Guide which will be effective 1 July 2019. This includes general price increases for all customers receiving NDIS funded services from MACS and these rates will be applied for all services provided from July 1. We will send an updated schedule of fees out to all customers.

As we reach the end of the NDIS transition, our service agreements with the Department of Communities, Disability Services and Community Care come to an end. I would like to acknowledge and thank the wonderful staff from these departments for the support and guidance given to MACS during the past 27 years.

Many customers are approaching their first NDIS plan review. As always, we are here to talk you through any questions you may have at any time.

I hope you enjoy this newsletter. Please let us know if there are any particular topics you would like us to include in the next edition.

Best wishes, Alison Herring



WINE AND TAPAS OPEN DAY SUNDAY 21 JULY - 1 TIL 4PM We will serve #nibbles and #wine,,,,as a matter of fact we love #tea #scones and #entertainment too!

#### **DISABILITY ASSISTANT CONCESSION FARES**

Virgin Airlines have introduced a Disability Assistant Concession fare. The fare offers a 50% discount of an assistant's airfare for all domestic Australian travel. That includes business class and flights booked with points.

#### From the Coordination Team:

Monthly rosters are now being emailed in addition to a hard copy that is delivered on shift, please look out for both versions

The NDIS has been in Brisbane for 12 months now and your plan might be coming up for renewal. Please contact Lauren with your new plan dates and any other changes to your plan

We pride ourselves in our night time drop-in support however, we also offer day time drop-in support as well as daily lifestyle support and community access. Give us a call today so we can talk about how we can support you.

### Policy Update: Duty of Care

Mobile Attendant Care Service recognises and upholds its legal and ethical obligation to provide a duty of care to staff and service users. MACS ensures its legal and ethical duty of care obligations through staff training, individual support plans, our robust and comprehensive incident reporting system, risk assessments, addressing work place concerns promptly, fairly and without prejudice, adhering to all work health and safety obligations, providing sound and comprehensive policies and procedures as well as robust reporting systems for all staff and service users.

## MACS is seeking a suitably skilled volunteer to join its board as the Treasurer.

The MACS committee meets once a month for approx. 2 hours, usually on a Wednesday between 6-8pm.

If you have a background in accounting or financial management and would like to learn more about this opportunity we would love to hear from you! Contact Tony Leggett at committee@macsinc.org.au

### **From the Management Committee**

Richard Clarry joined the management committee in 2015. Richard brings with him extensive experience in supplying IT strategy and governance at the executive level for not-for-profit organisations, which deliver services in aged care and community services. Richard has been involved in a number of projects during his time with MACS including transitioning the computers to Office 365. He was also a member of the NDIS readiness sub-committee and assisted with the IT infrastructure move to the new premises.

In the last two years Richard has taken on the role as Secretary and is responsible for the governance of the management committee meeting documents and supporting information.

Richard believes that MACS is a strong organisation and will continue to grow into the future through the dedicated efforts of its committed staff members and the ongoing support of its incredible service users.

## NDIS Practice Standard 3 – Provision of Supports:

MACS provides appropriate services that 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 it schedules to its Service Users social engagements.

New additions to our office

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New building signage—signage is
now up on the front of our building

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- New concrete slab in parking area—an area of our car park was formerly grass which turned to mud with all the rain we had in April so our landlord put a cement slab down and this has improved our parking and it looks great too
  - New office printer—after 7 dutiful years we are saying goodbye to our printer and upgrading to a brand new Kyocera.
  - BHP kindly donated 3 refurbished Lenovo ThinkPads to MACS. These enables staff to be equipped working with customers offsite. We are very appreciative! Thanks BHP!

