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From the Manager

Welcome to the April edition of MACS News. It's an understatement to say that the start of 2020 has been a challenging time, bushfires ravaging the country followed by an even greater threat to vulnerable people around the globe from COVID-19.

Over the last six weeks we've found ourselves rising to the challenges of COVID-19.

First and foremost, our team, which we are incredibly proud of continue to be passionate about being there for our customers, and specifically during this time when customers need us to be there for them, maybe even more. We continue to operate and execute on our support promises.

Due to the government's regulations around COVID-19 and our own infection control measures, we've had to make changes quickly. I would like to thank you for your understanding and patience as our staff continue working hard to support you and adapt to a new working environment.

The NDIA recently announced that participants can now claim Support Coordination from their Core support budgets. This temporary COVID-19 measure is very welcome. It enables people to supplement their Support Coordination budgets, and for people who don't have Support Coordination funding to access this helpful service. If you are looking for a Supports Coordinator, MACS may be able to assist you, or refer you to a well-regarded external Supports Coordinator.

As we go forward, we'll be sure to keep you updated, and know that we always value your questions, ideas and feedback.

Continue to bring your best, continue to help each other, continue to care and be kind to each other.

Until next time, keep washing your hands.

Warm regards,
Alison

Comings and Goings:

We bid farewell to Angela in February after 5.5 years of service. We thank her for her dedication and wish her all the best.

Welcome to the following staff who have recently joined our team: Barb, Kim, Ajay, Nisha and Iain

NDIS Practice Standard 3

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



Priority Supermarket Delivery

All NDIS and CoS participants have been assigned a unique home delivery access code for priority access to supermarket home delivery services.

These have been provided directly to participants, if you haven't received your code contact the relevant number below:

- **1800 800 110** for NDIS participants
- **1800 200 422** for CoS customers.

From the Coordination Team:

It has been a busy couple of months but it has been great for the Coordination Team to personally connect with each and every customer to have COVID-19 conversations. Danielle and Lauren caught up with customers over the phone during March. It was great to connect with everyone and hear if COVID-19 is impacting their lives and what help or additional measures were required from MACS during this time. We appreciate how conscientiously everyone has taken on board our new hygiene provisions to protect our staff and customers alike.

Easter time is a great opportunity for us to recognize and thank our team for the amazing work they do and the Easter bunny left the team street art on our driveway to show appreciation—see some snaps below.

COVID Safe @ MACS

We are pleased to report there has been no change or reduction to essential services and everyone in the MACS community are healthy and well.

MACS is an essential service and are committed to meeting our service promises, while protecting the safety, and well-being of our staff and customers. We understand that for many of you MACS services are crucial to your day to day life, you can rest assured that MACS are still operational and our top priority in is to maintain the continuity of our essential services to our community.

Coordination

We are taking every precaution to ensure the safety and health of our customers, staff and families, but we need your help. If you are experiencing flu-like or coronavirus symptoms please let our team know so that we can discuss options with you to ensure our collective well-being.

If staff get sick they've been asked to Let us know. Take the day off. Don't worry.

If staff have cold or flu symptoms they are removed from rosters until symptom free for 48 hours.

Whilst we need staff on the ground, we have plans in place should we need to operate in a reduced staffing capacity scenario. We got this!

Hygiene

- All staff have completed the Supporting People to Stay Infection Free and COVID-19 Infection Control e-learning modules
- We have provided clear instructions around the expectations of hygiene and have increased our supervision in this regard.
- We have increased the frequency of environmental cleaning i.e. disinfecting phones, cars before and after use.
- As usual we have availability of hand sanitizers, gloves and masks for our workers

Business Continuity

MACS COVID-19 Response Team continues to meet weekly to discuss latest developments and address our Business Continuity Plan. The purpose of this plan is to provide service and business continuity, protection and reassurance to customers and staff of MACS. The response team are working diligently in response to this plan.

Admin Team

Most of the MACS admin team have been working from home throughout April. Our workforce is nimble and well positioned to use mobile technology and other capabilities to coordinate services from remote locations. This has enabled us to continue to be available to answer your questions and provide assistance to the same standards your used to from us.





THANK YOU Autobarn VIRGINIA

Thank you for your continued support. We are very grateful for your generous donation of 6 lots of new car mats! RRP \$ 39.99 each!

MACS Values

These statements define how we work and what we value.

Our core values are that:

- People are valued as individuals
- Everyone is treated with respect
- People are supported to achieve their goals
- Support is flexible and sustainable
- MACS is accountable and ethical.

Above all, MACS is a community working together to make life better for people with physical disability.

Get to know Lindsay:

Hello, my name is Lindsay and I am from Brisbane and have been a client of MACS since 2014. My journey began on the last day of grade 12 at the age of 17 when I went for a celebratory swim at Southbank, Brisbane and broke my neck at vertebrae C5. Over the past 26 years, I have been working, travelling, attending the gym and volunteering as a peer support mentor. I am an advocate for disability awareness and my goal is to help people in similar situations. You can check out my journey and daily tips and tricks on my social media accounts below:

Instagram: <https://www.instagram.com/myc5life/>

Facebook: <https://www.facebook.com/myC5life>

Youtube: https://www.youtube.com/channel/UCP4ANWbUo-DBELj0SfRhCTw?view_as=public

Coronavirus: Service & Support

for
disability

1800 643 787

NDIS Update—Using your budget

This week the NDIA confirmed NDIS participants could purchase a smart device, tablet or iPad to keep up their support during this lockdown period. A device to keep important things like therapy or personal support going while people cannot meet face to face.

For more information regarding the terms and conditions refer to the below link and speak with your therapist or Supports Coordinator.

<https://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19/using-your-budget>

