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## From the General Manager

Welcome to 2021 - we hope you and yours had a wonderful Christmas and New Year! At MACS, we are gearing up to have a fantastic year with lots of exciting stuff going on, so get ready!

Our Staff Christmas Party was enjoyed by many, and it was fantastic to see our staff up dancing the afternoon away or challenging one another to game of giant Jenga. Fun was had by all and it was a fantastic way for the team to let their hair down after an unprecedented year! I was determined to write this newsletter without using the word 'unprecedented' – but there I go! Thank you for the dedicated and caring work of our staff and who have chosen to do this important work.

You can find the photos on our Facebook page – so if you haven't liked the Mobile Attendant Care Service page yet, you should.

The NDIS Commission has released a quarterly newsletter SAFEGuard for people with disability who receive supports and services through the NDIS. The newsletter helps explain what the commission and others are doing to make sure the supports and services you rely on are safe and of good quality. If they aren't, what you can do. You can subscribe to SAFEGuard here

### Comings and Goings:

**Goodbye and Goodluck to Sally and Riley. We wish you all the best.**

**Welcome to the following attendants who have recently joined our team: Zoe, Anil, Bron, Shirley and Emma!!!**

A new condition has been added to the registration conditions of all NDIS registered providers that deliver daily personal supports to NDIS participants that live alone – that's us! This means if you receive daily personal support in your home from just one individual support worker your provider needs to work with you to assess whether there are any things that might put you at risk by only using one worker. They also need to make an agreement with you about how they will supervise your support worker, and how they will check if you are satisfied with the supports you receive.

Our team are working while the world is asleep - timely appropriate assistance, even of a short duration can significantly enhance a person's comfort and lifestyle – so if you need us give us a call!

Bye for now.

Alison

### Team Day – November 2020



The team got together and shared ideas about MACS values, were updated on MACS' Strategic Roadmap, annual survey results, COVID update & learnt about our SafeTCARD before heading out to the green to enjoy a game of barefoot bowls!

**OUR AGM WAS RECENTLY HELD, AND OUR 2021 COMMITTEE ELECTED. MACS ARE FORTUNATE TO BENEFIT FROM A WELL QUALIFIED COMMITTEE WITH AN APPROPRIATE SKILL MIX TO GUIDE THE ORGANISATION'S FUTURE DIRECTIONS**

**President - Richard Clarry  
Treasurer - Anthony Cross  
Secretary - Richard Clarry  
Committee Member - Tony Leggett  
Committee Member - Ian Weatherley  
Committee Member - Bob Davies**

## COORDINATION TEAM:

- ⇒ It has been a busy start to 2021 for us here at MACS HQ!
- ⇒ We celebrated Australia Day last month with aussie meat pies and sausage rolls for the team and of course, lamingtons, tim tams and anzac biccies



- ⇒ There has been a summer cold making its way around and it starts off with a sore throat—when you let us know as soon as you start experiencing any cold / flu symptoms we let your staff know so they can wear a mask as soon as they are entering your home and together we can reduce the spread of germs.

CONGRATS TO LEANNE  
ON THE BIRTH OF HER  
FIRST GRANDCHILD! A  
GIRL NAMED WINTER  
ROSE BORN 26/01/21



## SHIFT OPENINGS

5.30-6.00pm

8.00-8.30pm

11.20-11.35pm

4.45-5.00am

Phone Lauren for more  
details on 3857 0333

## Policy Update - Management of Waste

MACS aims to ensure the safety of customers, staff and the general public by ensuring that waste produced in the delivery of service is appropriately managed. This is achieved through the following procedures:

- ⇒ wash soiled clothes / linens immediately
- ⇒ Soiled or wet linen/clothes handled with care and precaution including, gloves and PPE worn, double bagging sanitary waste, incontinence pads, enemas, flushing fluids and faeces with toilet seat down.
- ⇒ Hold soiled matter away from body / surfaces / other clothes or linen
- ⇒ Wipes off excess stool with paper towels, then discard paper towel in plastic bag.
- ⇒ Soiled / wet linen should be bagged.
- ⇒ Where possible, soiled linen/clothes soaked for 30 mins in antibacterial solution
- ⇒ Launder as directed by customer, preferably in hot water and detergent.
- ⇒ Where possible, hand washing in sun to dry
- ⇒ If dryer used—warmest temperature on labels.
- ⇒ Ensure any bagged waste is put in the outside bin.

**MACS very own COVID  
safe**

**Santa. A recent addition  
to the President PD.**



## BBQ Fundraiser

Volunteer sausage sizzle fanatics are needed for a Bunnings BBQ at Stafford! Saturday 6<sup>th</sup> March! Various timeslots available between 8am-4pm. Please contact Alison to discuss.

Compliments from customers  
Zoe – speaks clearly and with respect  
Nic – really lovely and would like Nic regularly on roster  
Katie – thanks, very happy with Katie's work  
Roz – thanks for going above and beyond when responding to un-planned call in!  
Ally – fantastic at following instructions and making me comfortable.



**NDIS Practice  
Standard 4 -  
Provision of  
Supports**

MACS provides a safe environment for its customers whereby customers can identify MACS staff:

- ⇒ Signed MACS vehicles
- ⇒ SafeTCard with MACS business card
- ⇒ MACS branded Polo shirts (optional)
- ⇒ Shift phones

MACS complete Individual Support Plans, Workplace Health and Safety Inspections and Risk Assessments with each of its customers annually or earlier when their has been a change to supports.

MACS has in place the following policies to further ensure customer safety:

Medications, Manual Handling, PPE and Infection Control, Complex Bowel Care, Management of Waste, Money and Property.

