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Can you believe it's almost Christmas, again?

Time flies by in such a whirl. I'm finding it hard to believe that 2020 is almost over...and what a year its been!

Last month brought a focus to the NDIS Practice Standards as we underwent a comprehensive quality and safeguards audit. We were pleased to demonstrate compliance to the standards, which validates the high standards that MACS work towards, which we respect as important benchmarks for the quality of services that people who use MACS services shall receive. Thank you to all the staff and customers that took part in the audit interview.

Many thanks to the customers and families that took part in our annual customer survey. We truly value your honest feedback, and as we continue to work together, each day provides the chance to pursue new opportunities and improve upon the past. In line with our vision – Reliable, Flexible, Responsive Support - MACS will continue to evolve around the needs of our customers, so we count on your feedback to ensure we are always looking for better ways of working.

Wishing you a wonderful Christmas season from everyone at MACS!

Until next time, Best wishes,

Holiday Hours

Office Closure December 24th 2020 – January 4th 2021



Comings and Goings:

Goodbye and Goodluck to Alex, Cathie, Charina and Isha. We wish you all the best.

Welcome to the following attendants who have recently joined our team: Madeline, Riley, and Claudia!!!

NDIS Practice Standard 3 - Provision of Supports

MACS provides services that are identified, assessed, planned, monitored, reviewed and delivered in collaboration with its customers, their representatives and/or other stakeholders. MACS uses referral pathways and partnerships to promote integrated service provision.

MACS recognizes that each person with a disability is unique and has the right to receive a service that is designed and provided in a way that supports them to meet their individual goals and maximize opportunities for positive outcomes in the least restrictive way. MACS customer are key decision makers in every aspect of support they receive. MACS do our best to ensure their voice shapes the design and delivery of the service they receive.

MACS develop Individual Support Plan (ISP) tailored to each customer's requirements and these are reviewed annually or sooner if the customer has had a change to their supports or equipment.

MACS monitors its customers changing needs daily and happily adjusts the schedules to accommodate our customers social engagements.

COORDINATION TEAM:

⇒ Christmas is just around the corner now and we are putting together our Christmas schedules—if you are wanting to change your supports over the Christmas period or are going away, please let us know asap. Thanks to everyone who has already let us know of their Christmas changes.

⇒ Team Day! We have an upcoming Team Day in November where the whole team will get together for barefoot bowling—what a great opportunity to get to know one another and have some fun!

⇒ The Office will be closed over the holiday period from December 24th to January 4th during this period please contact the below numbers

6am-Noon **0435932064**

6-10pm **0412187087**

10pm-6am **0411141904**

⇒ Feel free to contact the above numbers if you want to cancel your service or make unscheduled call ins.

⇒ For urgent matters the coordination team can be contacted on 0412 568 790. Otherwise, please send us an email and it will be replied to on our return.
MERRY CHRISSEY



RACQ donated to MACS a car charger – this will allow us to keep our car batteries running longer.



Last month we celebrated a 10 year work anniversary and today MACS say Goodbye and Goodluck to **Cathie Adamson** who has spent the last 10 years working as an

From the entire team we wish you well Cathie and thank you for your years of service!



ANNUAL GENERAL MEETING

November 28, 2020 |
Saturday | 12 noon

Chermside Bowls Club
| 468 Rode Road
Chermside

RSVP essential due to COVID-19 venue number restrictions.



Policy Update - Customer Complaints

MACS welcome the raising of complaints and feedback from customers regarding any areas of dissatisfaction with the service provided.

MACS handle complaints promptly, fairly, confidentially and with no adverse repercussions or interruptions to service for the individual initiating the procedure.

A person wishing to make a complaint may do so in writing to:

- ⇒ The supervisor of the staff member involved
- ⇒ The General Manager
- ⇒ The President of the Management Committee

If the complaint is about:

- ⇒ A staff member, the complaint will normally be dealt with by their direct supervisor
- ⇒ A supervisor, the complaint will normally be dealt with by the General Manager.
- ⇒ The Organisation, the complaint will normally be dealt with by the General Manager
- ⇒ The General Manager, the complaint will be dealt with by the President of Mobile Attendant Care Service

Appeals Process:

- ⇒ If you are not happy with the outcome of the complaint then a request to review may be made
- ⇒ The complainant will also be provided information about their right to contact the relevant external authority