



# ANNUAL REPORT & CORPORATE PROFILE



2020 / 2021

# WELCOME TO MAI-WEL'S 2020-2021 ANNUAL REPORT & CORPORATE PROFILE

This report provides a comprehensive account of Mai-Wel's achievements, challenges & goals for the future.



## VISION

- > Excellence
- > Equality
- > Inclusion



## MISSION

To meet the aspirations & goals of the individual by delivering opportunity & choice, innovative services & viable businesses.



## VALUES

- > Promote inclusion
- > Develop partnerships
- > Encourage innovation
- > Foster leadership
- > Support local business
- > Encourage integrity
- > Maintain accountability
- > Support aspiration
- > Involve & embrace community

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The Mai-Wel Group acknowledges and conveys sincere thanks to the many people who have given us permission to use their photographs and stories within this publication.

This document is available electronically at

[www.maiwel.com.au](http://www.maiwel.com.au)

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CFN: 109 19

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# A MESSAGE FROM...



&



**LYNNE GRAHAM**  
MAI-WEL CEO

**COLIN SALES**  
MAI-WEL BOARD PRESIDENT

On behalf of Mai-Wel and the Board of Directors, we are happy to present Mai-Wel's Annual Corporate Profile for 2020-21.

This financial year has been filled with transformations. 2021 marked the second year of operating our organisation under the umbrella of COVID-19. Safety, as always, has been the top priority in the provision of our services this year, and we have continued to adjust to the situation as it has shifted over the months.

However, this has not stopped Mai-Wel from adapting, upgrading and transforming our services. Perhaps the most exciting innovation has been the roll out of Mai-Wel's integrated I.T. system, which will ultimately manage our client information, rostering and scheduling, customer communications and engagement and payroll.

Currently we are progressing our strategic planning, which will breathe new life into our strategic priorities. We are excited to see what the next financial year will bring and how far Mai-Wel can go in continuing to improve and upgrade the way we support people in our community.

2020 also marked Mai-Wel's 60th year supporting people in the Hunter Region to achieve their goals and dreams. 60 years is no mean feat, and we hope to continue updating and innovating our services to ensure we are here for another 60 years and beyond.

There are many people to thank for this remarkable achievement. First and foremost our outstanding team of staff who put their heart into everything they do here at Mai-Wel. Without them, we would not be the organisation we are today. Secondly, we want to thank our participants and families, both new and old, for continuing to choose Mai-Wel as their provider of choice. We also want to thank our capable Board of Directors. And of course, our thanks go to the Hunter community for their continued support of Mai-Wel over the past 60 years.

The good news stories featured throughout this Corporate Profile are just a taste of the impact Mai-Wel services has on each person we support. Please enjoy reading them as much as we have enjoyed helping them to become a reality.

With thanks,

Lynne Graham and Colin Sales.

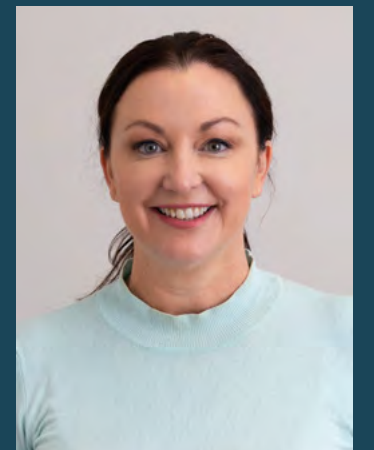
## LEADERSHIP TEAM



Tracey De Friskbom,  
Chief Financial Officer  
General Manager  
Corporate Services



Lucy Crawford,  
General Manager  
Participant Services



Kyllie Tegg,  
General Manager  
Employment Services

## BOARD OF DIRECTORS



Debbie Laarkamp,  
Vice President



Craig McGregor,  
Vice President



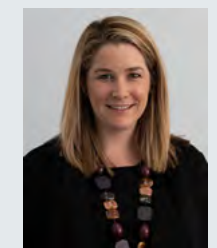
Deb Mirisch,  
Honorary Secretary



Paul Thompson,  
Honorary Treasurer



Susan Moran,  
Director



Kate Alexander,  
Director



Michael Burfitt,  
Director



Marty Corrigan,  
Director



Carolyn Higgs,  
Director



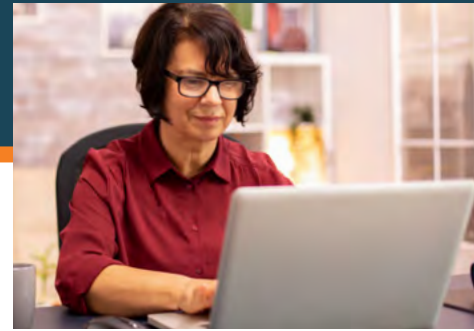
# YEAR IN REVIEW

A snapshot of some of the ways we've empowered the people we support in 2020-21.



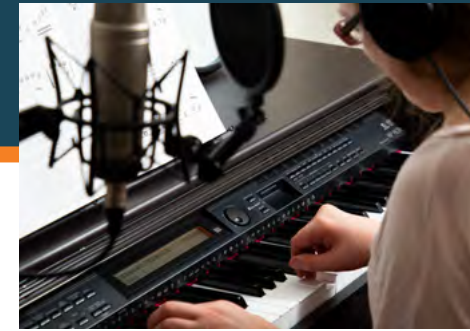
## MOVE FOR MAI-WEL

Mai-Wel introduced its first virtual fundraiser 'Move for Mai-Wel'. Teams and individuals challenged themselves by setting a distance goal to move over the month of August to raise money for Mai-Wel!



## SAVVY SENIORS FEDERALLY FUNDED PROGRAM

Mai-Wel LabourForce Solutions teamed up with JobQuest to deliver a new program aiming to help mature job seekers to get tech savvy!



## CFMEU DONATION UPGRADES MUSIC EQUIPMENT

Thanks to a donation of \$5000 from CFMEU Mount Thorley Warkworth Lodge, Work Life Connect in Cessnock was able to purchase some new music equipment for their Supported Studio space.



## LULU VISITED LILY HOUSE

Mai-Wel's Support Coordination liased with the Kickstart Collective to organise a therapy dog. Lulu started visiting the residents at our Lily house.



## GREAT NORTHERN COUNTRY

Mai-Wel's Creative Arts band kicked off the 'Great Northern Country' music extravaganza at Hotel Cessnock. Mai-Wel was excited to be the featured charity, with money raised going towards the upgrade and development of resources and facilities at Mai-Wel's Cessnock site, Work Life Connect.



## REFLECTION RAP IS LAUNCHED

Mai-Wel launched its Reflection Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia. Mai-Wel's RAP outlines a series of actions that will enable Mai-Wel to play an active role in closing the gap between Aboriginal and Torres Strait Islander people and non-Indigenous Australians.



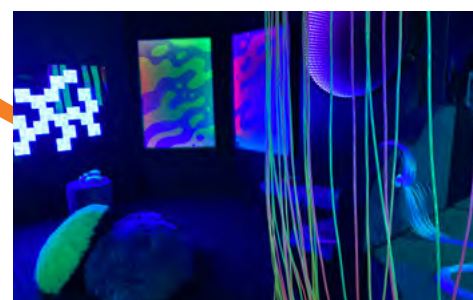
## MAI-WEL'S FIRST I.T. PROJECT SYSTEMS GO LIVE

In January 2021, Mai-Wel's new I.T. systems, ELMO, Lumary and Skedulo, went live! These systems herald the start of the wider, integrated I.T system, which will streamline and innovate service delivery at Mai-Wel.



## CHANGE VIRTUAL SHOWCASE

Mai-Wel's Creative Arts presented a Virtual Exhibition 'Change '20.' The virtual exhibit highlighted the resilience of Creative Arts artists who were able to host an exhibit despite the 'changes' in the world.



## THE HILL SENSATIONAL SPACES SENSORY PROJECT OPEN

The Hill celebrated the completion of the Sensational Spaces Sensory Project by inviting media to come view the two sensory rooms and the sensory garden.



## SENSE OF THE CITY

Mai-Wel Creative Arts collaborated with the City of Newcastle to deliver a 12 week creative arts program culminating in a the Sense of the City exhibition, featuring an immersive audio and visual art installation in Newcastle City Hall.



## THRIVE WORKWEAR

Mai-Wel LabourForce Solutions introduced the Thrive Workwear initiative, to provide Mai-Wel job seekers a fee-free way to hire clothes for their interviews, or to even purchase low cost workwear for those who successfully obtain employment.



## ACCREDITED CHAIR YOGA AT THE HILL

Two staff members at The Hill completed a four day Chair Yoga course with LV Chair Yoga Australia, to introduce a new Health and Wellbeing opportunity for participants.





# MAI-WEL'S REFLECT RECONCILIATION ACTION PLAN

Mai-Wel was proud to announce the launch of Mai-Wel's Reflect RAP in January 2021, which was endorsed by Reconciliation Australia.

Mai-Wel's RAP lays the foundations for an ongoing commitment to support local Aboriginal and Torres Strait Islander communities, programs, events and the adoption of respectful protocol.

The RAP will begin to explore how we can strengthen internal processes and build the cultural competency of our staff. Mai-Wel will review this process in one year and advance to an Innovate Reconciliation Action Plan. We will use 2021 to adequately assess the internal needs of the organisation and to progress our journey.

Mai-Wel's RAP will be championed by our General Manager Participant Services, who will actively monitor the RAP development, implement and track actions and report on progress. To ensure shared ownership of the

RAP across all levels of the organisation, the Aboriginal Employees Network and Leadership Team will work together and be responsible for the development, endorsement and launch of the RAP.

On Friday, 19 March, Mai-Wel unveiled the artwork, 'Hands of Moments' by Alison Buchanan (pictured left), a Junuy Maruwan Gumbaynggir Aboriginal Artist.

This print hangs in the Corporate Services reception area with two additional artworks by Ms Buchanan, as a visual reminder of Mai-Wel's commitment to connect, engage, communicate, respect, recognise and reconcile with local Aboriginal and Torres Strait Islander communities. As part of this commitment, the Aboriginal and Torres Strait Islander flags have also been displayed printed on the front door of all Mai-Wel sites.

You can view Mai-Wel's Reflect Reconciliation Action Plan on our website:



<https://maiwel.com.au/rap/>

*"There are only moments in Aboriginal life, our time is not the same. Everything is happening now. The past, present and future are all happening now. There is no time to waste, it's like the ocean tides. We should all join hands for a better world."*

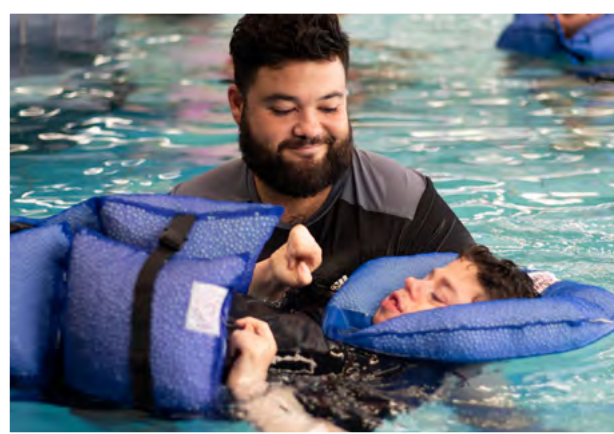
*- Alison Buchanan - Junuy Maruwan*

The Mai-Wel Group acknowledges the Traditional Custodians of the land on which we live, work and learn. We pay our respects to Elders past, present and future, and recognise their continuing connection and contribution to the land.





# THE PEOPLE WE SUPPORT



**1,524**  
Mai-Wel  
participants  
supported  
across the  
Hunter.

Mai-Wel NDIS services are delivered across:



Lifestyle & Leisure



Living Options



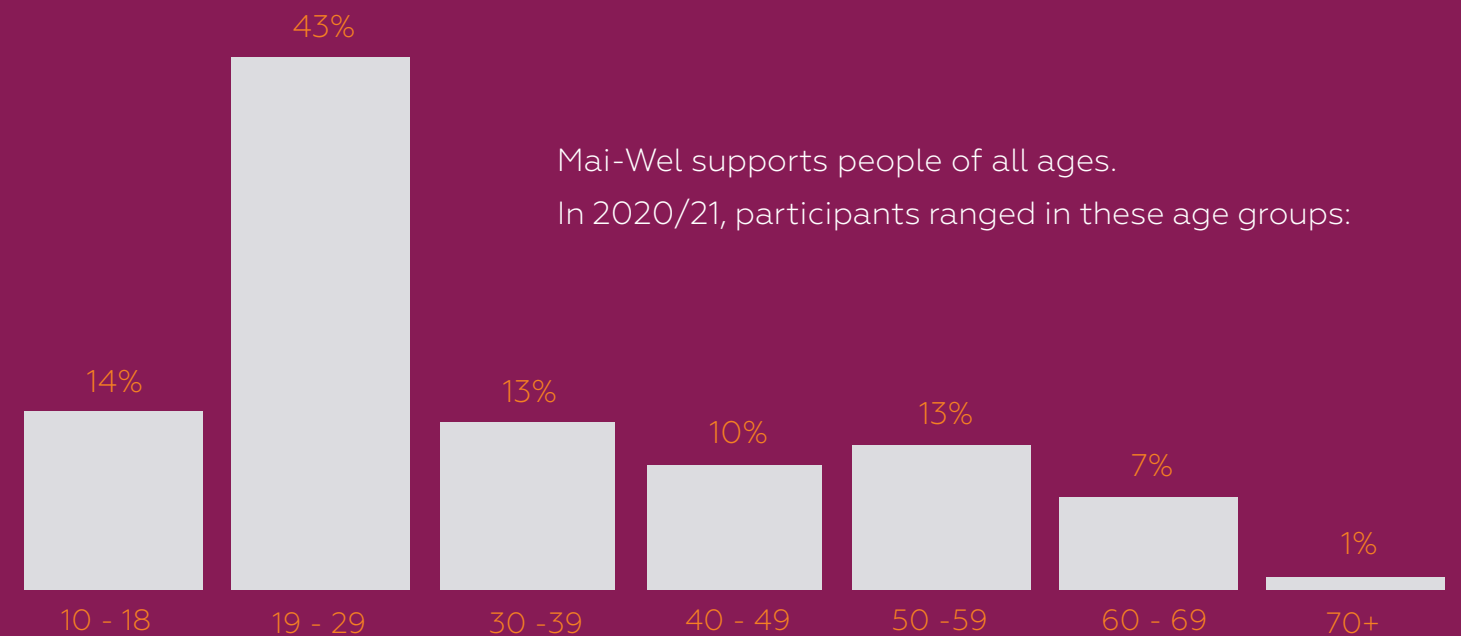
Working Life



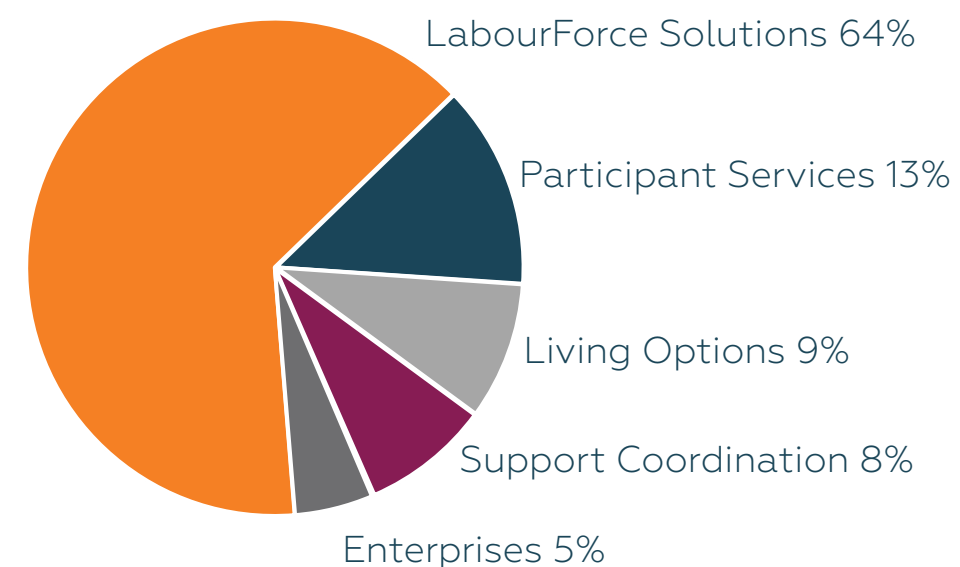
Support Coordination



WE PUT PEOPLE AT  
THE **HEART** OF  
EVERYTHING WE DO.



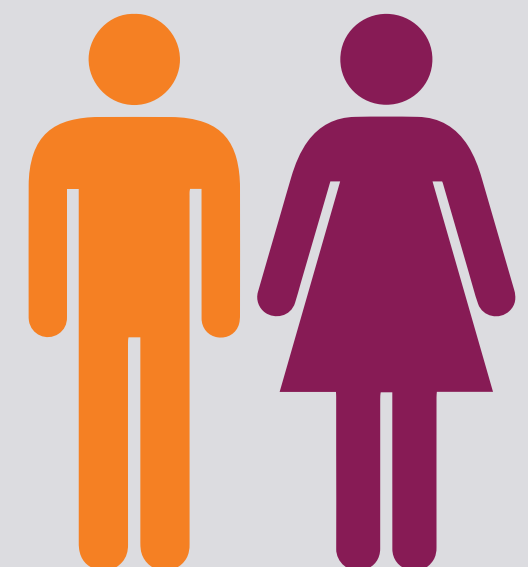
## Services Participants Engaged In



## Gender of Participants:

Male  
53%

Female  
47%







# PARTICIPANT SERVICES



203 Participants supported across Lifestyle & Leisure services.

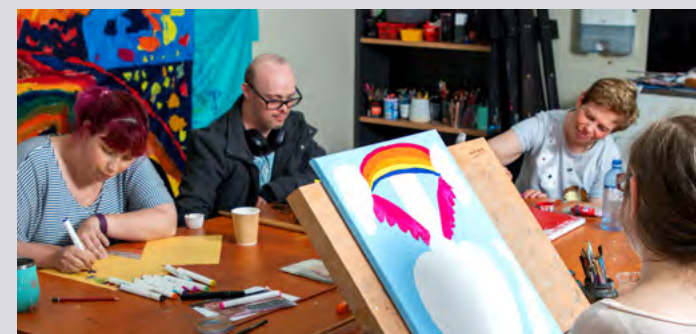


Office locations provide these services;  
 > The Hub  
 > Work Life Connect Cessnock  
 > The Hill

Mai-Wel assists people with disability to live their life to the fullest, whatever that may mean for the individual. Our NDIS social and recreational supports are centred around supporting our participants to increase their independence, build skills for life and encourage meaningful participation in the local community.

## COMMUNITY, SOCIAL & RECREATIONAL ACTIVITIES AT THE HUB

The Hub offers a vibrant space where we deliver a range of unique, all-inclusive and engaging NDIS-based activities. Through tailored programs of support, people with disability are assisted to achieve their goals, in line with their NDIS plan, in the areas of social supports, community access and creative arts. The Hub delivers these activities based around four categories of support:



**SOCIAL & COMMUNITY ACCESS**

**INCREASING INDEPENDENCE**

**MOVEMENT & WELLBEING**

**CREATIVE ARTS**

**77** Participants Supported at The Hub.

## A SENSE OF THE CITY NEWCASTLE

Commencing in February 2021, Mai-Wel partnered with City of Newcastle to present 'A Sense of the City' an inclusive, interactive and collaborative program for artists with disability in the Hunter Region to create an immersive, audio-visual art installation in the heart of Newcastle.

"We take ourselves out into the community and we record sounds. We're building this giant installation that represents Newcastle," said Isaiah, one of the participants helping to collaborate on the art installation.

The project concluded on Tuesday 25 May when members of the public were invited in to Newcastle City Hall to experience the installation through light and sound.



WATCH THE VIDEO HERE





# COMMUNITY, SOCIAL, RECREATIONAL & WORK ACTIVITIES AT WORK LIFE CONNECT

42

Participants supported  
at Work Life Connect.

Work Life Connect is Mai-Wel's one-stop shop for employment, lifestyle and leisure NDIS services in Cessnock. With a wide range of programs of support, people with disability are able to take part in a number of capacity building activities with clear objectives and outcomes that are customised to fit their unique goals and dreams. Work Life Connect delivers group and one-on-one activities based around the following categories of support:

**SOCIAL &  
COMMUNITY  
ACCESS**

**INCREASING  
INDEPENDENCE**

**MOVEMENT &  
WELLBEING**

**CREATIVE ARTS**

**CAPACITY BUILDING  
FOR EMPLOYMENT**

**ON-THE-JOB  
EMPLOYMENT  
SUPPORT**

## CONFIDENCE IN THE KITCHEN

Confidence in the Kitchen is a 12 week planned activity. The team comes together to plan their meals for the week, researching recipes, writing shopping lists, learning Work Health and Safety practices and a number of other preparations required in order to go home with a delicious meal. By the end of the 12 weeks, the team will have a recipe book of all the meals they've created to take home with them.

Learning how to cook is an important skill for independence. Knowledge around how to make healthy, nutritious meals is a key element of the Confidence in the Kitchen program. Cooking together also helps to foster communication skills and practice working in a team to produce a delicious meal. All these skills are taken home to help participants make healthy choices and cook delicious meals in their daily lives.

We asked Kate what her experience has been in the Confidence in the Kitchen program has been like so far.

"Working as a team has been great! I also feel more confident to cook at home by myself now."



84

Participants  
supported  
at The Hill.

THE HILL

The Hill is Mai-Wel's purpose-built centre for people with disability with additional support needs, the space offers exceptional personal care environments, stand out sensational sensory rooms, gardens and is a thriving community for social interaction, engagement and health and wellbeing.

There are a range of flexible support services which promote independence, while assisting people with disability to achieve their goals.



## THE HILL DEBUTED ITS SENSATIONAL SENSORY ROOMS

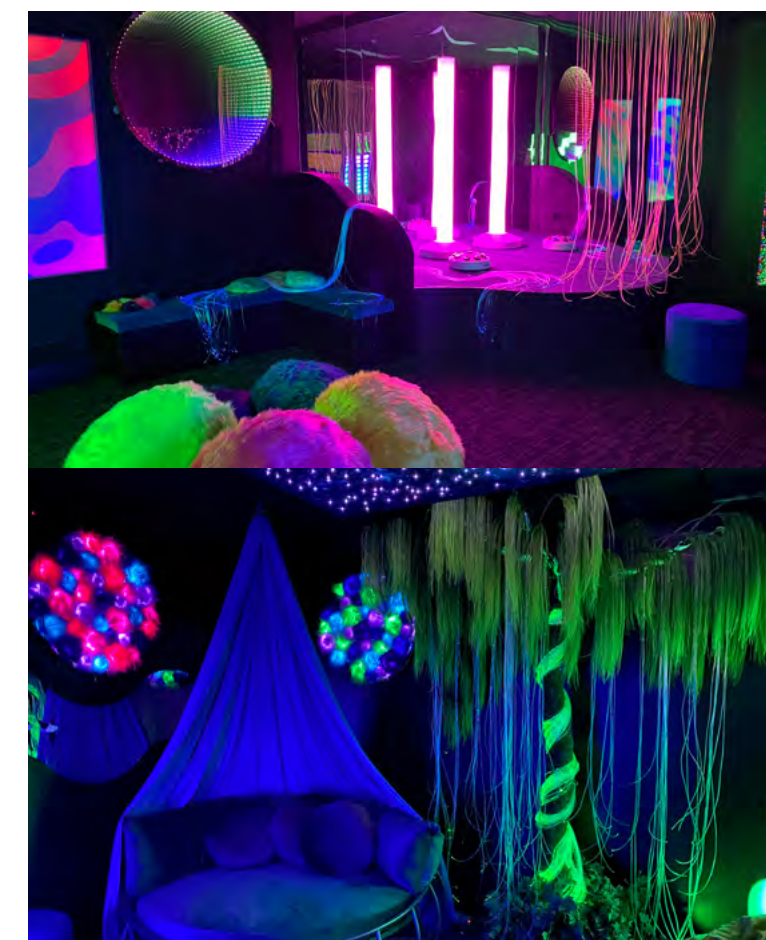
In 2020 the Sensational Spaces project at The Hill was completed, seeing the installation of two sensory rooms and a sensory garden at Mai-Wel's purpose-built centre for people with disability at The Hill.

These spaces provide sensory stimulation and relaxation that can be controlled by the user to suit their individual needs, which is of particular benefit to the participants who attend The Hill.

"The idea [for the sensory rooms] came from having an opportunity to provide people with, specifically people with autism, an opportunity to have somewhere where they can learn and have their coping mechanisms upskilled." Says Margo.

"If somebody wants to be outside and working in the garden then there's that opportunity. It's like going to a theme park, all your senses can be fulfilled in that environment."

This project was made possible by the support of the Newcastle Permanent Charitable Foundation by way of \$60,000 in grant funding.



Experience The Hill's  
Sensational Spaces  
and find more  
about the journey  
to it's creation by  
watching our video:







## LIVING OPTIONS



**137** people engaged  
Mai-Wel's Living  
Options supports.

Mai-Wel offers a range of supported accommodation models across Community and Supported Living that are tailored to meet the needs, goals and aspirations of the individual. Mai-Wel's Living Options supports are flexible, available both for people who require full-time assistance and those with partial support needs while living independently with family or friends.

## SUPPORTED LIVING

Mai-Wel offers flexible accommodation options for adults with disability including short-term stays, a range of beautiful purpose-built residential homes, tenancy support and accommodation.

Each supported accommodation option promotes and encourages a supportive and independent home environment with numerous models of staff support available, which are flexible and adapt to each resident's individual needs, goals and abilities.

**40** People engaged  
Mai-Wel's Supported  
Living services.

**97** People engaged  
Mai-Wel's Community  
Living services.

## COMMUNITY LIVING

Mai-Wel's Community Living services assist people with disability to develop, maintain and enhance their skills to live a more independent lifestyle at home. This includes assistance to autonomously complete daily life tasks such as cooking, cleaning, budgeting and engaging with their community.

Community Living supports also extend to those with a goal to move out of their family home, to live independently or with friends.



## LULU AT LILLY

There's no doubt that a puppy brings pure joy to any environment.

Through the combined effort of Supported Living staff and Mai-Wel's Support Coordination, an agreement was made with the Allied Health Service Kickstart Collective to bring their therapy dog Lulu out to visit the residents at Lily House!

Visits from Lulu bring so much joy to Lily House residents these sessions provide companionship and can make a positive impact on our residents mental health in a way that is engaging and, most important of all, loads of fun!



Read the  
full story  
on our  
website



## SUPPORT COORDINATION

As a registered provider of the National Disability Insurance Scheme (NDIS) Support Coordination services, Mai-Wel's team of Support Coordinators play an important role in assisting participants and their families to exercise choice and control to implement and manage their NDIS plans.

Support Coordinators are champions of participant decision making and control by providing access to information and resources that will empower the participant to make informed decisions, build confidence and develop skills.

**128** People with disability engaged  
the services of Mai-Wel  
Support Coordinators.





Mai-Wel LabourForce Solutions (MWLFS) is a local employment service achieving life-changing outcomes for local job seekers and tailor-made recruitment solutions for local employers.

With heart, drive and focus, MWLFS services aim to help people reach their full potential and break down the barriers to achieving meaningful employment. MWLFS's dedicated team of staff are specialised in providing support at each stage of the employment process, from finding and working towards individual's employment goals, building capacity and completing training, to connecting job seekers with a supportive business and even post-placement support.

MWLFS also offer innovative, no-cost recruitment services to local businesses looking to find the right fit for their team. Businesses are supported to make a difference to the life of MWLFS job seekers, at the same time filling the needs of their team for free.

Thank you to our key training and employment partners who have assisted our job seekers in their journey towards employment:

- ▶ Signature Training
- ▶ REACH For Training
- ▶ Back 2 Work
- ▶ Atwea College
- ▶ JobQuest
- ▶ TAFE
- ▶ Signature Learning & Development
- ▶ Hunter Plant Operator Training School (HPOTS)
- ▶ The Management Edge (TME) Training
- ▶ HVTC Skills Highway PaTH Industry Pilot Program

## 976

Participants and jobseekers are supported across Working Life services.



MWLFS office locations:

Maitland  
Cessnock  
Dungog

## DISABILITY EMPLOYMENT SERVICES

Mai-Wel LabourForce Solutions (MWLFS) is a registered provider of Disability Employment Services (DES), providing support to people with disability throughout their employment journey, from preparation for employment to on-the-job and post-placement support as required. MWLFS helps break down the barriers to employment for job seekers and provide tailor-made recruitment solutions for local employers.

## 193

Job seekers commenced with MWLFS DES in 2020/21.

## 126

Job seekers found employment.



## TRANSITION TO WORK YOUTH EMPLOYMENT

MWLFS's Youth Employment service is a registered Transition to Work (TtW) provider, which provides intensive pre-employment supports to disadvantaged youth in Maitland and Cessnock. TtW is a government-funded initiative to improve work readiness for young people from 15 to 24 years of age who are at risk of long-term unemployment.

TtW staff work with young people to identify and break down the barriers to finding a job, enabling them to achieve their vocational goals. This process includes identifying and improving skills, developing work readiness and helping them to find work or education.

## 1,010

TtW job seekers commenced this service in 2020-21.

## 393

Job seekers found employment.

## 254

Employers provided employment for TtW jobseekers.

## TOP 5 INDUSTRIES

Hospitality 25%

Trade & services 25%

Retail 15%

Health & community services 7%

Automotive 6%





# HIGH SCHOOL CAPACITY BUILDING SERVICES

## GET STARTED

Mai-Wel offers a unique program to help students with disability in Year 11 and 12 build capacity to successfully transition into the post-school vocational option of their choosing.

Get Started helps participants identify and break down the barriers to finding a job and achieve their vocational goals. An assigned Youth Support Mentor works with participants to improve their skills, develop work readiness and assist in finding vocational education and training, work experience, or employment opportunities post-school. This includes building transferrable skills for employment including social skills, travel training, accessing the community and similar goals.

25

Year 11 and 12 students participated in Get Started in 2020-21 from

12

Different schools from the Maitland, Cessnock and Newcastle LGAs.

11

Students continued on to our Capacity Building for Employment service.

## MADDIE AND ZOE'S JOURNEY WITH MWLFS

Meet Maddie and Zoe, two Year 12 school leavers who started their employment journey with Mai-Wel's Capacity Building for Employment service using their School Leaver Employment Supports (SLES). After building their skills and capacity for work, both girls were able to make a smooth transition to MWLFS Disability Employment Program (DES), where they seamlessly transitioned into work placement.

Both girls quickly found employment at KFC Heatherbrae working as Restaurant Rangers, helping to clean down touch points and maintain hygiene in the store.

Maddie hopes to build her confidence through the role and one day work behind the counters.

Zoe has experienced many benefits working at KFC, particularly building her independence by earning her own money.

Their new employment positions with KFC have been a huge achievement and has allowed them to successfully show off the skills learnt in Step Up in a practical working environment.



# CAPACITY BUILDING FOR EMPLOYMENT SERVICES

## STEP UP

MWLFS offers Capacity Building for Employment Services through our Step Up program to support people with disability who are preparing for long-term employment. These supports can be accessed using a participant's NDIS funding, including School Leaver Employment Supports (SLES), to assist school leavers with disability to transition to working life through work experience opportunities and work readiness training.

94

People participated in Step Up across Maitland and Cessnock.

## OUTCOMES FROM STEP UP INCLUDE:

- ▶ Customised Employment
- ▶ Transitioning to Disability Employment Services (DES)
- ▶ Gaining Training and Development
- ▶ Work at an Australian Disability Enterprise (ADE)

Read the full  
story here:





# Mai-Wel ENTERPRISES

Mai-Wel Enterprises offers quality business services and industry products and services that are made and delivered by a team of industry specialists and supported employees. Customers range from local individuals and small businesses, to national businesses and international organisations. No business is too large or too small; products and services are tailored to fit the need of each customer with quality and care.

Supported Employees are employed to provide services and products in two key areas; business services and industry products.

**84** Supported Employees worked with Mai-Wel Enterprises.

## BUSINESS SERVICES PROVIDED BY MAI-WEL ENTERPRISES INCLUDE:

- ▶ Document Scanning and Secure Document Destruction
- ▶ Assembly and Packing
- ▶ Mail Outs
- ▶ Promotional Products
- ▶ Printing

Industry products produced by Mai-Wel Enterprises are split up into:

## TIMBER PRODUCTS

- CUSTOM MEASURING, DESIGN AND QUOTE SERVICES
- EXPORT QUALITY PALLETS AND CRATES
- DUNNAGE
- STAKES FOR REAL ESTATE SIGNAGE
- CUSTOM FURNITURE

## LIGHT METAL FABRICATION

- CUSTOM TOOL BOXES
- ALLOY COVERS
- GUARD PLATES
- DISPLAY STANDS
- STEEL FRAME PICNIC TABLES
- AND SO MUCH MORE.

## SUPPORTED EMPLOYEE ANNIVERSARY AWARDS PRESENTATION 2020

Mai-Wel Enterprises hit its 49th year of operation in 2021, and with that came some wonderful long-service achievements for several dedicated Supported Employees. Due to COVID-19 safety measures, the award ceremony was held outdoors with a socially distanced crowd of standing friends and colleagues to celebrate these long-service milestones.

Some incredible Supported Employees work anniversaries were celebrated:



1x **30** year milestone

1x **25** year milestone

2x **20** year milestone





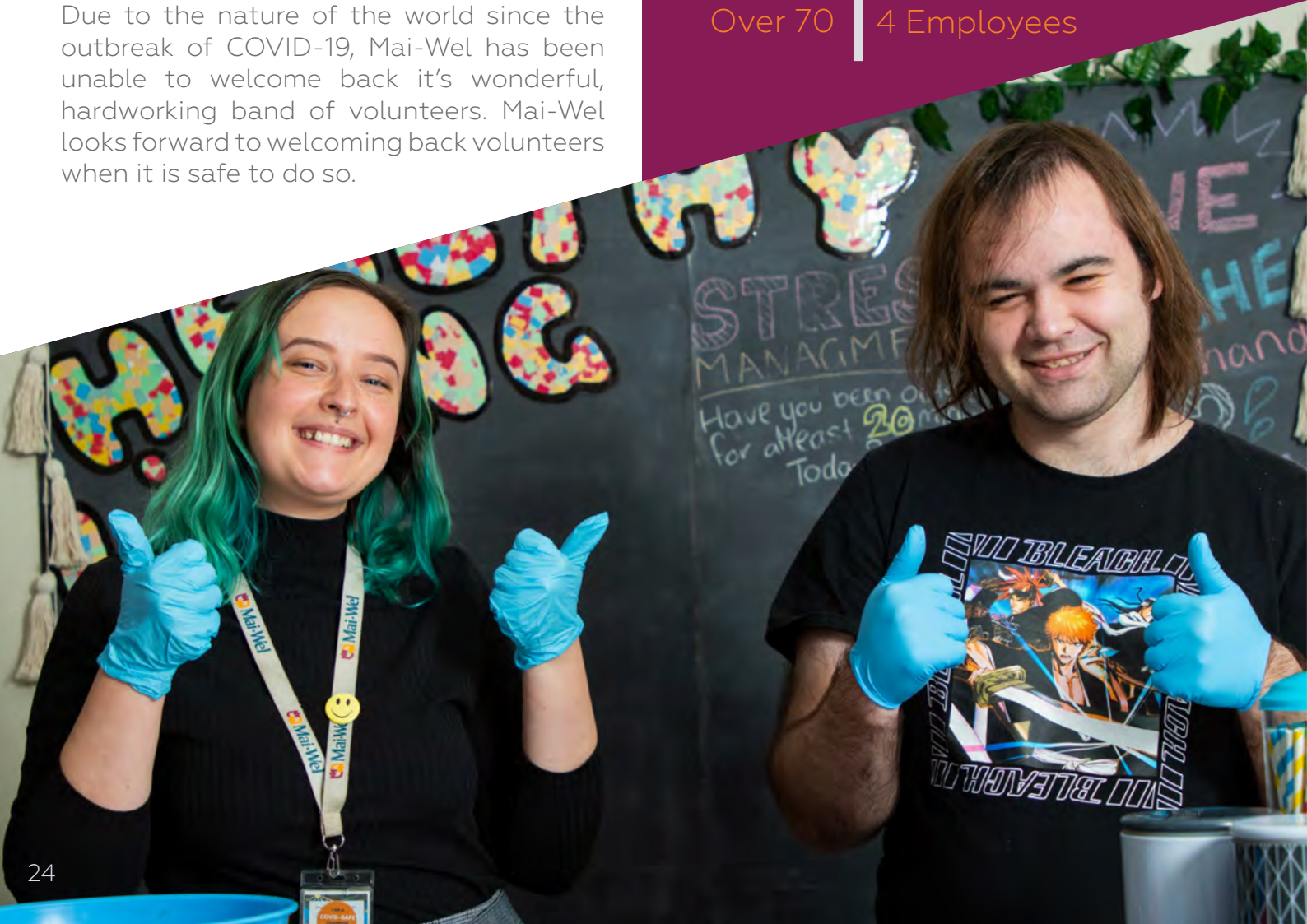
# THE MAI-WEL TEAM

As a leading provider of disability services in the Hunter region, Mai-Wel is committed to employing staff who have quality training and are backed with the right support to provide quality services to the people we support. Mai-Wel is an employer of choice for professionals with skills across a range of work areas; not only personal support roles, but corporate positions in Finance, Communication and I.T, as well as specialised roles such as Expert Health Professionals, Creative Arts Mentors and Business Development Representatives.

The Mai-Wel Group is an Equal Opportunity Employer, offering an inclusive environment that celebrates the many cultures of our team and the broader community.

## MAI-WEL'S VOLUNTEERS

Due to the nature of the world since the outbreak of COVID-19, Mai-Wel has been unable to welcome back it's wonderful, hardworking band of volunteers. Mai-Wel looks forward to welcoming back volunteers when it is safe to do so.



**439** People worked for Mai-Wel in 2020/21.

**121** New recruits were hired between 2020/21.

Mai-Wel's workforce is diverse and employed to suit participant service and business needs. In 2020/21, Mai-Wel staff were in these age groups;



# OUR I.T. PROJECT

After the implementation of the NDIS and the growth of our organisation as a whole, it was identified in 2019 that creating an integrated I.T. platform would be a priority project to streamline the way we work together and provide support to our participants.

Throughout the course of 2020-21, Mai-Wel's new I.T. System project has been underway, as we have begun to transition into new, integrated systems that will innovate the way we work day to day. These systems will all 'speak to each other', streamlining the way we work.

As we implement these systems, Mai-Wel will continue to search for further ways to innovate and digitally transform our processes further so we can spend more time doing the things we love – helping the people we support reach their goals and dreams!

## JULIAN'S TAKE ON THE NEW I.T. SYSTEMS

Julian, Creative Arts Mentor at Mai-Wel's Lifestyle and Leisure Centre The Hub, uses Skedulo and Lumary daily, and has already been experiencing the benefits of having an integrated, online system for daily supports. Here is what Julian has to say about working with the new system.

"I began working with Mai-Wel just as Skedulo was replacing the previous system. From conversations with other colleagues, I was immediately told that that it was a vast improvement when it is running as intended. Straightaway, the company training modules were easy to access and well designed, so I was able to wrap my head around using the programs quite quickly.

Mai-Wel's IT systems are overall user friendly and easy to navigate. I have had minimal



## INTRODUCING MAI-WEL'S NEW I.T. SYSTEMS

We've been busy getting our back of house systems up to date to make our business services run smoothly. It's been a huge year with the introduction of several new I.T. systems. As of January 2021, we've introduced new systems across our HR, training, participant services, apps for our support workers and rostering staff, and shortly we will also release a new payroll system.



problems with using it, apart from the occasional teething issues which are usually rectified quite quickly.

Some of the features of the new systems that I find the most useful is the integration of participant contact details. The user interface of the calendar section of Skedulo also provides a clear picture of the week ahead, so I can prepare and schedule my work day-to-day with ease.

The ability to use the system to access participant support plans and file notes is extremely helpful. It ensures the support we're providing is informed and tailored to the specific needs of that person."



# OUR FINANCIALS

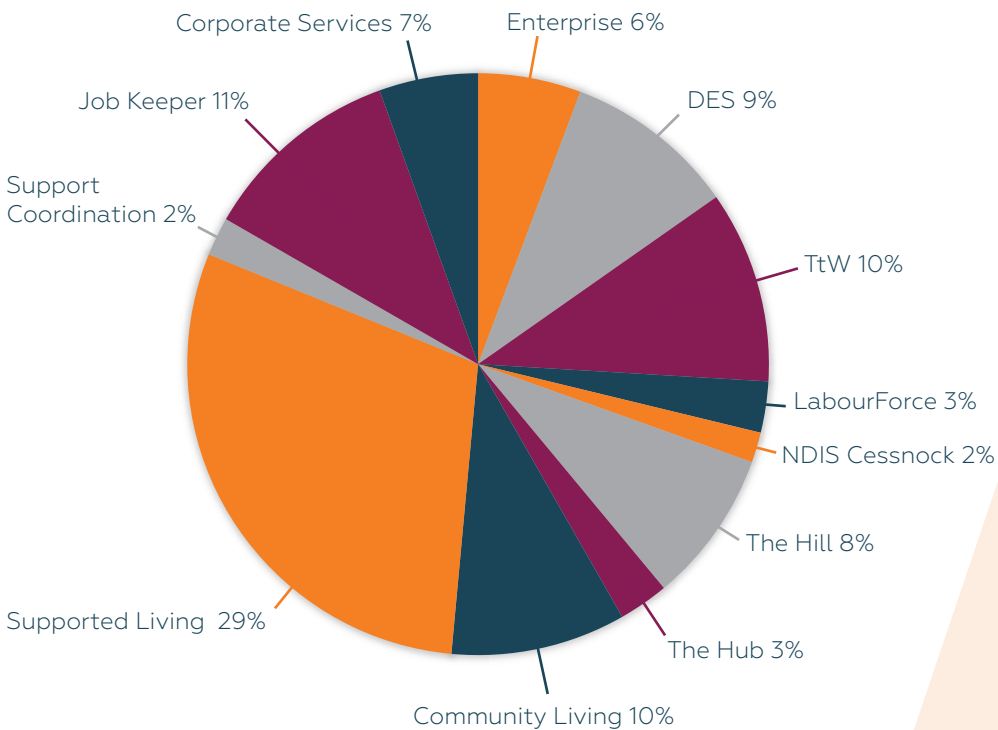
## STATEMENT OF FINANCIAL PERFORMANCE

	2021 \$m	2020 \$m
Government Funding	24.9	25.5
Other Revenue	6.8	7.7
<b>TOTAL REVENUE</b>	<b>31.7</b>	<b>33.2</b>
Expenses	30.8	31.2
<b>SURPLUS</b>	<b>0.9</b>	<b>2.0</b>

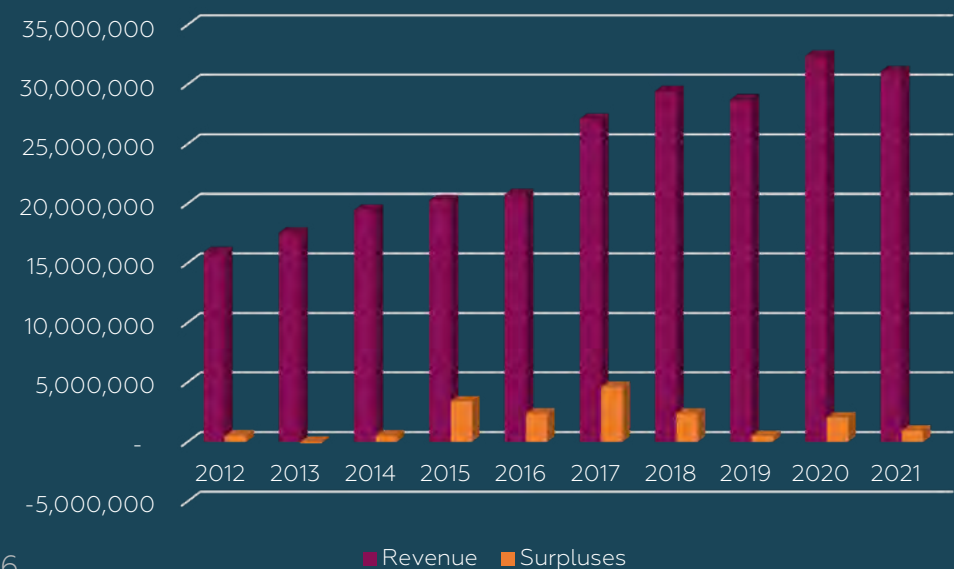
## STATEMENT OF FINANCIAL POSITION

	2021 \$m	2020 \$m
Current Assets	18.5	19.1
Non Current Assets	18.3	19.6
<b>TOTAL ASSETS</b>	<b>36.8</b>	<b>38.7</b>
Current Liabilities	4.4	6.7
Non Current Liabilities	5.2	5.7
<b>TOTAL LIABILITIES</b>	<b>9.6</b>	<b>12.4</b>
<b>NET ASSETS</b>	<b>27.2</b>	<b>26.3</b>

## REVENUE BY SERVICE AREA



Enterprise	\$1,753,170
DES	\$2,968,275
TtW	\$3,319,039
LabourForce	\$892,488
NDIS Cessnock	\$501,023
The Hill	\$2,649,382
The Hub Maitland	\$861,921
Community Living	\$3,045,283
Supported Living	\$9,358,293
Support Coordination	\$663,997
Job Keeper	\$3,479,000
Corporate Services	\$2,251,319



	REVENUE (\$)	SURPLUSES (\$)
2012	15,925,174	525,673
2013	17,549,726	-119,127
2014	19,455,557	519,434
2015	20,281,993	3,386,788
2016	20,763,995	2,386,301
2017	27,106,722	4,610,140
2018	29,429,418	2,373,588
2019	28,724,220	492,827
2020	33,199,339	2,042,896
2021	31,743,189	946,459

# PHILANTHROPY & EVENTS

Each year, Mai-Wel hosts a number of vibrant events, designed to raise funds, Mai-Wel's community profile and engage community members.

Mai-Wel is also lucky to have the support of some dedicated individuals and groups who host events and fundraising initiatives in support of our organisation. This year we were honoured to be the charity of choice at Hotel Cessnock with their inaugural Great Northern Country music festival.

Great Northern Country is held annually in March, featuring a different charity of choice each year. Mai-Wel was excited to get the opportunity to take feature in this event, including an opening act performed by Mai-Wel's very own Creative Arts band. All money raised from the night went towards Mai-Wel on Vincent, Mai-Wel's hub in Cessnock, which made a total of \$1,575.

Check out our video of the night here:



## GALA BALL POSTPONED

Unfortunately, the impact of COVID-19 in both 2020 and later in 2021, put a stop to several in-person Mai-Wel events. One of particular disappointment was the postponement of the Mai-Wel Annual Gala Ball. Although it was a regrettable that Mai-Wel was unable to hold the Annual Gala Ball to celebrate Mai-Wel's 60th Anniversary, the health and safety of staff and participants has always been our top priority. We look forward to bringing back this inclusive night of glitz and glamour back when we can.

## MOVE FOR MAI-WEL

Move for Mai-Wel was Mai-Wel's first ever virtual fundraiser, encouraging "movers" to walk, wheel or run a certain distance goal of their choosing over the month of August to raise money. Coming out of a lockdown, with many of our staff working from home and participants taking part in online services, Move for Mai-Wel was not just an exciting opportunity to raise money for Mai-Wel, but a way to stay connected and encourage physical activity when it was needed most.



\$5,884 raised

112 donations

128 movers took part



# THANK YOU TO ALL OF OUR SUPPORTERS

The ongoing commitment and generosity of our business partners and individual donors, supports us to continue to promote inclusion of people with a disability in our local community. We want to give a huge thank you to all our supporters, from local businesses, to community members, Mai-Wel staff.



The Mai-Wel Group receives funding from;  
 The National Disability Insurance Agency (NDIA)  
 The NSW Government, Family & Community Services  
 The Australian Government, Department of Health (DOH)  
 The Australian Government, Department of Education, Skills and Employment  
 The Department of Social Services (DSS)

Cutcher & Neale Assurance Pty Limited have completed a full, independent audit of the financial statements of Mai-Wel Limited in accordance with Australian Auditing Standards.

The full set of financial statements are available on request  
 for inspection by phoning (02) 4057 2900.

Mai-Wel Limited  
 ABN: 88 060 661 476  
 CFN: 109 19

