



2017-2018

ANNUAL REPORT & CORPORATE PROFILE



THE MAI-WEL GROUP

Welcome to The Mai-Wel Group's 2017–18 Annual Report and Corporate Profile. This report provides a comprehensive account of Mai-Wel's achievements, challenges and goals for the future.

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. We extend this respect to any Aboriginal people who are here today

VISION

- Excellence
- Equality
- Inclusion

GOALS

Develop and deliver diverse and inclusive services that reflect best practice in response to participant choice.

Promote inclusion through Mai-Wel's connection to business, government and community.

Seek and monitor opportunities to improve financial sustainability and security; seek and grow avenues for non-government funding, to allow provision of necessary resources.

Build and develop a diverse workforce committed to delivering flexible services to meet the continually varying needs of participants and jobseekers.

MISSION

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

VALUES

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



Right: Mai-Wel Creative Arts volunteer, Jenny Dimmock, with participant Amanda at The Hub, Maitland.

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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.

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CFN: 109 19

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On the cover: Mai-Wel Support Worker, Rose, and Life FUNDamentals participant, Tony, working together to make their mark at Purple Pear Farm.



OUR PRESIDENT GRAHAM BURNS

Very proudly I present The Mai-Wel Group's 2017/18 Annual Report and share some highlights with you.

The landscape in the disability service sector continues to evolve and Mai-Wel is improving services and the range of participant opportunities to meet the needs of the people supported, their families and supporters.

The National Disability Insurance Scheme (NDIS) is now fully implemented and, as would be expected with a new system, it continues to present challenges; the underfunding in some service areas is just one example. However, Mai-Wel embraces the rewarding and exciting opportunities available through service diversification and access to new initiatives. *Mai-Wel LabourForce Solutions' Step Up* is an example of diversification with exceptional outcomes for the thirty seven individuals who passed through the initiative this year and the wider community.

The project team from *Thrive*, a working life initiative have this year shown how innovative thinking and careful reconfiguration to improve viability can generate commercial outcomes from exciting new products and services delivered around work-like activities.

Mai-Wel Enterprises (MWE) is the new name for our three disability enterprises now under one roof at South- Street in Telarah. To support shared and streamlined processes of *MWE*, a new service management position was recruited to oversee the businesses commercial relationships across the Hunter. We invested in the restructure because of our belief in the ongoing and meaningful work opportunities *MWE* provides for supported employees, contributing to well-being and quality of life. Additionally, it is a comfortable fit with our socially responsible vision.

The relevance and achievements of The

Mai-Wel Group is only possible because of the commitment of our participants, volunteers, supporters, employees, executive management and board members. For the success of the year past and the foundations set for a bright future, I thank you all for your passionate efforts and unwavering support throughout the year.

It is a privilege to serve as President of our dynamic, effective and growing organisation. I would like to thank my fellow Directors for their support and work, and acknowledge the considerable time and effort they donate on the board, subcommittees and special projects.

My particular personal thanks goes to our senior management team led by Pennie Kearney as CEO. The team this year have really embraced the opportunities available to Mai-Wel and have lead the organisation to achieve some great outcomes.

I close these remarks with my personal thanks and extend the thanks of all of us.

Yours very sincerely,

Graham Burns.

Right: Mai-Wel Creative Arts' participant, Emma Parks has reaped the benefits of Mai-Wel Lifestyle & Leisure activities.





OUR CEO PENNIE KEARNEY

It is with much pride that I present The Mai-Wel Group's Annual Report for 2017/18.

In preparation of this report, it occurred to me that for many years, similar words have come to mind and a recurring theme emerges; change. With the evolving disability service sector, the importance for us to change too has never been so important.

While the past year has delivered many positive changes and considerable growth for our organisation, so too has come challenges. However, ultimately it has been an exciting year with fabulous outcomes for our participants, jobseekers and Mai-Wel.

At 30th June, 2018, Mai-Wel completed the full transition from state funding to the National Disability Insurance Scheme (NDIS). While our participants and jobseekers continue to gain value and opportunities to enhance their lives and those of their family and carers through the NDIS, a challenge for our organisation is the insufficient funding of some services, specifically 1:1 support of participants with complex needs. Underfunding places unfair pressure directly on participants with complex needs who depend even more on services. This is a real and urgent issue impacting service providers nationally and must be addressed by government urgently. At present, our attempts to address this issue with the National Disability Insurance Agency (NDIA) by providing data and further evidence to the National Disability Services (NDS) have been unsuccessful. Funding hurdles aside, with innovative thinking we will continue to provide new and innovative opportunities for the people we support with the best care and services possible.

This year, a new higher-level approach to the way we plan for, manage and deliver our services has been implemented. The appointment of Bronwyn Hodges (Bell) to Manager of Projects, Innovation and Collaboration is an important step toward the implementation of a vision to create employment opportunities in the *Creative Arts* space. In addition to employment outcomes, this will deliver extra income by increasing

the number and variety of products produced by both *Creative Arts* and *Mai-Wel Labourforce Solutions'* (MWLFS) projects. We are excited by the opportunities this particular project will provide jobseekers and participants; to increase their work skills while being rewarded for creating a product.

The success of the fundraising campaign of our Mai-Wel events this year has allowed the launch of *Thrive Café*, a new commercial training space, located within MWLFS in Maitland. The space offers pre-vocational training to jobseekers from *Step Up, Disability Employment Service* and the youth from *Transition to Work*. The practical skills gained are a major catalyst for work readiness and quality job outcomes.

Our fundraising goal in 2018/19 is in support of *Thrive Farm*, an outdoor training space which will be located at the rear of The Lodge on the South Street site. A horticulturist has been engaged and is working with Kyllie Tegg, Service Manager of MWLFS and Bronwyn Hodges. Stage 1 of the *Thrive Farm Project* will roll out in January 2019.

These practical spaces and being able to offer the training in-house provides jobseekers with a supportive and familiar environment, better engagement and course participation.

Our Leadership Team and staff have engaged in internal sustainability reviews and are committed to financial efficiencies through streamlined processes and are diversifying and adapting services and income streams to ensure Mai-Wel remains viable.

In April 2018, our General Manager of *People, Culture, and Safety*, Anthony Rohr, resigned from his position of 12 years. I thank Anthony for his dedication to Mai-Wel and especially for his leadership of our Human Resources practices essential to meet the demands of our rapid growth and transition to the NDIS.

With Anthony's resignation came internal management review and restructuring with a goal to engage the wider leadership team in the vision and decision making of the organisation. In turn, a Human Resource

Manager was recruited to take on the leadership of the People, Safety and Safety team, rather than replacement of the General Manager role. I welcome Lisa Dent to the role who brings great experience and a fresh view. I thank the remaining two General Managers who have embraced the opportunity to review their responsibilities and positions to match the new management strategy.

Also a result of the restructure was the implementation of working groups across four areas; Compliance & Best Practice, Engagement, Systems and Commercial. In early stages, there is evidence these are value-adding for the organisation.

The relocation of *Timesavers* to the refurbished South Street site brought opportunity for rebranding of the businesses and they are now known collectively as *Mai-Wel Enterprises (MWE)*. Aside from the financial benefits of having the three businesses operating from the one site, our supported employees will continue to gain from the broadened skill development opportunities available.

To grow the commercial opportunities of MWE, Chief Financial Officer (CFO) Tracey De Friskbom's portfolio was expanded to include general management of MWE in this area and consultant Business Advisor, Harry Goldstein, was engaged to compliment Tracey's wealth of commercial skills to build a stronger business profile and gain new work and customers. I congratulate all involved for the already positive results achieved.

Following the resignation of Rachel Gardiner from her role of Manager of *Outreach*, Dominique Frost was appointed to the newly established role of Service Area Manager *Living Options*. Dominique now oversees *Urban Living* and *Independent Living Services* with support from *Outreach* Facilitator, Kelly Meehan who works with her team in their new office space at *Corporate Services*.

With the NDIS' introduction of the new Compliance Quality and Safeguarding Framework, a team of staff led by General Manager, Lucy Crawford, have been working on the highly important task of implementing the Framework. I thank Lucy for her strength and ability in her 'usual' and demanding job and for the support she has provided in this particular project through timeless research, leadership, training of staff and policy writing necessary for the implementation of the Framework.

Lifestyle and Leisure teams have delivered a new round of exceptional experiences to enhance the social lives and friendships of our participants. Our goal of integration and inclusion has been highlighted through positive outcomes for participants involved in the areas of *Creative Arts, Life FUNdamentals, Comets* and *Jupiter*.

All of the challenges presented in the past year have highlighted the professionalism, competency and commitment of our Board of Directors, General Managers, Leadership Team and staff. I thank each of them for their quality work, resilience, positive attitude while embracing change and their continuous focus on Mai-Wel's vision and mission. Also, I am thankful for the ongoing support and assistance each provide me in my role of CEO.

I thank our highly committed support workers and volunteers for all they do to assist people with a disability and jobseekers to realise their dreams and goals for life. The job of our organisation's leaders can only be successful with a great team.

This year we have seen a swell of skilled and generous volunteers join us with a goal to enhance opportunities for people with a disability. I thank these committed people for their valuable time and expertise. As with many years previously, in 2017/18 we have seen some of our volunteers move into employment with us. What a great

outcome!

There are many 'cogs in the Mai-Wel wheel' and often it is easy to overlook the important and invaluable group who work behind the scenes. Administration wears many faces in our organisation and I thank our teams across; *Corporate Services; CEO Executive Assistant, Support Transition and Referral Team, Customer Service, Finance, Human Resources and Training, Information and Communication Services* and *Communications and Corporate Identity*.

My sincere thanks also to the local businesses and organisations that make Mai-Wel their charity of choice and give their time and resources generously to make a difference to the lives of our participants and jobseekers.

Last but by no means least, a big thank you to our participants and jobseekers for choosing Mai-Wel. Each of these people make an exceptional effort to achieve their goals and I thank each for welcoming us to work alongside them on their journey. Mai-Wel wouldn't be the vibrant and successful organisation it is without our participants.

This year's strong and important focus on change and review has been demanding and not all decisions were easy, however I believe that Mai-Wel will emerge stronger and more sustainable as a result, with the fortitude to embrace the next round of challenges and triumphs. The strength and commitment by all will ensure Mai-Wel's reputation of quality in all aspects of business and services will prevail.

It has been another fabulous year for an organisation of which I have been proud and privileged to lead.

Best wishes,

Pennie Kearney.

The Mai-Wel Group's Strategic Plan for 2017–20 outlines four key strategic goals that we strive to exceed to ensure best practice services for participants organisation-wide. Here are some highlights of organisational strategic goal achievements for 2017/18.



STRATEGIC GOAL 1: DEVELOP AND DELIVER BEST QUALITY SERVICES ACROSS A BROAD AGE SPECTRUM IN RESPONSE TO PARTICIPANT AND JOBSEEKER CHOICE.

This year, working groups across Compliance and Best Practice, Engagement, Commercial and Systems have been established to drive the way Mai-Wel delivers services across these four areas. Each group is comprised of relevant staff members who will firstly participate in professional development in project management to ensure they have the necessary skills and knowledge to develop, implement, monitor and evaluate projects to drive excellence in their working groups.

To meet the NDIS Quality and Safeguarding Framework requirements, and in a display of Mai-Wel's commitment to best practice, we have established a partnership with Samaritans to establish a transparent restrictive practice authorisation process.

Mai-Wel Creative Arts have responded to participant need and choice through the commencement of 1:2 group supported

studio sessions and in-home creative arts opportunities. The introduction of these services means more choices are available to participants wishing to develop social skills in a creative group setting or in the comfort of their own home.

The development and implementation of the new Mai-Wel LabourForce Solutions *Strengths and Skills Assessment Centre* means the business can now use a standardised approach to assessing vocational and non-vocational needs of jobseekers while identifying overall strengths from which to build on. Through a partnership with local optometry service, Hunter Optical Specialists, the centre is able to provide tailored eye testing for jobseekers which is incredibly important given the number of jobseekers experiencing issues with literacy, numeracy, IT and employability skills.



STRATEGIC GOAL 2: PROMOTE INCLUSION THROUGH MAI-WEL'S CONNECTION TO BUSINESS, GOVERNMENT AND COMMUNITY.

Mai-Wel LabourForce Solutions' *Jobseeker Work Skills, Assess and Development Project* in partnership with the Richmond Vale Railway and Mining Museum is an example of Mai-Wel's commitment to engaging with local community and business through mutually beneficial projects. Funding secured for this project by MWLFS, has allowed jobseekers to work alongside museum volunteers to redevelop the site after

the bush fire that devastated the site in 2017. Jobseekers attend the Museum one day per week over a seven-week period, where they assist volunteers with hands-on activities in construction, horticulture and commercial cleaning. Some projects completed by the jobseekers to date include construction of picnic tables and raised garden beds.



STRATEGIC GOAL 3:

SEEK AND MONITOR OPPORTUNITIES TO IMPROVE FINANCIAL SUSTAINABILITY AND SECURITY AND GROW AVENUES FOR NON-GOVERNMENT FUNDING, TO ALLOW PROVISION OF RESOURCES.

Following the completion of budgets across business units and presentation to the Board, areas for improvement were identified, including 1:1 and high support areas which are still indicating a financial loss. Mai-Wel's participation in the NDIA pricing review group consultation and 1:1 consultants meeting, provided insight into the industry-wide issues of service pricing for high support participants

and the lack of recognition of genuine business costs involved in providing these supports. As an organisation, Mai-Wel will continue to work to manage and streamline the delivery of these services in a viable way, while looking for ways to evolve and diversify income streams.

The work of Mai-Wel LabourForce Solutions Step Up team to develop and manage the Thrive working life

initiative as an alternative income stream, shows great innovative thinking. The provision of the Thrive candle products and catering via the Thrive Café commercial kitchen, represents how work-like activities have had positive training impacts on the participants while providing a service to the community which generates income for the business.



STRATEGIC GOAL 4:

BUILD AND DEVELOP A DIVERSE WORKFORCE COMMITTED TO DELIVERING FLEXIBLE SERVICES THAT MEET THE CONTINUALLY VARYING NEEDS OF PARTICIPANTS AND JOBSEEKERS.

To show Mai-Wel's support for a diverse workforce and community, 18 members of the Mai-Wel Leadership Team have participated in cultural awareness training facilitated by Blakworks Employment. The training provided leaders across the organisation

with a better understanding of the Aboriginal culture and its impact on our organisation, staff and participants. The completion of the training will lead into a further five workshops designed to create an Indigenous Employment Strategy, Reconciliation Action Plan and

working group. The strategy and plan will be developed by Mai-Wel staff on behalf of the organisation and will be the commencement of an overarching Diversity Strategy.



Right: MWLFS Step Up participant, Mindy, pictured with Support Worker, Daniella, has learnt valuable job-ready skills from her participation in the Thrive working life initiative.

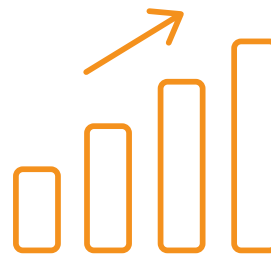
OUR YEAR



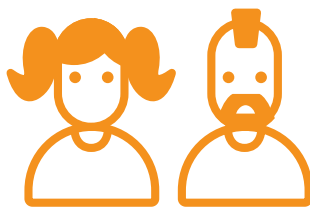
1,916

PEOPLE WITH
DISABILITIES
SUPPORTED
ACROSS THE
HUNTER

including Maitland, Cessnock, Kurri Kurri,
Newcastle, Port Stephens, Singleton and
Dungog.



327
ADDITIONAL
PEOPLE
SUPPORTED
IN 2017/18



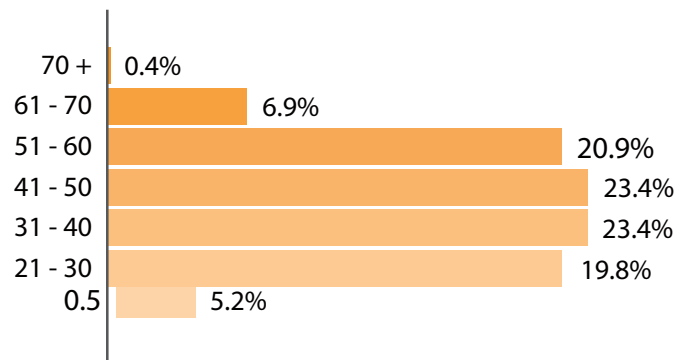
471

People employed
by Mai-Wel

89

People employed
during 2017/18

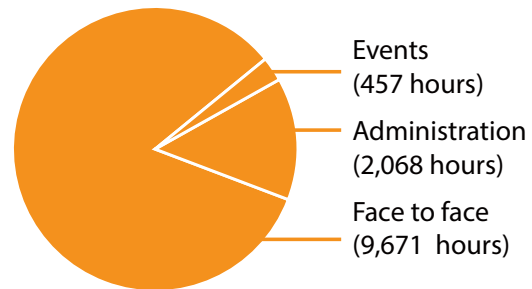
AGE OF STAFF



12,196

VOLUNTEER HOURS
DONATED
DURING 2017-18

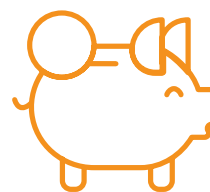
VOLUNTEER HOURS



9

MAI-WEL OFFICES
IN THE HUNTER

...located in Maitland, Telarah,
Cessnock and Dungog.



\$20.7M
OF WAGES

injected into the community
during 2017-18 financial
year

PAVING THE WAY FORWARD



MAI-WEL ENTERPRISES

TimeSavers moved from the space in Fieldsend Street, East Maitland, to 115a South Street, joining Mai-Wel's other disability enterprises, The Enterprise Centre and Pace Setters, to form *Mai-Wel Enterprises*.

A new role of Manager of Mai-Wel Enterprises has been established to drive business partnerships and strategic direction for the business.

STAFF WORKING GROUPS ESTABLISHED

Staff members from areas of Mai-Wel's business units have been recruited this year to form working groups in the four key areas of:

- Compliance and Best Practice
- Engagement
- Commercial
- Systems

The working groups will guide the way Mai-Wel services and businesses operate.

CESSNOCK-BASED SERVICES

To meet the growing demands for services for people in the Cessnock area and surrounds, The Hub on Vincent St opened, adding to the already established services delivered in the area including Transition to Work and Mai-Wel LabourForce Solutions.

The services delivered locally in Cessnock aim to assist people to live with independence and to thrive across areas of their life including lifestyle and leisure, living options and working life.

JOBSEEKER TRAINING OPPORTUNITIES EXPANDED

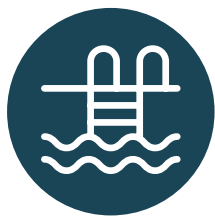
MWLFS' Thrive Cafe commercial kitchen training space is now possible thanks to money raised from Mai-Wel's major fundraising events, Gala Ball and Celebrity Comedy Debate, in 2017.

The space provides the facilities for jobseekers to learn the ropes of a commercial kitchen, opening doors for jobseekers to step into employment in the competitive hospitality industry.



WELCOME HUMAN RESOURCES MANAGER

The resignation of General Manager of People, Culture and Safety, saw a review of the People, Culture and Safety team and roles of the two remaining General Managers. The introduction of Lisa Dent to the team in the HR Manager role will provide direction for initiatives that guide the way we recruit, retain and embrace our staff.



LIFESTYLE & LEISURE

The Mai-Wel Group provides social and recreational support to assist people with a disability to increase independence, living and social skills. Mai-Wel's Lifestyle and Leisure activities provide opportunities for participants to meet others, get out and about in the community, learn new skills and make new friends.

Lifestyle and Leisure initiatives operate from The Hub, Maitland and Cessnock, along with The Hill at John Street in Telarah. Each location is equipped to deliver a variety of centre-based interactive and engaging activities to match the interests of the individual in addition to providing access to community spaces.

CREATIVE ARTS

Creative Arts offer all-inclusive arts activities which provide an avenue for self-awareness and creative expression through participation and skills development in music, dance, performance, visual arts and crafts. The aim of Creative Arts is to provide an all-inclusive service that encourages individual expressions and creativity across a range of art platforms.

To meet client demand and needs, services are now available to participants in group supported studio sessions as well as in the comfort of their own home.

LIFE FUNDAMENTALS

Life FUNDamentals is Mai-Wel's life skills development service providing fun and interactive activities for young people with disabilities to learn skills to assist in all aspects of life, from exercise, meal planning and preparation, to making friends and participating in the community.

LEISURE LINKS

Leisure Links offers people with a disability the opportunity to actively participate in their community and enjoy a holiday or day trip, alongside their peers in creative, recreational and leisure activities.

Importantly, participation in Leisure Links trips also provides an opportunity for carers and families to enjoy respite time with the assurance that their loved one is enjoying some leisure time in a safe and supportive environment.

COMETS

Based at The Hill in John Street, Telarah, Comets provides a variety of age-appropriate community and centre-based activities to support people with disabilities to develop their skills, work towards their goals, increase or maintain their independence and participate as valued, active members of the community.

JUPITER

Based at The Hill, Jupiter provides support for people with high/complex support needs to experience a variety of community and centre based activities to develop their skills, work towards their goals, increase their independence and participate as valued, active members of the community.



IN THE SPOTLIGHT: DESTINY – A JOURNEY OF INCLUSIVE MUSICAL THEATRE!

Destiny - The Musical, a labour of love for Mai-Wel Creative Arts since 2015, attracted more than 270 people to the one-night performance at Cessnock Performing Arts Centre on Wednesday, 6th December, 2017.

The two year musical theatre project has provided unique leadership and mentoring opportunities for artists both with and without a disability, to get involved in an original musical theatre production.

The production was funded by an Accessible Arts NSW Delineate Arts Grant with the goal of promoting inclusive musical theatre.

Steve Burchill, Creative Arts Facilitator at Mai-Wel, has been a driving force in promoting inclusive musical theatre in the Hunter and is one of the producers of the musical.

"The musical has been a fantastic experience to create a shared stage for artists with and without disability. Theatre and the arts have no boundaries or exclusions and this production was all about collaboration," Steve said.

Steph Alderton was one of the 26 cast members of the musical and part of the main ensemble.

"I love musical theatre and being part of this musical has given me the opportunity to meet new people and try new experiences," Steph said.

Performance night brought a wave of excitement and achievement for all involved in the production, inflated by the crowd's standing ovation at curtain close and requests for additional performances.

We thank everyone involved in bringing the dream of *Destiny - The Musical* to life. Special thanks to Cessnock Performing Arts Centre and the dedicated volunteers whose support made *Destiny* a success.

Right: The talented cast of Destiny - The Musical, entertained a mass crowd at the Cessnock Performing Arts Centre in December.





WORKING LIFE

The Mai-Wel Group provides training and support in a variety of areas relating to personal and professional development across two key styles of employment support - open employment and supported employment.

The goal of all facets of Working Life is to build individual capacity, employability and vocational skills resulting in sustainable and rewarding employment for the individual.

MAI-WEL LABOURFORCE SOLUTIONS

Mai-Wel LabourForce Solutions (MWLFS) is a specialist support service for people with a disability, who are seeking work in the open labour market. Through a range of services, the MWLFS team support people throughout their employment journey from preparation for employment through to on-the-job support if required.

GET STARTED

Get Started is a service unique to MWLFS that supports students in Year 11 and Year 12 to successfully transition into the post-school vocational option of their choosing including vocational education and training, work experience and employment opportunities. Students can be referred by their high school to participate in Get Started, which includes centre and community-based training opportunities delivered one day per week over 22 weeks between March and September.

STEP UP

Step Up is MWLFS' School Leaver Employment Supports service that assists school leavers with a disability to transition to working life through work experience opportunities and work readiness training. Step Up is available to students for up to two years after finishing school with the aim to build capacity and develop employment skills and confidence to find and sustain employment either in the open labour market or supported employment opportunities.

TRANSITION TO WORK

Transition to Work (TtW) is an intensive pre-employment support service provided by Mai-Wel in both Maitland and Cessnock. TtW is a government-funded initiative to improve work readiness for young people between the ages of 15 and 21 who are at risk of long-term unemployment.

SUPPORTED EMPLOYMENT

Mai-Wel is pleased to offer people with a disability the opportunity to engage in meaningful employment at Mai-Wel Enterprises (formerly known individually as PACE Setters, Enterprise Centre and TimeSavers), located at 115a South Street, Telarah.

Mai-Wel Enterprises offer people with a disability a range of work tasks across timber product manufacturing, light metal fabrication, confidential document destruction, assembly, document scanning and archiving.



IN THE SPOTLIGHT: THRIVE CAFE, SERVING TRAINING OPPORTUNITIES FOR JOBSEEKERS

Mai-Wel LabourForce Solutions' (MWLFS) commercial kitchen training space, 'The Café', made possible by funds raised at Mai-Wel's 2017 fundraising events, is a valuable resource for jobseekers to experience first-hand the equipment and processes of a commercial kitchen.

Jobseekers have reaped the benefits of the space by using the cafe to learn the practical components of their Certificate II in Kitchen Operations delivered by Teresa Campos of registered training provider, REACH for Training.

The 13-week course was delivered over two days per week at MWLFS in Maitland, incorporating classroom-based learning and a full day of practical activities in The Café.

Additionally, participants completed work experience in the kitchens/cafés at Club Maitland City and Opal Rutherford.

At the completion of the course in June 2018, jobseekers had the skills and qualification for various hands-on roles in kitchen environments including aged care facilities, pubs, clubs and cafes.

Right: Mai-Wel LabourForce Solutions jobseeker, Barb, has learnt the ropes of the hospitality industry from her training in the Thrive Cafe training space.





LIVING OPTIONS

Mai-Wel understands the importance of a happy and healthy home life and is committed to supporting people with a disability across a spectrum of care needs whether it be full-time support in a Mai-Wel home or assistance in their own home to help with tasks to maintain independence.

The services offered are flexible and responsive, based on the needs of the individual, their family and carers.

SUPPORTED ACCOMMODATION

A range of flexible accommodation options are available to adults with a disability, from short-term stays, residential homes, accommodation and tenancy support, to assistance in community-based living. Each supported accommodation option promotes and encourages a supportive and independent home environment with numerous models of staff support available, depending on individual needs, goals and abilities.

OUTREACH AND INDEPENDENT LIVING SKILLS

Mai-Wel Outreach and Independent Living Skills staff provide support to people with a disability, who are living in their own home and require support to enhance their independence. In addition, they provide support to people living in the family home with the goal to move out and live independently or with friends.

The services offered are flexible and responsive, based on the needs of the individual, their family and carers.



IN THE SPOTLIGHT: LIFE-CHANGING LIVING SKILLS

Since the roll-out of the NDIS in Maitland, Mai-Wel has experienced significant growth in the area of Independent Living Skills. Natalie is one participant who has reaped the benefits of these supports.

Many participants are coming to Mai-Wel with their NDIS plan with the goal of increasing independence in the areas of home, budgeting, cooking, wellness and fitness, community access, long-term accommodation options, social and holidays, connecting to interests within the community and travel training (driving support and getting their Learner's Permit).

A large percentage of new participants had never previously accessed any type of support before.

Natalie didn't know what to expect when she came to Mai-Wel in 2017 with her NDIS plan.

"I was unsure to begin with but they asked me what I wanted to do and we got planning from there," Natalie said.

"I wanted to improve my fitness,

so with Mai-Wel's support, I started Zumba at a local gym and I have even purchased a bike. As a result I have lost weight and am feeling a lot happier."

Natalie also receives support with shopping, paying bills, budgeting and more recently, travel training, assisting her to use the OPAL system independently. Additional to this, Natalie has booked her first cruise holiday.

"The support I receive gives me confidence and makes me feel independent. It has changed my life."

Richard McQuade, Facilitator of Independent Living Skills, believes independence takes many forms.

"Some participants cannot leave their homes, so we are supporting them to take the first steps to

access their community. We have supported other participants to purchase or rent their own long-term accommodation," Richard said.

"Independent Living Skills at Mai-Wel started when more and more people wanted support to move out of home or to gain skills to live more independently."

"What Natalie has achieved over six months is remarkable. She is now independent and has moved to minimal support from Mai-Wel."

"It has had such a positive effect on my life. I am enjoying life now and loving it," Natalie said.



Right: Mai-Wel's Facilitator of Independent Living Skills, Richard, with Natalie.



SUPPORT COORDINATION

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

Mai-Wel Support Coordination champions 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.

Support Coordinators work with participants to:

- explore the disability and mainstream support system,
- be informed of all available options,
- identify providers and services that will best meet individual needs/goals,
- assist individuals or family members to coordinate and/or build on existing services,
- strengthen informal or mainstream supports,
- enhance knowledge around and familiarity with NDIS processes,
- build confidence and capacity to implement and manage their NDIS plan,
- manage points of crisis, should they arise, and
- support participants through the NDIS review process.



IN THE SPOTLIGHT: SUPPORT COORDINATION, CELEBRATING 12 MONTHS OF TURNING DREAMS INTO REALITY

Mai-Wel Support Coordinators play an important role in ensuring participants goals and aspirations become a reality.

When a person with a disability receives their plan from the National Disability Insurance Agency, Support Coordinators work with the participant in order to find services that best meet their needs and goals.

Mai-Wel has been providing Support Coordination for more than a year, assisting more than 247 participants to build confidence and capacity to implement and manage their NDIS (National Disability Insurance Scheme) Plan.

For James Gibbs, one of these goals was to obtain his driver's licence. Mai-Wel's Support Coordination team were able to link James to a driving school registered through the NDIS. Within six months, James obtained his driver licence and has increased his confidence. James works at Mai-Wel Enterprises, assisting with the manufacturing of crates and pallets.

Lucy Crawford, General Manager of Participant Services at Mai-Wel believes Support Coordinators play a fundamental role.

"For many participants and their parents/carers, managing an NDIS plan is a very new and often daunting prospect," Lucy said.

"The role of a Support Coordinator is to walk side by side with the participant on their journey, building resilience, skills and capacity so the participant can take charge of their life to the best of their abilities."



Right: James, supported employee at Mai-Wel Enterprises, has experienced the benefits of engaging Mai-Wel's Support Coordination service.



MAI-WEL ENTERPRISES

Mai-Wel Enterprises, formerly known individually as PACE Setters, TimeSavers and The Enterprise Centre, provide quality products and services made by people with a disability.

These products and services include; pallets, crates, custom made furniture, light metal fabrication, confidential document destruction, rag cutting, document scanning and archiving, product packaging, collection and sorting of clothing bins, assembly, mail-outs plus much more.

Mai-Wel Enterprises provide a range of jobs, in production, assembly and service to a wide variety of customers.

Mai-Wel Enterprises employs 100 people with a disability who are committed to their job and to 'getting it right' for the customer.



MAI-WEL LABOURFORCE SOLUTIONS

Mai-Wel LabourForce Solutions (MWLFS), provides specialist employment services to assist people with a disability or young people aged 15 - 21 years old, to find and keep a job. MWLFS offer end-to-end recruitment solutions to the business community, helping employers to meet their labour needs and offering choice, opportunity and participation for all.

MWLFS is one of the Hunter's most experienced and successful specialised employment services assisting people with barriers to employment to find rewarding work since 1994.

MWLFS is part of the Disability Employment Services funded by the Department of Social Services.

MWLFS offers the following services:

- Disability Employment Services,
- Youth Employment Services (Transition to Work),
- Get Started (School to Work transition), and
- Step Up (School Leaver Employment Supports).



CIMSABILITY

Developed in partnership with LiveWare Solutions, CIMSability is The Mai-Wel Group's very own, purpose built, client information management system which is sold and used by

many disability services throughout Australia.



IN THE SPOTLIGHT: BUILDING SKILLS AND BREAKING RECORDS AT MAI-WEL ENTERPRISES

It was a busy start to 2018 at Mai-Wel Enterprises with a 64% increase in unwanted clothing collected in January bringing a need for increased pick-up services and new training opportunities for supported employees.

Daily, the Mai-Wel Enterprises Recycling Solutions team are contracted to collect donated clothing from collection bins located across the Hunter. The donations are returned to Mai-Wel Enterprises for sorting and consolidating.

With increased demand for collections at established locations and the installation of four new bins in Tuggerah, the team's collection rounds have increased to twice daily.

To keep up with demand, three supported employees were given the opportunity to obtain their forklift licence to assist with the movement of additional collection bags at the workplace. The men will complete the training through their National Disability Insurance Scheme (NDIS) plan with assistance from support staff.

Manager of Mai-Wel Enterprises, Tony Heard, said the increase in collection items, from 38,000kg to 62,000kg, is a win-win for the business and staff.

"The dedication and hard work of our supported employees has been highlighted with the recent demand for our services and we look forward to continuing to provide quality services for our business partners and achieving the vocational goals of our supported employees," Tony said.



Right: The three Mark's of Mai-Wel Enterprises, Mark B, Mark W and Mark C, have been working hard to keep up with the demand for recycling services.



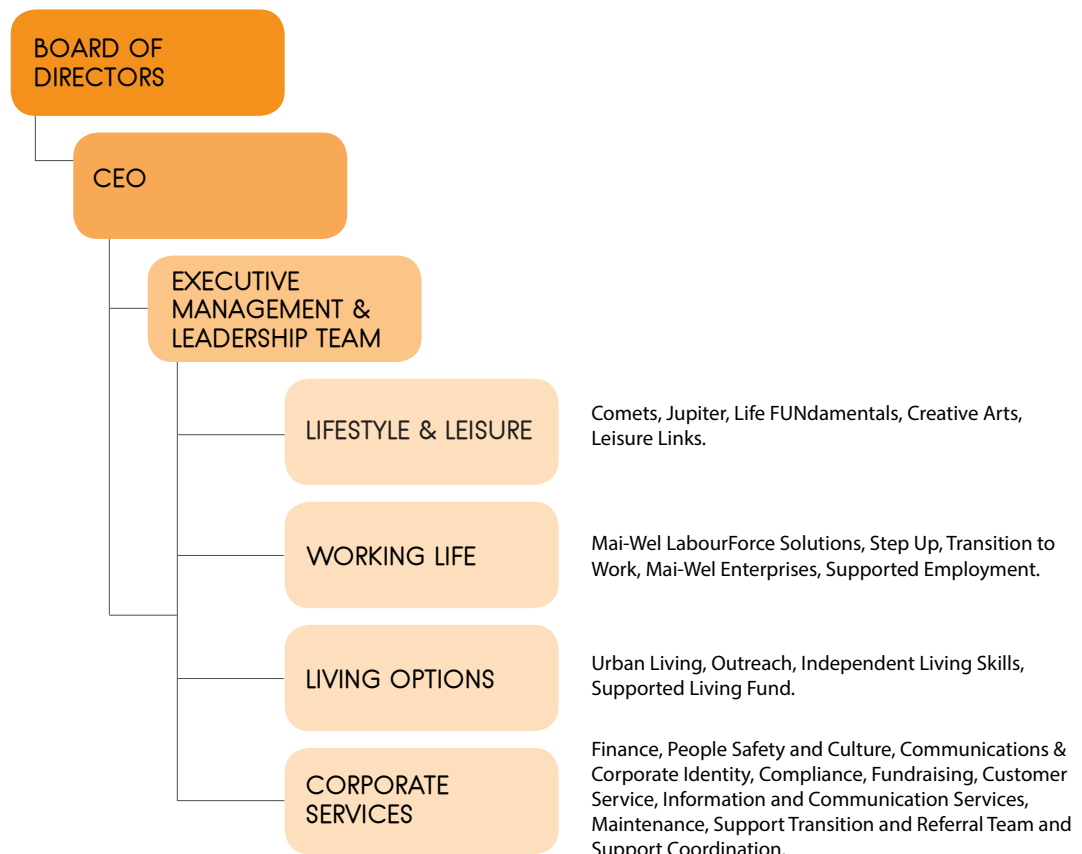
CORPORATE GOVERNANCE

ORGANISATIONAL STRUCTURE

The Mai-Wel Group is a non-profit, Public Benevolent Institution, led by a Board of Directors elected from the Company Membership.

The composition of the Mai-Wel Board reflects the diversity of business and services to match the range of requirements of participants and jobseekers, whilst combining a broad range of skills and experience to manage a dynamic and growing organisation.

The day-to-day management of the organisation is the responsibility of the Chief Executive Officer working with two General Managers. A wider operational Leadership Team of Managers, Facilitators and Team Leaders work along-side a workforce of 471.



STAFF

People, safety and culture play a pivotal role at The Mai-Wel Group. We pride ourselves on striving for best practice human resource (people) strategy, policy, procedures and initiatives to strengthen the organisation's culture and remain an employer of choice within the region.

Our person-centered philosophy and approach is consistently reinforced through our values, vision and mission and management takes a proactive approach to communicating these values to staff on a daily basis.

VOLUNTEERS

Mai-Wel has always recognised the importance and value of volunteers in the organisation's day to day service delivery as well as within the lives of people with a disability and their families. Incredibly, in 2017/18, volunteers donated 12,196 hours to assist Mai-Wel across face-to-face services, event and administrative support.

Annually, in celebration of National Volunteer's Week, Mai-Wel recognises one exceptional dedicated volunteer with the Mai-Wel Frank Higgs Volunteer of the Year. In 2017, Allison Rosewarne was awarded the honourable award.

Mai-Wel is fortunate and most grateful to the dedicated group of people who choose to share their unique gift with people with a disability. They share their experiences, provide companionship, assist staff and enable extra opportunities for those they assist.

Right: Volunteer of the Year, Allison, with Mai-Wel's Supported Employment Services Officer, Greg, worked together at Mai-Wel Enterprises.



IN THE SPOTLIGHT: CONGRATULATIONS ALLISON! VOLUNTEER OF THE YEAR

Allison's career of volunteering spans almost 12 years, of which 18 months has been with Mai-Wel, specifically Mai-Wel Enterprises, where she assists with the processing of secure shredding and document destruction.

"Mai-Wel has done more for me since I've been here than any place I have volunteered before," says Allison.

She values the friendship of staff and the supported employees she works alongside, but also the friendships she's developed and the appreciation she feels for the work she is doing. She describes her experience of volunteering with Mai-Wel as a positive one.

"I just like being here," says Allison.

Allison started volunteering with The Mai-Wel Group at, what was then known as, TimeSavers at Fieldsend Street, East Maitland.

The desire to try something new and the convenience of the office location to her home, were both factors in her initial interest to volunteer with Mai-Wel.

Allison loves her role so much that now, even with the office's location change to South Street in Telarah, she happily makes the journey across town to volunteer her time three days per week.

Unbelievably, Allison often runs to the Telarah office – that's dedication!

On being honoured with the award, Allison says she is humbled by the recognition.

"It's a big surprise. Moving to Mai-Wel has been a really, really positive thing."

Congratulations Allison, and most importantly, thank you!





BOARD OF DIRECTORS

President GRAHAM BURNS

Graham is CEO/Director of locally based property business Hunter Land. He is also a Director of Hunter Buildings and Chairman of Melbourne based listed company EVZ Ltd.



JAN WHYTE-SOUTHCOMBE Vice President

Having spent more than 40 years in the education system, Jan's knowledge and experience offer great benefits to Mai-Wel. Jan is passionate about upholding the rights of people with a disability.

Secretary COLIN SALES

Colin has 36 years experience working in the financial services industry, with the last 20 years in executive roles. He has expertise in finance, corporate governance, risk management, strategy development and implementation, productivity and leadership.



STEPHEN MADDEN Director

Stephen has 46 years of experience in the building industry and is the Managing Director of Madden & Associates. Steve's academic qualifications are numerous up to Bachelor and Master's Degree Level and cover, construction, law, tax, economics and finance.

Director DEBBIE LAARKAMP

Debbie brings a wealth of knowledge and experience, with a strong focus on education, marketing and communications, corporate governance, strategic focus and risk management.



CAROLYN HIGGS Director

Carolyn is a Senior Intelligence Analyst with 12 years of operational law enforcement experience, a Master of Arts (Criminology), advanced analytical skills and expertise in the development, implementation and administration of tasking systems in support of complex investigations in both domestic and international jurisdictions.

Vice President and Honorary Treasurer PAUL THOMPSON

Paul was a former senior executive from the Australian Prudential Regulation Authority and brings more than 40 years' experience in government, accounting, auditing and finance to Mai-Wel.



MARGARET SIVYER Director

Margaret is an avid supporter of her local community, holding a number of positions on various boards, foundations and committees and in 1990 was awarded an Order of Australia (O.A.M.) for services to the community.

Director BILL PARKER

Bill has extensive management experience in organisations offering healthcare services and is currently CEO of a community transport service. Bill has expertise in strategic planning, accreditation and business analysis.





CEO & GENERAL MANAGERS



PENNIE KEARNEY

Chief Executive Officer / 21 years with Mai-Wel

Pennie commenced with Mai-Wel as Coordinator of Mai-Wel LabourForce Solutions 21 years ago, stepping into the role of Manager, Community Programs in 1998. Pennie was then appointed to the position of CEO in 2000. Pivotal to Pennie's success is the belief that in order for a not-for-profit to thrive, it must have a strong commitment to best practice business behaviours.



LUCY CRAWFORD

General Manager, Participant Services / 23 years with Mai-Wel

Since 2013, and most particularly in her new role of General Manager Participant Services, Lucy has been the driving force in managing the transition to the National Disability Insurance Scheme (NDIS). Lucy's vision and leadership ensures the best possible outcomes for participants with a NDIS plan across Mai-Wel.



TRACEY DE FRISKBOM

General Manager, Corporate Services & Chief Financial Officer / Four years with Mai-Wel

With more than 12 years experience as a CFO and many years in various accounting roles in the commercial environment, Tracey has strong experience in accounting, IT, communications system integration and project management, which has been pivotal in ensuring Mai-Wel is well-equipped for the world of NDIS.



FROM THE CFO

2017/18 has seen Mai-Wel make the full transition to the National Disability Insurance Scheme (NDIS).

While the National Disability Insurance Agency (NDIA) still presents many challenges to both service providers and participants, much work has been done across Mai-Wel to ensure we continue to provide best practice services and make business improvements to be placed in a confident and healthy financial position.

Price point for some services remains substantially underfunded as reflected in the financial results reported across many of our business units in 2017/18. Fortunately some business units performed well and provided the 'internal subsidy' necessary to allow Mai-Wel to continue to provide services to those areas challenged by this low price point.

The operating surplus of the company for the financial year amounted to \$2,373,588 (2016/7surplus totalled \$4,610,140).

WORKING LIFE MAI-WEL ENTERPRISES

MWE continue to provide quality work opportunities for people with a disability, however they struggled financially in what remains a difficult business climate throughout the Hunter. Mai-Wel continues to allow trade deficits to continue in anticipation of a turnaround in the near future.

While in a typical commercial environment this practice would not normally be considered, it is important Mai-Wel ensures ongoing and meaningful work opportunities for supported employees, for whom employment contributes to their quality of life. As a result MWE have experienced a deficit totalling \$334,782 for 2017/18 (compared to a deficit of \$213,131 in 2016/17).

The relocation of Timesavers, from East Maitland to South Street in Telarah meant all three of Mai-Wel's Disability Enterprises were located together and were relevantly rebranded to Mai-Wel Enterprises(MWE). With the rebrand came the appointment of

new staff member into the role of Manager of MWE which has brought with it positive performance results in the last three months of the year that look to continue into 2018/19.

MAI-WEL LABOURFORCE SOLUTIONS

Mai-Wel LabourForce Solutions (MWLFS) remains a strong performing service area for The Mai-Wel Group with a surplus of \$544,683 achieved in 2017/18 (2016/17 surplus was \$279,533). Contributing to this result are the following business units:

Disability Employment Services achieved a surplus of \$179,347 (2016/17 surplus was \$310,937). The economic landscape has presented many challenges in regards to securing positions for jobseekers, additionally Cessnock is challenged by a lack of public transport.

Transition to Work achieved a surplus of \$206,154 (2016/17 surplus was \$27,457). Positive feedback from employers, jobseekers and the department are indicators that MWLFS are successfully achieving great outcomes in this youth employment service.

Step Up achieved a surplus of \$159,182 (2016/17 deficit was \$58,861). This is a great outcome as a result of innovative thinking from the Step Up team to generate funding from work-like activities and reconfigure service delivery to make the service more viable.

LIFESTYLE & LEISURE

Lifestyle and Leisure experienced a deficit of \$581,091 (2016/17 surplus of \$22,286). While the Lifestyle and Leisure team continue to find new innovative methods of service delivery, the unavoidable deficits will continue to exist as a result of NDIS funding shortfalls. Mai-Wel Creative Arts, Life FUNdamentals and Comets offer group services which can be viable however all

individual complex supports, particularly those provided at Jupiter, remain underfunded and subsidised by other Mai-Wel service business units.

LIVING OPTIONS

Living Options experienced a surplus \$1,350,833 (2016/17 surplus of \$1,112,453) and is continuing to perform well following transition to NDIS. Mai-Wel's Independent Living Skills and Outreach are the business units with the biggest financial risk due to the nature of core support being underfunded. These core supports are the services linked to day-to-day activities and funded at a rate less than the real cost per hour. At this stage where possible these losses are being offset against more favourably funded capacity building support. These supports are provided to build a participant's capacity to complete day-to-day activities independently thus leading to no or less core supports needed in the participant's future NDIS plan.

SUPPORT COORDINATION

Support Coordination experienced a surplus of \$71,547 (2016/17 deficit of \$13,194). This is a great result from the team as a result of improved productivity.

COMPANY

Corporate Services experienced a surplus of \$1,322,397 (2016/17 surplus of \$3,326,489). This significant reduction is a result of the completion of the Large Residential Care (LRC) project in 2016/17.

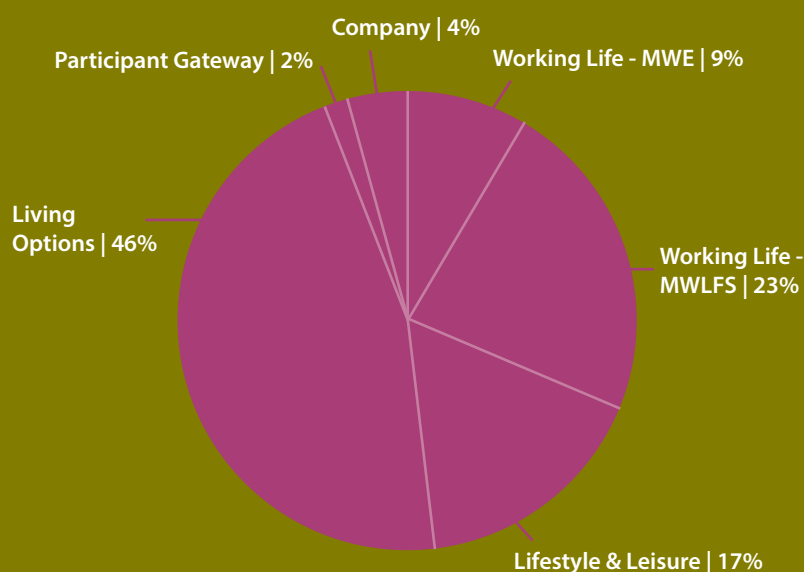
STATEMENT OF FINANCIAL PERFORMANCE

	2018 \$m	2017 \$m
Government Funding	25.2	25.7
Other Revenue	4.5	3.6
TOTAL REVENUE	29.7	29.3
Expenses	27.3	24.7
SURPLUS	2.4	4.6

STATEMENT OF FINANCIAL POSITION

	2018 \$m	2017 \$m
Current Assets	13.4	12.6
Non Current Assets	15.2	14.7
TOTAL ASSETS	28.6	27.3
Current Liabilities	3.5	4.8
Non Current Liabilities	1.3	1.1
TOTAL LIABILITIES	4.8	5.9
NET ASSETS	23.8	21.4

REVENUE BY SERVICE AREA





HOW YOU CAN HELP

As a Not-for-Profit organisation, all of Mai-Wel's donations and surpluses are re-invested to ensure that we can continue to provide support and opportunities for individuals to reach their goals.

The Mai-Wel Group was born from the vision of several families in the 1960's, to provide their children with a disability an outlet for education and opportunity for purposeful employment. Still today some of those original families are involved and many of those children remain as participants of The Mai-Wel Group.

Our unwavering commitment is simple; "to enhance lives through opportunity and choice."

Achieving this commitment however is not quite so simple. Innovative approaches, securing and maintaining appropriate premises, vehicles and equipment is costly and a constant challenge as is the need for more human resources to achieve many of the aspirations of our organisation.

For Mai-Wel to thrive in the future we will continue to rely on the spirit of this community and their involvement.

- VOLUNTEER
- DONATE
- CONSIDER A BEQUEST
- ATTEND AN EVENT

FOR MORE INFORMATION ABOUT HOW YOU CAN HELP

please contact the Mai-Wel Communications & Corporate Identity team on events@maiwel.com.au or (02) 4057 2900 to add your details to the mailing list.

Left: Mai-Wel Creative Art participant Brady with Mai-Wel Creative Arts Mentor, Ben.

Right: Mai-Wel LabourForce Solutions jobseeker, Ben, has utilised the Thrive Cafe facilities to complete his barista training.







THANK YOU

WITH THANKS TO OUR DONORS:

Thank you to the businesses and individuals who have donated more than \$100 in 2017/18.

- The Muir Electrical
- Spec Savers
- Mt Thorley Warkworth CFMEU
- The Good Guys East Maitland
- Pittman Building Services
- Russell Kift
- Rotary Club of Maitland Sunrise
- Louth Park Residents Group
- East Maitland Bowling Club
- Pitcher Partners Newcastle and Hunter
- Maitland Black and White Committee
- Beyond Bank
- Hunter Valley Meat Emporium
- Maitland Toyota
- Heritage Motor Group
- Hunter Valley Training Company
- Ian Cochrane
- Bev Steggles
- Winifred Frost
- Bronwyn Hodges
- Lucy Crawford
- Pennie Kearney
- Margaret Haskal
- Christine Taylor

SINCERE THANKS AND GRATITUDE TO EACH AND EVERY ONE OF OUR SUPPORTERS.

Your ongoing commitment and generosity, supports us to continue to promote inclusion of people with a disability in our local community.

WITH THANKS TO OUR MAJOR EVENT PARTNERS:



Right: Mai-Wel Enterprises supported employee, Steve, loves his job and is proud of the work he completes.



POST

ST

TimeSavers

J&J



The Mai-Wel Group receives funding from;
The National Disability Insurance Agency (NDIA)
The NSW Government, Family & Community Services, Ageing, Disability & Home Care (ADHC)
The Australian Government, Department of Health (DOH)
The Australian Government, Department of Jobs and Small Business
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.