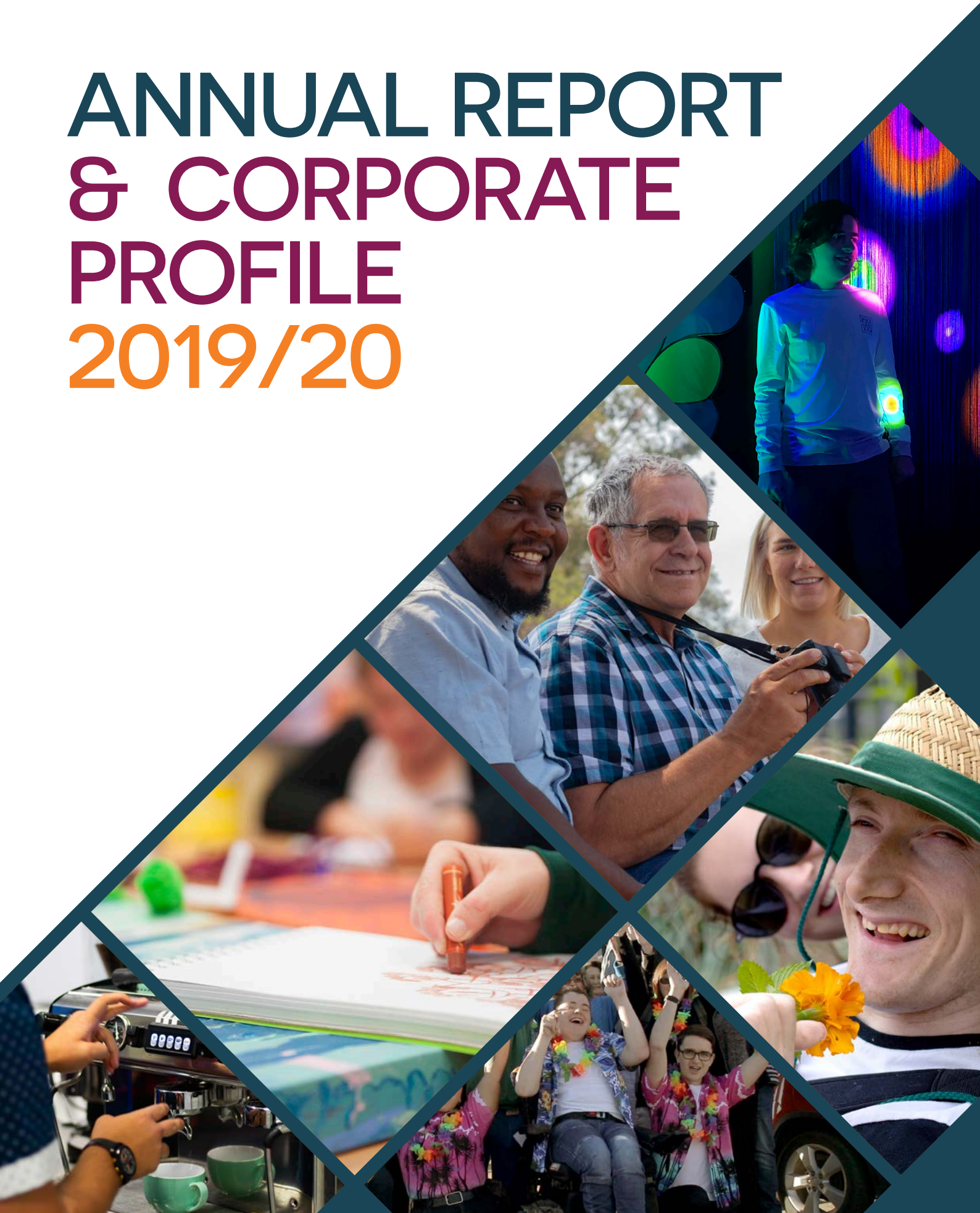


ANNUAL REPORT & CORPORATE PROFILE 2019/20





WELCOME TO MAI-WEL'S 2019-2020 ANNUAL REPORT & CORPORATE PROFILE

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

VISION

- > Excellence
- > Equality
- > Inclusion

VALUES

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

MISSION

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

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 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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This document is available electronically at www.maiwel.com.au.

To request a hard copy, please contact
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Tel: (02) 4057 2900

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

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ENHANCING
LIVES THROUGH
OPPORTUNITY
& CHOICE.

A MESSAGE FROM...



&



**LYNNE
GRAHAM**
MAI-WEL
CEO

**COLIN
SALES**
MAI-WEL
BOARD PRESIDENT

On behalf of The Mai-Wel Group and its Board of Directors, we are happy to present Mai-Wel's Annual Corporate Profile for 2019-2020.

What a year this has been. As we reflect on the last financial year, we can agree that it has been nothing short of a rollercoaster. Not only have we, like so many others globally, been impacted by Coronavirus (COVID-19), we have seen many changes within our organisation. From restructure within Business Units to the opening of a new Mai-Wel space in Cessnock, we are proud of the way staff and participants have continued to adapt in the face of change.

We want to take this opportunity to say thank you. Thank you to staff, participants, job seekers and their families. Thank you to our very capable and passionate Board of Directors. And thank you to the Hunter community for your continued support of Mai-Wel and our vision.

As you read through this Corporate Profile, we encourage you to take in the many good news stories throughout that highlight just how great an impact Mai-Wel has on those we support. It is stories and successes like these that outshine the challenges and remind us why we do what we do.

Stay safe.

Yours sincerely,

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

**AUG
2019**

15TH ANNUAL CELEBRITY COMEDY DEBATE

For the 15th year, Mai-Wel hosted its Annual Celebrity Comedy Debate, where teams of celebrity comedians and local personalities took on the controversial topic 'Artificial Intelligence: Friend or Foe?' to raise money for Mai-Wel's Sensory Spaces Project at The Hill. (event night pictured above)

A NEW LOOK AND FEEL FOR MAI-WEL

Mai-Wel introduced the fresh new logo in 2019. The design symbolises Mai-Wel's dedication to inclusion for the people we support.

'WELCOME TO THE JUNGLE' EXHIBITION

Champions of inclusion, Mai-Wel Creative Arts, showcased a collection of collaborative works in the 'Welcome to the Jungle' exhibition at The Hunter Artisan Gallery & Cafe, East Maitland.

**SEP
2019**

SUPPORTED EMPLOYEE ANNIVERSARY AWARDS

Mai-Wel celebrated our long-serving Supported Employees at Mai-Wel's Supported Employee Anniversary Awards ceremony. (pg. 17)

GET STARTED GRADUATION

Get Started participants graduated in late September and celebrated their achievements at two separate graduations in Maitland and Cessnock.

**OCT
2019**

LEISURE LINKS DOCUMENTARY

Mai-Wel premieres its first Leisure Links Documentary; a short story of Luke's Holiday to Brisbane. (pg. 12)

**NOV
2019**

MELBOURNE CUP

For the third year, Hunter Recruitment Group and Biz Synergy host their annual Melbourne Cup Event in support of Mai-Wel. (pg. 21)

ACCESSABILITY DAY

MWLFS participated in AccessAbility Day, an Australian Government initiative providing work experience opportunities to 20 job seekers with the aim to showcase the value people with disability bring to the workplace. (pg. 14)

**DEC
2019**

LIVE & LOUD

Mai-Wel Creative Arts held its last Live & Loud in December of 2019 (one of four that were held throughout the year), with Creative Arts participants and talented community members performing at The Grand Junction Maitland in celebration of International Day for People with Disability. (pg. 11)

INAUGURAL STAFF RECOGNITION AWARDS

To recognise and celebrate the contribution and years of service to Mai-Wel over the years, the first staff recognition awards ceremony was held in December 2019 at the staff annual get together.

**JAN
2020**

MAI-WEL WELCOMES ITS 60TH YEAR

In 2020, Mai-Wel commenced its 60th year of operation, supporting people with disability in the Hunter region to live the life they choose.

EMMA LOVES TO DANCE

Emma delivered copies of her book, "Emma Loves to Dance" to Maitland City Library. (pictured below)

**FEB
2020**

NEW WEBSITES FOR MAI-WEL

Mai-Wel's brand new websites, www.maiwel.com.au, www.mwlf.com.au and www.maiwelenterprises.com.au went live. The websites sport a fresh, clean new look in line with the new logo and style, and are designed to ensure they are accessible and easy to navigate.

**MAR
2020**

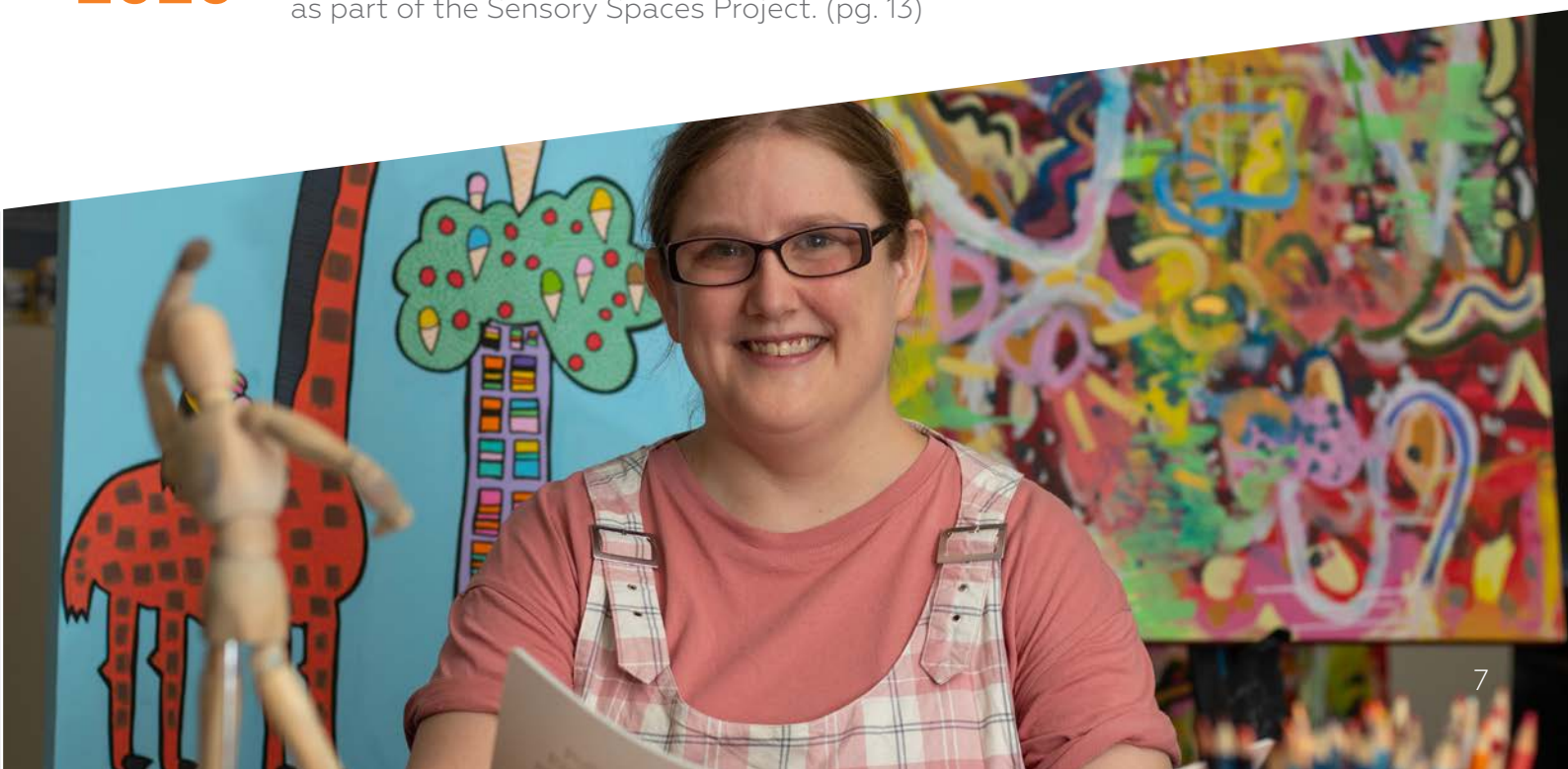
THE BEGINNING OF STRANGE TIMES (COVID-19)

Coronavirus (COVID-19) changed the way the world operates. For many months to come, workplaces all over the globe, including Mai-Wel learn to adapt, adjust and manage the changes required to live and work in a COVID-safe community.

**JUL
2020**

THE HILL DEBUTS FIRST SENSORY ROOM

The Hill debuted its first Sensory Room. This is one of three sensory spaces developed as part of the Sensory Spaces Project. (pg. 13)



THE PEOPLE WE SUPPORT

1,321 people with disability supported across the Hunter.

Mai-Wel supports are delivered across:



Lifestyle & Leisure



Living Options

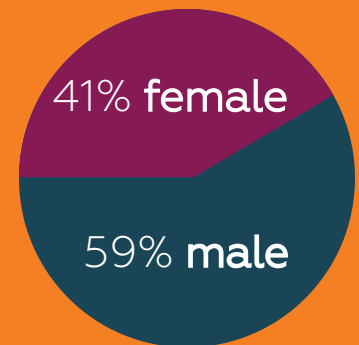


Working Life

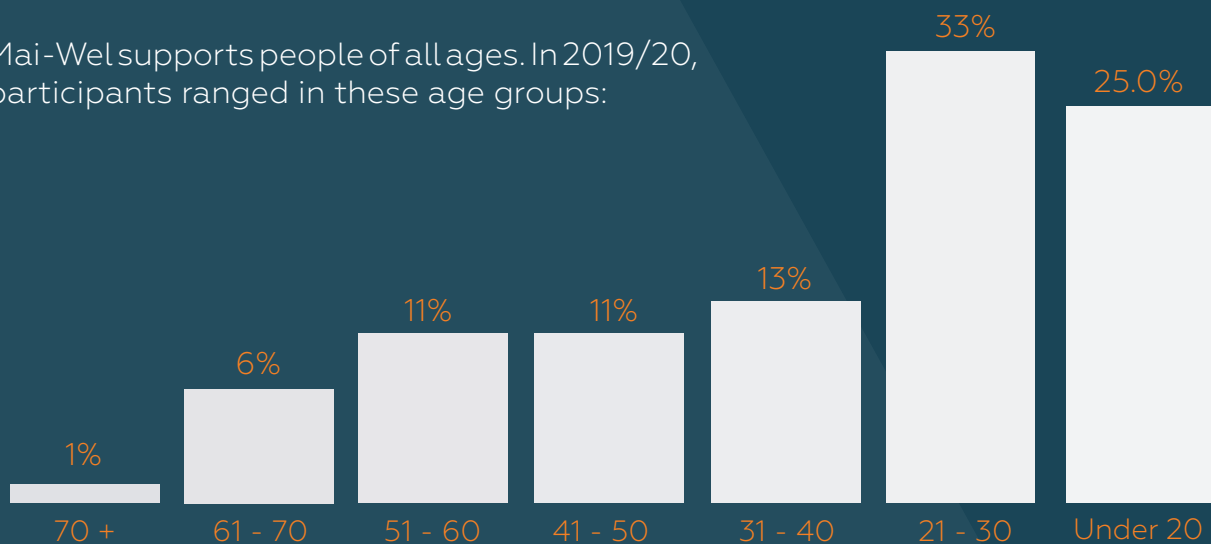


Support Coordination

Our participants are:

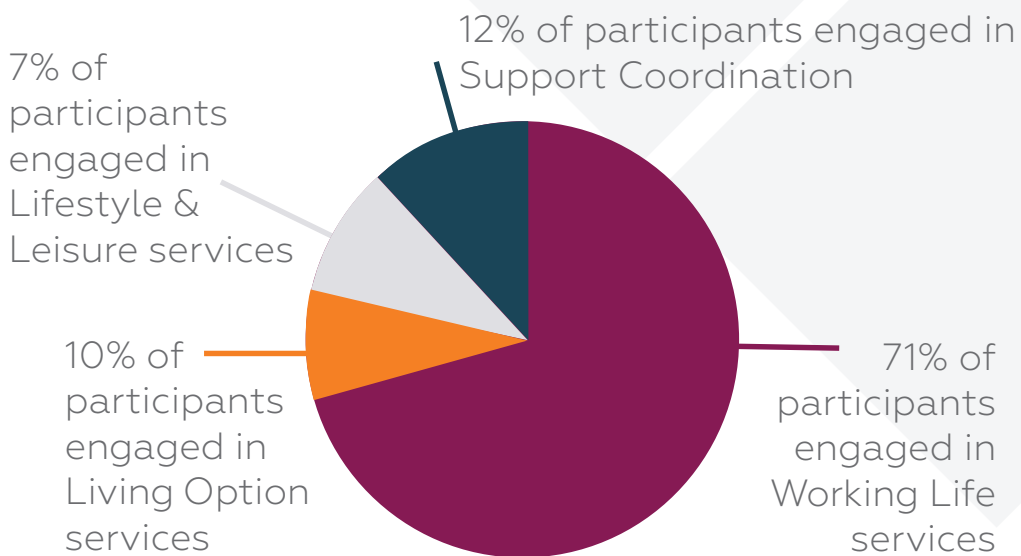


Mai-Wel supports people of all ages. In 2019/20, participants ranged in these age groups:





Participants engaged in Mai-Wel's services across the following services and supports:





LIFESTYLE & LEISURE



118 participants supported across Lifestyle & Leisure services.

3

service locations provide these services;

- The Hub
- Mai-Wel on Vincent
- The Hill

The Mai-Wel Group provides social and recreational support to assist people with a disability to increase independence, build on living and social skills and encourage participation in the local community.

Although COVID-19 put a momentary stop to several of Mai-Wel's Lifestyle & Leisure services during the peak of the pandemic, Mai-Wel used this opportunity to develop adapted and innovative services that ensured participants could access these services in a way that puts their safety first. The introduction of digital supports has been an exciting new method of flexible service delivery, allowing participants to stay connected in the comfort and safety of their own home. These new methods have been an amazing success, and although centre-based supports are being re-introduced where possible, Mai-Wel will continue to use innovative ways to provide people with disability the opportunity to grow, develop their skills and enjoy life.

CREATIVE ARTS

Creative Arts provides all-inclusive arts activities for participants to explore, create and progress their creative skills. Through one-on-one mentorships or group activities, participants use creativity to engage socially and recreationally and develop self-awareness through creative expression. Activities are delivered based upon a person's interests, including:



MUSIC



DANCE



PERFORMANCE



FILMMAKING



VISUAL ARTS



CRAFTS

Mai-Wel's Creative Arts services have increasingly utilised online mentoring for delivery of supports. This has been a fantastic way to keep everyone socially connected, creative and busy during times of social isolation.

LIFE FUNDAMENTALS

Life FUNdamentals is Mai-Wel's life skills development initiative providing fun and interactive activities for young people with disability to learn skills to assist in all aspects of life. From exercise, meal planning and preparation, to making friends and participating in the community, participants of Life FUNdamentals are engaged in a range of goal-based activities that help build their life skills and of course, have some fun!

At Life FUNdamentals, participants engage in activities aimed to build their independence and capacity across these three areas:

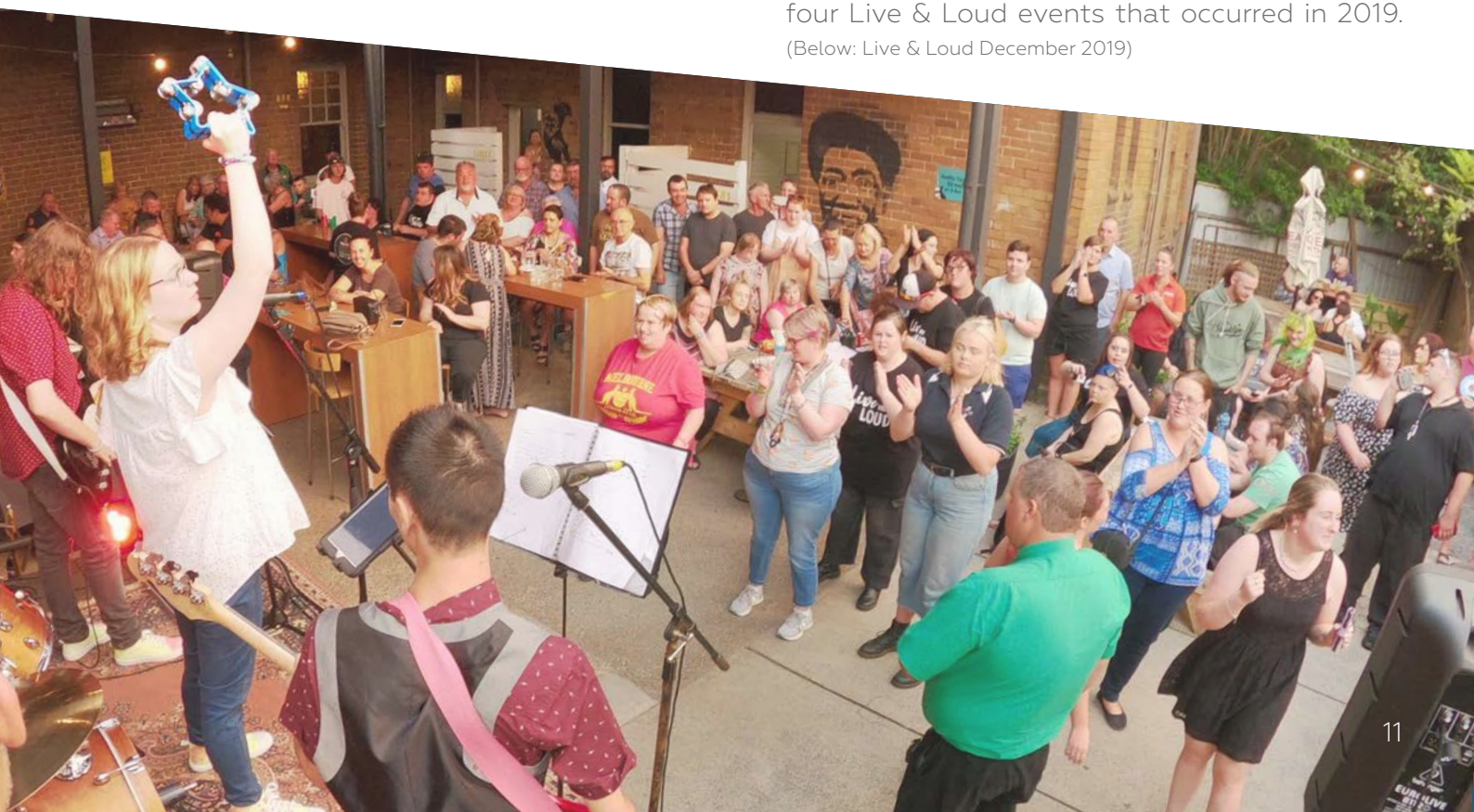
- 1 Life skills development
- 2 Community and social participation
- 3 Physical wellbeing and health


LIVE & LOUD

ENDS 2019 WITH A BANG!

Mai-Wel Creative Arts held their last Live & Loud for 2019 at The Grand Junction Maitland in celebration of International Day for People with Disability. The night consisted of wonderful performances by Creative Arts participants and a special guest performance by Matt McLaren who was a finalist on Australia's Got Talent in 2016. Creative Arts participant Chris, also had a chance to sell his debut self-titled album which is now available on Spotify. This was the last of four Live & Loud events that occurred in 2019.

(Below: Live & Loud December 2019)





LEISURE LINKS



Leisure Links offers people with disability the opportunity to enjoy a supported holiday or day trip alongside peers or individually. For carers and families, Leisure Links activities provide an opportunity for respite time with assurance their loved one is enjoying themselves in a safe and supportive environment.

Unfortunately, the COVID-19 pandemic has put a temporary halt to all Leisure Links trips from late-March onwards. However, the team still managed to organise a number of fun outings between June 2019 and March 2020, including:

35

Participants supported



7 Individual supported breaks and day tours



6 Group Supported Breaks

LUKE'S HOLIDAY

In late-September of 2019, Luke ventured off on his first holiday with Leisure Links to Queensland for an incredible long weekend away exploring Brisbane. After going through family hardships, Luke commenced supports with Mai-Wel and showed a keen interest in taking his first holiday with friends through Leisure Links. Staff made sure every aspect of Luke's holiday went smoothly.

"The whole Brisbane experience has made me realise that I can 'be' and 'do' more than I ever thought. The past year has really helped me grow and learn. I am so proud to be a part of Mai-Wel. I feel like everyone should know about us!" - Luke



THE HILL

The Hill provides age-appropriate community and centre-based day activities to support people with disability to develop skills, increase or maintain their independence and participate as valued and active members of the community.

For the past year, the Sensational Spaces project at The Hill has been under development to deliver two sensory rooms and a sensory garden for people with disability. Now completed, these spaces have already been providing sensory stimulation and relaxation that can be controlled by the user to suit their individual needs.

THE HILL DEBUTED ITS SENSATIONAL SENSORY ROOMS

On 9 July 2020 the first of two sensory rooms was fully installed and available for use! Participant Jesse adores being in the oasis of colours, lights, bubbles and relaxing sounds and music. Since the first sensory room has opened, Jesse has increased his social interactions with other participants and staff.



WORKING LIFE



1,143 participants/
job seekers
supported across
Working Life services.

4

office locations provide these services;

- > MWLFS Maitland
- > Mai-Wel on Vincent (Cessnock)
- > MWLFS Dungog
- > Mai-Wel Enterprises

The Mai-Wel Group provides training and support in areas relating to personal and professional development, with a commitment to helping people reach their full potential, whatever their goals.

Working Life services aim to build individual capacity, employability and vocational skills resulting in sustainable and rewarding employment.

Due to the COVID-19 pandemic and disruption to regular business, Mai-Wel LabourForce Solutions (MWLFS) recognised the importance of remaining proactive in the delivery of services to job seekers. MWLFS took advantage of online service delivery options to continue assisting job seekers to break down the barriers to finding employment in a time it was needed most. Offering collaborative online workshops, supports for job seekers completing online courses and adapting learning to cover the new norms of job seeking such as video conferring and online interviews, are just some of the ways MWLFS adapted innovative service delivery.

DISABILITY EMPLOYMENT SERVICES

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 DES help break down the barrier to employment for jobseekers and provide tailor-made recruitment solutions for local employers.

482 job seekers participated in DES supports

In November 2019, MWLFS participated in AccessAbility Day, an Australian Government initiative with an aim to showcase the value people with a disability can bring to the workplace. The initiative saw some fantastic outcomes, including:

20 job seekers from Maitland and Cessnock DES participated

19 businesses participated across retail, community service, hospitality and professional service industries

65% of participating businesses were new to Mai-Wel LabourForce Solutions

45% of job seekers commenced paid employment in the months following their participation in AccessAbility Day

TRANSITION TO WORK

Transition to Work (TtW) is an intensive pre-employment support service provided by Mai-Wel 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.

463 TtW jobseekers participated in this service in 2019-20





BUILD SKILLS FOR LIFE

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.

Get Started helps participants to 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.

41 Year 11 and 12 students participated in Get Started in 2019-20, from:

11 different schools.

Get Started thanks Beyond Bank for their ongoing support through their \$30,000 Beyond Bank Australia Foundation Grant.

STEP UP

Step Up, MWLFS' School Leaver Employment Supports (SLES) program assists 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

Beyond Bank

Mai-Wel ENTERPRISES

SUPPORTED EMPLOYMENT

Mai-Wel offers supported employment opportunities for people with disability at Mai-Wel Enterprises, a registered Australian Disability Enterprise in Telarah.

Supported Employees provide services and products in two key areas; Business Services and Industry Products.

Mai-Wel Enterprises has seen a number of changes over the past year, including the introduction of some new faces into the leadership team and a focus on streamlining services to improve productivity and to adapt to the changing business environment. These changes have seen increases in production numbers despite the challenges faced with COVID-19.

Services and Products provided by Mai-Wel Enterprises include:

- > Export quality pallets and crates
- > Timber products
- > Light metal fabrication
- > Rag cutting
- > Promotional products
- > Assembly and packing
- > Scanning
- > Confidential document destruction
- > Printing and graphic design

104

Supported Employees
worked with Mai-Wel
Enterprises



SUPPORTED EMPLOYEE ANNIVERSARY AWARDS PRESENTATION

Mai-Wel Enterprises is one of Mai-Wel's longest running initiatives and with that, we have the privilege of celebrating some incredible work anniversaries for our long serving, dedicated Supported Employees.

In September of 2019, Mai-Wel recognised its dedicated Supported Employees at Mai-Wel's Supported Employee Anniversary Awards Presentation at Easts Leisure and Golf Club. Supported Employees received awards of recognition from Mayor Cr Loretta Baker and Mai-Wel CEO, Lynne Graham.

Some incredible Supported Employees work anniversaries were celebrated:



1x **40** year milestone

1x **35** year milestone

1x **30** year milestone

4x **15** year milestone

4x **10** year milestone

SUPPORT COORDINATION

188 people with disability engaged the services of Mai-Wel Support Coordinators.

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 Coordination 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.



LIVING OPTIONS



155

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. These 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.

Mai-Wel's Living Options supports were deemed an essential service during the peak of the pandemic and continued to provide adapted supports to residents in a manner that prioritised the health and wellbeing of all staff and participants involved.

SUPPORTED LIVING

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

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.

43

people engaged
in Supported
Living services

112

people engaged in
Community Living
supports

COMMUNITY LIVING

Mai-Wel's Community Living services assist people to develop, maintain and enhance their skills to live a more independent lifestyle at home, through support with cooking, cleaning, budgeting and engaging with their community.

Services also provide support to people with the goal to move out of their family home to live independently or with friends.



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 people with a disability.

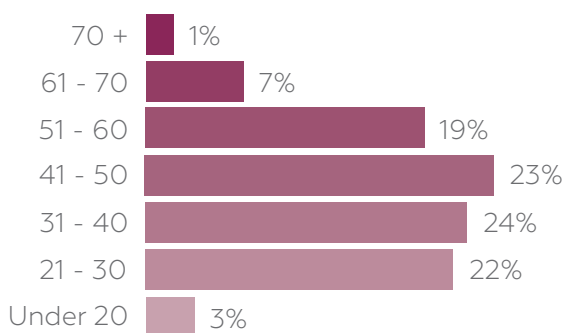
The Mai-Wel Group is an Equal Opportunity Employer, offering an inclusive environment that celebrates the many cultures of our team and the broader community.

473 people worked for Mai-Wel in 2019/20

105 new recruits were hired in 2019/20

104 Supported Employees worked for Mai-Wel in 2019/20

In 2019-2020, Mai-Wel staff were in these age groups;



VOLUNTEERING WITH MAI-WEL

Mai-Wel volunteers come from all walks of life but they all have one thing in common; the desire to help. Mai-Wel is fortunate and grateful for the dedicated people who choose to share their experiences, provide companionship, assist staff and enable extra opportunities for participants.

Mai-Wel's wonderful, hardworking band of volunteers were unable to support us at various Mai-Wel sites from March 2020 onwards due to the implications of COVID-19. However, between 2019 until March 2020 our dedicated volunteers still managed to significantly assist Mai-Wel to provide its services through:

7,753

volunteer hours donated in 2019/20

CELEBRATING STAFF YEARS OF SERVICE

In December 2019, Mai-Wel held its first Staff Recognition Awards Ceremony at the end of year staff gathering.

A number of staff were awarded a certificate and gift for their years of service, ranging from ten years to 25 years. These recognition awards will become an annual event on the Mai-Wel calendar.

Thank you to all staff for their contribution to Mai-Wel and continued efforts in supporting people living with disability.

OUR FINANCIALS

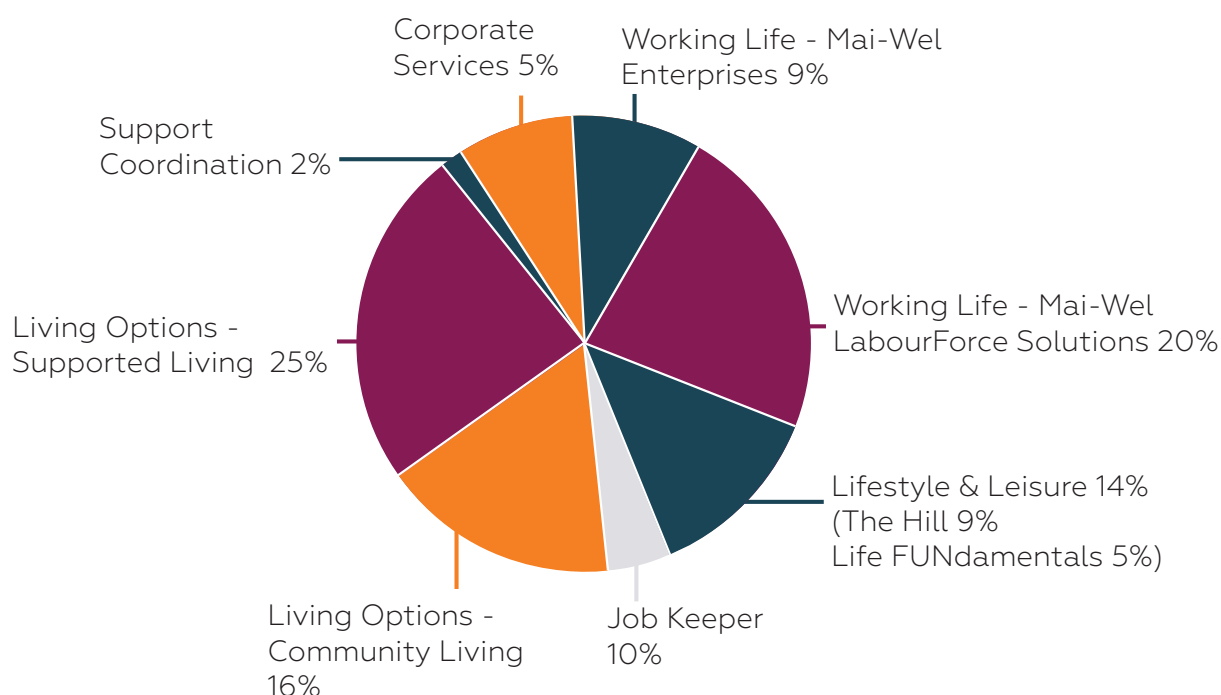
STATEMENT OF FINANCIAL PERFORMANCE

	2020 \$m	2019 \$m
Government Funding	25.5	24.7
Other Revenue	7.7	4.6
TOTAL REVENUE	33.2	29.3
Expenses	31.2	28.8
SURPLUS	2.0	0.5

STATEMENT OF FINANCIAL POSITION

	2020 \$m	2019 \$m
Current Assets	19.1	14.5
Non Current Assets	19.6	14.8
TOTAL ASSETS	38.7	29.3
Current Liabilities	6.7	3.7
Non Current Liabilities	5.7	1.4
TOTAL LIABILITIES	12.4	5.1
NET ASSETS	26.3	24.2

REVENUE BY SERVICE AREA



EVENTS

Mai-Wel hosts a number of quality events annually, designed to raise funds, increase Mai-Wel's community profile and engage community members.


Additional to Mai-Wel coordinated events, we are lucky to have the support of some dedicated individuals and groups who host events and fundraising initiatives in support of our organisation. Supporter fundraising events and initiatives during 2019/20 included; Melbourne Cup in support of Mai-Wel and three separate Hoi Nights presented by Mai-Wel volunteers.


Unfortunately, government restrictions that were put in place to stop the spread of the COVID-19 virus have put a hold to all Mai-Wel events from March 2020 until further notice.


The postponement of Mai-Wel's Annual Gala Ball to celebrate 60 years of Mai-Wel, which was to be held on the 2nd May 2020, was particularly disappointing, as it means that Mai-Wel did not hold a major fundraising event in 2020. However, in postponing the Ball, Mai-Wel has implemented and followed the proper measures to ensure the health and safety of staff and participants, as it has been, and will always be, our highest priority.




15TH ANNUAL CELEBRITY COMEDY DEBATE


 \$ 7,000 raised

 supported by 13 local businesses

 180 guests attended

MELBOURNE CUP

 \$6,315 raised

 122 guests attended

Held at The Whistler, guests enjoyed tasty drinks, delicious canapés and lunch, had the opportunity to participate in sweeps, Calcutta auction, raffle and watched a beautiful fashion parade thanks to Efagi Boutique. There were some familiar faces on the catwalk with staff from Biz Synergy, Mai-Wel and Mai-Wel LabourForce Solutions job seekers rocking the runway in some new season casual and formal looks.

The event was a big success. The funds raised were allocated to the development of sensory rooms and garden at The Hill.

THANK YOU TO ALL OF OUR SUPPORTERS

Sincere thanks and gratitude to each 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 disability in our local community. We want to give a huge thank you to all our supporters, from local businesses, to community members and Mai-Wel staff.

THANKS TO OUR MAJOR EVENT PARTNERS:



italktravel talk to us
& cruise

Maitland
The Junction



SCENIC^o
LUXURY CRUISES & TOURS



T A M B U R L A I N E
O R G A N I C W I N E S



2020; A YEAR WE WON'T FORGET

On 12 March 2020, the World Health Organisation declared Coronavirus (COVID-19) a pandemic. From that day, standard business operations would become a thing of the past and Mai-Wel, like many organisations around the world would develop a plan to ensure the safety of our staff, participants and their families.

A COVID-19 Response team was quickly established and from here, many safety measures, training, procedures and communications were developed and distributed. A new way of working was derived.

There is uncertainty of when (and if) business operations will return to 'normal', but for now, Mai-Wel is ready to face the challenges that COVID-19 will bring and conveys sincere thanks to staff for their ongoing ability to adapt and their continued optimism in light of these challenges.

The Mai-Wel Group receives funding from;
The National Disability Insurance Agency (NDIA)
The NSW Government, Family and 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

