



ANNUAL REPORT & CORPORATE PROFILE 2021 / 2022



WELCOME TO MAI-WEL'S 2021-2022 ANNUAL REPORT & CORPORATE PROFILE

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



VISION

Empowering People.
Changing Lives.



VALUES

- > INTEGRITY: Encourage integrity
- > EXCELLENCE: Maintain excellence
- > RESPECT: Uphold and treat everyone with respect



STRATEGIC PRIORITIES

- > Empower and Enrich our Workforce
- > Build the Foundations of the Future
- > Embrace Technology
- > Deliver Excellence

Keep an eye out throughout this Annual Report to see some of the actions we've taken in the past year to help us work towards our strategic priorities!

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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

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A MESSAGE FROM...



LYNNE GRAHAM
MAI-WEL CHIEF EXECUTIVE OFFICER



MARTY CORRIGAN
MAI-WEL CHAIR

On behalf of Mai-Wel and the Board of Directors, we are happy to present Mai-Wel's Annual Report & Corporate Profile for 2021-22.

It's undeniable that it's been another tough year for all, both as an organisation and as a community. We've faced the continuation of the COVID-19 pandemic and the fallout from this. From having to adapt to ever changing health and safety standards, reductions in services, to financial and staffing challenges, we've had some bumps on the road.

Despite this, Mai-Wel has continued its journey to becoming a quality, future-focused organisation. Mai-Wel is mid-transformation and there is much to look forward to as we continue along this journey. Throughout the year's trials what's become clear is Mai-Wel's adaptability, flexibility and perseverance, all of which have been reflected in the actions of our staff.

Steering the ship through the past year, Mai-Wel has been guided by our strategic objectives; empower and enrich our workforce, build the foundations of the future, embrace technology and deliver excellence. Guided by these four pillars, we have seen some exciting transformations which we will share throughout the pages of this report.

One of these has been the introduction and embedding of our various new I.T. systems, utilising innovations to streamline NDIS services including our payroll system SAGE, our participant services system Lumary and our rostering system Skedulo. These systems have been continuously improved throughout the year and we have already seen benefits in ease and efficiency of data. Preparations were also made to implement a new I.T. system for our Employment Services division.

We've also turned challenges into strengths this year, with the lockdowns revealing to us the benefits of a hybrid workforce. Due to this, we have been able to downsize our lesser used Corporate Services offices and reduce cost overheads by moving into a new, shared workspace. Staff now have the flexibility to work remotely, or book into a hot desks or team collaboration spaces as required.

These transformations are just some of the actions taken over the past year that have been paving for the Mai-Wel of the future.

Mai-Wel has now operated for 62 years in the Hunter region, an achievement we will commemorate at the twice postponed Annual Gala Ball in October 2022. It is our job now to prepare for the next 60 years of service provision in our community. As circumstances and innovations continue to adapt, so too shall we transform to continue to deliver excellence and empower people in our community to achieve their goals and dreams.

We want to thank our staff for their resilience through the ups and downs 2021-22 have brought. For each good news story shared throughout this report, know that it is the staff at the backbone of our organisation who have driven each success that works towards Mai-Wel's vision; empowering people and changing lives.

With thanks,
Lynne Graham and Marty Corrigan

Lynne Graham Marty Corrigan

EXECUTIVE TEAM



Tracey De Friskbom,
Chief Financial Officer
General Manager
Corporate Services



Lucy Crawford,
General Manager
Participant Services



Kyllie Tegg,
General Manager
Employment Services



Bianca Simms,
General Manager
People, Culture &
Safety

BOARD OF DIRECTORS



Michael Burfitt,
Vice Chair



Carolyn Higgs,
Director



Jann Kingston,
Director



Felicity Laczina,
Director



Simon Coleman,
Director

YEAR IN REVIEW

A snapshot of some of the ways we've empowered the people we support in 2021-22.



MELBOURNE CUP PARTY AT THE WHISTLER

Beam Bookkeeping and Hunter Recruitment Group hosted the Melbourne Cup Party at The Whistler, with tickets and fundraising activities raising money for Mai-Wel.



BEYOND BANK'S DOUBLE DONATION DAYS

On the 23-24 November, Beyond Bank doubled every donation made to Mai-Wel. As a thank you our participants and staff came together and put on a BBQ.



MAI-WEL SUPPORTED EMPLOYEE ANNIVERSARY CELEBRATION

Enterprises celebrated our long-serving Supported Employees at the Supported Employee Anniversary Awards ceremony. A big congratulations and thank you to our dedicated employees!



GET STARTED GOES TO DUNGOG

Our Get Started program for high school students with disability assists with the transition from school to work or post-school vocational options. This year Get Started commenced in Dungog, in addition to the existing Maitland and Cessnock programs.



MAI-WEL ENTERPRISES CELEBRATES 50 YEARS

On 27 May 2022, Enterprises celebrated 50 years of operating in the Hunter. Enterprises provides quality business and industry products to local businesses with a team of Supported Employees and Industry Specialists.



CONNECTED TO NATURE EXHIBITION

The Connected to Nature Program of Support ended on 21 May 2022 with an exhibition hosted at the Maitland Regional Art Gallery (MRAG). Our artists were able to show off their talents with individual and collaborative works inspired by nature.



INTRODUCING CREATIVE CONNECTIONS

The Hill and The Hub were amalgamated under the banner Creative Connections. This program offers three purpose-built facilities and over 50 enthusiastic staff excited to provide quality supports and deliver innovative programs to Maitland participants.



TRANSITION TO WORK EXPANDS SERVICES

In February our Workforce Australia Transition to Work program was granted tender, allowing us to expand from Maitland and Cessnock into the Singleton and surrounding regions! The renewed Transition to Work contract is set to begin officially on 1 July 2022.



GREAT NORTHERN COUNTRY

Once again Mai-Wel was the charity of choice at Hotel Cessnock's Great Northern Country event! Our Creative Arts musicians kicked off the festival with a number of performances. A raffle was held to fundraise for Mai-Wel.



THE PEOPLE WE SUPPORT

“MAI-WEL EMPOWERS PEOPLE TO CHANGE THEIR LIVES FOR THE BETTER.”

We have grown over our 60 years of service from a Maitland centric organisation to one that operates in Cessnock, Dungog, Port Stephens and Singleton local government areas, with a further reach into Newcastle. From providing quality disability services to running enterprise businesses and providing employment solutions to individuals and local organisations, Mai-Wel continues to put people at the centre of everything we do.

Our diverse organisation continually provides innovative solutions and supports to our community.



572

people with NDIS plans supported across the Hunter

744

people supported with employment across the Hunter

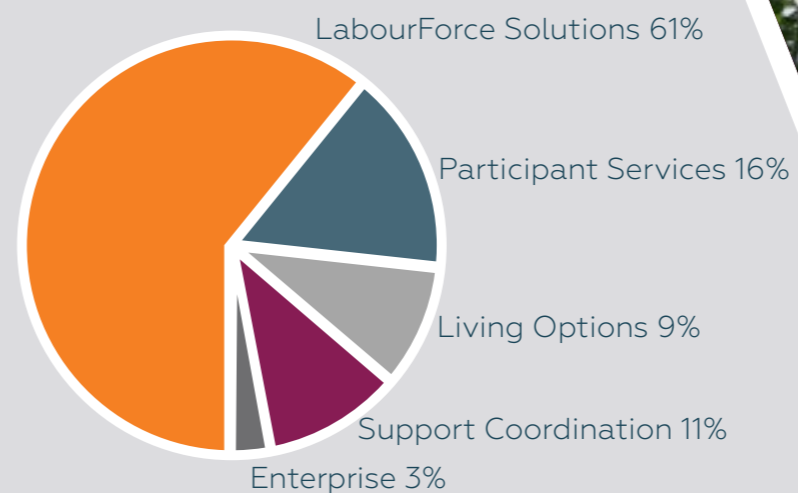
Mai-Wel NDIS services are delivered across:

-  Lifestyle & Leisure
-  Living Options
-  Working Life
-  Support Coordination

Mai-Wel Employment services are delivered via:



Services Participants Engaged In



MAI-WEL'S REFLECT RECONCILIATION ACTION PLAN

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.

Mai-Wel is still progressing on its Reconciliation journey, however due to COVID-19 and the impacts which followed, we are still requiring further action to get to our goals.

We however have continued to communicate to staff and our community about various days of significance and events in our local areas.

approx
4.67%
of staff identify as
Indigenous Australians



Hands of Moments' by Alison Buchanan, a Junuy Maruwan Gumbaynggir Aboriginal Artist.





PARTICIPANT SERVICES

 **516**

participants supported across Participant Services

Mai-Wel assists people with disability to live their life to the fullest, whatever that may mean for the individual. We are committed to providing vibrant and innovative services and businesses that provide opportunity for people with disability to achieve their goals and live the life they choose.

Whether in one of our purpose-built facilities, out in the community or in the comfort of yours or a Mai-Wel owned home, our services empower people with disability to live a full and independent life.

 **4**

purpose-built facilities deliver NDIS services for Mai-Wel

JOHN STREET SITE - CREATIVE CONNECTIONS BASE | Providing group and individual supports both centre and community based, with incredible sensory and outdoor experiences.

SOUTH STREET SITE - THE COTTAGE | Providing a homely space for people to develop life skills in the areas of social and skill building in cooking.

HIGH STREET SITE - CREATIVE ARTS | Our professional studio housing our music and visual arts supports.

CESSNOCK SITE - WORK LIFE CONNECT | Our hub for all NDIS community, social, skill building and work supports in Cessnock.

LIVING OPTIONS



125

people engaged Mai-Wel's Living Options supports

Mai-Wel offers a range of Living Options models tailored to the unique needs, goals and aspirations of people with a disability. Supports are flexible and are open to adapt through each stage of the individual's life. Whether living independently, with family or friends, or in one of our Supported Living residences, our goal is to promote independence, choice and control over your own life.

SUPPORTED INDEPENDENT LIVING (SIL)

Every hour of every day, our capable Supported Living team assist the residence of our beautiful, purpose-built homes to live the life they choose. Accommodation options are flexible, from short-term stays to long-term residences and palliative care.

Each supported accommodation option promotes and encourages a supportive and independent home environment to cater to each individual's unique circumstance. We connect with external providers as well, ensuring that you are supported in whatever areas of life you need.

41

people engaged in Supported Living services

COMMUNITY LIVING

Community Living services assist people with disability to develop, maintain and enhance skills to live a more independent lifestyle at home. Our services are unique in that we focus on empowering the individual to independently complete daily life tasks such as cooking, cleaning, budgeting, and engaging with their community.

Community Living supports also assist those with a goal to move out of their family home to plan and prepare, whether that be living independently or with roommates.

84

people engaged in Community Living services

SOCIALISING AND SPORT: HOW TONY CONNECTS WITH OUR COMMUNITY



This year we had a chance to video Tony, our biggest Newcastle Knights fan, who is supported to attend Knight's games as often as possible! With a passion for sport and a love for socialising, getting out to these games are so key to his wellbeing. That's why Mai-Wel helps him to do the things he loves and get out to watch the games. Watch the full video on our YouTube channel here: https://www.youtube.com/watch?v=LpKc5X-gjDV4&ab_channel=TheMaiWelGroup



CREATIVE CONNECTIONS

163

participants supported

Creative Connections provides innovative, flexible and tailored NDIS supports across the Hunter! Specially designed programs of support are available and adjusted for a wide range of age groups, abilities and interests. With guidance from a team of friendly Support Workers and specialised Mentors, individuals are supported to discover and achieve new interest and goals in line with their NDIS plan.

Provided across three fabulous purpose-built facilities in Maitland and out in the community, participants are supported to explore and build creative, social and living skills in groups or one-on-one. Those with additional support needs will benefit from our John Street facilities, which offers exceptional personal care environments, stand out sensational sensory rooms, gardens and is a thriving community for social interaction, engagement and health and wellbeing.



BUILD THE FOUNDATIONS OF THE FUTURE

To improve viability and future-proof Mai-Wel's NDIS services, the business units previously referred to as 'The Hill' and 'The Hub' were merged into one business unit 'Creative Connections,' to deliver all community, social and recreational NDIS supports in Maitland. Services will be provided across three purpose-built facilities, with over 50 enthusiastic staff trained and eager to deliver best practice, quality supports. This strategic merging of resources, staff and funding will assist in ensuring long-term sustainable service-delivery can be maintained, to provide vibrant and innovative programs to support NDIS participants in Maitland now and long into the future.

Creative Connections has three focus areas of support:

SKILL Building

Social & Community

creative arts

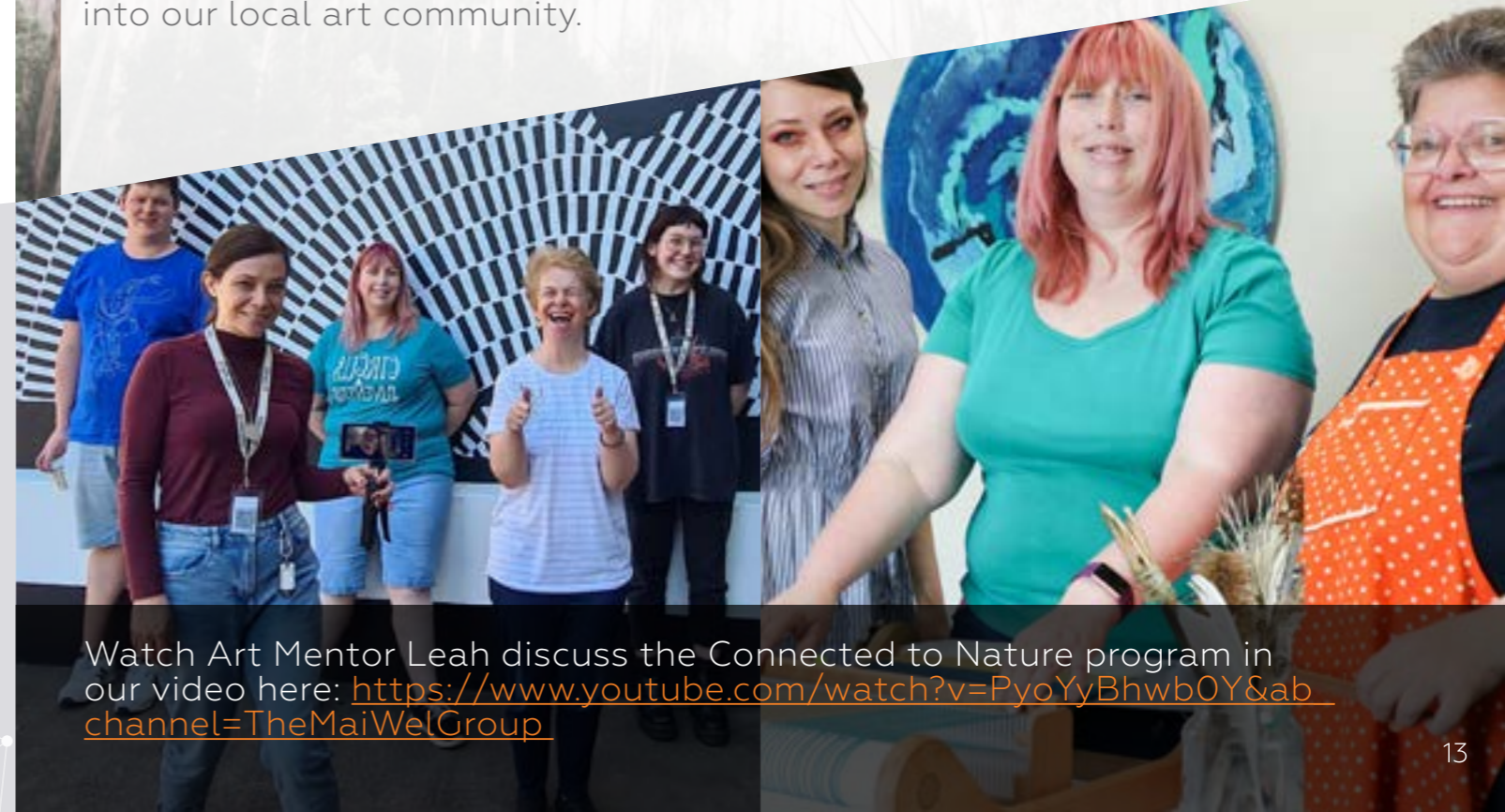


Connected to Nature



This year, Mai-Wel partnered with the Maitland Regional Art Gallery (MRAG) to deliver a new 12 week Program of Support, Connected to Nature. Artists celebrated the beauty of the natural world by using organic materials, like leaves, sticks and flowers, to create art tools, inks and artworks.

After creating and collaborating on a number of artworks, the program concluded with a three-month exhibition at the MRAG, where artists had a chance to learn about art curation and installation in a professional art environment. This program helped to bring artists with disability into our local art community.



Watch Art Mentor Leah discuss the Connected to Nature program in our video here: https://www.youtube.com/watch?v=PyoYyBhwboY&ab_channel=TheMaiWelGroup

SUPPORT

COORDINATION

141 people engaged with our Support Coordinators

Support Coordination 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.

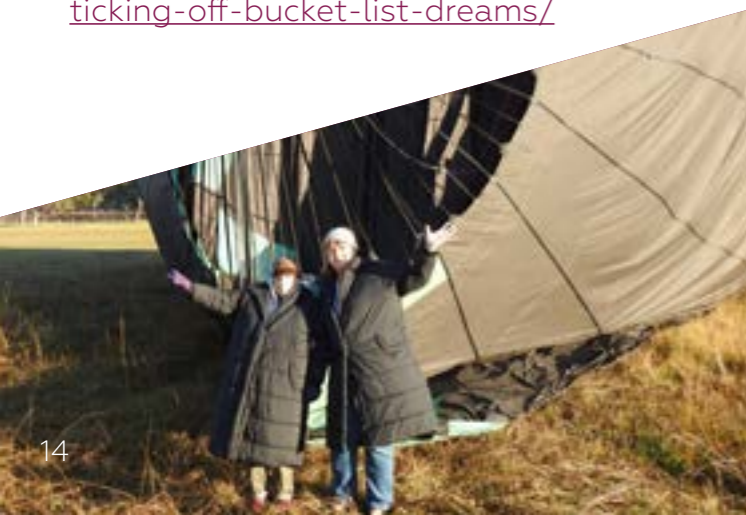
TICKING OFF BUCKET LIST DREAMS WITH MAI-WEL'S SUPPORT COORDINATION

VICKI FLIES HIGH

One of our Support Coordinators main goal is to ensure that people are able to use their NDIS funding for the things that matter to them. This can range from all things practical, such as obtaining specialised equipment, accessibility fittings, specialist appointments and more, however it also means reaching your goals and dreams for life in general.

Vicki was supported by her Support Coordinator Sarah, sister Gayle and Mai-Wel's Supported Living staff to tick off her bucket list dream of riding in a hot air balloon! This included researching a company that would be able to safely transport Vicki on her flight, coordinating transport, funding and a staff member to take her out for this wonderful day. Vicki and staff member Julie arrived at Polkolbin at 5:30am and were able to watch the sunrise from up in the heights over the Hunter Valley.

Read Vicki's story: maiwel.com.au/news/ticking-off-bucket-list-dreams/



DARREN'S DERBY DREAMS








Darren came to Mai-Wel wanting to reconnect with the demolition derby community after a 12 year break. Working alongside his Support Coordinator, Darren came up with some smaller goals to rejoin the derby community, including sourcing a car, finding a suitable location to work on the car and connect with some community members who could provide guidance on what was needed to take part in the big day. Darren was able to enter the Maitland Show Demolition Derby on the 19 February 2022 and said he loved hearing the crowd cheer!

Read Darren's story: maiwel.com.au/news/darren-smashed-his-goal/



WORK LIFE CONNECT

Work Life Connect is Mai-Wel's integrated services for NDIS supports in Cessnock, providing employment, lifestyle, social and recreational supports. With a wide range of programs of support, people with disability 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:

-  Capacity Building for Employment
-  School Leaver Employment Services (SLES)
-  On-the-job Employment Support
-  Social and Community Access
-  Movement and Wellbeing
-  Creative Arts
-  Increasing Independence

47
Participants Supported

Work Life Connect is delivered from our Mai-Wel on Vincent building in Cessnock, which also houses our employment services in this region allowing an easy transition when participants feel prepared to enter Disability Employment Supports and begin the search for employment.

DELIVER EXCELLENCE

After a number of fundraising efforts, Mai-Wel on Vincent was able to upgrade their commercial kitchen! This space will provide invaluable in-house training opportunities in the area of hospitality, which will be available for use by job seekers with disability and youth to build capacity for employment and gain accreditations in hospitality, including cooking, WHS, barista and bar skills.

This upgraded space will allow Mai-Wel to deliver a unique and high-quality service based around the third-highest industry to take on placements through our employment services.



Mai-Wel LABOURFORCE SOLUTIONS

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.

From supports in high school through to changing careers later in life, we are here for you every step of the way. MWLFS provides an individualised approach for job seekers to identify their passions, goals, training and experience needed to reach that next step, whether that be employment or education.

MWLFS is a Workforce Australia – Transition to Work (TtW) provider, supporting young people aged 15-24 across Dungog, Maitland, Cessnock, Kurri Kurri, Branxton/Greta and Singleton areas. MWLFS is also a registered NDIS provider, assisting people with a disability to build capacity for employment or other post-school vocational activities. As a Disability Employment Support (DES) provider, these individuals are able to smoothly transition into actively seeking for a job, with supports provided to both the job seeker and the employer.

Through Mai-Wel LabourForce Solutions, job seekers can get hands on experience in a simulated work environment at our in our Thrive Cafe, Catering and Scents programs. These initiatives offer a supportive look into the expectations and experience of being a worker. We have also partnered up with external companies like Huntlee Academy for further training opportunities, as you will read throughout this Annual Report!

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.

976

participants and job seekers are supported across MWLFS



MWLFS office locations:

- MWLFS Maitland
- Mai-Wel on Vincent Cessnock
- MWLFS Dungog



Key training and employment partners:

- ▶ Aspire Training & Development
- ▶ Signature Learning & Development
- ▶ JobQuest
- ▶ Atwea College
- ▶ Licenses 4 Work
- ▶ Theresa Campos
- ▶ Hunter Plant Operator Training School (HPOTS)
- ▶ HVTC Skills Highway PaTH Industry Pilot Program



DISABILITY EMPLOYMENT SERVICES

171 job seekers commenced with MWLFS DES in 2021/22

154 job seekers found employment

3 job seekers found traineeships

3 job seekers found apprenticeships

6 job seekers found internships

Mai-Wel LabourForce Solutions (MWLFS) is a registered provider of Disability Employment Services (DES).

Our DES program supports people with disability to find open employment. This program provides support to people throughout their employment journey from the initial job search, training and development, to support on-the-job if required. Support is also provided to employers to find the right fit for their business, helping to meet the needs of the business and your new employee.

TOP 5 INDUSTRIES

Cleaning & Maintenance 19.5%

Manufacturing & Warehousing 18.2%

Hospitality 13%

Health & Community Services 9.6%

Retail 8.3%

Transport & Logistics 8.3%

EMBRACE TECHNOLOGY

This year Mai-Wel's Employment Services have completed the groundwork to implementing our new Job Ready Live software to go live on 4 July 2022.

This new software will enhance access and reporting capabilities, assessment of performance across domains and compliance. By transitioning to this purpose designed employment I.T. system, the team will better be able to better report and streamline data, which will be analysed to cultivate continuous improvements in service delivery based on real life job seeker information, statistics and feedback.



Delivered by
Mai-Wel TtW

Mai-Wel LabourForce Solutions is a Workforce Australia – Transition to Work (TtW) provider. TtW staff work with young people to identify and address the barriers to finding a job, enabling them to achieve their vocational goals.

This process includes assisting the participant to identify their goals, addressing barriers through linking to interventions, improving skills, developing work readiness and helping them to find work and education. Upon commencement, job seekers work with their Mentor to identify their immediate challenges and set their own unique goals, for example gaining a license, assisting with mental health supports or gaining skills for education and employment.

BUILD THE FOUNDATIONS OF THE FUTURE



In 2022, MWLFS were successful in gaining the new tender to continue to provide Transition to Work employment services to young people from 15 – 24 years of age who are at risk of long-term unemployment.

This program provides intensive pre-employment supports to disadvantaged youth in Maitland and Cessnock, and in 2022-2023 this will expand to other parts of the Hunter region including Kurri Kurri, Greta/Branxton, Singleton and surrounding areas! This growth in TtW's geographic footprint will allow Mai-Wel to bring important employment supports to more rural regions in the Hunter Valley.

201 TtW job seekers commenced this service in 2021-22

TOP 5 INDUSTRIES

- Retail 25.6%
- Accommodation & Food Services 18.2%
- Other Services 10.5%
- Construction 9.8%
- Healthcare & Social Assistance 7.3%

285 job seekers found job placements

29.8% entered Mai-Wel negotiated roles

71.4% found their own employment

13.3% found an Apprenticeship / Traineeship

BAILEY'S TRANSITION FROM TRAINING TO APPRENTICE CHEF AT COQUUN

"My Youth Support Mentor and I decided that enrolling in a hospitality skills set course would be a great way to see if I liked working in a kitchen. I really enjoyed the course and the trainer was really supportive, so I completed a number of accredited units of training including my Barista unit, my RSA and my RCG. I was pretty well poised to join the workforce in the hospitality industry." Read Bailey's story here: mwlf.com.au/5227-2/



CAPACITY BUILDING FOR EMPLOYMENT SERVICES

GET STARTED

Mai-Wel offers a unique program called Get Started to help students with disability in Year 10, 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 Support Worker 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.

For the first time, the Get Started program expanded to become available to students in Dungog as of Term One of 2022. As one of the first transition to work disability services for young people in the Dungog area, this is a unique opportunity for students in Dungog to access early intervention supports and prepare for life after graduation.

STEP UP

Mai-Wel LabourForce Solutions provides a program called Step Up for people with disability who have finished school and are looking to build skills and knowledge in the employment sector.

This program caters for people who need some extra support to build capacity and prepare for long-term employment. Using their NDIS funding, including School Leaver Employment Supports (SLES), school leavers with disability are assisted with the transition from school to working life through identifying and building goals, work experience opportunities and work readiness training.

Outcomes from Step Up include:

- > Customised Employment
- > Transitioning to Disability Employment Service (DES) or Transition to Work (TtW)
- > Gaining Training and Development
- > Work at an Australian Disability Enterprise (ADE)

25 people participated in Get Started across Maitland, Cessnock & Dungog

12 different schools from Maitland, Cessnock, Dungog & Newcastle LGA's

2 students found employment

4 students moved on to Tertiary study

11 students continued on to our Capacity Building for Employment Services, Step Up

56 people participated in Step Up across Maitland & Cessnock



Mai-Wel ENTERPRISES

Mai-Wel Enterprises offers quality business services and industry products 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.

38 Supported Employees worked with Mai-Wel Enterprises

Our industry services offer so much to local businesses, from customised pallets and furniture through to light metal fabrication and ability to take on onsite work. Our business services and products include packaging, promotional products, mail outs and a whole host of other services. Our employees are diverse with a number of skill sets, including car licenses, forklift licenses, MR truck licenses, the ability to operate heavy machinery, welding, electrical tools and much more. From big jobs to smaller, repetitive tasks, Enterprises is cost-effective, quality and locally sourced and conscious.

Enterprises offers a social purpose and procurement option to those who utilise our services, with all profits going back into our efforts to assist people in the Hunter region. Enterprise also has the option to work onsite, providing not only cost savings but opportunities for educating workforces on the value of diversity and inclusion that comes with have a workforce including people with disability.

Enterprises experienced a number of challenges in 2021-22. Due to changes in NDIS funding, reductions in service due to COVID-19 impacts and difficulties obtaining ongoing work in the post-pandemic environment, Mai-Wel Enterprise did undergo downsizing during this period, which has been a difficult but necessary step to ensure we maintain viability.

MAI-WEL ENTERPRISES CELEBRATES 50 YEARS OF OPERATION

Despite hardships, Enterprises celebrated it's 50th Anniversary in May 2022, with a BBQ cooked by CEO Lynne Graham and General Manager of Employment Services Kyllie Tegg for all the staff to enjoy. During this next period of transition, we look to exploring new ways and structures to ensure our work can continue for 50 years to come.





OUR STAFF REFLECT ON 2021-22

The past year for Mai-Wel has been a rollercoaster of sorts. We've faced challenges from the outside world, including COVID-19, lockdowns and flooding, as well as transformations internally. However, through our staff's perseverance, determination, innovation and vision, we've had some fantastic successes.

We spoke to two staff members; Katrina from our NDIS Services and Bridget from MWLFS to reflect on the unique hurdles and successes that occurred between 2021 and 2022.

OUR TEAM

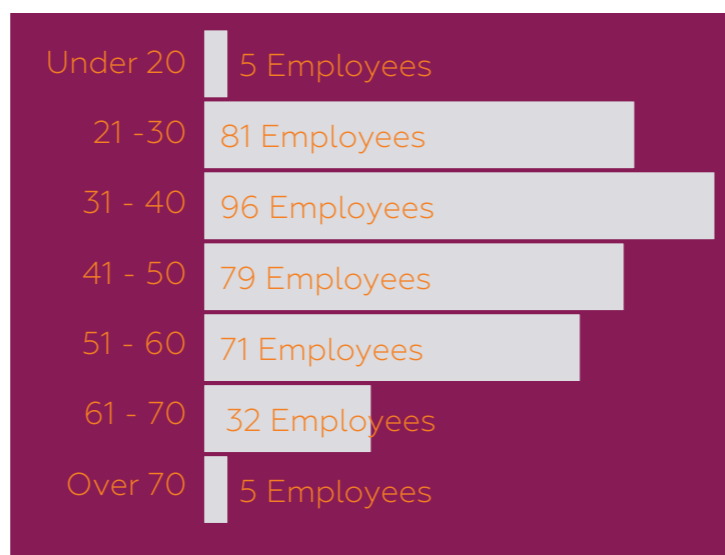
As a leading provider of employment and disability services in the Hunter region, Mai-Wel is committed to employing staff who have quality training and are backed with the right support to provide quality services to the people we support. We also employ professionals with skills across a range of work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

We are an Equal Opportunity Employer, offering an inclusive environment that celebrates the many cultures of our team and the broader community.

Like most employers, it's been a volatile year in the recruitment space, particularly post-pandemic. With worker shortages and conditions continuing to change, Mai-Wel has employed a number of strategies to combat these challenges. Read more in our 'Strategic Objectives' section.

369 People worked for Mai-Wel in 2020/21

92 New recruits were hired between 2020/21



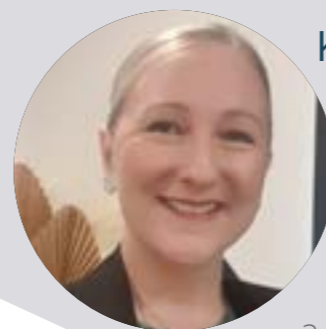
EMPOWER & ENRICH OUR WORKFORCE

A number of activities were undertaken to help empower and enrich our workforce during the period of 2021-22, including:

- > Outsourcing recruitment of Corporate roles to Hunter Recruitment Group, who have the capabilities to headhunt and assist with recruitment activities.
- > Hired a Recruitment Coordinator to focus on Support Worker recruitment, redesigning and managing this process to adapt to the competitive market and worker shortages.
- > Implemented online training services to help our staff maintain up-to-date training.

Each year Mai-Wel takes part in the Gallup Q12 Employee Engagement Survey, which opened 28 March 2022 and closed 14 April 2022. This survey measures employee engagement through a series of confidential questionnaires and this year we found an improvement in results. Employee engagement is key to a workplace culture and indicates the involvement and enthusiasm of employees.

We had a total of 258 respondents representing approximately 70% participation from our workforce, improving on the previous years figures of 54% participation. It was found that the engagement ratio in 2022 was 3.25, compared to the previous years 2.71! This increase in employee engagement indicates that Mai-Wel's efforts in empowering staff have been effective and we hope to see this upward trend continue!



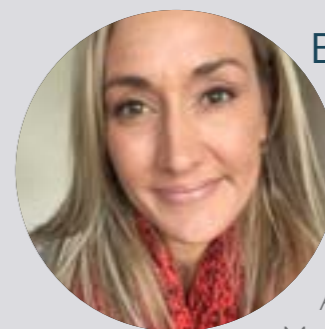
KATRINA SHARMAN,
MANAGER OF
CREATIVE
CONNECTIONS

With challenge comes opportunities, and with a strong team of people we are able to be flexible and continue to provide the best programs and supports that we can for our people.

Like many businesses, COVID-19 provided challenges which impacted service delivery. However, we were able to provide online supports which still remains a service option of choice for some participants who benefit from adaptable supports!

In this financial year Mai-Wel assessed our centre-based and community programs and saw some innovative ways of facilitating programs. An opportunity for a merger of similar-style business units heralded the introduction of 'Creative Connections.' This new business unit operates out of three fit-for-purpose dwellings, providing our participants further opportunities to explore our programs and services and increased access to other areas across Mai-Wel. Thanks to the wonderful team of staff within Creative Connections, the vision was embraced and our transformation was made possible.

A big part of what makes Creative Connections possible are the people and incredible staff around me, who continue to see the vision and opportunities for the people we support. We can't wait for next year to see what inspiring things our participants do, how Creative Connections can continue to innovate, integrate with our community and continue to support our people to achieve their goals!



BRIDGET ROOSE,
ACTING
OPERATIONS
MANAGER OF
MWLFS

As Acting Operations Manager, I have been committed in making sure our staff are supported, which is something we've successfully focused on in the past year.

We have all experienced the challenge of COVID-19 over the past couple of years, including 2021-22. During this time our staff proved their resilience as they quickly adapted. The team collaborated with our participants to identify new and creative ways to stay connected, by providing flexible servicing in a digital format, via phone and off-site. They really went above and beyond.

Our staff have also seen benefits from the 'new normal' of hybrid work. Staff feel really supported with these new work life balance options, which has been reflected with improved figures in our Gallup Q12 Employee Engagement Survey.

2022 also saw us win the Workforce Australia -Transition to Work tender. This allowed us to expand our footprint to provide employment services to young people in Kurri Kurri, Branxton and Singleton.

At the start of 2022 we were busily preparing for Job Ready Live, our new Employment Service system which will create a central, streamlined point of data for our job seekers information. A team was formed to assist with the preparation, which included allocating some Change Management roles to staff to relay the positives changes to come. Training sessions were made available in preparation of the system which was introduced 1 July 2022.

OUR FINANCIALS

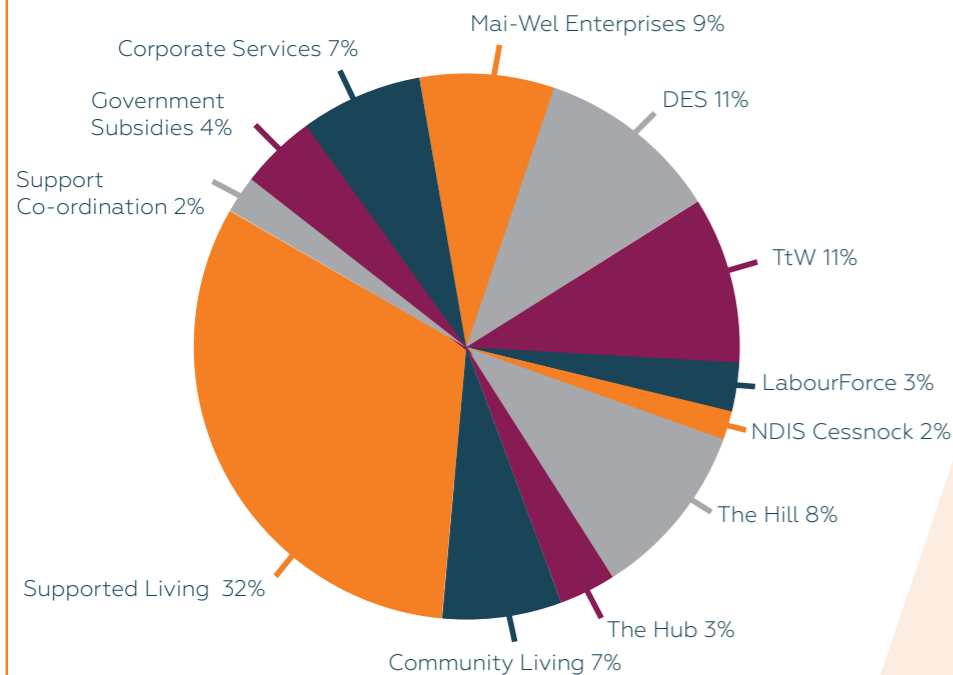
STATEMENT OF FINANCIAL PERFORMANCE

	2022 \$m	2021 \$m
Government Funding	21.2	24.9
Other Revenue	4.7	6.8
TOTAL REVENUE	25.9	31.7
Expenses	28.2	30.8
SURPLUS	-2.1	0.9

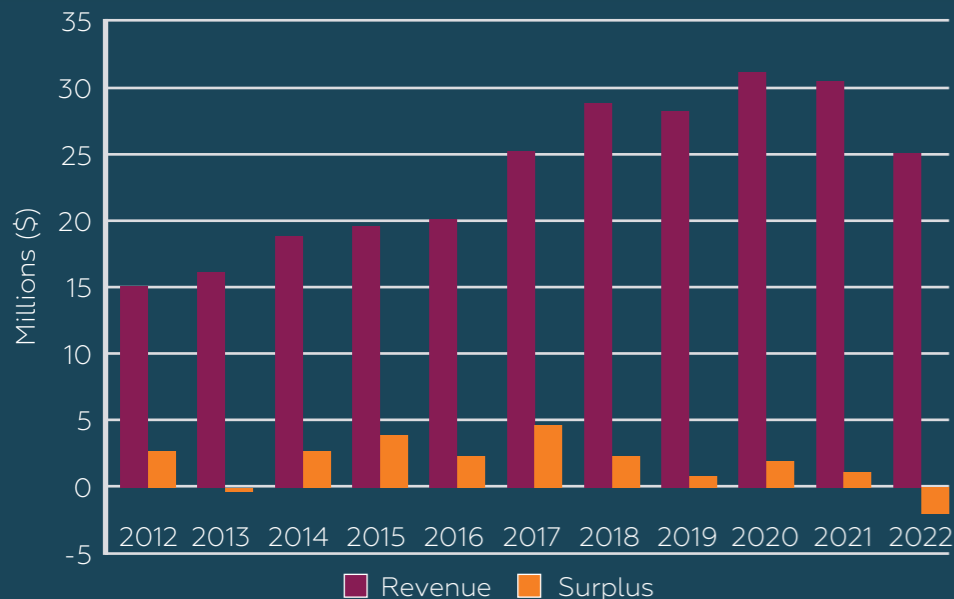
STATEMENT OF FINANCIAL POSITION

	2022 \$m	2021 \$m
Current Assets	16.9	18.5
Non Current Assets	15.9	18.3
TOTAL ASSETS	32.8	36.8
Current Liabilities	4.1	4.4
Non Current Liabilities	3.6	5.2
TOTAL LIABILITIES	7.7	9.6
NET ASSETS	25.1	27.2

REVENUE BY SERVICE AREA



Enterprises	\$2,074,119
DES	\$2,759,135
TtW	\$2,841,232
LabourForce	\$745,906
NDIS Cessnock	\$495,959
The Hill	\$2,460,875
The Hub Maitland	\$832,700
Community Living	\$1,850,069
Supported Living	\$8,304,928
Support Co-Ordination	\$562,273
Job Keeper	\$1,150,000
Corporate Services	\$1,809,679



	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
2022	25,886,875	-2,118,953

FUNDRAISING & EVENTS

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

Once again we saw the impacts of COVID-19 on our ability to a number of events, including the postponement of events including Trivia Night, Live and Loud performances by our Creative Arts musicians, and once more the postponement of the Gala Ball. However, with easing restrictions we were at last able to get back into the swing of things and set the date of our Gala Ball to be held on 15th October 2022.

MELBOURNE CUP PARTY

Thank you to our supporter Beam Bookkeeping, Hunter Recruitment Group and The Whistler for hosting this event!

\$2,120.31 raised



BEYOND BANK DOUBLE DONATION DAYS

Over November 23 – 24 2021, donations made through Beyond Bank's online fundraising portal were to be doubled up to \$10,000!

Money raised from the Double Donation Days was allocated to Mai-Wel on Vincent in Cessnock, so to celebrate and encourage donations, a BBQ was hosted at our site in Cessnock. A big thank you to Bunnings Warehouse, Bellbird Butchery, Barry's Quality Meats and Kurri Kurri Hot Bread for donating a barbecue and food to help raise funds during our Double Donation BBQ.

Thank you to the following businesses who donated generously during this event:

- CEC Callaghan Electrical Contractors
- Maitland Ready Mixed Concrete
- Arc Mining
- Enviroculture Maintenance Services

\$7,551.05
doubled to
\$15,322.10

GREAT NORTHERN COUNTRY

Once again Mai-Wel returned as the charity of choice at Hotel Cessnock's FREE Great Northern Country Music Festival! This time our Creative Arts participants from Cessnock were able to kick off the evenings festivities, with performances from two aspiring artists (pictured above). Our team of dedicated volunteers sold raffle tickets on the night, with some amazing prizes up the grabs from Tulloch Wines, Jessica Schmierer Photography, Bunnings Cessnock, Big W Cessnock and Loving Pets Products Australia. Thank you to the businesses who donated these prizes and for all the generous donors who took part on the night!

\$1,098.50 raised

Watch our video here:

www.youtube.com/watch?v=18VNiDGP HH8



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.



EMPOWERING
PEOPLE.
CHANGING
LIVES.



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

