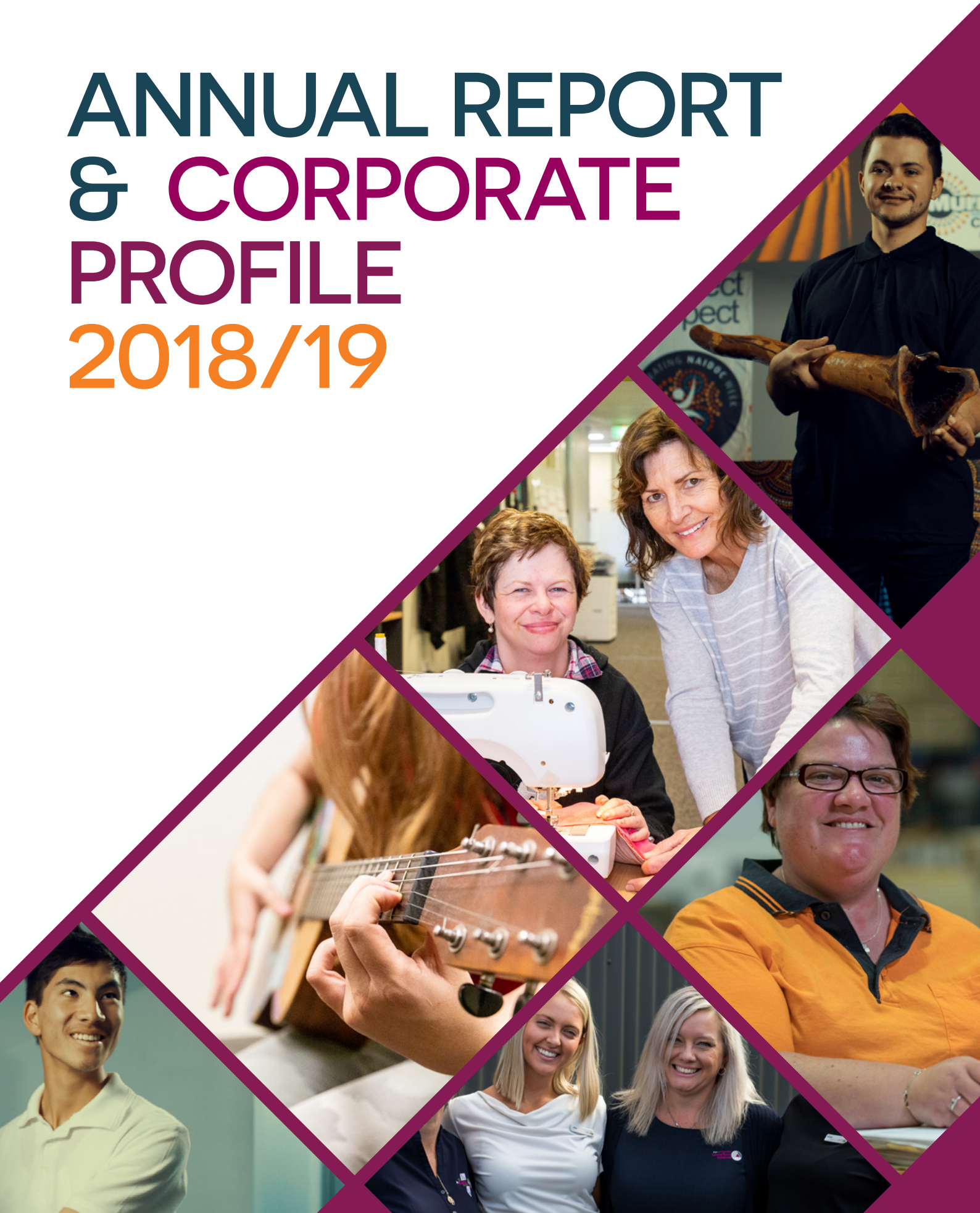


ANNUAL REPORT & CORPORATE PROFILE 2018/19





WELCOME TO THE MAI-WEL GROUP'S 2018-2019 ANNUAL REPORT & CORPORATE PROFILE

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

VISION

- > Excellence
- > Equality
- > Inclusion

GOALS

The Mai-Wel Group's Strategic Plan 2017-20 outlines four key strategic goals that guide organisation-wide best practice & service delivery:

1. Develop & deliver agile services in response to participant & jobseeker choice.
2. Promote inclusion & positive awareness through Mai-Wel's connection to business, government & community.
3. Seek & monitor opportunities to improve financial sustainability & security, & grow avenues for efficient resources.
4. Build & develop a diverse workforce committed to delivering flexible services that meet the continually varying needs of participants & jobseekers.

MISSION

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

VALUES

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

Pictured above: Life FUNdamentals participant Tony at Purple Pear Farm

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

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

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

To request a hard copy, please contact Mai-Wel Corporate Services,
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Mai-Wel Limited
ABN: 88 060 661 476
CFN: 109 19

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**ENHANCING
LIVES THROUGH
OPPORTUNITY &
CHOICE.**

LYNNE GRAHAM MAI-WEL CEO

I am happy to present The Mai-Wel Group's Annual Report and Corporate Profile for 2018/19.

Since my first day as CEO, I have been nothing short of impressed by the amazing achievements that come out of Mai-Wel on a daily basis, not only from our participants & jobseekers but also from our wonderful staff. Our team of Mai-Wel staff are so passionate about their roles & make coming to work a true delight.

I wish to thank not only our staff but our wonderful Board of Directors, participants, families & community for their wonderful support of me personally as I have settled into my role as CEO, & for embracing the many challenges & opportunities that have come this year.

As we welcome in another Mai-Wel year at our AGM, I would like to specifically thank two long-time members of our Board of Directors, Graham Burns (President) & Jan Whyte-Southcombe (Director) who are retiring from their voluntary positions. The guidance & support provided by Graham, Jan & our wider Board, has been invaluable this year. I look forward to welcoming new Board members & working together to support people with disability & jobseekers experiencing disadvantage in our community.

Yours sincerely,
Lynne Graham

Pictured right: Leisure Links Support Worker Janelle & participant Jenny enjoying a day by the water at Karuah.

LEADERSHIP TEAM

Lynne Graham,
Chief Executive Officer

Tracey De Friskbom,
Chief Financial Officer
General Manager Corporate Services

Lucy Crawford,
General Manager Participant Services

Kyllie Tegg,
General Manager Employment Services

SUPPORTING
PEOPLE TO
ACHIEVE THEIR
GOALS.



GRAHAM BURNS

MAI-WEL BOARD PRESIDENT

I am proud to present The Mai-Wel Group's 2018/19 Annual Report & Corporate Profile, & to share just some of the highlights from our year.

In December 2018 we welcomed our new CEO Lynne Graham following the resignation of Mai-Wel's longstanding CEO, Pennie Kearney.

Since joining Mai-Wel, Lynne has dealt with necessary reorganisation to meet the evolving NDIS-based market that we operate in. I extend our thanks to Lynne for confidently launching Mai-Wel into a new era of service provision to assist people with a disability & jobseekers experiencing disadvantage in the Hunter.

After 21 years with Mai-Wel, including 18 very successful years as Chief Executive, Pennie finished up with Mai-Wel at the end of 2018. I worked alongside Pennie for 11 years during my time on the Board of Directors & I will miss her formidable presence, her infectious good humour & guidance. I would like to thank Pennie for her massive commitment to Mai-Wel & wish her all the best in her future adventures.

If I might reflect on the completion of my role on the Board of Directors, first as a Director from 2007, & then President, it has been a privilege to serve such a dynamic & effective organisation that is so focussed on the needs of the community. It is a role that I will miss when I step down from the Board at this AGM.

I would like to thank my fellow Directors for their support & acknowledge the considerable time & effort they continue to give on a voluntary basis. Your Board & it's future leadership is in good hands with a group of very talented and dedicated Directors in place for 2020.

My particular personal thanks are extended to both CEOs I have had the pleasure to work with; Pennie & Lynne. Also, thanks to the Mai-Wel Leadership Team for embracing so many opportunities & leading the organisation to achieve truly great outcomes for our participants, clients, staff & community stakeholders.

Yours very sincerely,
Graham Burns

BOARD OF DIRECTORS

Graham Burns,
President

Jan Whyte-Southcombe,
Vice President

Colin Sales,
Vice President

Debbie Laarkamp,
Honorary Secretary

Paul Thompson,
Honorary Treasurer

Carolyn Higgs,
Director

Craig McGregor,
Director

Deb Mirisch,
Director







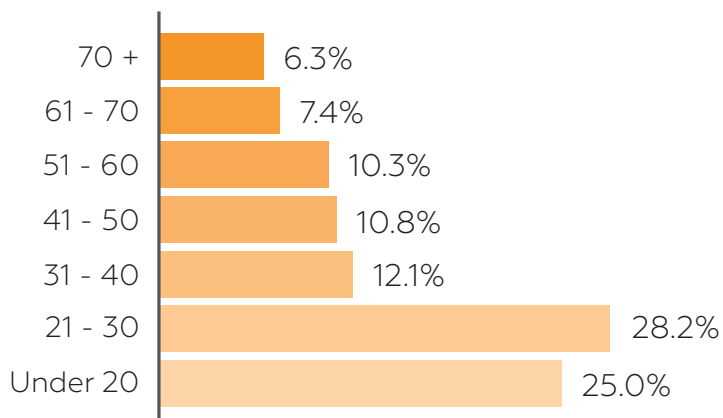
THE PEOPLE WE SUPPORT

1,328 people with disabilities supported across the Hunter

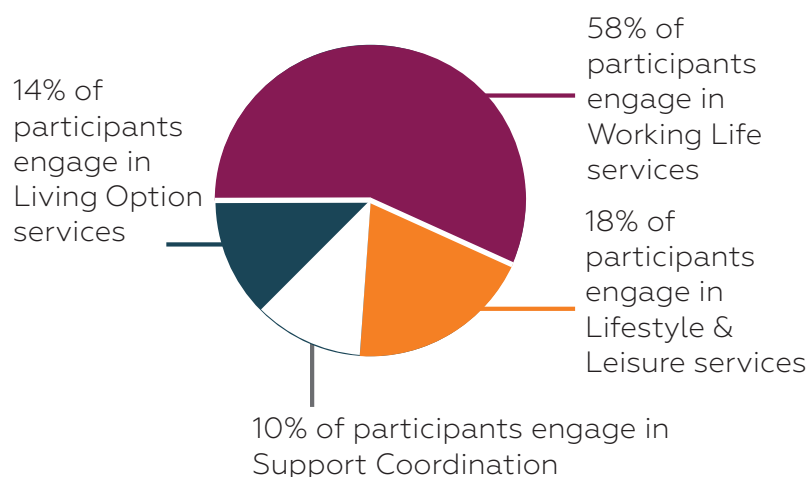
Mai-Wel support people of all ages. In 2018/19, participants ranged in these age groups:

Mai-Wel supports are delivered across:

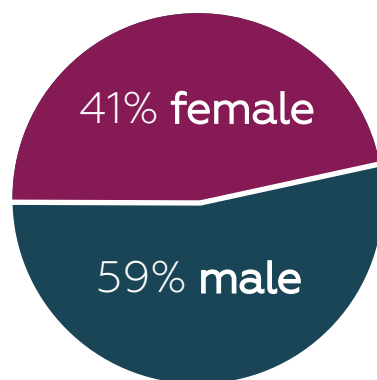
-  Lifestyle & Leisure
-  Living Options
-  Working Life
-  Support Coordination



Some Mai-Wel supports are more popular than others, & that's ok because we are here to cater to the needs of our participants.



Our participants are:



Pictured above: Maddie, Support Worker Dani, Olivia & Jo, enjoying a day out on a Leisure Links day trip in Singleton.

LIFESTYLE & LEISURE



275 participants supported across Lifestyle & Leisure services.

3

office locations provide these services;

- The Hub Maitland
- The Hub Cessnock
- The Hill

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

THE HILL

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

During 2018/19, the once separate support services at The Hill, *Jupiter* & *COMETS*, were combined for consistent service delivery for participants. Additionally, plans for sensory spaces were made to better support ageing participants & those with complex/high support needs. The sensory garden & rooms project is the recipient of funds raised at Mai-Wel's major fundraising events & activities in 2019.

108 participants supported

CREATIVE ARTS

Creative Arts provides all-inclusive arts activities for participants to develop self-awareness & creative expression. Activities are delivered per participant interests, including music, dance, performance, visual arts & crafts.

In 2018/19, Creative Arts hosted regular Live & Loud events in Cessnock & Maitland. The all-inclusive live music events are a unique opportunity for participants, staff & talented community members to perform publicly, build confidence & promote Creative Arts.

67 participants supported



6 Live & Loud events held in Maitland & Cessnock

LEISURE LINKS

Leisure Links offers people with a disability the opportunity to enjoy a supported holiday or day trip alongside peers, or individually.

For carers & families, Leisure Links breaks & activities provide an opportunity for respite time with assurance their loved one is enjoying leisure time in a safe & supportive environment.

43 participants supported



7 participants experienced their first holiday with friends



Leisure Links provided 6 group supported breaks (overnight) & 42 day tours & activities held

LIFE FUNDAMENTALS

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

126 participants supported

Pictured right: Mai-Wel Creative Arts performers took to the stage for Live & Loud in Maitland at Grand Junction Hotel.



WORKING LIFE



788 participants/
jobseekers
supported across
Working Life services.

5

office locations provide these services;

- > MWLFS Maitland
- > MWLFS Cessnock (Edward St & Cumberland St)
- > MWLFS Dungog
- > Mai-Wel Enterprises

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

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

DISABILITY EMPLOYMENT SERVICES

Mai-Wel LabourForce Solutions (MWLFS) is a registered provider of Disability Employment Services (DES), providing support to people through their employment journey, from preparation for employment to on-the-job support if required.

In 2018, 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 30 DES jobseekers participate in work experience at 24 businesses from six industries, resulting in two jobseekers being offered employment & 12 jobseekers commenced work in fields relevant to their work experience within just six months.

194 people with disability commenced employment using DES

80 new businesses employed a person with a disability for the first time



Top industries for employment;

- > Hospitality (17%)
- > Community Services (12%)
- > Retail (11%)
- > Manufacturing (10%)
- > Vineyards & Wine Industry (9%)

TRANSITION TO WORK

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

TtW is a government-funded initiative to improve work readiness for young people from 15 to 21 years of age who are at risk of long-term unemployment.

156 TtW jobseekers were placed into employment



Top industries for employment;

- > Retail (27%)
- > Accommodation & Food Service (25%)
- > Construction (8%)

4.1 working days was the average period for jobseekers to commence TtW services (compared to the national average of 4.9 working days)

Pictured right: MWLFS jobseeker, Brady, participating in work experience at Murrook Culture Centre.





BUILD SKILLS FOR LIFE

Pictured right: MWLFS jobseeker, Ryan, on the job at local employer, Supaloc.

STEP UP

Step Up is MWLFS' School Leaver Employment Supports service that assists school leavers with a disability, for up to two years after finishing school, to transition to working life through work experience opportunities & work readiness training.

124 people participated in Step Up across Maitland & Cessnock

GET STARTED

Get Started is a service unique to MWLFS that supports students in Year 11 & Year 12 to successfully transition into the post-school vocational option of their choosing including vocational education & training, work experience & employment opportunities.

36 Year 11 & 12 students participated in Get Started in 2018



Get Started is presented through to 2020 with thanks to a \$30,000 Beyond Bank Australia Foundation Grant

SUPPORTED EMPLOYMENT

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

Supported Employees are supported to complete a range of work tasks from timber product manufacturing, light metal fabrication, confidential document destruction, assembly & packaging, document scanning & archiving.

104 Supported Employees worked with Mai-Wel



Some incredible Supported Employees work anniversaries were celebrated:

- 2 x 40 year milestones
- 2 x 35 year milestones
- 2 x 25 year milestones
- 5 x 15 year milestone
- 3 x 10 year milestones



Pictured: Members of Mai-Wel's Support Coordination team Letisha, Victoria, Kelly, Ashley, Raechel.

SUPPORT COORDINATION

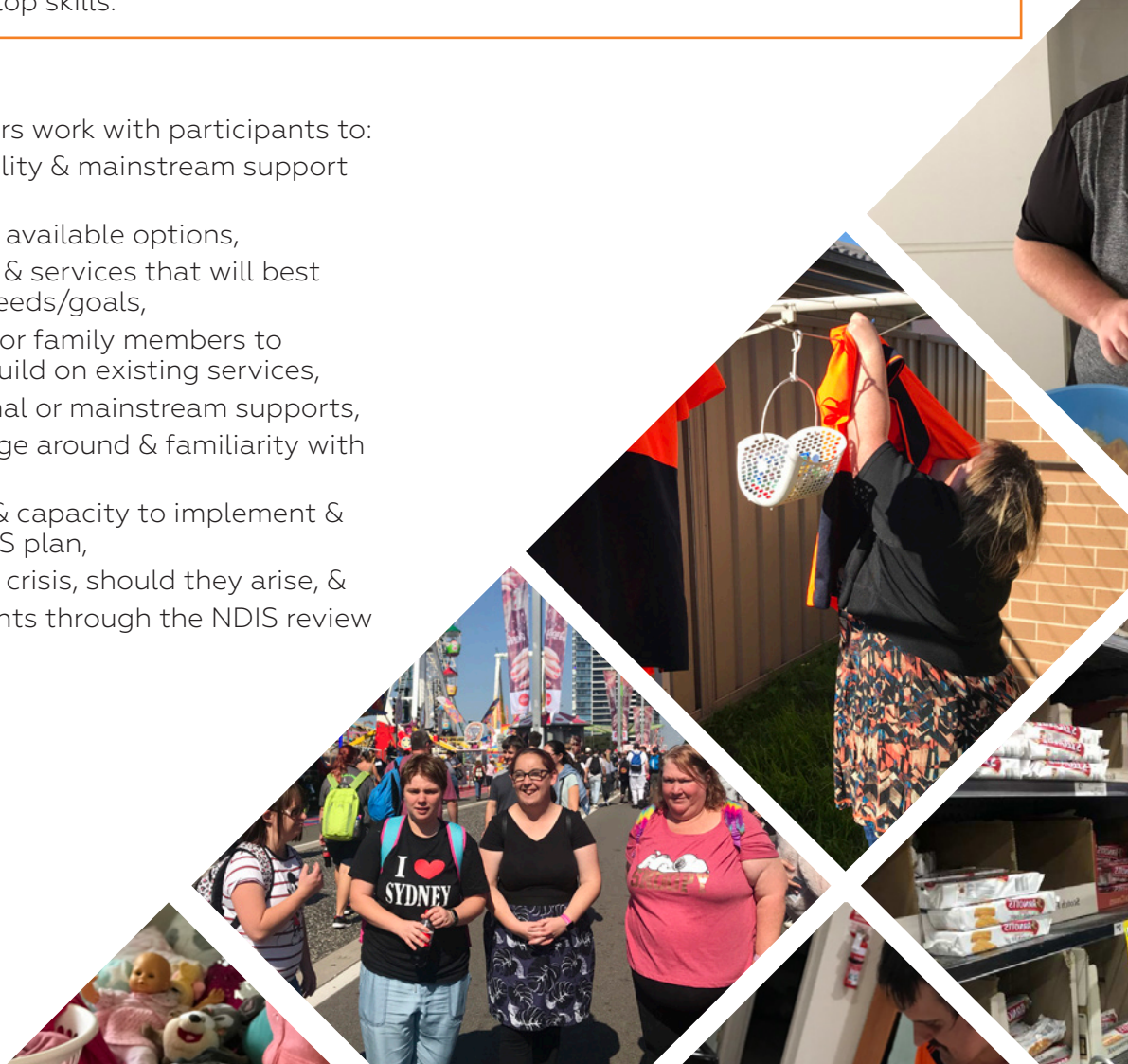
159 people with disability engaged the services of Mai-Wel Support Coordinators.

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 & their families to exercise choice & control to implement & manage their NDIS plans.

Support Coordination champion participant decision making & control by providing access to information & resources that will empower the participant to make informed decisions, build confidence & develop skills.

Support Coordinators work with participants to:

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



LIVING OPTIONS



206 people engaged
Mai-Wel's Living
Options supports.

Mai-Wel offers a range of supported accommodation models across Community & Supported Living, tailored to meet the needs, goals & aspirations of the individual. Support is available for people who require full time assistance & those with partial support needs while living independently with family or friends.

COMMUNITY LIVING

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

173 people supported to build skills for independent living

SUPPORTED LIVING

Mai-Wel offers flexible accommodation options for adults with a disability including short-term stays, residential homes, accommodation & tenancy support.

Each supported accommodation option promotes & encourages a supportive & independent home environment with numerous models of staff support available, depending on individual needs, goals & abilities.

37 people supported by Supported Living services



Mai-Wel provides services in 13 residential homes



Pictured left: Mai-Wel participants enjoying activities to build their independence in their homes & in the community.

THE MAI-WEL TEAM

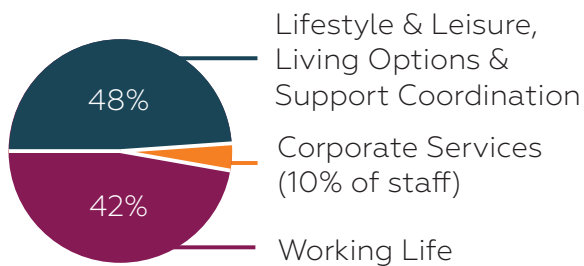


Mai-Wel is an employer of choice for professionals with skills across a range of work areas; not only personal support roles, but corporate positions like Accountants, Event Coordinators & IT specialists.

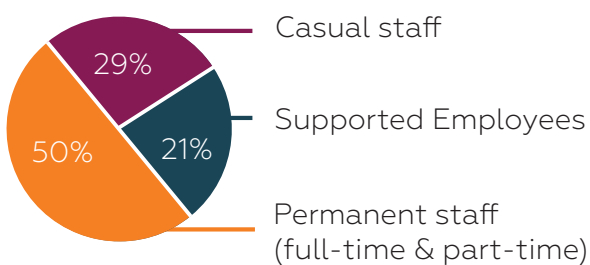
The Mai-Wel Group is an Equal Opportunity Employer, offering an inclusive environment that celebrates the many cultures of our team & the broader community.

571 people worked for Mai-Wel in 2018/19, including 113 new recruits.

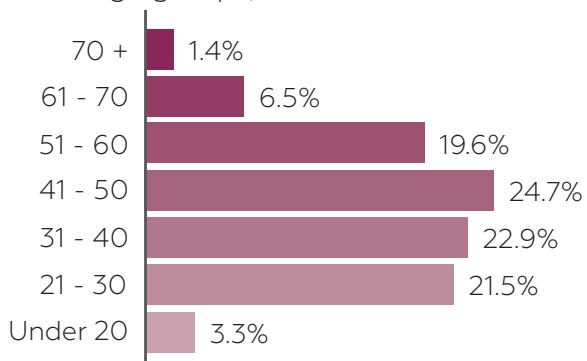
Mai-Wel staff work across:



Our workforce is diverse & employed to suit participant service & business needs. During 2018/19, our team was made up of;



In 2018/19, 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 & grateful for the dedicated people who choose to share their experiences, provide companionship, assist staff & enable extra opportunities for participants.

11,471 volunteer hours donated in 2018/19

Volunteers donated their time across;



Volunteer, Anne Duncan was named 2018 Mai-Wel Frank Higgs Volunteer of the Year (pictured above with GM Lucy Crawford & Coordinator of Volunteers, Corinne Frost)

OUR FINANCIALS

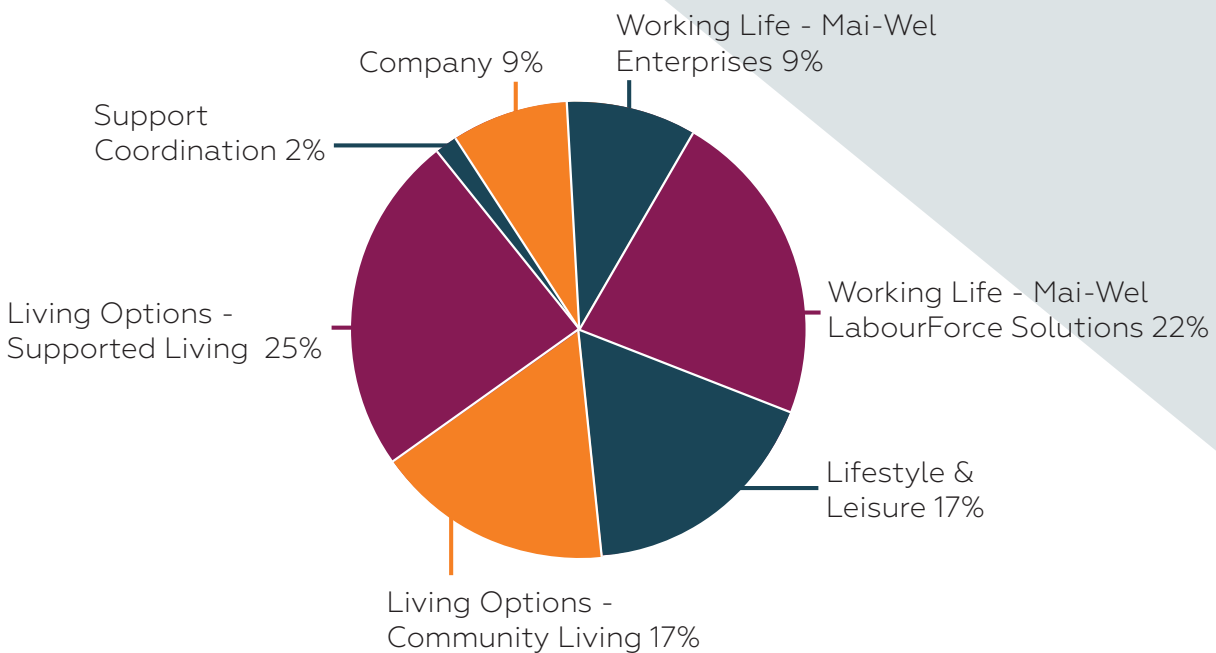
STATEMENT OF FINANCIAL PERFORMANCE

	2019 \$m	2018 \$m
Government Funding	24.7	25.2
Other Revenue	4.6	4.5
TOTAL REVENUE	29.3	29.7
Expenses	28.8	27.3
SURPLUS	0.5	2.4

STATEMENT OF FINANCIAL POSITION

	2019 \$m	2018 \$m
Current Assets	14.5	13.4
Non Current Assets	14.8	15.2
TOTAL ASSETS	29.3	28.6
Current Liabilities	3.7	3.5
Non Current Liabilities	1.4	1.3
TOTAL LIABILITIES	5.1	4.8
NET ASSETS	24.2	23.8

REVENUE BY SERVICE AREA



PHILANTHROPY & EVENTS


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

Additional to Mai-Wel coordinated events, we are lucky to have the support of some dedicated individuals & groups who host events and fundraising initiatives in support of our organisation. Supporter fundraising events & initiatives during 2018/19 included; Melbourne Cup in support of Mai-Wel, Ride Around Australia for Disability, TOMRA Reverse Vending Machine drink container refunds & Hoi Nights presented by Mai-Wel volunteers.




14TH ANNUAL CELEBRITY COMEDY DEBATE

 11th August 2018

 270 guests
attended


 \$18,925 raised


 supported by 19
local businesses



9TH ANNUAL GALA BALL

 27th April 2019  \$17,400 raised

 213 guests
attended

 supported by 13
local businesses

THANKS TO OUR SUPPORTERS

Sincere thanks & gratitude to each of our supporters.

The ongoing commitment & generosity of our business partners & individual donors, supports us to continue to promote inclusion of people with a disability in our local community.

THANKS TO OUR MAJOR EVENT PARTNERS:



THANKS TO OUR DONORS OVER \$100:

- > Peter Morris
- > Thomas Scaffolding
- > Stuart Munro
- > Therese Crowe
- > Geoff Wray
- > Stephanie Hughes
- > Corinne Frost
- > Paul Hughes
- > Mt Thorley CFMEU
- > Gerald Frogley
- > Russell Kift
- > Dick & Pip Smith
- > Kerri Frogley
- > Tony Hughes
- > Pamela O'Connell
- > Hunter Valley Training Company
- > Biz Synergy
- > Hunter Recruitment Group
- > Tamburlaine Organic Wines
- > My TOMRA Australia
- > Specsavers Pty Ltd
- > Anne & David Williams
- > Bronwyn Hodges
- > Lucy Crawford
- > Christine Taylor

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.

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

