



# Mai·Wel

*Full of possible*



## 22 | ANNUAL REPORT TO & CORPORATE 23 | PROFILE

# WELCOME TO MAI-WEL'S 2022-23 ANNUAL REPORT & CORPORATE PROFILE

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.

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

## VISION

Empowering people. Changing lives.

## VALUES



Encourage integrity



Maintain excellence



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 over the past year to help us achieve our strategic objectives.

The Mai-Wel Group acknowledges and conveys sincere thanks to the many people who have given us permission to use their photographs and stories within this publication. This document is available electronically at [www.maiwel.com.au](http://www.maiwel.com.au).

To request a hard copy of this Annual Report or financial statements for inspection, please contact Mai-Wel Corporate Services.  
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CFN: 109 19

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# A MESSAGE FROM OUR CEO & 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 2022-23.

This past year has been marked by times of resilience, as well as determination. While Mai-Wel acknowledges the challenges posed by the nature of the world in 2022-23, as well as the evolving nature of the disability and employment services industry, it is our pleasure to report that Mai-Wel has achieved some fantastic outcomes in the face of adversity. Within this year we have focused on improvement in processes, finding efficiencies within our organisation to ensure that Mai-Wel is sustainable and can continue to provide innovative quality services.

Information security has been at forefront of Mai-Wel's transformations. Alongside an update of our Information Security Policy, we have been successful in obtaining our Right Fit For Risk – ISO27001 + ISM accreditation. We are working hard to ensure that our data, and the data of the people we support, is protected.

We have also taken steps aligned with the recommendations from the Royal Commission, which has seen the development and execution of two participant advisory groups. One designed for participants receiving NDIS supports, and the other for young people, which you will read more about in the 'People we Support' section of this report. In September 2022 our Communications and Corporate Identity team collaborated with Out of the Square Media (OOTS) to develop a powerful, new brand strategy to reinvigorate the way we communicate our valuable services to our community. From this our new tagline: 'Full of Possible' was developed. 'Full of Possible' reflects Mai-Wel's ability, across all that we do, to unlock boundless possibilities for the people we support.

To align with this rebranding, we will also begin to simplify our current Business Unit titles using NDIS-aligned naming conventions, to ensure our market can readily understand the opportunities offered through our services. You will see these new names referenced in this report.

Connection has been a key theme this year, as we've been attending and participating in more events and engagement opportunities than ever. The appointment of the new Community Engagement Specialist role has particularly assisted us to strengthen and extend our local ties. From industry expos, high school Career Days, networking events through to local Council-run events, we've ensured Mai-Wel had a presence wherever possible. We've also had the pleasure of opening our facilities, hosting networking events and open days at both our John St and Cessnock sites.

2023 also heralded the second year of Mai-Wel's strategic plan; we're excited to share some of these transformations aligned with this strategy throughout this report. A particular highlight has been a focus on our staff. We have actively engaged and surveyed our workforce and launched a rewards and recognition program and exciting other engagement activities which included our first annual staff picnic. We have also focused on our staff, this includes staff engagement, retention, attraction and training. We are proud to see that the efforts made with our staff is reflected in the reduction in staff turnover.

Amongst these many accomplishments, we've been privileged to hear many good news stories pass through our doors from the individuals and businesses we support. Please enjoy just a taste of some of the amazing achievements that have occurred over the past year as you read on. We also want to recognise and thank the dedication and hard work of our staff, whose work each day make such a positive impact on countless lives.

With thanks, Lynne Graham and Marty Corrigan.



# BOARD OF DIRECTORS



Marty Corrigan,  
Chair



Michael Burfitt,  
Vice Chair



Carolyn Higgs,  
Director



Jann Kingston,  
Director



Felicity Laczina,  
Director



Simon Coleman,  
Director



Christian Pynsent,  
Director



Jennifer Cappellacci,  
Director

## VALE FRANK HIGGS

We are saddened by the passing of our long-time supporter and Life Member, Frank Higgs. Frank, with his wife Betty, has been an incredible friend of Mai-Wel, supporting us over many years to become the organisation we are today. In recognition of his support, Frank was appointed a Life Member in 1986. We are grateful for Frank's contribution to Mai-Wel.

## LEADERSHIP TEAM



Tracey De Friskbom,  
Chief Financial  
Officer,  
General Manager  
Corporate Services



Lucy Crawford,  
General Manager  
NDIS Pathways



Kyllie Tegg,  
General Manager  
Employment  
Pathways



Bianca Simms,  
General Manager  
People, Culture and  
Safety

# MAI-WEL'S REFLECT RECONCILIATION ACTION PLAN

For the past few years, Mai-Wel has continued its Reconciliation Action Plan (RAP) journey, having submitted the Annual RAP report to Reconciliation Australia in July 2022.



Check out some of the ways we've worked towards reconciliation through July 2022 – June 2023.

## IMPROVING OUR CULTURAL COMPETENCY

This year we've continued our commitment to strengthening the cultural competency of our staff. In particular, Mai-Wel's Business Partner – People Culture, Felicity Gould attended the First Nations Employment and Leadership Forum in February 2023.

"There were so many wonderful speakers on the day and my eyes were opened to a number of topics, from attracting, retaining and supporting First Nations people in the workplace, learning about cultural load, through to advice on ensuring cultural awareness. This was an enlightening experience and truly valuable for ensuring we are continuing to strengthen the cultural competency of our workplace."



### OUR PEOPLE

**20.64%** of DES job seekers identified as Aboriginal or Torres Strait Islander.

**32%** of Workforce Australia – Transition to Work job seekers identified as Aboriginal or Torres Strait Islander.

**APPROX 4.95%** of staff identify as Aboriginal or Torres Strait Islander.

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



## Coolamon Bowl Painting with the Community

To celebrate National Reconciliation Week with our community, Mai-Wel hosted an inclusive Coolamon Bowl Painting art experience at the Maitland Regional Art Gallery on Thursday, 1 June 2023.

Mai-Wel was the proud recipient of the Maitland City Council's Commemorative and Recognised Days Grants program, which was utilised to organise this workshop open to artists of all abilities. Artists were led by well-known Aboriginal Artist Lesley Salem, a descendant of the Wonnarua Nation who work has been exhibited in galleries across the Hunter Valley.

It was a day of story, art, music and connection, leading artists through a journey to discover the cultural significance of the Coolamon Bowl, an Aboriginal carrying vessel.

Each participant had an opportunity to paint and keep their Coolamon Bowl at the end of the activity, as a symbol of reconciliation.



Did you know Mai-Wel has a TikTok? Watch our TikTok of some fun from the Coolamon Bowl Painting activity using the QR code or visit [www.tiktok.com/@themaiwelgroup/](https://www.tiktok.com/@themaiwelgroup/).



# YEAR IN REVIEW



## OCTOBER 2022: MAI-WEL GALA BALL

After two years postponement, Mai-Wel held the 60th Anniversary Gala Ball at the Crowne Plaza, raising a \$22,838.92 for support services and facilities, particularly for Mai-Wel Cessnock.



## OCTOBER 2022: BGIS RENOVATED MAI-WEL CESSNOCK

Over two days, the BGIS team donated their time and efforts to help upgrade the stage, paint and help renovate the kitchen space at Mai-Wel Cessnock, transforming our site.



## DECEMBER 2022: CONNECTED TO NEWCASTLE

Starting in September, artists entered the professional arts world to work on a pop-up multimedia installation inspired by the local landscape and history, exhibited at the Newcastle Museum.



## MARCH 2023: PARTICIPANT SERVICES FOCUS GROUP INAUGURAL MEETING

Mai-Wel's Participant Advisory Committee met for the first time to represent the voices of participants and provide opinions, feedback and consult on changes in Mai-Wel service delivery.



## MAY 2023: MAI-WEL SPONSORS MAITLAND BUSINESS CHAMBER NETWORKING EVENT

Mai-Wel hosted and attended the Maitland Business Chamber Networking breakfast and provided catering by Thrive Catering who got some valuable hospitality skill-building experience.



## MAY 2023: MAI-WEL WINS NOT-FOR-PROFIT + DIGITAL BUSINESS AWARD

Mai-Wel was honoured to win both the Not-for-Profit Award and the Digital Business Award at the Hunter Region Business Hub Excellence Awards.





### DECEMBER 2022: JORDY'S RAP HIT THE RADIO

Talented musician, Jordy, worked with his Mai-Wel music mentor to produce a hip rap advert for Mai-Wel, which hit the radio on Triple M Newcastle and Hit106.9 Newcastle.



### DECEMBER 2022: NEWCASTLE KNIGHTS VISIT JOHN ST

Participants were starstruck to meet their favourite NRL players onsite at Mai-Wel John St, practising ball skills with the pros.



### MARCH 2023: RSPCA WORKPLACE LEARNING OPPORTUNITY

Mai-Wel partnered with the RSPCA to deliver a workplace learning opportunity to participants seeking to improve their skills and capacity for work, all while improving the lives of the animals at the RSPCA NSW Hunter Shelter – Rutherford!



### APRIL 2023: COMMUNITY SERVICES & DISABILITY PROFESSIONALS NETWORKING EVENT

Mai-Wel invited like-minded professionals to tour our John Street site, having a chance to enjoy the delicious spread provided by our Thrive Catering team, and check out our purpose-built sensory rooms, gardens and personal care facilities.



### JUNE 2023: COOLAMON BOWL PAINTING

To celebrate Reconciliation Week, Mai-Wel teamed with the Maitland Regional Art Gallery and Aboriginal Artist Lesley Salem to lead a fun, interactive learning experience painting tradition Coolamon bowls.



### JUNE 2023: MAI-WEL CESSNOCK OPENING

Mai-Wel Cessnock was at last able to open its doors to the public. A grand opening was paused due to COVID-19, so we were ecstatic to finally invite our community to see what we do in our incredible multi-purpose space!

# THE PEOPLE WE SUPPORT

Mai-Wel makes accessing support surprisingly simple. It's about challenging stigmas and breaking down barriers. Connecting the dots and connecting people. Empowering people to hope, overcome and achieve. Where possibilities become opportunities and lives are rich with fulfilment.

We combat disadvantage with a healthy dose of support and make sure it's all on your terms. Zero judgement and lots of listening. Ultimately, we exist to connect our people with every possibility that awaits.

## DELIVER EXCELLENCE

For Mai-Wel, 'Excellence' means services that are fit-for-purpose, goal oriented and provide choice and control to the people in which they're supporting.

To ensure Mai-Wel's programs and services are for participants, we needed to ensure that participants had an avenue through which their voices, opinions and advice, could be heard.



## *Enter Mai-Wel's two new Participant Advisory Groups*

To ensure our Workforce Australia – Transition to Work services are suitable for local youth in addressing their specific needs, Mai-Wel began the process of establishing the Youth Advisory Design Team, made up of Mai-Wel young job seekers aged 15 - 24. Their first task, has been establishing the design, focus, structure and Terms of Reference (TOR) that will best meet the outcomes of the group.

For Mai-Wel's NDIS services, the Participant Advisory Group has been developed, with representatives from Home and Living Pathways and Social, Community and Creative Pathways, alongside staff representatives Andrew Rigg and James Vreck to facilitate meetings.

This group will meet four times a year to discuss feedback, questions and concerns with their peers, and for this advice to shape the future of Mai-Wel's service offerings. The inaugural meeting in March 2023 was a huge success. "We gave the tree a good shake," one participant said.



## THE PEOPLE WE SUPPORT:

**426** people with NDIS plans supported across the Hunter.

**726** people supported with employment across the Hunter Region.

\*Data as of June 2023

## THE AREAS OF OUR BUSINESS THAT SUPPORT OUR PEOPLE:

WORKFORCE AUSTRALIA -  
TRANSITION TO WORK  
28%

MAI-WEL ENTERPRISES 3%

SOCIAL, COMMUNITY AND  
CREATIVE PATHWAYS 12%

HOME AND LIVING  
PATHWAYS 10%

SUPPORT COORDINATION 13%

MAI-WEL ACADEMY 9%

DISABILITY EMPLOYMENT  
SERVICES 25%



# NDIS PATHWAYS

(Previously Participant Services)

As a registered National Disability Insurance Scheme (NDIS) provider, Mai-Wel connects people with disability with every possibility that awaits. Whether that is in one of our purpose-built facilities, out in the community, building skills for employment, in a Mai-Wel owned home or the comfort of their own, our services empower people with disability to live a full and independent life.



**596** participants supported across NDIS Pathways.

**4** purpose-built facilities deliver NDIS services:

- > Mai-Wel John St: Providing group and individual supports both centre and community based with incredible sensory and outdoor experiences.
- > The Cottage: Providing a homely space for people to develop life skills in the areas of social and skill building.
- > Creative Arts Studio: Our professional studio housing our Music and Visual Arts supports.
- > Mai-Wel Cessnock: Our hub for all NDIS community, social, skill building and work supports in Cessnock
- > We also operate out in the community, including art galleries, libraries, museums, and more!

## DISABILITY SUPPORT FOR OLDER AUSTRALIANS (DSOA) PROGRAM

The DSOA Program exists as an alternative for those participants who turned 65 prior to the transition to the NDIS. Currently, Mai-Wel has four participants funded under the DSOA program, who are supported to:

- > Support their health outcomes, including access to effective pain management and physiotherapy to improve mobility and minimise risk of fall
- > Maintain contact with family and friends
- > Attend social and recreational activities
- > Pursue hobbies and interests.



# HOME AND LIVING PATHWAYS

(Previously Living Options - Community Living and Supported Living)



Mai-Wel's Home and Living Pathways aren't just about helping out around the house. It's about building our participants ability to run life their way. Encouraging independence at home. Connecting to the community. Helping to build a full, vibrant and independent life! Home is where the heart is, whether that home be a Mai-Wel-owned Supported Independent Living (SIL) home, or their own. Our focus is building independent living skills that give choice and control BACK to the individual, whether that be through learning to cook, clean, stick to a budget or support with personal care.

We want to ensure all participants have the supports they need to participate in their community. For those who need a helping hand to get everyday tasks done like grocery shopping, link to supports and attending appointments, or even just getting out for fun, like heading to the local footy game, we ensure our people are supported to participate in every aspect of their community.

## THE PEOPLE WE SUPPORT:

**131** people engaged with Home and Living Pathways.

**37** people living in Mai-Wel SIL.

**94** people supported in the community.



## BUILD THE FOUNDATIONS FOR THE FUTURE

Sustainable service delivery is key to ensuring Mai-Wel is here for the long haul. One such initiative undertaken in the past year was the consolidation of our previously separate Business Units, Supported Living and Community Living, under the singular heading Home and Living Pathways. This merger will allow for a larger staff pool, sharing knowledge and expertise, and as such will lead to sustainable service delivery for the communities in which we operate.



# SOCIAL, COMMUNITY AND CREATIVE PATHWAYS

(Previously Creative Connections and Work Life Connect)

Mai-Wel's Social, Community and Creative Pathways (SCCP) link people with disability across the Hunter to fun, flexible and innovative supports. Across our hubs in Maitland and Cessnock, as well as accessing everything our community has to offer, SCCP is all about kicking goals, making friends and having fun!

The three focus areas of SCCP supports are:

- > skill building
- > social and community
- > creative arts

## THE PEOPLE WE SUPPORT:

**209** participants supported.



## *Participants get creative with Connected to Newcastle*

After the success of our Connected to Nature exhibition at the Maitland Regional Art Gallery (MRAG) in 2022, we took it to the big city to replicate this inclusive professional arts development program with Connected to Newcastle! Drawing inspiration from Newcastle's history, landscape and culture, artists spent 12 weeks collaborating on a pop-up installation at the Newcastle Museum, featuring their video, photography, drawings and other visual mediums.



# SUPPORT COORDINATION

Mai-Wel's team of Support Coordinators are here to help participants and their families traverse the NDIS system. Support Coordinators exist to be a trusted expert and champion in understanding and supporting participants with their NDIS plan. Whether that be educating about NDIS processes and best ways to use funding, uncovering individuals' goals to make their plans work for them, through to connecting people to the best, local providers and service.

Mai-Wel Support Coordinators offer:

- > Support Connection
- > Coordination of Support
- > Specialist Support Coordination
- > Psychosocial Recovery Coaching

## THE PEOPLE WE SUPPORT:

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





## *Working together to reconnect families*

When Francine, a resident in Mai-Wel's Supported Independent Living home, mentioned during her NDIS planning meeting that she hadn't gotten to see her family in a while, the care team and her Support Coordinators came together to make sure she could reconnect with her loved ones in Brisbane.

After liaising with her brother Marc, a date was set! Francine set off to the travel agent with her Support Coordinator to get a quote for accommodation, flights, car hire, and finalised her finances. Francine's Support Worker Mandy worked with her throughout the planning process, working to a check-list to help with packing and preparation. Mandy also joined her on the trip.

Francine loved her flight to Brisbane, and afterwards checked into her hotel. Francine had a great time during her holiday, she went shopping, saw a movie, ate out and importantly was able to visit her brother Marc and had dinner with him, and saw his extended family.

Together, they went to the Museum of Brisbane where they saw the Disney exhibit and took loads of photos with his family. It was a wonderful trip for Francine, and just one example of Mai-Wel's Business Units joining forces to advocate for our participants and empowering them to make their goals a reality.



# EMPLOYMENT PATHWAYS



Mai-Wel offers Employment Pathways like no other, achieving life-changing outcomes for job seekers and tailor-made recruitment solutions for local employers.

Through our registered employment services, innovative capacity building programs, and deep rooted connections to supportive, local employers, we connect job seekers to every possibility available within our community. It's more than just ticking boxes and filling positions – we aim to place the right person with the right job and give them every tool to start and maintain a meaningful career.

## THE PEOPLE WE SUPPORT:

**726** job seekers supported.

**5** Mai-Wel LabourForce Solutions office locations:

- Maitland
- Cessnock
- Dungog
- Kurri Kurri
- Singleton

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

- ARC Training
- Aspire Training & Development
- Atwea College
- CTA Training Specialists
- HVTC Skills Highway
- Hunter Plant Operator Training School (HPOTS)
- JobQuest
- Licenses 4 Work
- Quality College Training (QCA)
- Reach For Training
- Signature Learning & Development
- The Management Edge (TME)
- Theresa Campos
- Tocal College
- VERTO
- Yakka Training



Mai-Wel LabourForce Solutions is a registered provider of Disability Employment Services (DES) and Workforce Australia – Transition to Work (TtW). Our team is made up of a variety of specialist roles, from Employment Consultants, Youth Support Mentors, Business Development Representatives and Post-Placement Supports, we offer expert support and guidance through the journey to employment.

## DISABILITY EMPLOYMENT SERVICES

As a registered DES provider, Mai-Wel supports job seekers with disability, injury or health conditions to find meaningful employment. With decades of experience, Mai-Wel has built an extensive network of supportive employers, community and support services, to offer job seekers wraparound supports.

From discovering their goals, building skills and experience, through to support even after finding the right job, we work with job seekers with disability through every step of their employment journey.

Through our free recruitment services, we encourage and support local businesses to provide inclusive opportunities in their business. From finding the right fit for their business, to connections to financial supports, subsidies and workplace modification, our supports aim to increase awareness and opportunities for job seekers with disability.

## *Workplace modifications ensure Stacy gets the job done*

Stacy is legally blind and experienced anxiety and a lack of confidence when it came to work, so she came to Mai-Wel to seek some support. She had done some online transcription work, however said, "I wanted to do more for myself."

Seeing her skills in administration, Stacy was connected with Linuwel School and was successful in interviewing for an Administration Assistant traineeship. Mai-Wel quickly connected Linuwel to workplace modifications and support, including specialised computer equipment, orientation and mobility training so Stacy could learn to navigate the new workplace and provide ongoing support from our Post-Placement Support team.



Use the QR code to read Stacy's story or visit [www.mwlfs.com.au/news](http://www.mwlfs.com.au/news)

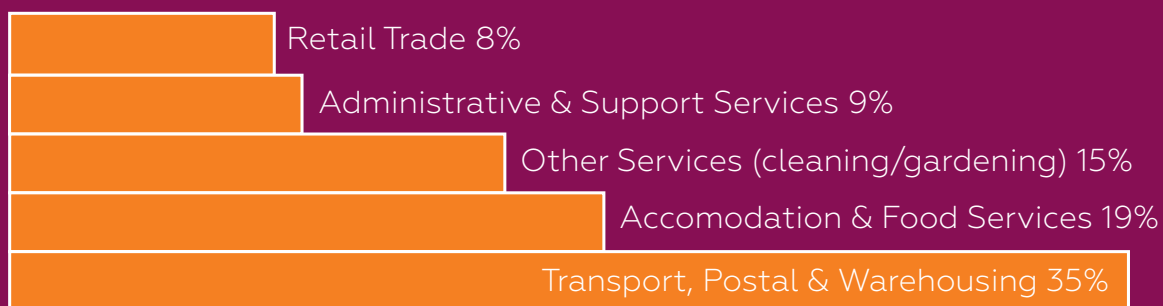


## OUR IMPACT:

**111** job seekers commenced with DES in 2022/23.

**124** job seekers placed into sustainable employment and education.

## TOP INDUSTRIES DISABILITY EMPLOYMENT SERVICES



# WORKFORCE AUSTRALIA – TRANSITION TO WORK

As a registered Workforce Australia – Transition to Work (TtW) provider, Mai-Wel supports young people aged 15-24 to address any barriers they are experiencing to finding and keeping a job.

We take a holistic approach to supporting youth in their employment journey by addressing their unique circumstances preventing them from entering employment, whether that be finding stable housing, mental health support, addiction, legal issues, gaining a license, and everything in between. Beyond gaining skills and training, our supports help young people discover their ambition, build their confidence and self-esteem, empowering them to discover and achieve their goals.

## EMBRACE TECHNOLOGY

Part of Mai-Wel's requirements in providing our Commonwealth Government programs DES and TtW, include adhering to Right Fit For Risk (RFFR) cyber management. This includes ISO 27000 and ISM accreditation, which is a large undertaking to ensure our organisation is cyber resilient, our IT systems are up-to-standards and our participants and stakeholders' data is safe. As of 20 December 2022, we were formally advised that we have met the Commonwealth requirements under the RFFR Accreditation process.





## THE PEOPLE WE SUPPORT:

**332**

job seekers commenced with TtW in 2022/23.

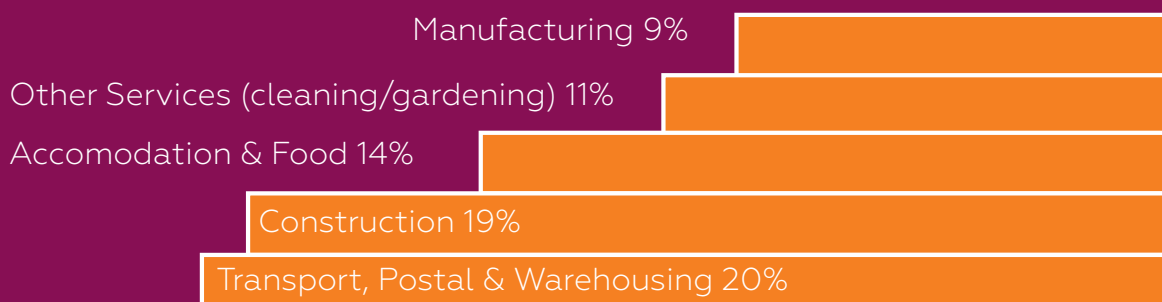
**41**

job seekers entered education.

**245**

job seekers entered employment.

## TOP INDUSTRIES TRANSITION TO WORK



# NDIS EMPLOYMENT PATHWAYS

Not everyone is ready to jump into the search for work straight away. Our NDIS Employment Pathways offer structured programs aimed to increase confidence, capacity and skills to prepare for the world of work.

## MAI-WEL ACADEMY

(Previously Step Up and Get Started)

The concept of Mai-Wel Academy was developed and well on it's way to launch in early July 2023, and we were already moving away from using 'Step Up' and 'Get Started'. So as not to confuse our cohort, we will use the term 'Mai-Wel Academy' to refer to our capacity building pre-employment supports in this report.

Mai-Wel Academy offers an innovative, structured approach to gaining skills, training and experience needed to enter the job market. Catering for people with disability in Years 10, 11 and 12, those who have finished high school and adults who are eager to enter the open job market, this program offers support to take the next step to employment.

Each participant's journey is customised for them, identifying and reassessing their skills and goals throughout the program to identify strengths and areas to improve.

What sets Mai-Wel Academy apart from the rest is our in-house and external workplace learning opportunities, including:

- > Thrive Enterprises: Mai-Wel's simulated workspaces in areas such as hospitality, gardening and producing candles, to learn skills for work in a supportive and familiar environment.
- > Workplace Learning opportunities with supportive employers in a range of industries, with potential for continuing employment for the right fit!
- > Working at Mai-Wel Enterprises, our social enterprises opportunity where industry specialists and people with disability work together to deliver industry and business products and services to local businesses.

Outcomes from Mai-Wel Academy include:

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





## THE PEOPLE WE SUPPORT:

**99** people were provided employment supports with Mai-Wel Academy.

We've collaborated with the following supportive employers to offer workplace learning opportunities to our participants, including:

- > RSPCA NSW Hunter Shelter
- > Omina Wheel
- > Lorn Rose Farm
- > voco Kirton Park
- > Rarity Whole Sales
- > Dominos

## *Building skills smells sweet at Thrive Scents*

Thrive Scents is just one of Mai-Wel's enterprise businesses on offer to help participants build their capacity and confidence for work.

Thrive Scents offers an opportunity to practice production and retail skills from Mai-Wel's supportive site. Participants get hands on and learn to make and sell candles, wax melts and reed diffusers, from creating the products, packaging them and assisting in selling them.



Use the QR code to watch our video about Thrive Scents or visit us on YouTube at [www.youtube.com/themaiwelgroup](http://www.youtube.com/themaiwelgroup)



# 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.

Mai-Wel Enterprises is the perfect social procurement option for businesses who want to operate economically and efficiently, whilst simultaneously creating social value in our community. All of Mai-Wel Enterprises profits go straight back into funds to upgrade structures and facilities that support people with disability and young job seekers in the Hunter region to achieve their goals.

Whether from our own warehouse, or coming onto our customers site, Mai-Wel Enterprises extensive range of services include:

- > Product packaging and assembly
- > Printing and mail outs
- > Document scanning
- > Recycling solutions
- > Facilities and grounds maintenance
- > Pallets, crates and dunnage
- > Timber products
- > Light metal fabrication
- > And so much more.



**31** Supported Employees  
worked with Mai-Wel  
Enterprises

## *Reducing Landfill with Plasmar*

Over the past year, Mai-Wel has been planning and building their partnership with Plasmar to bring an exciting new environmental service to our community! Plasmar has developed an industrial process to manufacture co-mingled plastic products from recycled plastic waste material for over 17 years and were seeking to enter the Hunter region.

Mai-Wel will join with Plasmar to take plastic bumper bars from local companies to recycle them rather than filling up landfill. This is also a great opportunity to upskill our Supported Employees, learning skills such as using the bandsaw to cut up the bumper bars.





## THE PEOPLE WE SUPPORT:

- 2** supported employees have fully transitioned into open employment.
- 10** participants completed work experience with our Business Services team.
- 5** participants completed work experience with our Industry Products team.
- 6** new customers have engaged in offsite work opportunities.



## THE SERVICES WE PROVIDE:

- 700** medical kits packed.
- 1000** tool kits assembled.
- 3,500** cardboard partitions assembled.
- 5,000** wetsuits were quality checked and trimmed.
- 617** timber jobs completed.
- 25,000** individual timber products worked on.
- 70** steel jobs completed.
- 31,000** individual steel products worked on.
- 40** jobs completed for 3 Defence Primes (Airforce and Navy) and currently working on several projects for other primes.

## *Hitting milestones and crushing deadlines*

The Mai-Wel Enterprises team were given two hours to empty a 40-foot shipping container that had arrived on site. All hands were on deck and 400 boxes later, with over 4000 products, the team got the job done on time.

It was a huge effort, with everyone pitching in working in a production line style to work efficiently as a team. Everyone put in a huge effort and have continued the streak of reaching the team weekly targets to ensure customer orders are being fulfilled.

# THE MAI-WEL 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. Mai-Wel also employs 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, Arts Mentors and Business Development Representatives.

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

For the third year, Mai-Wel took part in the Gallup Q12 Employee Engagement Survey, and beat the outcomes of the 2021 and 2022 results, and our own KPIs! The survey measures employee engagement which is key to workplace culture and employee enthusiasm. We

are proud to see efforts from the previous years to be a success. Read more on this in the strategic objectives.

75% of the workforce participated in the survey (280 staff), beating 70% participation in 2022. The overall engagement ratio also increased from 3.25 to 3.50, with our highest scoring areas of performance showing our staff have the opportunity to do their best every day, and Mai-Wel's mission makes them feel their job is important.

We hope to continue seeing this upward trend as we continue to adapt and improve based on the past 3 years feedback.

## OUR PEOPLE:

**364** people worked for Mai-Wel in 2022/23.

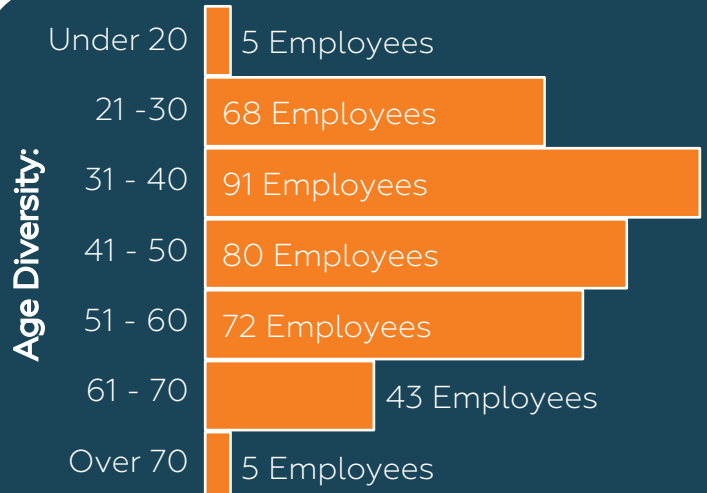
**87** new recruits were hired between 2022/23.

## EMPOWER & ENRICH OUR WORKFORCE



Our strategic focus throughout 2022-23 has been attracting and retaining a high quality workforce. We've continued our relationship with Hunter Recruitment Group, who surpassed the KPI of attaining 45 roles per annum by an extra 8 positions, coming to a total of 53 positions filled. Alongside this, we've continued to improve our inhouse recruitment processes to ensure it is seamless for current staff to apply.

Key initiatives undertaken to retain staff, including policy revisions to ensure flexibility in the workplace, commitment to training and development across all divisions and offering opportunities for casual support workers to convert to permanent part-time. The introduction of our Rewards & Recognition module on the HR platform Elmo, has seen peer-to-peer recognition and Value Awards given out to staff who reflect the core values of respect, integrity and excellence. To cap off the 2022 year and thank our staff for their hard work, Mai-Wel held its first family fun day picnic at Maitland Park, with an ice cream van, coffee cart and face painting enjoyed by all. These initiatives have been a success, as seen by a significant reduction in turnover rate since the previous year.



# OUR STAFF REFLECT ON 2022/23

We spoke to some of our workers who are out at the forefront of Mai-Wel's various businesses, providing goods and services on the frontline.



## RANJEET, SUPPORT WORKER WITH HOME AND LIVING PATHWAYS

I've been actively supporting Mai-Wel participants for the past 5 years to achieve their NDIS goals and build their living skills through Mai-Wel's Home and Living Pathways, particularly in our group homes.

My mission is to empower participants to have more independent lives and realise their full potential. My role is diverse and adapts to the unique needs of each client. Each day looks a bit different. At the group homes my responsibilities encompass everything from providing assistance with personal care, administering medications, actively supporting with meal preparation and various household chores, including cleaning, grocery shopping, and gardening, through to arranging transportation.

What many people may not realise is that we find ourselves playing various characters under a single support worker role and must strike a delicate balance between ensuring the wellbeing of those we support and respecting their autonomy. At times, we serve as communicators or interpreters, while on other occasions, we provide emotional support as a pillar of strength, at other times we are just a friend to participate in activities with. Acting as all the characters both makes job enjoyable and also offer a fulfilling opportunity to make a positive impact on the lives of others.

We have the privilege of watching many participants achieve their NDIS goals, however one that sticks in my mind is a participant who uses a walker due to limited mobility, who was fearful about starting hydrotherapy. It took a couple of visits to get her to take her first steps into the pool. We started her off with a goal to just float and have fun, to get over her fear of letting go of the handrail. After a year of gradual progress, she finally gained the confidence to follow the exercises and perform mobility-improving exercises, and at last she let go of the handrail! We celebrated recently by doing big jumps in the pool together, and since I have seen a huge boost in her confidence, which has allowed us to introduce even more exercises to further enhance her mobility.

Mai-Wel offers many benefits to employees. We have monthly training calendars to keep our knowledge up-to-date, and personally I've had the opportunity to step into a Service Lead role when needed, which is contributing to my own career growth. As a parent raising a young family, Mai-Wel's flexible work options and other benefits have been invaluable in maintaining my work-life balance. The salary packaging option have helped me cover my children's entertainment and other expenses in a timely manner. All in all, it's a great place to work!





## SHEREE, SUPPORTED EMPLOYEE WITH MAI-WEL ENTERPRISES

My name is Sheree Ellis I am a Supported Employee at Mai-Wel Enterprises, I work in the Industry Products area and we are located at 115a South Street in Telarah.

My daily role involves:

- > Maintaining equipment
- > Emptying dust bags
- > Checking nail guns and nails for each part of a job
- > Keeping the work area clean at all times including sweeping floors and blow out machines after use each time
- > Assisting my work mates with job orders, stacking, collecting timber, measuring, nailing, assisting with lifting, stamping and more
- > Training for upcoming jobs or training to use equipment
- > Working off-site to do cleaning or lawn maintenance

I have a few good memories from working at Mai-Wel. I guess the first would be hands down going to the RAAF Base and sitting inside a jet. The tour and the people were amazing. I was on cloud nine for days!

Some of the skills I have learnt over the years include scanning, screen printing, packing wine, and last but not least all the skills I pick up every day working in the industry section of Mai-Wel Enterprises – it's never ending. I guess the best benefit for me working for Mai-Wel is the amazing support I get from both my teammates and support workers. I would be lost without it. Also, there is good flexibility with work hours and days.



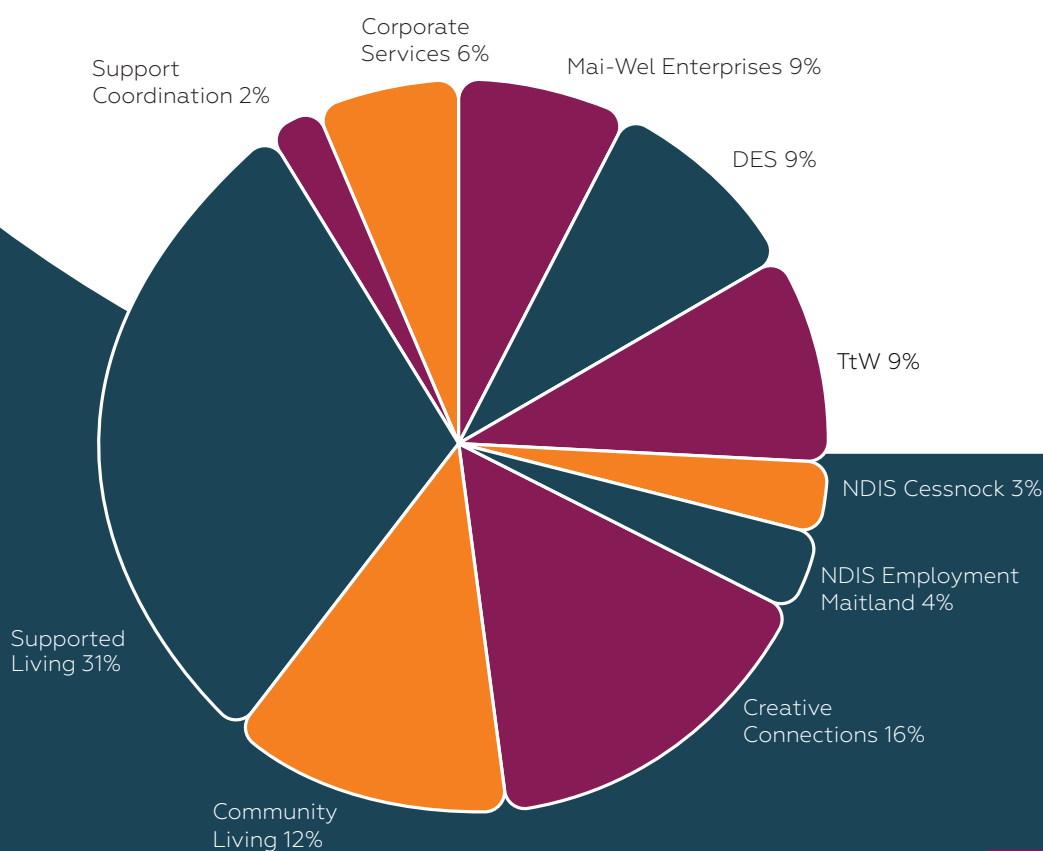
# OUR FINANCIALS

## STATEMENT OF FINANCIAL PERFORMANCE

	2023 \$m	2022 \$m
Government Funding	24.0	21.2
Other Revenue	3.1	4.7
<b>TOTAL REVENUE</b>	<b>27.1</b>	<b>25.9</b>
Expenses	29.5	28.0
<b>SURPLUS</b>	<b>-2.4</b>	<b>-2.1</b>

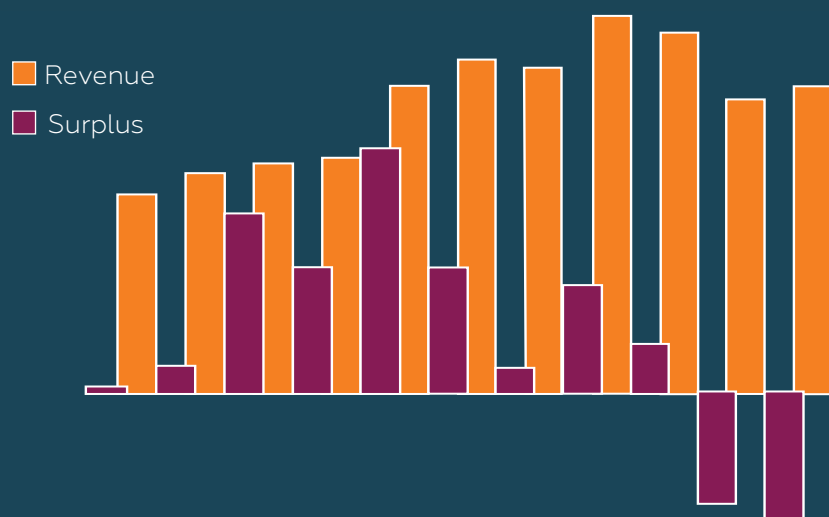
## STATEMENT OF FINANCIAL POSITION

	2023 \$m	2022 \$m
Current Assets	14.3	16.9
Non Current Assets	15.2	15.9
<b>TOTAL ASSETS</b>	<b>29.5</b>	<b>32.8</b>
Current Liabilities	3.5	4.1
Non Current Liabilities	3.3	3.6
<b>TOTAL LIABILITIES</b>	<b>6.8</b>	<b>7.7</b>
<b>NET ASSETS</b>	<b>22.7</b>	<b>25.1</b>



### REVENUE BY SERVICE AREA

Enterprises	2,046,840
DES	2,448,058
TtW	2,480,689
NDIS Cessnock	857,006
NDIS Employment Maitland	941,311
Creative Connections	4,207,766
Community Living	3,332,658
Supported Living	8,480,486
Support Coordination	618,237
Corporate Services	1,692,353
<b>TOTAL</b>	<b>27,105,403.95</b>



### REVENUE (\$) SURPLUSES (\$)

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
2023	27,105,404	-2,411,632

# PHILANTHROPY & EVENTS

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

## MAI-WEL'S GALA BALL

Thank you to our sponsors: Imagine NOW I.T., Heritage Motor Group, Maitland Ready Mixed Concrete, The Mutual Bank, Fry Bros, Strike Force Services Pty. Ltd., Signature Clothing Company, Hunter Signs, Cessnock Print Place, Newcastle Live, Vac Shop, Tamburlaine Organic Wines and Rover Coaches.

### \$22,838.92

**raised with 294 people in the room. Funds raised went towards bettering our support services and facilities, particularly at Mai-Wel Cessnock.**

## MELBOURNE CUP PARTY

Thank you to our supporters who hosted the Melbourne Cup Party in support of Mai-Wel: Beam Bookkeeping, Hunter Recruitment Group and The Whistler. Special thanks to Tim and Kate Peters of Peters Real Estate for their support in running the Calcutta Auction and providing a generous donation.

### \$5,000 raised.

## THANK YOU BGIS

BGIS chose to support Mai-Wel Cessnock on their annual Corporate Social Responsibility Days. The team donated their time and energy over two days to complete critical and extra repairs, improvements and upgrades to the site, including painting, stage refurbishment and improvements to the kitchen and bar training facilities.

This work will allow for our teams to deliver high quality supports to people in Cessnock with the positive community impacts to be felt for years to come.



Use the QR code to watch our story of the BGIS work or visit us YouTube at [www.youtube.com/themaiwelgroup](http://www.youtube.com/themaiwelgroup).

## THANK YOU MOUNT THORLEY WARKWORTH LODGE OF THE MINING AND ENERGY UNION

### \$5,000

**donated to support improvements to The Cottage, to make the space warm and welcoming for participants to enjoy.**



# THANKS TO 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 a disability in our local community.

We want to give a huge thank you to all our supporters, from local businesses, to community members, Mai-Wel staff and everyone else who helps Mai-Wel deliver above and beyond supports to our community.

## THANKS TO OUR MAJOR SUPPORTERS:





# Mai·Wel

*Full of possible*

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 & Aged Care
- The Australian Government, Department of Education, Skills and Employment (DESE)
- 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