



Mai·Wel



**ANNUAL
REPORT
2023/2024**

WELCOME

TO MAI-WEL'S 2023/24 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

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 on the Mai-Wel website.

To request a hard copy of this annual report or to request a copy of our financial statements, please contact Mai-Wel Corporate Services. Alternatively, our financial statements can be downloaded from the Australian Charities and Not for Profit Commission (ACNC) website under the charity portal section (<https://www.acnc.gov.au/charity/charities>)

6/555 High Street, Maitland NSW 2320

PO Box 835, Maitland NSW 2320

Tel: (02) 4057 2900

Mai-Wel Limited

ABN: 88 060 661 476

CFN: 109 19

© Copyright 2024

TABLE OF CONTENTS

Welcome.....	2
A Message From Our Board Chair - Felicity Laczina.....	4
A Message from Our CEO - John Cleary.....	5
Board of Directors.....	6
Leadership Team.....	6
Mai-Wel's Reflect Reconciliation Action Plan.....	7
The Mai-Wel Team.....	8
Our People.....	9
The Inaugural Mai-Wel Awards.....	9
Year in Review.....	10
The People We Support.....	12
NDIS Pathways.....	14
Home and Living Pathways.....	15
Social, Community and Creative Pathways.....	16
Support Coordination.....	17
Employment Pathways.....	20
Mai-Wel Labourforce Solutions.....	21
Workforce Australia - Transition to Work.....	22
NDIS Employment Pathways.....	24
Mai-Wel Enterprises.....	26
Introducing Mai-Wel's Employer Ambassador Network.....	27
Events.....	28
Our Staff Reflect on 2023/2024.....	30
Our Financials.....	32
Philanthropy.....	33
Thanks to Our Supporters.....	34
In Honour Of Our Participants.....	35



A MESSAGE FROM OUR BOARD CHAIR - FELICITY LACZINA

Dear Members, Staff and Supporters,

As we reflect on the past year, I am both proud and inspired by the achievements of Mai-Wel. Our commitment to providing exceptional disability supports and employment services in the Hunter region continues to positively impact the lives of many individuals and their families.

The financial year ending 30 June 2024 presented continuing challenges as we strived to balance the need to provide excellent support with the landscape of an increasing cost base and strained funding. With tenacity and with our participant's best interests at the core, we tackled the sustainability challenge head on.

In late 2023, we bid farewell to our Chief Executive Officer, Lynne Graham and I would like to take this opportunity to acknowledge the achievements over Lynne's five years with Mai-Wel.

In November 2023 we welcomed a new Chief Executive Officer, John Cleary, and together we continued to apply laser focus to ensuring the long-term sustainability of Mai-Wel including addressing the challenges within the cost base. The significant progress made will enable our organisation to confidently shift our strategic focus to growth and opportunity in future years. Our dedicated team has worked tirelessly to support the sustainability efforts without losing sight that our purpose is to empower individuals to reach their full potential.

Looking ahead, we recognise the need to adapt and expand our services to meet the evolving needs of our community. We are committed to enhancing our organisation through sustainable growth and innovation as we continue to strive to provide the very best supports to our participants.

I want to extend my heartfelt thanks to our participants, staff and fellow Board members. Your passion and dedication make our purpose possible. Together, we are building a more inclusive and supportive community.

In closing, let us celebrate our successes and remain focused on our goals for the year ahead. Together, we can continue to make a meaningful difference in the lives of those we serve.

Thank you for your ongoing support.

Warm regards,
Felicity Laczina
Board Chair



A MESSAGE FROM OUR CEO - JOHN CLEARY

It is my pleasure to present Mai-Wel's Annual Report and Corporate Profile for 2023-24.

I was delighted to accept the role of Chief Executive Officer of The Mai-Wel Group, commencing in November 2023. I have known Mai-Wel by reputation for many years and am delighted to have been offered the opportunity to work with such an amazing community of staff, participants, and families.

Since commencing with Mai-Wel, the year has been dominated by designing and executing a sustainability plan. At the time of writing this report, many initiatives have been successfully implemented and it is expected that the remainder of the plan will be fully implemented by the end of FY2025. These initiatives include:

- Leadership team redesigns across all of business
- Roster transition project in NDIS pathways
- Consolidation of 555 High St operations into Unit 6/555 High St
- Relocation of our Art and Music studio from 555 High St to the 'Cottage' at South St
- Other property initiatives including the leasing of 33 John St Telarah, and the sale of land located at 45 Aberglasslyn Rd.

In May 2024, Mai-Wel chose to cease service in Support Coordination following an extensive period of consultation with our staff, participants and their families. This best practice initiative was an early adoption of the Disability Royal Commission recommendation 10.2 and the recent NDIS Review recommendation to phase out support coordination and Local Area Coordinators to combine them into a Navigators role.

In addition to working with the Executive team on actioning the sustainability plan, I have had the opportunity to witness some great exhibitions showcasing the work of Mai-Wel's participants including Mai-Wel's Art exhibition at Lake Macquarie Art Gallery, our Live and Loud festival and our 'Galaxy Talent Unlimited' concert event.

Please take a read and enjoy a taste of some of the amazing events and achievements that have occurred over the past year.

Our sector certainly presents many challenges for Mai-Wel, however we are well placed to strategically respond to these challenges in FY 2025 and beyond having largely executed our sustainability plan. Mai-Wel's clear strengths are our people, our brand, our geographical diversity and our service diversity.

I want to recognise and thank the dedication and hard work of our staff, whose work each day makes such a positive impact on countless lives.

In addition, I would like to thank our Board Chair, Felicity Laczina, and our Board of Directors for their governance throughout 2023-24.

It has been a pleasure to lead Mai-Wel through the majority of FY 2023-24, there is an air of optimism of what is ahead for our wonderful organisation and I look forward to working with the Board, the executive and staff in developing and executing further initiatives in FY 2025 to continue ensuring that our participants' lives are full of possibility.

Warm regards,

John Cleary
Chief Executive Officer



BOARD OF DIRECTORS



Felicity Laczina

Chair



Michael Burfitt

Deputy Chair



Martin Corrigan

Director



Carolyn Higgs

Director



Jann Kingston

Director



Simon Coleman

Director



Christian Pynsent

Director



Jennifer Cappellacci

Director (until 17/6/24)

LEADERSHIP TEAM



John Cleary

Chief Executive Officer
(from 27/11/23)



Jennifer Cappellacci

General Manager Corporate Services
(from 18/6/24)



Lucy Crawford

General Manager NDIS Pathways



Bianca Simms

General Manager People, Culture and Safeguarding



Kyllie Tegg

General Manager Employment Services

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 2023 – June 2024.

NAIDOC Week Celebrations in Singleton July 2023. Our team held a community stall with a number of other organisations to engage with community and celebrate culture.

As part of our commitment to supporting and celebrating the rich cultural heritage of First Nations people, our team proudly participated in the NAIDOC Week celebrations in Singleton in July 2023. The event brought together a diverse range of community organisations, fostering a vibrant atmosphere of cultural exchange, learning, and engagement.

Our community stall, alongside others, served as a hub for connecting with local residents, sharing information about our services, and celebrating Aboriginal and Torres Strait Islander culture. This engagement was an opportunity to not only celebrate the history, achievements, and resilience of First Nations communities but also to strengthen relationships with our broader community. The stall featured educational materials and interactive activities, encouraging meaningful conversations around the NAIDOC Week theme for 2023: "For Our Elders."

Our participation in this important event highlights our ongoing commitment to inclusion, diversity, and reconciliation, reflecting our organisation's values and dedication to fostering a connected and supportive community for all.



OUR PEOPLE

18.90%* of DES job seekers identified as Aboriginal or Torres Strait Islander

35.32%* of Workforce Australia – Transition to Work job seekers identified as Aboriginal or Torres Strait Islander

APPROX

5%* of staff identify as Aboriginal or Torres Strait Islander

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



THE MAI-WEL TEAM

As a proud leading provider of employment and disability services in the Hunter Region, Mai-Wel is committed to employing people who hold our brand, reputation, and values in high regard, combined with quality training and backed with support to provide excellent services to the people we serve. Mai-Wel employs professionals with skills across a range of work areas; not only to deliver frontline support, but corporate positions in People, Quality, Finance, Communications and I.T., as well as specialised roles such as Allied Health Professionals, Art Mentors and Engagement Specialists.

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.

The People, Culture and Safeguarding team have had an incredibly busy year.

With several initiatives which include the inaugural Mai-Wel Awards, culture improvement, supporting the sustainability plan (across organisational redesigns) important staff initiatives which include RUOK?Day, learning opportunities, internal processes and enhanced safety practices.

This year included a significant policy focus with regard to industrial relations reforms, and with at least 16 foundational

documents developed or amended. These include:

- Respect@Work Policy
- Inclusive Workplace Policy
- Flexible Work Arrangements Policy
- Grievance Procedure
- EAP Procedure
- Drug and Alcohol Procedure
- Recruitment Guide
- Learning and Development Policy

Learnings: We have developed partnerships with providers to be able to offer a diverse range of learning experiences, and over the last year, our people enrolled in, and completed 2,655 eLearning courses.

Mai-Wel invest in all emerging new and existing leaders by:

- Holding quarterly leadership forums as central to fostering connections and collaboration.

Our leaders had opportunities to participate in:

- Black Dog Institute's Managing for Team Wellbeing
- Lifeline's Accidental Counsellor
- Foundations, and Lifeline's DV-alert Foundations.

KEY INITIATIVES

- **Respect at Work:** We work to ensure that all people are better protected from sexual harassment, and it is up to both employers and employees to create a safe, gender-equal and inclusive workplace. Our policy position and roll-out included workshops, and supportive training modules across the entire organisation.
- **Drug and Alcohol:** To ensure a safe environment for everyone at Mai-Wel, drug and alcohol testing is required for all team members. We've strengthened our commitment to safety with regular testing, conducted both in-house and by external providers, as part of our updated procedures.
- **First Aid:** As an added safety measure for our team and participants, Mai-Wel has established a First Aid requirement for specific roles across the organisation. Through a new partnership with Aspire First Aid (RTO), we provided 250 learning spots, with 160 team members successfully earning their first aid certificate—all funded by Mai-Wel.

OUR PEOPLE



349* people worked for Mai-Wel in 23/24



89* new recruits were hired in 23/24



THE INAUGURAL MAI-WEL AWARDS

Over 80 people attended the exclusive event at Mai-Wel Cessnock in October 2023, celebrating staff anniversary milestones, organisation value award winners and recognising some of our top supporting businesses. A big congratulations to all staff who celebrated anniversaries and all nominees, finalists and winners of awards through the night. Special mention and congratulations is well deserved for Evelyn who was celebrated for an incredible 45 years of employment with Mai-Wel! Evelyn was cheered on with a standing ovation.

Congratulations to the following organisations; **Maitland Regional Art Gallery, Galaxy Talent Academy, Huntlee Academy and Gemco Rail** for being either finalists or winners of some special awards. This acknowledgement is a wonderful way to celebrate stand out community partners and employers!

Big thanks also to the Thrive Catering team who catered a delicious spread of food and drinks for the night. Thank you!



YEAR IN REVIEW



JULY 2023: LIVE AND LOUD

Congratulations to our musicians who put on a great show and thanks to The Cabin Collective for providing an amazing space.



AUGUST 2023: BUSINESS HUNTER AWARDS

Mai-Wel was a finalist for TWO awards at the 2023 Business Hunter Awards in the following categories:

- Outstanding Community Organisation
- Outstanding Employee Award (Jane Hill)



SEPTEMBER 2023: EMPLOYMENT PATHWAYS INFORMATION SESSIONS

We invited the community to attend an information session to learn about Mai-Wel Academy, Disability Employment Services, Workforce Australia – Transition to Work and general NDIS supports.



OCTOBER 2023: INAUGURAL MAI-WEL AWARDS

On Wednesday 26th of October we held our first Mai-Wel Awards!

With 80 attendees a lovely evening was had celebrating our people at our Cessnock facility.



NOVEMBER 2023: MELBOURNE CUP FUNDRAISER

7th of November – Melbourne Cup Fundraiser was held – with thanks to HRC, Beam Bookkeeping and The Whistler – raising a total of: \$3,737.40!



NOVEMBER 2023: ART AND MUSIC FESTIVAL AT CESSNOCK

Social, Community and Creative Pathways held their Art & Music festival on Saturday 25th of November.



DECEMBER 2023: INTERNATIONAL DAY OF PEOPLE WITH DISABILITY

The Hunter Valley IDoPWD event was held on the 1st of December at the Maitland Basketball Stadium.



DECEMBER 2023: OUR CHRISTMAS POP-UP STORE

From Monday the 11th of December to Friday, the 15th of December at the Maitland Riverside Plaza, Mai-Wel held a Christmas Pop-Up Shop. We sold Christmas gifts, Charity Calendars and raised money with a raffle.



JANUARY 2024: DESIGN YOUR OWN SUPPORTED HOLIDAYS

Our Social, Community and Creative Pathways launched an exciting program of support where participants can design their own holiday!



FEBRUARY 2024: OUR AMAZING THRIVE CATERING

On the 9th of February, our fabulous Thrive catering team were hard at work catering with an amazing breakfast spread for the maitland business chamber networking event, held at The Mutual Bank.



MAY 2024: LAUNCH OF MAI-WEL EMPLOYER AMBASSADOR PROGRAM

We were thrilled to announce Gemco Rail as our first and proud member of the Employer Ambassador program at the Gemco Open Day!



MAY: 2024 HUNTER REGIONAL BUSINESS EXCELLENCE AWARD – WINNERS!

Mai-Wel was honoured to be awarded for the second year running, the Not-For-Profit winner at the Hunter Regional Business Excellence Awards!

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.



MAI-WEL ARTIST Alex, TEACHING THE NEXT GENERATION!

Mai-Wel artist Alex has recently delivered her second paint and scrape workshop to Thrive Kids Day Care in Raymond Terrace.

Alex has taken part in Mai-Wel's Creative Arts programs for many years and has a passion for sharing her art with the world. This latest opportunity has seen her teaching the next generation of artists about her art practice, colour theory and giving a fantastic demonstration.

Alex set up the workshop independently and her natural charisma shone through as she helped the children with their artworks throughout the day. All the kids had a wonderful time and made a beautiful artwork each to take home to mum and dad.

As Alex left the daycare, there were a lot of big 'thank you's,' high fives and hugs before she could get out the door.

"It was really good to go back and teach the kids painting techniques," says Alex, "I felt like it built my confidence up and hopefully we'll run more workshops in different areas soon."



THE PEOPLE WE SUPPORT:

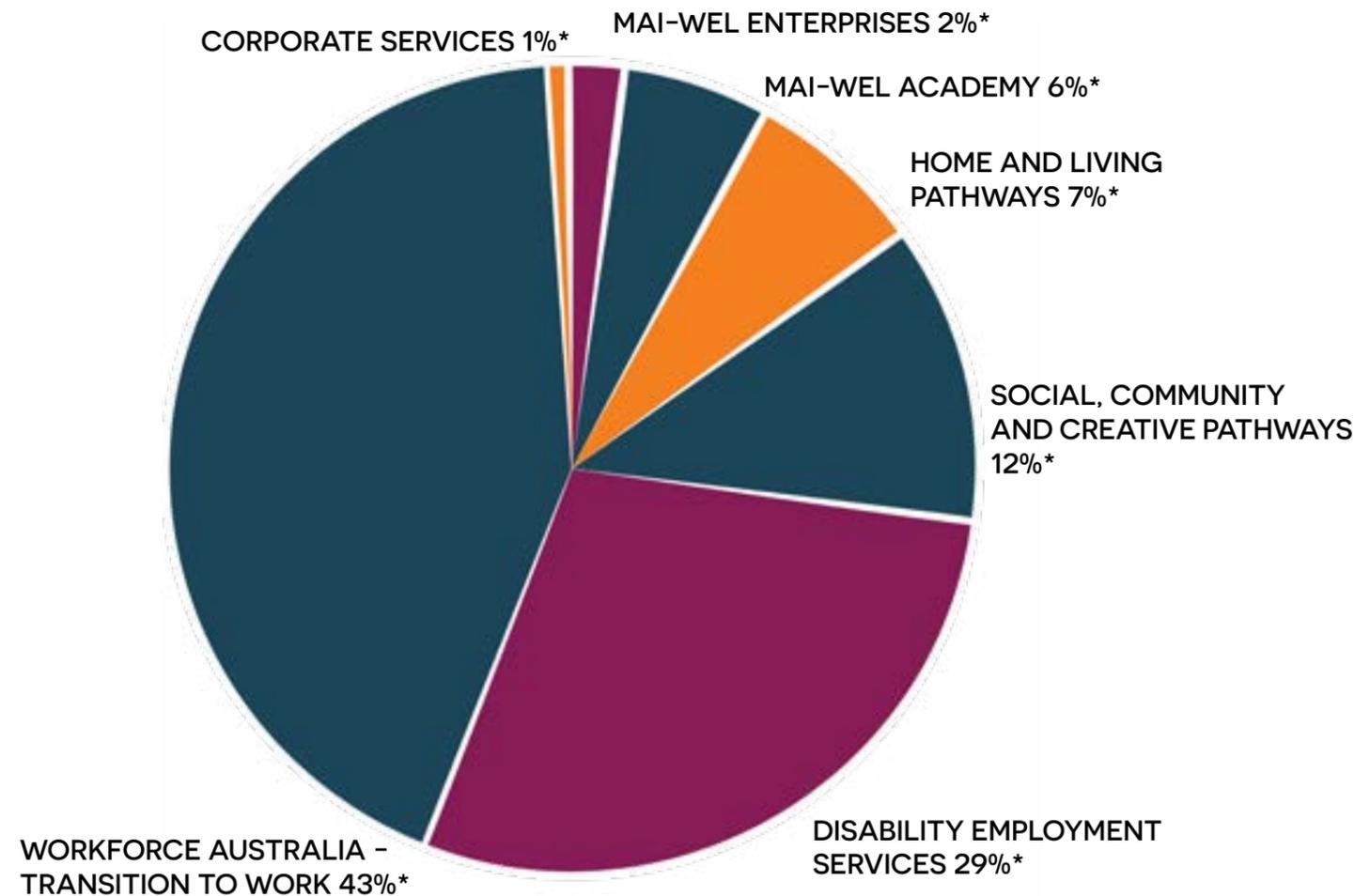


313 * people with NDIS plans supported across the Hunter Region



815 * people supported with employment across the Hunter Region

THE AREAS OF OUR BUSINESS THAT SUPPORT OUR PEOPLE*:



*This data is accurate as of June 2024.



NDIS PATHWAYS

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.



313* participants supported across NDIS Pathways

4 Purpose-built facilities deliver NDIS services:

- **Mai-Wel John St:** providing group and individual supports, both in-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. This moved from 5/555 High St to our Cottages at Mai-Wel Enterprises
- **Mai-Wel Cessnock:** our hub for all NDIS community, social, skill building and work supports in Cessnock

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.

Sasha FACED HER FEARS ON HER SUPPORTED HOLIDAY

Sasha stayed at Oaks Resort at Salamander Bay for her birthday holiday. Sasha conquered a fear, put on a wetsuit and swam with sharks and stingrays!

Well done Sasha for overcoming your fears, what an incredible holiday.



HOME AND LIVING PATHWAYS

Mai-Wel's Home and Living Pathways go beyond just helping occupants around the house. They're about empowering participants to live life their way—encouraging independence at home, connecting with the community, and building a full, vibrant, independent life!

Whether in a Mai-Wel-supported home or their own, we focus on developing essential skills that give individuals more choice and control. From learning to cook and clean, managing a budget, or getting support with personal care, our goal is to make "home" a place of independence and possibility.

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.

As of June, 2024, Community Living merged to be part of our Social, Community and Creative Pathways Business Unit, to enhance further collaboration and support. For the purpose of reporting and this annual report – we have kept Community Living and SIL data within 'Home and Living Pathways' however in the next annual report, this will change.



THE PEOPLE WE SUPPORT:



111* people engaged with Home and Living Pathways



34* people living in Mai-Wel Supported Living Pathways



77* people supported in the community

*This data is accurate as of June 2024.



SOCIAL, COMMUNITY AND CREATIVE PATHWAYS

Mai-Wel's Social, Community and Creative Pathways (SCCP) link people with disability across the Hunter Region 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, and
- Creative arts

THE PEOPLE WE SUPPORT:

 **186*** participants supported
*This data is accurate as of June 2024.



DESIGN YOUR OWN SUPPORTED HOLIDAY!

NDIS participants are supported to:

- **Design the holiday of their dreams**
- **Learn the skills to organise their holiday, including accommodation and activities**
- **Explore the sights and sounds of new and exciting places!**
- **Have fun!**
- **Enjoy new adventures and activities!**
- **Meet new people and make new friends!**

And so much more.

After the launch of this exciting new program of support in April 2024, Harry, Gabi, Alex, Emma and Dan (supported by Kel and Allan) are pictured on their travel break on their way to Port Macquarie for three days of FUN and sun!

They planned their ultimate three-day getaway throughout four workshops to include a trip to the zoo (with encounters), jet boating, camel rides, eating out and exploring the gorgeous coastline of Port Macquarie! The group had an amazing time.



SUPPORT COORDINATION

In FY 2023/24 Support Coordination represented approximately 2.5% of Mai-Wel's total group revenue.

The Disability Royal Commission (DRC) handed down recommendations on the 29th of September 2023, and these recommendations guide best practice for organisations in our sector. More recently, the NDIS Review was undertaken, and its recommendations were handed down on the 7th December 2023.

Both sets of recommendations suggested new directions for Support Coordination. The DRC believed it was a conflict of interest for organisations to provide both Support Coordination and other NDIS services. The NDIS Review suggested that Support Coordination should also be a separate service, combined in the future with Local Area Coordination, to form a role known as Navigators.

On the 17th of May 2024, Mai-Wel made the difficult, but necessary decision to cease support coordination services. This decision was not made lightly due to the impact it would have on some of our participants and some of our staff.

This decision was made as we consciously chose to be early adopters of the Disability Royal Commission Recommendation 10.2 and remain true to our values of Integrity, Respect and Excellence.

The Disability Royal Commission questioned the integrity of organisations who provide both Support Coordination and other funded supports.

Impacted participants were well supported to transition to other external Support Coordination services and were invited to attend one of our six (6) online and face to face events to ask questions and seek further information from Mai-Wel. Participants and their families were also supported at these sessions by advocacy groups and representatives from Uniting Care - our Local Area Coordinators (LAC) who provided additional advice.

We appreciate that it was a difficult time for our participants and their representatives whilst Mai-Wel implemented this decision. Mai-Wel received compliments from both government and from National Disability Services (our peak body) for the diligence and care shown in implementing this initiative.

Following our decision, on 31st July 2024, it was noted that the NSW Government responded to the final report of the Disability Royal Commission, citing it was a conflict of interest for organisations to provide both Support Coordination and other NDIS services. This affirmed Mai-Wel's position to cease Support Coordination.

Mai-Wel continues to take proactive steps to review all Disability Royal Commission and NDIS Review recommendations. We are committed to continuing to implement these recommendations as appropriate to ensure that our participants lives are full of possible.

Arts and music festival -

OUR SHOWCASE IN CESSNOCK

On Saturday the 25th of November 2023 the first Mai-Wel Music & Arts Festival was held and showcased the best elements of all music and arts on offer at Mai-Wel.

As part of this, our hard-working music and art participants (supported by their mentor team) were able to show off their incredible skills and talents.



Dylan's JOURNEY TO OPEN EMPLOYMENT: A SUCCESS STORY WORTH CELEBRATING!

Dylan's story is one of growth, courage, and determination. After dedicating seven years to an Australian Disability Enterprise (ADE), Dylan decided it was time to take a bold step forward into open employment. This transition wasn't without its challenges—navigating new responsibilities, earning certifications, and managing his own anxieties were just a few of the hurdles he faced. However, with a strong support network and his own unwavering commitment, Dylan's journey has blossomed into an inspiring success story.

From the very start he demonstrated a readiness to embrace change and tackle the demands of his new role and when he first expressed his desire to explore open employment, his Employment Consultant at Mai-Wel stepped in to map out a pathway to his goals. Together, they crafted a strategy focused on gradually building the skills and confidence he would need. Through every challenge, Dylan had his consultant by his side, providing consistent support and encouragement.

One of the major achievements on Dylan's journey was earning his forklift license. Recognising that this certification could open new doors, Dylan set his sights on securing it. Studying, practicing, and building his confidence, he worked tirelessly until he was ready for the final test. His determination paid off, and he successfully earned his license—a huge milestone that fueled his enthusiasm for what lay ahead.

Securing a job in open employment was the next step, and it began with a two-day trial at Industrial Gaskets, a local company known for its strong team culture. To help him succeed, Dylan's support team provided interview coaching, assisted him with transportation, and checked in regularly to ensure he felt confident. They worked with Industrial Gaskets to understand Dylan's strengths and needs, making it easier for him to adjust and perform well.

Adapting to the demands of his new role wasn't always easy, but Dylan's resilience shone through every challenge. With each day, he grew more confident and found himself enjoying his responsibilities. His commitment, positive attitude, and reliability have made him a valued team member, and he's thriving in his role.

Dylan's journey shows the incredible impact of personalised support and community. With Mai-Wel's guidance and his team's encouragement, he's achieved inspiring growth. His story is a reminder that with determination and the right support, anything is possible. Congratulations, Dylan!



Brad's STORY!



Brad's journey with Mai-Wel LabourForce Solutions (MWLFS) began four years ago, during his high school years. Living with an intellectual disability, Brad often struggled with low self-esteem and confidence, making social interactions challenging. Through MWLFS, he joined NDIS programs designed to foster personal growth, vocational skills, and social engagement—critical building blocks for his future.

Brad discovered a passion for hospitality but faced a significant barrier: transportation issues made attending classes difficult. Despite this, his commitment never wavered, and he attended every session, demonstrating a drive to learn and grow that MWLFS staff encouraged. With their support, Brad started to build a foundation of skills and self-belief that would serve him well.

A major turning point in Brad's journey came with the Thrive Café initiative—a simulated hospitality workspace where he could gain hands-on experience in a supportive environment. Here, Brad developed essential skills in food preparation and cooking while working alongside peers, which helped improve his communication skills and sensory responses. This 13-week Kitchen Operations course also taught him workplace safety practices (WHS) and cooking techniques, gradually boosting his confidence and bridging the skills gap that once held him back.

As Brad progressed, he transitioned into the Disability Employment Services (DES) program, where he received tailored support to navigate the job market and overcome his transportation challenges.

With this ongoing support, he was able to attend

all training sessions and make the most of every learning opportunity. After weeks of hard work and perseverance, Brad reached a significant milestone: he secured a job at KFC! This role gave him a chance to apply his newfound skills in a real-world setting, interacting with customers and colleagues in a busy environment. Brad has since transformed from a hesitant student to a confident, reliable team member at KFC, excelling in tasks from food preparation to customer service.

Brad's story is a powerful example of how early intervention and dedicated support can empower individuals to overcome obstacles and achieve their dreams. By addressing his challenges while still in school, MWLFS laid the groundwork for his future success, helping him gain the skills and confidence needed to thrive in the hospitality industry. With a bright future ahead, Brad's journey shows how targeted programs can truly change lives.



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:

 **815*** job seekers supported through Employment Pathways

Mai-Wel LabourForce Solutions office locations:

Maitland, Cessnock, Dungog, Kurri Kurri and Singleton

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

- ARC Training
- Aspire Training and Development
- Atwea College
- CTA Training Specialists
- Zeal Futures
- Hunter Plant Operator Training School (HPOTS)
- JobQuest
- Licenses 4 work
- Quality College Training (QCA)
- Reach for Training
- Signature Learning and Development
- The Management Edge (TME)
- Theresa Campos
- Tocal College
- VERTO
- Yakka Training



MAI-WEL LABOURFORCE SOLUTIONS

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 (DES)

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.

THE PEOPLE WE SUPPORT:

OUR IMPACT:



326* participants who we have supported
*data June 2024



116* participants who have entered into employment

TOP INDUSTRIES EMPLOYING DES PARTICIPANTS



WORKFORCE AUSTRALIA – TRANSITION TO WORK

As a registered Workforce Australia – Transition to Work (TtW) provider, Mai-Wel supports young people aged 15 to 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.

THE PEOPLE WE SUPPORT:



489* job seekers supported

*data from June 24



12* job seekers entered education



256* job seekers entered employment

Workforce Australia

Employment Services

Delivered by Mai-Wel TtW



Brendon IS LICENSED TO SUCCEED!

When it comes to employment, having your driver licence can open up a world of opportunities. With support from Mai-Wel, Brendon has gained not only his P's licence, but has also gained his forklift licence!

Brendon joined Mai-Wel through our Workforce Australia – Transition to Work program, to help overcome his barriers in the search for employment. He undertook training, including a Certificate III in Business Administration, got help to update his resume, write cover letters, learn interview techniques and support with all the struggles of searching for the right job.

Gaining a licence was one of Brendon's goals, knowing the ability to drive to and from work would give him greater freedom of choice when it comes to job opportunities. Mai-Wel collaborated with the PCYC to get Brendon into their Driver Licencing Access Program and the Safer Driver Course. This helped Brendon get up his logbook hours, and when time came to sit the Driver's Test, he passed on the first go!

At the same time, Brendon gained employment in the manufacturing industry as a warehouse assistant and needed to gain his forklift licence as a requirement of the role.

Brendon's youth support mentor collaborated with RTO licences 4 work to source funded training for Brendon to gain his forklift licence within the required 3 months of him starting in his new job.

Now Brendon is able to work in different areas of the warehouse and is gaining new skills each day. The opportunities are endless – and Brendon has the licenses to prove it!



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

In July 2023, Mai-Wel Academy officially launched! An exciting and innovative opportunity for participants.

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.

What was traditionally called "Get Started" and aimed at our high school co-horts, is now called Mai-Wel Academy Prep.

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:

- Micro-Enterprise Businesses: Mai-Wel's simulated workspaces in areas such as hospitality, gardening grounds-maintenance 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, providing work-place learning opportunities with 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
- Transition to Disability Employment Services (DES)
- Conversion to Transition to Work (TtW)
- Gaining training and development
- Work at an Australian Disability Enterprise (ADE).

THE PEOPLE WE SUPPORT:

 **126*** people were provided employment supports via Mai-Wel Academy

 **21*** Mai-Wel Academy Prep Participants

 **10*** schools were engaged  **76%*** of students continued post-school supports and transitioned into Mai-Wel Academy



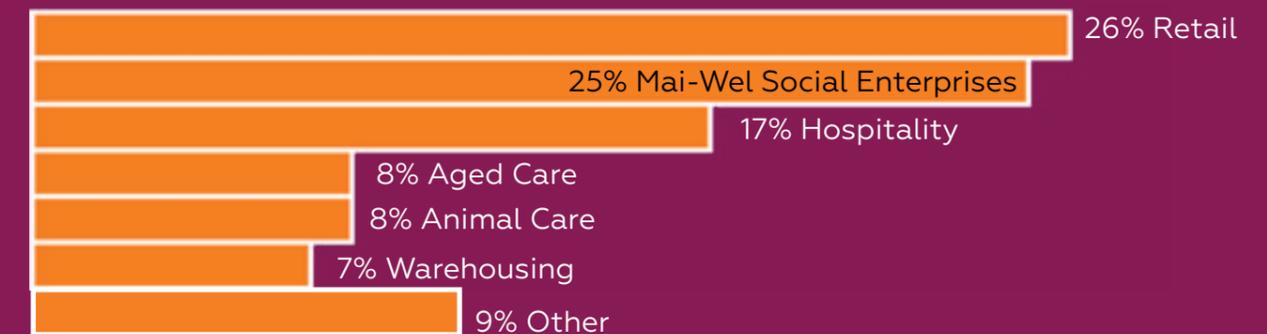
EMPLOYMENT OPPORTUNITIES



SUPPORTED WAGE SUBSIDY POSITIONS



WORK-PLACE LEARNING POSITIONS



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

- RSPCA NSW Hunter Animal Shelter
- Huntlee Academy
- Omina Wheel
- Lorn Rose Farm
- Maxi Save
- voco Kirkton Park
- Rarity Wholesale

MAI-WEL ACADEMY FACTS:

 **162*** bulk meals were produced within 8 weeks at the Thrive Cafe

 **3*** new fragrances, and car diffuser added to the Thrive Scents ranges

 **34*** local businesses have provided workplace learning opportunities for Mai-Wel Academy participants



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
- Recycling solutions
- Facilities and grounds maintenance
- Building and supply of pallets, crates and dunnage
- Building timber products
- Light metal fabrication

And so much more.



Mai-Wel ENTERPRISES



Check out our video with Gemco Rail - scan the QR code!



INTRODUCING MAI-WEL'S EMPLOYER AMBASSADOR NETWORK

In May 2024, we introduced our first Employer Ambassador! The Employer Ambassador Network was introduced through a soft launch in partnership with Gemco Rail.

This initial rollout was designed to fine-tune the program and ensure its effectiveness before expanding to a broader audience. Gemco Rail, known for its commitment to innovation and community, was an ideal partner for this launch, as they share a strong belief in the value of inclusive employment practices.

The success of this initial phase sets a strong foundation for the program's full-scale rollout in the coming year, with plans to involve more businesses that are equally committed to driving positive change in the community.



THE PEOPLE WE SUPPORT:



IN 23/24 WE DID:



EVENTS

Over the past 12 months, we have prioritised rebuilding a strong and consistent presence within the community, re-establishing, and nurturing relationships with key stakeholders. We have been actively communicating with stakeholders to enhance awareness of Mai-Wel's current brand and the expansion of our services to a wider demographic.

Events and expos have played a crucial role in driving Mai-Wel's engagement strategy. With over one hundred events attended—including key networking sessions, interagency meetings, and expos. Through these interactions, Mai-Wel continues to strengthen its presence in the community, ensuring our programs are not only responsive but aligned with the needs of those we serve.

INTERNATIONAL DAY OF PEOPLE WITH DISABILITY

On Friday 1st December 2023, a collaborative group of organisations across the Hunter Region came together to host the Hunter International Day of People with Disability Event. Bringing together a dynamic range of activities, services, organisations and people with the purpose of raising awareness and highlighting the opportunities that are available for people with a disability to be active and social within their community! With over 40 providers/organisations, the Hunter IDoPWD showcased the broad range of services and opportunities available in the Hunter community for people with disability. The following activities were held:

- The Lions club provided a free BBQ to the community
- Basketball NSW gave attendees an interactive experience of

wheelchair basketball.

- Balloon Aloft showcased their accessible balloon basket
- A wonderful range of participants creative talents were on display through stunning art exhibitions and this included Mai-Wel participant DJ Ranon who provided the beats for people to dance to and our fabulous Electronic Dances Music performers
- A dedicated sensory space

We are excited for what the 2024 Hunter IDoPWD celebration will bring!



YOUTH WEEK – COLOUR RACE

In April 2024, Mai-Wel along with seven fantastic organisations that provide services for young people collaborated on a dedicated youth event and boy did we have some fun!

This Youth week initiative (our Colour Race) was sponsored by Maitland City Council.

Major activities included; our Colour Race organised by the Mai-Wel team, a Youth Disco held at PCYC and hosted by Samaritans and Headspace, and a creative screen-printing session led by Youth Express.

The Colour Race was an exciting and hugely fun event with over 40 young people coming to leap, run and navigate their way through the various obstacles and along the way be blasted with vibrant coloured chalk as they made their way around the course!



NSW DEPARTMENT OF CUSTOMER SERVICE ABORIGINAL AND DISABILITY SUPPLIER SHOWCASE

In June, Mai-Wel Enterprises attended the NSW Department of Customer Service Aboriginal and Disability Supplier Showcase, aimed at shining a light on a diverse choice of Aboriginal and disability suppliers, and the high calibre of products and services they offer.



OUR STAFF REFLECT ON 2023/2024

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.

TRACEY MONAGHAN, PRACTICE ADVISOR (DISABILITY AND PSYCHOSOCIAL), EMPLOYMENT SERVICES

I've been with Mai-Wel for 13 years now! Growing up, I was surrounded by family and friends with disabilities and mental health challenges, this exposure fostered a natural empathy and a deep desire to make a positive impact in the lives of others. My journey with Mai-Wel all began in 2011 where I started as a volunteer. This experience exposed to me how important having a purpose and independence could be for people overcoming barriers, and I quickly realised I wanted to be that someone dedicated to empowering them.

Over my time at Mai-Wel I've had several career opportunities, from being offered a permanent position within the Transition to Work team, where I immersed myself in the day-to-day lives of participants, building genuine connections and understanding their unique challenges.

In 2015 I stepped into the role of Team Leader for the Step-Up Program (now Mai-Wel Academy). This leadership position allowed me to shape not only my professional path but learn how to balance the practicalities of running a program and understand that behind every guideline and policy was a real person with real needs. My leadership journey didn't stop there! In late 2023, I embraced a short secondment as a Senior Manager, which expanded my knowledge around Mai-Wel Enterprises business operations.

Fast forward to May 2024, and I felt a strong desire for change. I wanted to reconnect with participants, families, and staff on a more personal level. As I settled into this new chapter in my journey with Mai-Wel, I have witnessed firsthand the transformative power of support. Each success story, whether it was a participant securing a job, gaining independence, or simply feeling heard, has reinforced my belief in the importance of the work I've done, and the

work I continue to do.

My career has certainly transformed throughout the 13 years at Mai-Wel with a series of opportunities, however my current role as the Practice Advisor (Disability and Psychosocial) within Employment Services is diverse! Some of the key functions of my role includes reviewing referrals and intakes, providing guidance on case reviews, conducting risk assessments, interventions and resources to both participants and staff. I advise on best practices in customised employment, workplace adjustments, and post-employment support. Additionally, I deliver coaching and mentoring to both the DES & TTW teams, promote program improvement, and implement communities of practice to enhance service delivery.

One surprising aspect of my role that someone outside of Mai-Wel might not expect is the depth of collaboration required across various stakeholders. My position involves a significant amount of teamwork with people from diverse backgrounds.

When reflecting over the 13 years at Mai-Wel and trying to pick a favourite memory, it comes down to when I have witnessed families overcome their doubts and celebrate milestones—whether it's their son or daughter forming new friendships, maturing into confident young adults, or even obtaining their driver's license, those moments become the heart of my work. The expressions of gratitude from families remind me why I do what I do. Each success story reinforces the idea that with the right support, anything is possible.



CHLOE DEAN, LEAD SUPPORT WORKER FOR SOCIAL, COMMUNITY AND CREATIVE PATHWAYS (PRIMARILY CESSNOCK BASED)

As a Lead Support Worker at SCCP Cessnock, I have been working alongside my leadership team to help create an amazing array of programs, in an effort to give our participants choice and control, through meaningful and engaging program and activity options. I support and mentor our direct support staff in many ways, always striving to help them to become more empowered!

My primary objective is always to help our participants reach their goals and overcome their barriers. Every day is very different, and I usually need to be quite adaptable and ready to think on my feet. I work with other business partners to make sure all supports and programs are on track and responding to day-to-day business needs.

I have been with Mai-Wel for five years, After being a stay-at-home mum for 4 years, I was looking at my career path which had previously been in Administration/ Customer Service, and really wanting to find a career that had meaning. I decided to start a Cert III in Community Services, knowing it gave me options. After going out in my local community, Cessnock, to find work experience to complete my course I found Mai-Wel, who took me on as a volunteer one day a week. It only took a very short while to know that I had found my calling. After completing my required hours I stayed on as a volunteer as I was enjoying myself so much and absolutely loving getting to know the participants and learning support styles and strategies from the staff and after 10 months, I was asked to come on Board as a paid support worker. Of course, I said yes!

I have worked primarily at Cessnock since then as well as supporting in other business units, which started me down the road to leadership. 12 months ago, I was successful

in my application for a Lead Support role and it has been an amazing opportunity to continue to developing my leadership skillset.

There are so many good memories from my time at Mai-Wel. A most recent memory is our first combined Disco offered to all Mai-Wel participants through SCCP. It was held at our Cessnock site, we had the disco ball, coloured lights and the music pumping and all our participants were meeting each other and getting out to dance with the encouragement of the staff and next thing you know they had formed a dance circle and participants were each having a go in the middle getting their boogie on while they all cheered each other on. It was so wonderful seeing them coming together and the absolute joy on their faces!

I have been offered many training opportunities throughout my time at Mai-Wel, such as Mental Health, Domestic Violence Alert and Fire Warden training. I have been offered flexible work options when needed, which have been so helpful in trying to balance work and family obligations.



OUR FINANCIALS

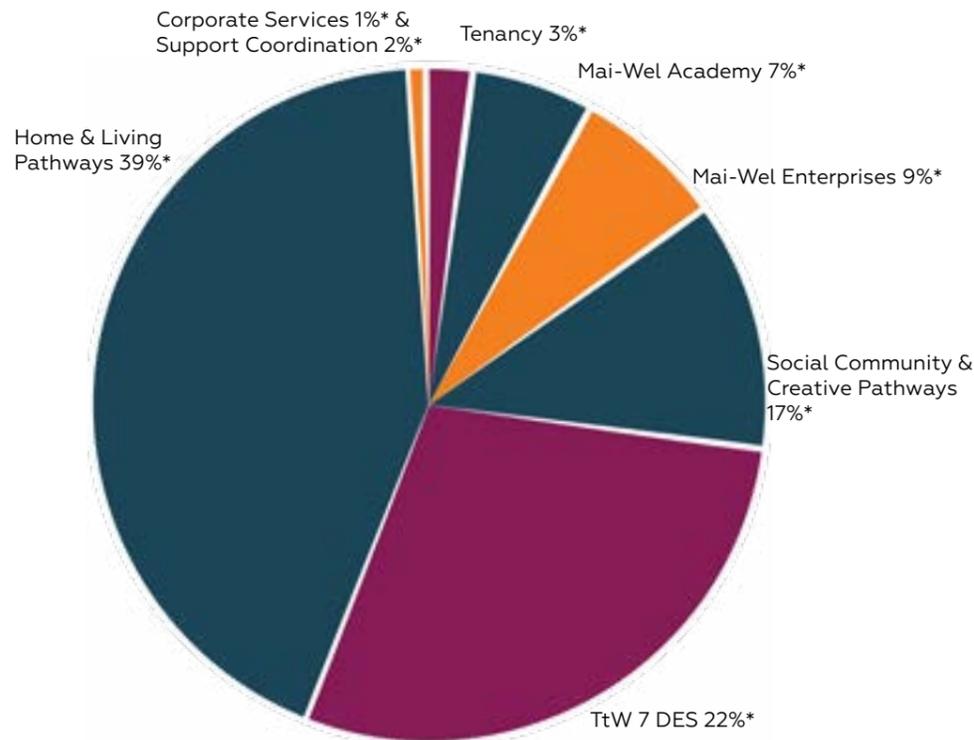
Statement of financial performance

	2024 \$M	2023 \$M
Government Funding	\$24.6	\$24.0
Other Revenue	\$3.6	\$3.1
Total Revenue	\$28.2	\$27.1
Expenses	\$32	\$29.5
Operating Surplus	\$-3.8	\$-2.4
Gain on Asset Revaluation*	\$9.3	
Total Surplus	\$5.5	\$-2.4

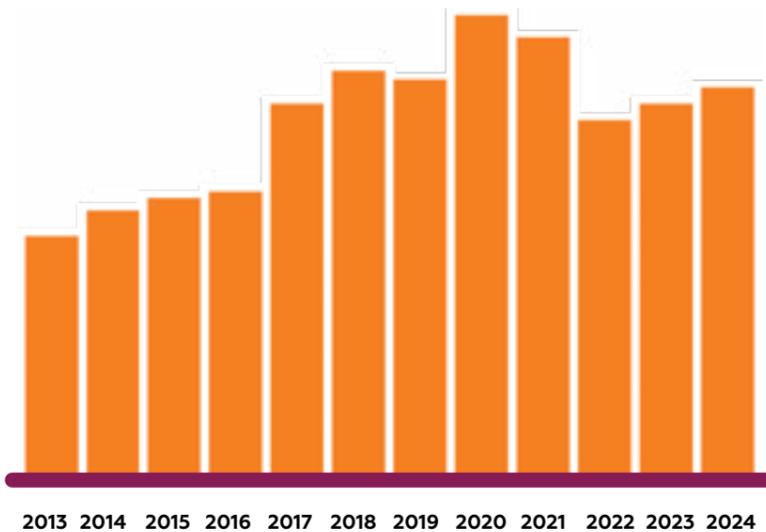
*Freehold property

Statement of financial position

	2024 \$M	2023 \$M
Current Assets	\$11.2	\$14.3
Non Current Assets	\$22.7	\$15.2
Total Assets	\$33.9	\$29.5
Current Liabilities	\$4.4	\$3.5
Non Current Liabilities	\$1.2	\$3.3
Total Liabilities	\$5.6	\$6.8
Net Assets	\$28.3	\$22.7



Service Area	Revenue
Academy	\$1,909,170
Business Development	\$23,690
Corporate Services	\$361,011
Enterprise	\$2,498,207
Home and Living Pathways	\$11,024,354
Social Community and Creative Pathways	\$4,814,047
Support Coordination	\$541,871
Tenancy	\$748,267
TTW DES	\$6,254,634
TOTAL	\$28,175,250.45



Year	Revenue
2013	\$17,549,726
2014	\$19,455,557
2015	\$20,281,993
2016	\$20,763,995
2017	\$27,106,722
2018	\$29,429,418
2019	\$28,724,220
2020	\$33,199,339
2021	\$31,743,189
2022	\$25,886,875
2023	\$27,105,404
2024	\$28,175,251

PHILANTHROPY

Each year, Mai-Wel host a number of vibrant events, designed to raise funds and community profile, and engage community members. Mai-Wel's philanthropic efforts and fundraising initiatives play a vital role in supporting our programs, empowering people with disability, and fostering greater inclusion and opportunities within our community.

MAI-WEL'S GALA BALL

Originally due to take place on Saturday the 6th of July 2024, unfortunately due to economic factors including low ticket sales, we had to make the sad decision in June 2024 to cancel this event. However, a number of our supporters have donated their sponsorship money towards our efforts to raise funds for an accessible commuter bus! Thank you to our amazing supporters:

- Hunter Land
- Peters Real Estate
- Lewis Mining Consulting
- Maitland Ready Mixed Concrete
- Mits Alloy

MELBOURNE CUP PARTY

A heartfelt thank you to our generous supporters—Beam Bookkeeping, Hunter Recruitment Group, and The Whistler—for hosting the Melbourne Cup Party in support of Mai-Wel. Together, making a significant impact on our work.

\$3,737.40 raised.



THANK YOU BGIS

BGIS chose to support Mai-Wel again for their annual corporate social responsibility days. This year, the team focused on upgrades at the Social, Community and Creative Pathways Cottage!

The team donated their time and energy over two days to complete and extend the deck on the cottage, as well as other improvements and upgrades to the site. This also included painting the lunchroom at Mai-Wel Enterprises.



This work will allow our participants to fully enjoy the deck (with the extra space we could enjoy a meal out there and a BBQ!) it was also a safety upgrade for this cottage too. A big THANKS to BGIS once again.

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

\$5,000

was donated to support improvements to the Cottage, to make the space warm and welcoming for participants to enjoy. This money went towards purchasing wood for the deck extension and shade sail.

The Lodge donated a further \$6,000 at the end of the 2023/2024 financial year.

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 supporters:



IN HONOUR OF OUR PARTICIPANTS

We fondly remember those participants that we sadly lost throughout the year. We hope that their families continue to think of Mai-Wel as part of their family.

VALE ALAN BEATTY

During the year we were saddened to hear the passing of our long-time supporter and member, Alan Beatty. Alan, and his wife Jan, have been wonderful friends of Mai-Wel and were instrumental in the establishment of The Mai-Wel Group. We are so very thankful for Alan and his incredible contributions to Mai-Wel and consequently the greater community.

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 Employment and Workplace Relations (DEWR)**
- **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. To request a hard copy of this annual report or to request a copy of our financial statements, please contact Mai-Wel Corporate Services. Alternatively, our financial statements can be downloaded from the Australian Charities and Not for Profit Commission (ACNC) website under the charity portal section (<https://www.acnc.gov.au/charity/charities>)

(02) 4057 2900.

Mai-Wel Limited

ABN: 88 060 661 476

CFN: 109 19

