

*To be the leader of innovative and quality businesses and services which advance the lives of people with a disability*

# ANNUAL REPORT 2007-2008



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## Message from the Chairman



After more than 20 years of association, I have seen The Mai-Wel Group grow into what I believe is one of the finest, best practice Disability Service Providers in NSW, if not Australia. I have been privileged to witness the progress that our organisation has made in a very competitive business world which has seen many of our goods and services not only accepted in the market place but also a preferred choice ahead of many others.

As Chairman of the Board for the last six years I have been fortunate to be involved in many projects that have advanced the lives of people with a disability.

In 07 – 08 these ventures, quality fundraising events and social occasions have continued and reached new levels of excellence. Due to the quality of service provided on a daily basis and the outstanding support from our local community, The Mai-Wel Group has continued to see growth in numbers of clients, staff, programs offered and reputation. This Annual Report gives an overview of the achievements and activities of The Mai-Wel Group during 07 – 08.

As I step down as Chairman of The Mai-Wel Group

I would like give my thanks to the committed staff and volunteers at Mai-Wel. Their innovative and resourceful approach to support people with a disability never ceases to amaze me. They are all truly dedicated and special people.

My sincere thanks to Pennie Kearney, our Chief Executive Officer and her Executive Management Team for their loyalty and dedication to The Mai-Wel Group. I know our organisation is very safe and secure in the hands of such a devoted team.

My deepest gratitude also to my fellow Directors for their patience, input, dedication, expertise and hard work to assist Mai-Wel and for their support and friendship over the past six years. I look forward to working with you as a fellow Board member in the following years.

It is with great pleasure that I commend this Annual Report to you.

Thank you all.

Kevin Gordon JP  
Chairman



## CEO's Report



Growth has been a consistent theme in each of my annual reports for past years. The year 07 - 08 is no different.

To manage the continued expansion of business and services, there has been a strong focus by the Board of Directors and Leadership Team to reposition the Company, to maintain service provision, set goals and implement strategies to ensure Mai-Wel will be in a strong position to meet the growing needs of people with a disability in the future.

### The Board of Directors

An analysis of the Company's Board of Directors has defined the skills needed to achieve our aims and ambitions. A Skills Matrix Tool was developed in 2006 and used to identify the skills, qualifications and strengths of each of the then serving Directors. This exercise highlighted skills gaps and made it clear which expertise should be sort when a Board vacancy occurred. Now, when a vacancy for a Director occurs, only a person with the necessary skills and/or experience is approached.

The Board of Directors has also implemented sub committees that meet on a monthly basis to ensure our strategic goals and projects are achieved. These committees were formed to utilise the skills and expertise of the Directors, to allow each sub committee to focus on specific projects and make relevant recommendations to the full Board. Since their introduction over the past year, the Business Planning and Finance, Building and Infrastructure and Corporate Governance sub committees have demonstrated

their worth through the valuable advice they provide, their outcomes and achievements.

### The Leadership Team

The Team is a dynamic, skilful group of people who manage and coordinate the various divisions and services at Mai-Wel. The Team's numbers have increased to 20 during 07-08.

Mai-Wel is committed to ongoing accredited and non accredited staff training. The value of that commitment was evident this year when two of the leadership vacancies were filled by existing staff members who had shown ability and commitment as support workers. Both have demonstrated excellent skills in their new roles and have proven that upgrading them to coordinators was a sound decision.

Four new leadership positions were created to support Mai-Wel's growth and those new leaders brought experience, knowledge and new ideas to further enhance the work of Mai-Wel and its reputation in the Disability Services Sector. The new roles are; Communication Coordinator/ PA, Manager Mai-Wel Training Services (which is the Registered Training Organisation), Business Development Manager, and Behaviour Intervention Support Manager.

There are a number of challenges facing the Community Services sector including: meeting compliance regulations, the rising cost of petrol and the demand for more services for an ageing population. Mai-Wel has focused on each of these challenges with a particular focus on planning and ensuring that Mai-Wel remains an employer of choice. The demands for valuable staff will increase to meet the swell in numbers of people with a disability requiring a service in the future.

After 18 years of loyal service to Mai-Wel, Diane Klasen retired in February 2008. Diane has been missed by her colleagues and the clients alike. She was a skilled and dedicated Senior Manager who championed the rights and dignity of people with a disability and she was an efficient manager of the Administration Department. The Assistant Accountant also resigned about the same time. These, and a number of other related positions were reviewed, which resulted in a restructure, predominately at Head Office.

A skills audit of existing staff was completed and the new roles designed. This process took considerable time, however it was essential to define which skills were needed before positions were advertised. As a result the position of Business Administration Manager was created. That manager, like those mentioned, has brought a new ability to guide the administration team.

The restructure provided a number of challenges as the team was established. All members have the expertise and commitment, so I am confident the goals of the restructure will be achieved.

## Staff

Mai-Wel is fortunate to have many highly committed individuals who give so much to their role every day. I regularly hear of praise from families about the work and care given by our staff.

**“I sincerely thank all staff for valuing the lives of our clients and for helping them to get the best from their time spent at Mai-Wel. Your efforts make such an important difference”.**

These efforts, I know, make such a difference to the client with a disability, their families and others close to them.

Not every staff member works directly with the clients, however, administration and management support is essential. I sincerely thank all staff for valuing the lives of our clients and for helping them to get the best from their time spent at Mai-Wel. Your efforts make such an important difference.

## The Clients

This is my 11th year with Mai-Wel and still the efforts and achievements of people with a disability continue to amaze me. Each year the number of clients, supported employees and residents increase, as does the range of opportunities and experiences available to them.



*Lucinda at the Show*

## The Volunteers

Again I acknowledge the commitment and skills of the Mai-Wel volunteers who have supported in so many valuable ways, including helping with supported holidays, excursions, art and craft activities.

The volunteers from Maitland Rotary Club of Maitland built a fence at the rear of the Lodge. Mai-Wel staff volunteered their time to raise funds at functions and social nights and on many

other occasions. These contributions make such a difference to the services provided and I offer my sincere thanks.

## Building and Infrastructure

The demand for sufficient and suitable premises and outdoor space is a continual challenge for Mai-Wel as client numbers grow and businesses, programs and services expand and diversify.

The decision to rent offices at 555 High Street, Maitland, for the employment programs, Hunter LabourForce Solutions and Transition to Work, has given the programs adequate space for the present and a capacity to expand. The three training rooms also provide a quality and professional venue for Mai-Wel Training Services. The layout of these premises matches the purpose of each program and resources such as the receptionist and equipment are shared, creating efficiencies and cost effectiveness.

The Development Application for three units in Walter Street, Rutherford has been approved and work is expected to begin in late October for a completion date in March 2009. These units will be home for six residents. The \$1 million grant to build the units was a welcome gift from the State Government. There is available space to build a fourth unit if funds become available in the future.

Plans have been drafted for a purpose-built centre, Warby Centre II, on Mai-Wel's land on John Street, Telarah, for clients of the Community Participation Program and the Community Access and Day Programs. The Development Application will be lodged with Maitland City Council later in 2008. The project provides for sensory rooms and gardens, a personal care room, a large kitchen to train cooking skills and plenty of outdoor space. The project will be staged to match available funds and projected intakes of clients.

Two years ago the Board agreed, should a reasonable and affordable property that backed on to the Mai-Wel Lodge become available, consideration should be given to buying it. As a result a house in Gillies Street has been purchased which will be rented in the short term. This property will allow access to the level area at the rear of the Lodge as the residents age and their mobility decreases.

**“I look forward to working with all stakeholders to continue to advance the lives of people with a disability in the future”.**

To conclude, this has been another eventful and successful year for the Mai-Wel Group. I thank the Directors; for their willingness to give so much of their valuable time and considerable expertise to assist me in the management and continuous improvement of this organisation which provides so many essential services to the local community. Special thanks also to the Executive Managers – four remarkable and capable people – and the wider Leadership Team who share the responsibilities and support me on a daily basis.

To the local businesses and the community who have supported us in the past, to the customers of our businesses, those who attend and or donate to our fundraising events, and those who partner with us in a myriad ways, thank you. I look forward to working with all stakeholders to continue advancing the lives of people with a disability in the future.

Pennie Kearney  
Chief Executive Officer

## About The Mai-Wel Group

The Mai-Wel Group is one of the largest Disability Service Providers in the Lower Hunter Region, providing services and programs to more than 800 people with a disability across seven Local Government Areas.

The Mai-Wel Group employs more than 150 local support and administrative staff and 109 supported employees. The ethos of The Mai-Wel Group carries throughout the organisation from management and staff, and on to clients.

The Mai-Wel Group is focused on developing opportunities that advance the lives of people with a disability, allow the individual to realise their goals for life and provide access, integration and opportunity for all.

### Our Mission

To develop and deliver creative and responsive services that advance the lives of people with a disability and enable them to realise their individual potential.

### Our Vision

To be the leader of innovative and quality businesses and services which facilitate access, integration and opportunity for all.

### Our Values

- The Individual
- Excellence
- Quality
- Innovation
- Commitment
- Professionalism
- Teamwork
- Enthusiasm
- Community
- Safety

### Our Aims People

- Creatively assist individuals to reach potential
- Promote the valued status of people with disabilities in the community
- Provide a safe and healthy environment
- Encourage individuals to be enthusiastic about their employment and to make work fun

### Sector Leader

- Apply lateral thinking and implement innovative approaches to enhance the quality of life for people with a disability and other stakeholders
- Focus on research and development which promotes continuous improvement across the disability sector
- Develop partnerships on a local and national level

### Community

- Recognise and value the contribution of the community
- Contribute to and support local business and community activities
- Strive for environmentally sustainable practices

### Excellence

- Dedicate ourselves to the delivery of quality services and products
- Be a team that works cohesively to be the best at what we do
- Respond enthusiastically and professionally to customer and clients needs

## Highlights of 2008

Warren, a 44 year old supported employee decided to go on his very first supported holiday this year, without his parents, after he attended a day trip to Karuah Fish Farm where the group participated in aqua golf, fishing and swimming activities.

Shortly after, I had the pleasure of assisting Warren, his mother and father, through Warren's ISP (Individual Service Plan). During this process the supported holidays came up in discussion. He had had a great time on the fishing trip and this was the catalyst for Warren to want to go on a Supported Holiday. The next to come up was the Dubbo trip; a five day road trip which took in Dubbo Gaol and the Zoo, Wellington Caves and a 2600 acre sheep station.

Warren had such a great time, he then came back and put his name down for the upcoming Tasmania supported holiday.

*Greg McLeod, Social Educator*



*Warren with a Boomerang he decorated on his holiday to Dubbo*

My name is David Cochrane and I have been at Mai-Wel since 1982. I used to live in the Lodge and I made many friends. I learnt to travel on my own by train to Gosford where Mum and Dad live. I worked in the chicken room for a lot of years and then I worked at Endwell Recycling at

Cessnock. In 1998 I went to live in 'independent living' in Rutherford. I have my own room and a carer comes in each afternoon to support us. When I moved into my unit I continued to work at the workshop and learnt how to catch a bus, how to shop and look after the house. In 2007 I decided I did not want to work any more so I retired. During the day I use my computer, watch DVD's and I sometimes go to Maitland or catch the bus from Rutherford to Greenhills to look around the shops. I help with the shopping and I pay the bills for our house. I also go on day trips with Community Transport and attend an activity group at Rutherford Community Centre once a fortnight.

I am very happy now I have retired and like living in my own house.

*David Cochrane, retired Supported Employee*

*In 07 - 08 some of the achievements and experiences of Mai-Wel clients include;*

- *The thrill of moving into a new group home or a unit*
- *A new job with a local employer*
- *A supported holiday in New Zealand, a trip to the Dubbo Zoo or the Bathurst car races*
- *An exhibition of their art or craft at the Maitland Show*
- *Involvement in local community events, a Melbourne Cup Party, Walkathon for Cancer Research*
- *A contribution to productivity and profits of the Mai-Wel Business Services that have expanded substantially over the years.*

Chris has been a client of the Community Participation Program for two years. During that time he has advanced from our High Support unit to our mid-support Group. He has progressed rapidly as his communication skills and opportunities have expanded.

Chris struggled with understanding and also communicating his desires because of his disability. Now with improved communication skills, his own feeling of self-confidence and his confidence in the staff, he is achieving his goals in leaps and bounds.

To date, one of his major accomplishments that many people, including himself, thought would never happen is that Chris has learned to travel home on the bus each day by himself from the Warby Centre. The staff have worked in conjunction with Community Options of Maitland in supporting Chris to learn to independently travel on the bus during the last 12 months.

In August we all decided Chris was ready to try to get home independently. Staff would not follow from a distance as we had previously and he would be allowed to go to the bus stop alone.. The day was very challenging for everyone. Staff were anxious, so his mother was called and we asked her to let us know if he was even a minute late, so we could follow up and see where he was. We all stood at the door and watched him go down the street. We need not have worried, Chris, using his communication book got on the bus. Since then he has made his way home independently every day.

He has become more independent which is a wonderful outcome as he was so very dependent on others in the past.

***Bobbi Oliver, Community Participation Coordinator***

In May 07 during a Community Access Day Program client meeting, the different cultures of people across the world were raised as a topic of conversation. Staff decided it would be fun to explore different aspects of other cultures.

China was the first because there had been many recent news stories regarding the 2008 Beijing Olympics. The support staff for the day dressed in theme and we made fried rice and honey chicken for lunch (and of course ate with chopsticks) and had fortune cookies. We made traditional lucky coins, red envelopes, fans and scrolls. We also learned some words in Chinese such as 'hello' and had the clients looked up information about The Great Wall of China on the Internet.



*Charles and his Chinese fan*

In the future we are hoping to have a look at Indian culture, dress in Saris, cook traditional Indian food, listen to Indian music, create some Indian style crafts and maybe even watch a Bollywood movie!

The clients seem very enthusiastic about Cultural Days as we continuously get requests from the clients to explore different countries! It is so important that the clients have as much input as possible to the activities we do so Cultural Day will become a regular event on our program.

*Bradie Frost, Support Worker*

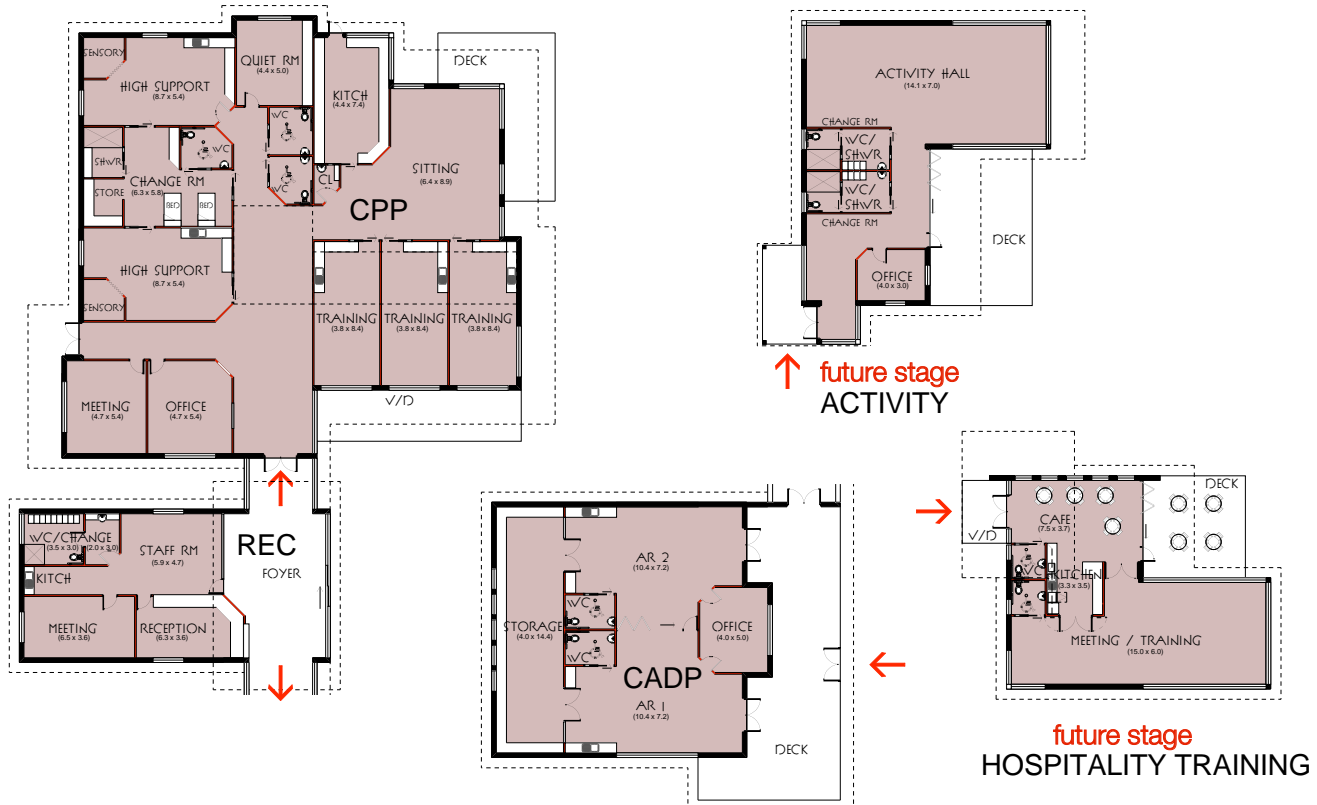
## 2009 & Beyond - Our Plans & Dreams

During the last few years Mai-Wel has undergone some exciting changes, providing new services to more clients than ever before. Today, Mai-Wel supports more than 800 clients across the Hunter Region with four different premises on High Street Maitland, an ever expanding Head Office at Telarah and an office in Cessnock. In addition, weekly and daily programs are operated in Medowie, Dungog, Denman, Nelson Bay, Merriwa and Teralba (Lake Macquarie).

Plans are currently being finalised for the new purpose built Community Programs building that will be named "The Warby Centre". This Centre will provide a new home for Mai-Wel day programs and will also be an important community resource. Being purpose built means that the whole site is designed to meet the complex and varied needs of clients and their carers.

A key focus when planning the Centre has been to ensure that future client growth is possible, current plans include Stages 1a, 1b, 2 and 3. However, the site allows for future development with additional space available. In 2009, stages 1a and 1b will be built and stages 2 and 3 will follow as funding allows.

Each aspect has been planned to make the best possible use of space and to address the needs of those clients who will use the Centre. For instance, there will be a number of outdoor rooms and gardens to allow interaction with the outdoors or simple contemplation in comfort. Covered accessible walkways will join the buildings in Stages 1a and 1b. Onsite parking and a covered bus bay are all catered for and the Centre will be adjacent to the Telarah Railway Station as well as being within easy walking distance of bus stops.



Internal layout of the purpose built Community Programs building, The Warby Centre

### ***Why build this Project?***

***Firstly this Centre will provide current and future clients with a purpose built site and facility that has been designed from the ground up to cater for people with a disability.***

***In addition, this new centre will provide more space to allow Mai-Wel to support extra clients, more frequently and this will help to meet some of the unmet need in the community.***



*Artist impressions of The Warby Centre*

As Mai-Wel looks beyond 2009, plans for a new location for TimeSavers and Hunter PACE Setters will become a focus. Both of these businesses currently provide long term training and employment for more than 70 people with a disability in addition to providing a positive cash flow that helps to provide extra opportunities and services for our clients.

TimeSavers simply need more space to enable growth, especially in areas that provide new job opportunities for people with a disability, therefore a new location with more space, room for a larger and more comprehensive showroom would be ideal and is a goal for the future.

Hunter PACE Setters have the additional issue of large truck movements which are not necessarily conducive to the increased pedestrian traffic experience at the South Street site. A new building for PACE that will allow the business to continue to grow and minimise the movement of heavy vehicles on the South Street site is another goal for the future.

***“All of these goals require vision, determination and funding. The Mai-Wel Group is better placed than ever before to meet these challenges...”***

All of these goals require vision, determination and funding. The Mai-Wel Group is better placed than ever before to meet these challenges head on with a dynamic, diverse and skilled Board of Directors and an Executive Management team who’s reputation results in requests for their input on matters of State and National importance. These involvements include representation on advisory committees and working parties within the Sector. The Mai-Wel Group also has a team of dedicated staff that, every day, strive to advance the lives of people with a disability.

These factors, along with continuous and outstanding achievements of people with a disability will provide an exciting time for The Mai-Wel Group in 2009 and beyond.

## Corporate Governance

The Board of Directors recognise the need for Directors and employees to demonstrate high ethical standards when engaged in any corporate, business and provision of service on behalf of Mai-Wel.

The Board consists of a Chairperson, two Vice Chairpersons and an Honorary Secretary. Eight Board members filled positions in 07 - 08. Directors are elected by Mai-Wel's members at the Annual General Meeting in November. To be eligible for nomination, Directors must be a financial member of the organisation and are not be employed by the Company. Directors do not receive, nor are they entitled to remuneration.

Three key sub committees were active during 07 - 08. The CEO is a member of the Sub Committees and each has a nominated Chair.

The Business Planning and Finance Sub Committee met bimonthly and reported and made recommendations to the full Board

on matters relating to the budget, financial reporting, financial management, audits and capital funding.

The Building and Infrastructure Sub Committee met regularly and reported back to the Board. This committee's responsibilities include; current infrastructure, new building programs and making recommendations for proposed new buildings.

The Corporate Governance Sub Committee was formed in June 2008. The role of the Committee is to review and develop the Articles of Association, the Constitution, Policies and Procedures and the role of the Directors to ensure compliance is maintained to the highest ethical standards.



*From left to right: CEO Pennie Kearney and Directors Brad Webb, Margaret Sivyver, Paul Callinan, Kevin Gordon, Paul Hughes, Frank Higgs, Graham Burns and Jan Whyte.*

## Business Units

07 – 08 has seen Mai-Wel's Business Services continue to grow in both numbers of supported employees and staff, and there has been a range of new capabilities and initiatives.

A Business Development Manager was employed in September 2007 to extend Mai-Wel's current business opportunities by expanding and marketing the range of products and services on offer.

Several large jobs were secured in 07 - 08 including large mailouts for international companies such as Westpac and increased pallet and crates manufacturing for the mining and wine industries. The Business Development Manager's other focus was to connect and inform Mai-Wel's existing customers about the other divisions of Mai-Wel and the services and products available.

This holistic approach ensures customer needs are met by the provision of products and services from the range of Mai-Wel businesses. This new business model paid significant dividends for both Mai-Wel and its customers in 07 – 08.

The Business Development Manager position allowed the Managers of the businesses, Hunter PACE Setters, TimeSavers, The Enterprise Centre, Mai-Wel Training Services and Hunter Labour Force Solutions, to focus on managing the day to day operations of their respective businesses and to concentrate on providing a quality product and service in an efficient time frame.

Hunter PACE Setters, the timber manufacturing and light engineering division, employed 36 supported employees and seven staff in 07 – 08, primarily to manufacture their major product; export quality pallets and crates to State and

National industry standards. An external auditor was engaged during the year to examine their current operations and future capabilities. This resulted in the remodelling of the workshop to allow additional ease of production, eliminate possible OH&S issues and the purchase of new equipment to minimise wastage. Two Production Assistants were upgraded to Coordinators to assist the Manager in different areas of managing the business.

Hunter Business TimeSavers also underwent significant growth as their scope of work increased to include a broad range of promotional products, printing, packaging, assembly services and screen printing which provides jobs for the 38 supported employees.

In 07 – 08 TimeSavers were also engaged to send crews of supported employees and production assistants to work places off site across the Hunter region to assist with process and assembly work. This new enterprise, paired with innovative approaches by staff to provide aids and jigs for packaging and assembly work, has resulted in increased profit and prompt delivery of services and goods to customers.



*Members of the TimeSavers crew at work*

Furthermore delivery of services and goods has also increased at The Enterprise Centre, a business service of The Mai-Wel Group that provides confidential paper shredding, rag cutting and corporate cleaning services. Rag cutting services have more than doubled to 6.5 tonnes of cut fabric being produced per month and the production of confidentially shredded paper has also increased to approximately 3.4 tonnes per month.

New opportunities for The Enterprise Centre's corporate cleaning service have been secured, allowing the 'Clean Team' to extend their services to several local organisations by providing car cleaning as well as office cleaning services.



*Some of The Enterprise Centres supported employees*

During 2007 – 2008 there has been considerable growth of Mai-Wel Training Services, the Registered Training Organisation. Certificate IV in Disability Work and Certificate IV in Frontline Management were offered at least four nights each week during the school terms. Productivity Places, an initiative of the Australian Government, provided funding for students to undertake courses in Certificate III in Aged Care, and Certificate III & IV in Disability Work. This training occurred at least two times a week during the day. Mental Health First Aid and Senior First Aid

courses were also offered to Mai-Wel staff, other service providers and the wider community.

In 07 - 08 the decision was made to apply to the regulating body to increase the scope of accredited training. This was the first step in expanding the number of courses that Mai-Wel can deliver, thereby improving the service and allowing the organisation to provide services to a wider client group.

The Mai-Wel Group's Disability Employment Network (DEN), Hunter LabourForce Solutions, had an extremely successful year, providing services to 342 people with a disability across Maitland, Dungog, Cessnock and Port Stephens. The Employment Consultants at Hunter LabourForce Solutions implemented a new approach to finding employment for jobseekers with a disability in 07 – 08 after completing a review of their service delivery method and the introduction of an Employer Satisfaction Survey.

Following the review, the staff divided into three separate teams, each with responsibility for a particular function of the process towards employment; marketing, case management and maintenance. This approach, along with increased training and development of jobseekers and a solid work experience program has resulted in an increase of employment outcomes by 92%.

Hunter LabourForce Solutions offered a wide range of vocational education to jobseekers including commercial cleaning, hospitality, retail, horticulture, aged care and disability training courses. The continuation of training and development in work readiness skills including communication, team work and social skills has also facilitated the increase in employment outcomes for jobseekers. One of the other reasons for this increase was a focus on placing

jobseekers into Apprenticeships. As a result Hunter LabourForce Solutions exceeded both the labour market region and national participation averages for people with a disability in Australian Apprenticeships.

Another innovative approach to service delivery was the implementation of the Hunter LabourForce Solutions Employer of the Year Awards. These awards have been established to highlight great business practice in disability employment and recognize the achievements of local employers who have demonstrated a commitment to the employment of people with a disability. Nominees have been chosen on a monthly basis and the winner will be announced on the 3rd December, 2008, International Day of People with a Disability.

Increased service delivery and the number of jobseekers accessing these services necessitated the need for larger premises for the Program in 07 - 08.

The team relocated to a new building, the



*Andrew from Transition To Work at work experience*

Achieve Employment and Training Centre, 555 High Street Maitland, which has proven to be a fantastic venue for service delivery and the training of jobseekers.

In 08 – 09 and beyond Hunter LabourForce Solutions will strive to continue to increase employment outcomes for people with a disability across all industries and will provide training and skills development to people with a disability so that they can reach their individual potential and gain rewarding long term employment.

The Mai-Wel Groups newest business venture is a software program called CIMSability. CIMSability is a client information management system developed by The Mai-Wel Group, in partnership with the IT company, Liveware Solutions. The goal, to create a tool to effectively manage client information by recording data and support needs in compliance with funding agreement guidelines.

CIMSability has been used across all of Mai-Wel's programs and has reduced staff time in completing paper work and improved service provision by providing information required by staff to appropriately support client needs.

In the past year, CIMSability has also been marketed throughout the wider Disability Sector and sold to other organisations across Australia. In partnership with Liveware, Mai-Wel exhibited CIMSability at the NSW State NDS Conference and the NDS National Employment Forum. It is a goal to further develop and sell this product nationally as the functions of the software have a direct positive consequence of delivering more support time to clients with a disability.

## Community Programs

The Community Programs division, incorporating the Transition To Work, Community Participation and Community Access Day Programs continues to provide a diverse range of activities and services to people with a disability.

The Community Participation Program supports people with a disability to reach their full potential of independence through community access, life skills training, recreation activities, continued education in literacy and numeracy, sports and social interaction. Thirty six high support clients attended the program. Eight of those clients accessed the 'Moving On Program' developed for people who had achieved many of their goals and so required a lower level of support.



*John from Lake Macquarie Day Program enjoying the pool*

The Coordinator and staff of the Community Participation Program implemented a new means of measuring client achievements. This is a fantastic, time saving, efficient tool as it provides staff and clients with visual proof and a record of their skill development. Due to the dedication and professionalism of the Community Participation Program staff, this tool, along with the evolution of the Programs' internal systems, have allowed staff to manage clients needs and effectively share information within the unit.

The goals achieved by the clients at the

Community Participation Program are a testament to the hard work and commitment of staff. The goal is to continue to find innovative approaches to create an environment of quality service provision and superior learning experiences for people with a disability.



*Staff and clients from the Community Participation Program relaxing at the beach*

The Community Access Day Programs provided services to 102 people with a disability in 07 – 08, supporting people to undertake activities including; cultural awareness days, music, cooking, art and crafts as well as a variety of outings within the wider community.

Highlights from the year included a Halloween Party, watching a live performance of Beauty and the Beast at the Civic Theatre in Newcastle and preparing items to enter in the Maitland Show. The Maitland Show provided a fantastic opportunities for clients to submit their arts, crafts, cooking and other items to be judged in both disability and non disability categories. There were some fantastic results as a number of clients received awards and commendations.

Family and Carer days continued in 07 – 08 for the Community Access Day Programs, giving clients an opportunity to invite their family and/

or carers along to lunch or morning tea. Those luncheons gave carers and family the opportunity to get to know the staff and to experience what happens within the Program on a daily basis.

The Transition To Work Program is a two year funded post school program developed to assist young people with a disability, between the ages of 17 and 30, to transition from school into adult life. The Mai-Wel Group's Transition To Work program takes a holistic approach and works with young adults to achieve their individual goals with the main focus on gaining future employment. Activities include; employment skills training, independent living skills, personal development, life skills and social and community access.

In addition to training, Transition To Work encourages clients to participate in work experience across different local industries and businesses retail outlets, government departments and regional councils, hospitality outlets and restaurants to name but a few.

Since its inception in 2005, the Mai-Wel Transition To Work Program has had 56% of clients move to open or supported employment, 14.6% have moved to Community Participation Programs and 9.8% have moved to TAFE or other further education.

During 07 – 08 clients from the Transition To Work Program developed and delivered an awareness campaign to coincide with National Youth Week. The campaign, "I am a Young Person, not a disability" was created to focus on community understanding and acceptance of people with a disability and awareness and access to youth orientated activities. The campaign, which included postcards, a poster and DVD, was delivered to youth services and schools in the Local Government Area and was well received by all. The group of clients who developed this campaign

then applied and were invited to present their campaign at the 2008 RYDON (Regional Youth Development Officers Network) Conference. The team presented a workshop focused on the pre conceived ideas and myths that surround people with a disability. Their aim was to have the conference participants come away with a clearer understanding of how to engage and interact with young people who have a disability. Feedback from the conference was extremely positive and there were many favourable comments from conference participants. Many reported that they came away with a new perspective about young people with a disability and of their ability to make positive changes.



*Ashley from Transition To Work*

This project and campaign have the potential to be used for other regions and their youth services and it is hoped that the campaign may be developed and expanded in the future.

Across the board, the Community Programs division continues to grow. The erection of the purpose built Community Programs Building, Warby II, will only enhance the service provision offered to clients and expand the programs to allow the inclusion of new clients and new activities.

## Flexible Living Options

The Mai-Wel Flexible Living Options Program aims to provide accommodation support services for people with a disability in the least restrictive manner. Each person is supported to live as independently as possible within the community supported by either the Flexible Living Options or Accommodation Outreach Programs. Clients are supported to keep their homes or accommodation in good order, assisted with regular shopping to ensure they are purchasing nutritious foods, paying their bills and budgeting and attending medical and specialist appointments as required.



Residents of 'Rose Cottage'

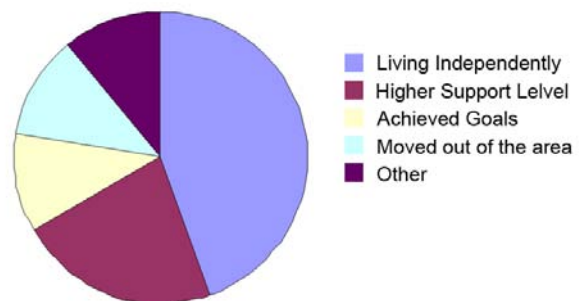
The Flexible Living Options Program provided accommodation to 31 residents with a disability across six group homes in 07 – 08 with a further 18 people accessing regular respite or crisis accommodation. A continuous challenge for the Flexible Living Options Program is appropriately placing people who require accommodation in the limited places available.

During 07 – 08, due to the increasing needs of residents and added administration and reporting requirements, the new role of 'Group Home Lead Support Worker' was established. These positions have provided the necessary support to the Coordinator and Manager of the Program.

Flexible Living Options tendered for several new funding opportunities in 07 – 08, successfully submitting a proposal for a DADHC Leaving Care Program. This program will provide support to young people, 18 years and over, previously living in foster care who wish to transition to independent living. This exciting new program will operate in Maitland and will begin in 08 – 09. Furthermore, The Mai-Wel Group received funding from DADHC to construct a cluster of units to provide more suitable accommodation for existing residents. Plans have been drawn and construction is likely to commence in November 2008.

The Accommodation Outreach Program aims to assist clients to maintain or increase their independence through informal and responsive support options identified through case management, planning and review. In 07 – 08 services to approximately 63 people with a disability were provided at any one time including assistance with the development of Independent Living Skills, health and well being, social skills and family and carer support. This number did vary as some clients no longer required a service, leaving an opportunity for new clients to receive a service to enhance their lifestyle and skills building.

Clients who have exited the Accommodation Outreach Program in 07 - 08:



Nine clients left the service, the majority leaving because they had achieved their independence and no longer required support to live independently in the community. Two clients required a more interactive model of support; one moving into a nursing home and the other accessing an attendant care package.

Relationships Australia worked with staff to provide a Building Healthy Relationships training program for clients, to enhance communication, self esteem, conflict resolution skills and personal development. All clients who attended this course benefitted and appreciated the opportunity to develop their skills and knowledge.

The Accommodation Outreach Program has continued to develop in regional areas including the Muswellbrook, Upper Hunter Shire and Port Stephens areas. The staff members are strongly committed to developing services in these areas

to ensure equity in service provision throughout the seven Local Government Areas.



*Some of the Residents enjoying morning tea*

## Volunteers



*Volunteer, Nean McLeod*

Again in 07 - 08, volunteers made amazing contributions to The Mai-Wel Group, each bringing their unique gift to clients through sharing their time and skills. Volunteers have generously supported a range of programs and services, assisted at various Mai-Wel functions, fundraising events and supported holidays.

The need for volunteers to support clients 'one on one' has increased as the needs of clients change. A goal of The Mai-Wel Group in the future is to launch a campaign to recruit new volunteers so that as clients needs increase, volunteers are able to provide extra support roles as required.

## Development Services

A series of new and innovative events and fundraising activities took place to raise funds to build the purpose built Community Programs Building.

Major successes included the first Make a Difference dinner which featured Wayne Bennett - coach of the Brisbane Broncos, the annual Celebrity Comedy Debate - held in June 2008 where celebrities and local personalities battled it out to decide whether or not technology is killing us, the annual Trivia Night where more than 170 guests were quizzed and questioned about various subjects and the Valentines Masquerade Ball.

Other events and launches attracted new donors and sponsors and successfully raised the profile of The Mai-Wel Group in the community through valuable media support.

The Mai-Wel Group will continue to provide opportunities for the community to support their mission, to advance the lives of people with a disability, by hosting quality events in the Maitland and Newcastle regions.



Comedian , Tahir, at the Celebrity Comedy Debate

### Partnerships

The Mai-Wel Group's strong existing and future partnerships are an integral part of the organisation's successful ongoing relationship with the community. Mai-Wel has had a valuable partnership with PRIME and has the ongoing support of The Maitland Mercury. These ongoing commitments allows the organisation to build upon the growing community awareness and support not only in the Maitland area, but throughout the Hunter Region. Various other local community partnerships were also upheld and formed with funding bodies, local business people, organisations and other Disability Service Providers.

*'Make a Difference' is the theme for The Mai-Wel Group's annual dinner. The goal is to bring an inspiring and captivating speaker, who has or is making a difference in the lives of others, to the region to raise funds for Mai-Wel. This year's launch featuring Wayne Bennett could not have been more inspirational.*

*Most people think of Wayne as the surly rugby league football coach who does his best to answer every media question with a single syllable response. Those who attended the dinner experienced a funny, engaging, thoughtful and highly motivated speaker. He spoke passionately about disability services as he plans for the day when he and his wife are no longer able to support their two children with a disability. He understands how important organisations like Mai-Wel are to families and those people we support.*

## Human Resources

The demand on services delivered by the Mai-Wel Human Resources (HR) department continue to increase as Mai-Wel diversifies. These services have become fundamental in aligning staff with the strategic direction of The Mai-Wel Group and supporting the continuation of the supportive culture that makes people want to belong to the organisation. The organisations 'client focus,' delivered by the direction of the CEO, Executive Management Team, Leadership Team and dedicated Support Staff, continues to be a strength that retains and attracts staff.

The Staff at Mai-Wel remain one of the most important aspects in service delivery. The Mai-Wel Group strives, in a fiercely competitive environment, to remain an employer of choice. The HR department aim to choose the right person for the job and those who will embrace the values and culture of this dynamic organisation. Staff development has continued in 2007 – 2008

with Mai-Wel Training Services, a Registered Training Organisation (RTO), delivering internal accredited training to staff. There have been regular training days, delivered by both Mai-Wel Staff and external trainers, ensuring staff are kept up to date with the latest information and skills to advance the lives of people with a disability. Staff training has also been an integral part of maintaining and building a supportive environment at Mai-Wel.

The growth of Mai-Wel has also resulted in the need to review and develop new policies, procedures and HR systems. Fortunately, the HR department along with the support of the Board of Directors, CEO and staff at Mai-Wel are dedicated to continuing to benchmark Mai-Wel's policy and practice against the sector to maintain a best practice organisation and a competitive environment.

## Information & Communication Services

During the past 12 months The Mai-Wel Group's Information and Communication Services (ICS) has increased dramatically in size and structure. This, along with the dynamic nature of the organisation works to ensure that all ICS staff are kept busy with new developments and challenges on an almost daily basis.

This increase in size and workload has resulted in the ICS Support Officer moving from part time to full time employment.

Continuous development has occurred to enhance network, software and hardware capabilities to ensure our systems and services continue to evolve with the organisation.

*More than 100 workstations are now available across all divisions. This allows more than 150 Mai-Wel users quality Internet and Server access.*

ICS staff have undertaken various training courses to maintain currency, and update, necessary skills imperative to the dynamic nature of information and communication technology environments.

Mai-Wel's strategic focus for 08 – 09 is to continue to develop the current systems, software and hardware as well as focus on an improved backup system and disaster recovery technologies.

## *Building & Infrastructure*

The Mai-Wel Group's building and infrastructure continues to provide many challenges as the organisation grows.

The constant challenge is to maintain existing infrastructure and to provide suitable premises to meet resident, client, supported employee and staff requirements.

The Mai-Wel Group has been able to utilise the skills of staff and clients from one of our special service support projects to assist with conducting general maintenance services and participating in development projects. These projects have provided new and improved facilities for staff. Maintenance of buildings and property has been completed, with several projects undertaken, including renovations to a house recently purchased in Telarah and the rebuilding of the Lodge Fence. This work at the Lodge was done by volunteers of the Maitland Rotary Club and Mai-Wel staff who also volunteered.

Growth in Building and Infrastructure will continue to increase as new projects are implemented to accommodate an ever expanding organisation. During the next year, the goal of the Mai-Wel Building and Infrastructure team is to improve

the facilities and amenities at all Mai-Wel Group Homes so that the changing needs of ageing people with a disability are catered for. Work has already begun on the redevelopment of the Mai-Wel Head Office site and car park and these projects, along with general maintenance and the building of the purpose built Community Programs Centre at John Street, Telarah, will see Mai-Wel's Building and Infrastructure reach new levels.



*The Millennium Building*



*Mai-Wel's Head Office*

### *Projects in 07 – 08:*

- *Reconfiguration of Head Office to provide workspaces for 5 more staff*
- *Renovation of 3 bedroom home at Gillies Street, Telarah.*
- *Rebuilding of the Lodge Fence*

### *Projects in 08 – 09:*

- *Purpose Built Community Programs Centre to house more than 100 clients.*
- *Redevelopment of Head Office Car Park*
- *Improvements and Renovations to Group Homes.*

## Financial Statements

### STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2008

	Note	2008 \$	2007 \$
Revenues from ordinary activity	3	9,449,029	8,244,346
Borrowing costs expenses	2	-	-
Depreciation expenses	2	341,225	317,889
Employee benefits expense		5,545,120	4,774,562
Other expenses from ordinary activities		2,826,094	2,527,535
Profit from ordinary activities before Income Tax expense		736,594	624,360
Income Tax expense relating to ordinary activities	1(a)	-	-
Net profit from ordinary activities after Income Tax expense		736,594	624,360
Net increase in asset revaluation reserve		-	-
Total changes in equity		736,594	624,360

### STATEMENT OF RECOGNISED INCOME & EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2008

	Retained Earnings	Asset Revaluation Reserve	Total
<b>Balance at 1 July 2006</b>	<b>3,454,681</b>	<b>1,323,977</b>	<b>4,778,658</b>
Profit attributable to the entity	624,360	-	624,360
Revaluation increment	-	(135,389)	(135,389)
<b>Balance at 30 June 2007</b>	<b>4,079,041</b>	<b>1,188,588</b>	<b>5,267,629</b>
Profit attributable to the entity	736,594	-	736,594
Transfer on sale property	-	-	-
<b>Balance at 30 June 2008</b>	<b>4,815,639</b>	<b>1,188,588</b>	<b>6,004,227</b>

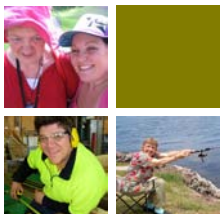
## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2008

	Note	2008 \$	2007 \$
<b>CURRENT ASSETS</b>			
Cash	4	3,266,692	2,571,949
Receivables	5	509,168	417,488
Inventories	6	345,210	239,472
Other	7	36,096	53,249
<b>TOTAL CURRENT ASSETS</b>		<b>4,157,166</b>	<b>3,282,158</b>
<b>NON CURRENT ASSETS</b>			
Property, plant and equipment	8	4,336,549	4,273,521
<b>TOTAL NON CURRENT ASSETS</b>		<b>4,336,549</b>	<b>4,273,521</b>
<b>TOTAL ASSETS</b>		<b>8,493,715</b>	<b>7,555,679</b>
<b>CURRENT LIABILITIES</b>			
Accounts payable	9	284,322	438,168
Provisions	11	413,984	313,793
Other	12	1,615,907	1,392,404
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,314,123</b>	<b>2,144,365</b>
<b>NON CURRENT LIABILITIES</b>			
Provisions	11	175,365	143,685
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>175,365</b>	<b>143,685</b>
<b>TOTAL LIABILITIES</b>		<b>2,489,488</b>	<b>2,288,050</b>
<b>NET ASSETS</b>		<b>6,004,227</b>	<b>5,267,629</b>
<b>MEMBERS FUND</b>			
Reserves	13	1,188,588	1,188,588
Retained Profits	14	4,815,639	4,079,041
<b>TOTAL MEMBERS' FUND</b>		<b>6,004,227</b>	<b>5,267,629</b>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2008

	Note	2008 \$	2007 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers and grants		9,280,523	8,153,619
Payments to suppliers and employees		(8,316,750)	(5,834,570)
Interest received		136,610	48,116
		<hr/>	<hr/>
NET CASH PROVIDED BY OPERATING ACTIVITIES	16(b)	1,100,383	2,367,165
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments (net) for property, plant and equipment		(405,640)	(523,410)
		<hr/>	<hr/>
NET CASH USED IN INVESTING ACTIVITIES		(405,640)	(523,410)
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		-	-
		<hr/>	<hr/>
NET CASH PROVIDED BY FINANCING ACTIVITIES		-	-
Net (decrease)/increase in cash held		694,743	1,843,755
Cash at the beginning of the financial year		2,571,949	728,194
		<hr/>	<hr/>
Cash at the end of the financial year	16(a)	3,266,692	2,571,949

- *The Enterprise Centre*
- *Hunter PACE Setters*
  - *TimeSavers*
- *Mai-Wel Training Services*
- *Accommodation Outreach Program*
  - *Flexible Living Options*
- *Community Access Day Programs*
  - *Transition to Work*
  - *Community Participation*
- *Hunter LabourForce Solutions*
  - *Achieve Employment*



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