Support Clusters

National Disability Insurance Scheme
Contents

“The following booklet explains what The Mai-Wel Group can offer participants under the National Disability Insurance Scheme”.

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1. Assistance with daily life tasks in a group or shared living arrangement

The Mai-Wel Group can assist you with daily life tasks, in a group and shared living arrangement.

**Domestic Responsibilities**
Assistance to help with all of your domestic responsibilities including;
- Shopping
- Cleaning
- Gardening
- Money management
- Cooking and preparing meals

**Health**
Do you need assistance with maintaining your health? Mai-Wel can assist. This may include processes regarding;
- Medical/specialist appointments
- Scans
- Blood tests
- Medication and medication monitoring
- Facilitating health and wellbeing programs
- Going to the gym

We can also assists with specific health care needs such as epilepsy, diabetes, arthritis and mental illness.

**Your Budget**
We can assist you to prepare and maintain your personal and household budget.

**Do you want to be more independent?**
We can assist you to develop routines to enable your maximum degree of independence and consistency in support as required.

Mai-Wel offers flexible hours and will provide assistance in your home, community or workplace.

We also have extensive experience in delivering a variety of flexible and individualised accommodation options including group homes, drop in support, respite and transitional accommodation support.

**Accommodation and In Home Support**
Mai-Wel has extensive experience with a wide range of accommodation options including;
- Drop in support
- Transitional accommodation support
- Group homes
- Short stay and Respite options

We can assist with what might work for you.
Since choosing to participate in an independent living skills program in mid-June, 2012 Steven has increased his independence and skills.

“I am cleaning, cooking, gardening all by myself,” said Steven.

“When I first started, I had to learn basic skills such as how to operate the dishwasher. Now I am cooking baked dinners for family and friends”.

“Along with increasing my skills with household tasks, I have also become a much more confident person”.

“Another one of my goals was to complete a hot air balloon flight. I am proud to say after a year of planning, I have accomplished this goal”.

Above: Steve at home in the kitchen preparing a meal
Do you require assistance with daily personal activities, daily living skills, self care and access to the community? The Mai-Wel Group can assist.

**Personal Care**
Mai-Wel is able to provide assistance with personal care including;
- Toileting
- Bathing/showering
- Dressing
- Assistance with medication
- Eating
- Developing visual resources to prompt and remind of personal care routines
- Feeding
- Modified diets
- Support to learn to cook healthy meals and develop a personalised cook book.

Mai-Wel can provide assistance to obtain resources and equipment that will enable you to be more independent with personal care tasks.

**Daily Living Skills and Community Access**
Mai-Wel understands the importance of you getting to know the local community. We can assist you to connect with the relevant supports. We can offer you assistance to help the community and to assist you with daily personal activities including;
- Banking
- Shopping
- Money management and budgeting
- Medical appointments
- Paying bills
- Social activities
- Travel training

**Healthy Lifestyle**
Maintaining a healthy lifestyle is important for efficient circulation, digestion and musculoskeletal strength. This allows you to live an active life, and a healthy immune system helps you ward off disease. Mai-Wel can assist with lifestyle coaching to help you maintain a healthy and active lifestyle.

**Communication Tools**
Being understood and understanding others is an important aspect of your daily life.

Mai-Wel can assist with services such as interpreters, signers and other alternative communication aids.

We can also help you with any conflict resolution or decision making support you may need, along with developing personal communication tools and personal interaction skills. These tools will assist you to manage your daily routine effectively and handle decisions or problems with ease when/if they arise.
Nathan Gulliver, a non verbal client, has been participating in an individualised communication program on a daily basis.

During this program Nathan has been given the opportunity to learn to use an iPad and other communication aides.

Overtime, we have seen Nathan beginning to vocalise his needs and wants to grow his independence and confidence.

All key stakeholders have reported on how much he looks forward to and loves coming to Mai-Wel. Nathan has developed his confidence and daily his communication continues to improve.
3. Assistance to access and maintain employment

Do you require assistance to access and maintain employment?

Mai-Wel operates a successful employment service, Mai-Wel LabourForce Solutions (MWLFS) which is one of the Hunter’s most experienced and successful specialised employment services for people with a disability and for those with a barrier to employment.

Mai-Wel can assist you to get the right skills for your preferred career, find a job and keep the job.

We can assist with work skill development including;
- Use of machinery
- Manual handling
- Understanding workplace health and safety
- Job descriptions
- Contracts
- Enterprise agreements and
- Other industrial relations issues.

Do you require assistance and training in ‘soft skill’ development? These include the following types of skills;
- Communication
- Coworker relationships
- Understanding workplace culture

Work experience and job sampling can help provide you with options and experience in an array of industries so you can decide what you really want.

We have lots of experience and can assist you with pre-employment training and preparation including;
- Resume preparation
- Interviews
- Presentation

Mai-Wel can provide support with extra assistance at work including; vocational and motivational counseling, workplace modifications, competency based assessments, along with on the job training, support and mentoring.

If you are finishing Year 12 and want to find out more about your options after school, Mai-Wel can assist and prepare you to transition to work. This may include; job search training, resume preparation and interview skills training.

Mai-Wel can also provide disability awareness training for business owners, operators and employees.

Volunteering
Volunteering is an enriching experience and an excellent way to give back to the community. If you wish, Mai-Wel can provide support to organise and sustain a voluntary position for you in a field of interest, for example a sporting club, childcare, aged care, garden centre or an animal shelter.
I first became associated with Mai-Wel LabourForce Solutions in 2006 as a person with a disability looking to secure a job in open employment.

Mai-Wel LabourForce Solutions helped me to secure a traineeship with the Catholic Schools Office, where I worked at a Primary School. I got through it with the help of my Case Manager, who is just the most incredible person.

I gained confidence in myself, learnt lots of new skills & most importantly, I felt like a part of another family, valued & very supported. I gained a Certificate II in Business Administration as part of my training.

After my traineeship, I was very frightened & nervous about what was going to happen. I had no need to be, Mai-Wel LabourForce Solutions helped me find my current employment at Luke Apthorpe & Family Funeral Directors.

From the moment I started I felt like it was all going to be okay. I couldn’t think of a better place for me to be working at or more wonderful people to be working with.

Over this time once again, I’ve received support from Mai-Wel LabourForce Solutions, firstly to settle in and then learn new skills. I’ve now been there three years and I couldn’t be happier.
The Mai-Wel Group can assist you in the development of daily living and life skills.

We assist you to develop your social skills. Interpersonal skills are the life skills used every day to communicate and interact with other people. Mai-Wel can assist you with developing social stories and other communication tools.

We offer life skills training and support. Assistance may include; budgeting, home safety, establishing routines, phone skills, cooking, accessing public transport and personal development (grooming, presentation and self esteem building).

Do you have or would you like to develop a special interest?
Mai-Wel can help with your participation in different classes and courses such as creative arts, drama, dance, music, jewellery making or cooking.

Support for Carers
Mai-Wel can provide individualised support for carers; to implement routines, attend appointments, provide domestic assistance, role modelling, assistance with school and other enrollments, shopping and budgeting and referrals to supervised Playgroups in local geographical areas.

If your Carer requires a little extra support, Mai-Wel can assist with their Carers Education and Support Program.

We can assist with computer tutoring and training in relevant software packages to enhance budgeting, numeracy and literacy skills.

If you would like to be more independent Mai-Wel can provide in home support to develop living skills to maintain and enhance independent living.

Relationships
If you require support to maintain relationships with family and friends and assistance to develop interpersonal skills required to live with others, Mai-Wel is able to assist.

Life Skills and Personal Development
If you require some additional assistance with domestic activities including shopping, cleaning, gardening and help to prepare and maintain a household/personal budget, Mai-Wel can offer support.
Since coming to Mai-Wel Raelene has felt much more freedom, independence and feels more content. Raelene recently moved into a shared unit owned by Mai-Wel, which offers a semi-independent style of support.

Raelene is learning life skills including how to cook good and healthy food and look after herself and her belongings.

Raelene loves the freedom of being able to tend to the garden, a task she was once not able to do.

Raelene is also enjoying the independence that comes from living at the units as well the social freedom of being able to go shopping on the weekends.

“I love being able to go to the shops and into town. I feel lucky to be here”.

Above: Raelene at home
5. Household Tasks

If you are living independently at home, with a Carer, in a group home or in a shared living arrangement, Mai-Wel can assist with household tasks.

We arrange or provide general home and yard maintenance including; mowing, gardening and cleaning.

We support you with domestic assistance including; vacuuming, dusting, ironing and cleaning. We can assist you with developing systems in your home to make household tasks easier.

Mai-Wel can implement training to assist with skill development to use and maintain household and technical equipment.
As Derek has aged he has needed more support in everyday tasks. In 2006 Derek moved into a group home with sleep over staff. Derek has worked hard to maintain as much independence as possible. He does receive some assistance with travel, shopping, banking and household tasks.

“Staff assist me with my daily needs and they help me to do things for myself that I could not do before. They remind me of things I need to do and help me with my hearing aids and tablets”.

Derek works two days per week and attends a day program for an additional two days. He stays active by walking, lawn bowls, ten pin bowling and swimming.

“I like to walk to work with Mark and help squash cans. I like all the of staff that help me”.

Derek enjoys attending social outings, traveling on the train and bus, going to church and shopping.
Would you like to be more active in the community? Would you like to participate in social and civil activities such as concerts and sporting events? Or go along on a holiday?

We assist with your participation in community and social events and help you access the community.

Mai-Wel provides access to Supported Holidays, so you can experience that holiday you’ve always dreamt about!

We can assist you to participate in specialised and mainstream sporting clubs and activities such as life ball, ten pin bowling, netball, softball and swimming.

Mai-Wel’s purpose built Community Centre and Learning Centre, offers various programs and a wide range of activities, to increase your participation in community, social and civil activities.

We can provide assistance with accessing community resources including; the Library, Health Clinics, Neighbourhood Centre, Mens Shed and more.

Mai-Wel offers opportunities out of hours and weekend leisure and recreational support with a small group or individually so you can attend day and evening trips, concerts, stage shows and performances.

Mai-Wel has a fleet of accessible vehicles, to support participation in your chosen activity. We can provide travel training, to help develop your independence, if premises are in a central location close to public transport, businesses and services.

Mai-Wel has a pool of committed and skilled volunteers to extend your range of experiences and provide a less formal support network as required.

6. Participation in community, social and civil activities
In early 2013 Karen Wiblin transitioned from Community Participation four days a week to two days a week at the Moving on Program (MOP).

Being involved in volunteer work, MOP camping trips and evening programs, Karen was also given the opportunity to join Wesley Mission Community Visitor’s Scheme at Largs Nursing Home. Karen visits residents at the Nursing Home every Thursday morning for a catch up and different activities.

Karen has developed a rapport with residents, increasing her communication and self esteem. Karen is loving the change and as a result making new friends. Karen has noticeably grown in her confidence and continues to develop everyday.
Mai-Wel understands everyone’s individual life journey is different and that you may require some assistance in managing those life stages, transitions and supports.

We offer assistance for you to develop and maintain a Circle of Support, along with other communication tools.

Mai-Wel prides itself on our Person Centred Approach, which contributes and provides resources in person centered planning.

Education and training can be provided in sexuality and relationships, coping with stress and change and referrals for specialised services such as counseling and mediation.

Mai-Wel can provide assistance to develop and maintain a budget, along with other resources such as hospital passports and doctor/dentist/specialist reporting forms.

We can also assist with technology and social media training. For example, phones, tablets, social media, internet and phone banking and online bill payment.

You may be considering moving out of home or into a shared living arrangement. This transition can be exciting and challenging. We can help by providing advocacy for tenancy and other equality opportunities within the community.

During different life stages you may have different interests. Mai-Wel can provide assistance with accessing targeted social groups for people at similar life stages who may have common interests. We can also provide support to help you organise social events.

Mai-Wel is proud to have helped develop CIMSability (Client Information Management System). This system simplifies client data administration and removes barriers which provides Mai-Wel with the tools to better support participants.
“My name is Briety, I am part of the Moving on Program (MOP). I love all the programs but one I have really enjoyed is the work I’ve been able to do at Life Line”.

“It gave me the chance to experience a real work place. During my time there I’ve improved my customer service skills. I love the Moving on Program and can’t wait to work more in the future”.

Above: Briety at a recent Youth Week event
8. Management of funding for supports under a participant’s plan

As a person with a disability, Parent or Carer, managing funding for supports under a participant’s plan can be daunting.

**Mai-Wel is here to help.**

Mai-Wel can help develop funded support plans, in alignment with a person centred approach, ensuring that you have choice and control.

Mai-Wel uses ‘Staff Matching Tools’; to help match staff skills with your interests.

We can attend relevant meetings to provide transparent and meaningful information regarding costs and products for you.

Mai-Wel can take care of all aspects of administration. Our experience and online financial management tools will help to make the process as smooth as possible.
9. Assistance with accommodation and tenancy obligations

Whether you are living independently, in a shared or group home, Mai-Wel can provide assistance with accommodation and tenancy obligations.

We can provide education and training on tenancy rights and responsibilities, including assistance to complete applications and obtain references.

We provide training programs that focus on skill development, allowing you to maintain the home and yard to meet your tenancy obligations.

Mai-Wel can facilitate inspections and applications for renting a property, as well as assistance in purchasing a property. We will liaise with community housing and real estate agents to secure and maintain tenancy, if required.

“My name is Liza Cox and two years ago the Mai-Wel Outreach Program, along with the Trustee and Guardian Board helped me to purchase my own Unit in Telarah”.

“Mai-Wel continue to support me to do my own shopping and banking. I also attend a Craft Group every Tuesday morning and Day Program every second Friday”.

“I would like to thank Mai-Wel for the help they provided me in my life”.

Above: Liza at home with her dog ‘Jessie’
Mai-Wel has qualified Behaviour Support Practitioners who are experienced in taking a supportive, positive approach.

We offer Behaviour Support Training Packages for participants, carers and staff.

We have a vast range of experience in the development Person Centred Behaviour Support Plans, Communication Protocols and Interaction Guidelines.

Mai-Wel has a skilled Resource Team including a Psychologist, Occupational Therapist and Mental Health Clinician.

Mai-Wel can provide assistance to access Mental Health Care Plans from General Practitioners, along with referrals and support to attend specialist Mental Health and Counseling services.

Effective communication can allow for the participant to be in control of how, where and when their service is provided to minimise anxiety and build trust.

Mai-Wel will assist clients to identify obstacles and negotiate solutions, liaising effectively with external relationships to minimise negative influences.

We can also provide workshops for Parent and Carers on behaviour support.
Will has been with Mai-Wel for many years. When he started at the Community Centre, he was a young man who struggled to be around others and found it difficult to travel in vehicles.

Due to the efforts of staff and the trust built with Will, over the years he began to travel on the bus by himself. This year Will’s anxieties have been successfully minimised and he is now happily transitioning, not only into groups but also travels successfully on a bus with many of his friends.

Because of the consistent behaviour support offered, Will is able to enjoy many community based activities he was unable to participate in previously.
Mai-Wel can provide assistance to integrate into school or other education programs.

Have you dreamed of going to School, TAFE or moving to another form of vocational education? The world is your oyster!

We can sit down with you, and those within your circle of support, and discuss suitable programs or options for further study.

Mai-Wel will liaise with schools and relevant personnel to enrol you into a course or program of your choice. We will also assist you attendance support.

Once you have chosen your course or program, Mai-Wel will assist with any additional support you may require including;
- In class support,
- Excursion support,
- Project/Assignment support,
- Tutorial support,
- Together with any personal care assistance (toileting, feeding, modified diets) you may require.

If you are in your final years of School or have already finished, Mai-Wel will assist you to discover and plan your future life options.
Emma Myers is 19 years old and came to Mai-Wel through the Get Started Program. Since Get Started, Mai-Wel LabourForce Solutions has supported Emma, who has Cerebral Palsy into open employment in the hospitality industry.

Emma works two days per week at Wine Country Motor Inn as their Receptionist. This position was created specifically for Emma, utilising her skills and abilities in a role where she adds value to her workplace.

Mai-Wel LabourForce Solutions continues to support Emma by visiting her weekly at work to ensure that everything is going well and keeping in regular contact with her employer.

Emma is immensely proud of her achievements and the difference having a job has made to her.

“I have gained employment, which is more than I could have hoped for. I'm earning my own income, which has in turn increased my independence. The experience Mai-Wel has given me has been amazing. Thank you to everyone involved”.

Above: Emma enjoying her new role
12. Physical well being and activities

There are many health related benefits to being physically active and living an active life. Physical well-being is important for good physical and mental health.

Mai-Wel has a qualified personal trainer, who offers regular individual and group health and wellbeing sessions tailored to suit your goals and level of fitness.

We understand that physical well-being is not just about being active. We also focus on emotional and psychological well being, healthy eating, menu preparation and cooking programs.

Mai-Wel will assist you to integrate into specialist or mainstream sporting clubs/activities including, but not limited to;

• Life Ball
• Netball
• Softball
• Swimming
• Soccer
• The Special Olympics.

Mai-Wel also offers lifestyle coaching to maintain a healthy lifestyle.
I have been involved with the Pro-Active Program since 2010 and have found that every Client who attends the program has gained some sort of physical advantage that they didn’t have before.

Throughout my time at Pro-Active I have discovered that physical fitness for people with a physical disability is crucial and of even greater importance than for those without a disability.

For a person with a disability, loss of strength has the capacity to erode their ability to care for themselves, work or engage in community events. As part of the Pro-Active program, Clients have gained enormous benefits from participating in resistance training programs and by attending the program have had a greater likelihood of maintaining their physical function and independence.

Sherrie Ellis, a Supported Employee working within a Mai-Wel business, struggled to complete one lap of the oval in her 1:1 weekly training session. However, with constant encouragement and persistence on her behalf, she is now running three laps in the time it used to take her to complete one.

I am by the client’s side at all times and I assist them to harness their true potential and meet their physical fitness and healthy lifestyle goals. In addition, I provide the client with a personalised training program that they can do at home and encourage them to choose healthier food options where possible.
Learning to travel independently could be your key to an independent life.

Mai-Wel will provide assistance with travel training or use of public transport. We can also develop mobility plans including visual aids for sight impaired, orientation and familiarisation and assistance with physical access.

We offer assistance with timetables and with catching public transport, along with a program of familiarisation to the local area.

Do you require some additional assistance getting your license?

Mai-Wel offers learner-driver training offered by experienced trainers. We facilitate computer access for people to achieve their Learner’s Driving test. Mai-Wel can also provide referrals to specialised driver training where needed.
Over the past months, Amy has been working towards being more independent, being able to make her own decisions safely, along with building her self-esteem and independence.

“I wanted to be able to travel by myself and be aware of my surroundings, it helps me to be alert, build up my confidence and responsibility to achieve”, said Amy.

“Being able to travel independently means I can visit my Mum more often (building our relationship) as well as increasing my self-esteem and independence”.

In order to learn to travel independently, Amy did a trial run with her key Support Worker to and from her Mum’s house, catching a night bus and taxi.

“I carry with me a pictorial prompt card with bus numbers and correct routine if I get confused. I now have the confidence to travel independently and safely. It’s good know I can do it just the same as everyone else in the community”.

Through this independent travel training Amy has learnt the importance of moving on out of her comfort zone, by challenging herself with new experiences. Amy is focused on getting the most out of life and enjoying herself in the process.

Through this training Amy has also increased her integration in the community, something of which she is very proud.
Mai-Wel can offer other innovative supports as required and requested by you.

We understand that there is no *one size fits all approach* to service provision.

At Mai-Wel, we put you in the *driver’s seat* and at the centre of everything we do. Therefore we want to hear your suggestions and ideas. Tell us about other supports or approaches you may require.

We can provide special interest courses including; creative arts, music therapy, art therapy, jewellery making, woodwork, photography, dance and drama.
The Mai-Wel Group is one of the larger Disability Service Providers in the Lower Hunter Region, providing services and programs to clients across nine Local Government Areas.

The Mai-Wel Group delivers flexible and innovative solutions to enable people with a disability to live the life they choose.

With a strong 50+ year history Mai-Wel is focused on offering vibrant and innovative services which provide opportunities for people with a disability to be the drivers of the support they require to live the life they choose.

The Mai-Wel Group is committed to providing the highest quality service for each individual, delivering variety with enthusiasm to make each day a step toward achieving the goals and dreams of the people central to their mission – people with a disability.