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**MACS: A worthy cause,
now with added tax
deductibility!**

MACS has always been a not-for-profit organisation, but many of you may not know that MACS recently registered for tax deductible charity status. So now, for any donation over two dollars, you can earn our eternal thanks and claim it on your tax!

Our co-contribution policy has been phased out as it's incompatible with the NDIS. However donations are very much allowed, with many organisations looking to fundraising to help cover some overheads not covered by the NDIS. So, if you're feeling generous (or have some well-off, generous friends) contact our office about making a (tax deductible!) donation.

From the Management Committee:

From NDIS with love...

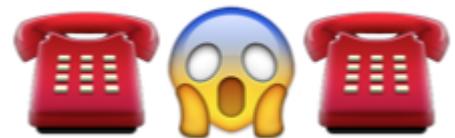
Many people may have received an introductory letter from the NDIS in January. This letter refers to a phone call you may receive, called an "access request", which should just be to confirm your eligibility to access the scheme. This is not the same thing as your NDIS planning session, which should be a face-to-face meeting. If a date & time is suggested for the planning session and you don't feel prepared, you are entitled to ask for a later appointment. One thing to remember is, as the letter states "your current supports will continue until you are an NDIS participant and have an NDIS plan in place." So don't panic if you're not signed up to the scheme on July 1, the complete Brisbane NDIS rollout is estimated to take up to 12 months.

We will shortly be sending out some pre-planning tips and suggestions to help ensure you get the most out of your NDIS planning session. If you would like a pre-planning session with MACS, please contact the office.

For those after more information, this blog post by QDN is worth a read: <http://www.qdn.org.au/all-blog-posts/ndia-letters-to-potential-ndis-participants.aspx>

Emergency phone etiquette

Just a friendly reminder that the emergency on-call phone should only be contacted afterhours in emergency situations. For the health and wellbeing of our staff, we need to minimise the number of afterhours calls to this phone, particularly if they're not urgent.



If you have an issue after office hours, try to call or message your scheduled shift (if you know it) and failing that call either the early shift (before 10pm) or the late shift (after 10pm). If you receive no response and the matter is urgent you should then call the emergency phone. Please leave any routine or non-urgent calls (for eg a roster change later that week) for office hours instead.

(Early shift is 0412 187 087 and Late Shift is 0411 141 904)
Thank you!

Policy Update:

Human Services Quality Standard 1: Governance and Management

MACS maintains accountability to its stakeholders through the implementation and maintenance of sound governance and management systems. These systems reflect the size and structure of this organisation and contribute to maximizing outcomes for its Service Users. The Management Committee meet bimonthly and are responsible for steering the direction of the organisation and ensuring our policies and procedures reflect current legislation requirements and to guide management where necessary. One of the ways the Management Committee keeps abreast of Service User satisfaction is through the annual Service User survey and the Management Committee would like to say thank you to everyone who completed this last year as your feedback is vital to the organisation.

From the Coordination Team

- You may have noticed that we have eliminated the Polly shift and Shift 7. There were a number of gaps identified in our schedules and we have reorganised the other shifts to improve efficiency. You will have received a phone call if you have moved shifts but if you have any questions please don't hesitate to phone the office.
- It feels as though New Years was just last week and yet Easter is just around the corner! Please let the office know if you would like to make any changes to your Easter assistance to help us plan our schedules.



From the Manager

Welcome to the first newsletter for 2018. I cannot believe how quickly the months are passing us by. Staff have hit the ground running in 2018 and there are certainly many exciting things happening at MACS. The impending rollout of the National Disability Insurance Scheme (NDIS) has us buzzing with excitement.

As part of the NDIS and also to improve internal efficiencies, MACS are introducing a new Client Management and Rostering System which will allow easier access for staff to continue to deliver individualised services to our valued service users.

2018 is set to be a big year for MACS and we look forward to seeing the benefits it will bring to many Australians with disability.

Facebook

MACS has created a Facebook page, you can access the page by going on to Facebook and searching for "Mobile Attendant Care Service". This page will be used to promote events and share information. We would love for you to share this page with your friends and family so that everyone can see the great things happening at MACS.



Comings and Goings:

We have hired 3 new attendants and they are Spandy, Kate and Emma who we would like to welcome to our team.