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MACS NEWS

Mobile Attendant Care Service Newsletter



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NDIS Update: What's in a name?

One of the hopefully good things about the NDIS, once it's fully rolled out, will be its funding portability. Instead of being tied to a service provider (usually a bad thing), the service participant (that's you) can take their funding wherever they like. Hopefully this will minimise situations where the fit between service participant and provider doesn't match. While it will mean there's greater flow of service users (a good thing) it also means service providers have to market themselves more effectively to potential new customers.

To do that MACS needs to be able to succinctly describe what we do, and what stands us out, in as few words as possible.

Slogans and Mission Statements

In the past MACS has described itself as a service "Providing Night-time Support for People with a Physical Disability." It is a good summation but lengthy for a slogan or catchphrase. Given the repeated feedback that most service users would like to see MACS expand into more day-time support, it no longer fully describes what MACS does. In survey feedback over several years there's some common themes about what service users particularly like; the flexibility, reliability, and responsiveness of the service.

So we have chosen to reflect that in a simpler slogan: **Reliable Flexible Responsive Support.**

We will of course still have longer, more descriptive summaries of what MACS does in other marketing material. We will also still want to emphasise the unique service model of our night-time support, and that our target group is people with physical disabilities. So while we might simply say "Reliable Flexible Responsive Support" on a business card it might be "Reliable Flexible Responsive Support for People with Physical Disabilities" on something longer or more descriptive.

On the topic of longer and more descriptive, our current Goals and Objectives (www.macsinc.org.au/macs-goals/) have a lot to say, some of which we'd like your feedback on. For example, our existing statement of purpose states we provide assistance as an auxiliary service. We think MACS can be more than an auxiliary service in the right circumstances.

Our mission statement currently states the goal of MACS is: "To enable people with a disability to live valued, least restricted lives in the community preventing unnecessary or untimely admission to residential/institutional care by providing night time support which enables the target group to exercise their choice of continued living in the community and maintain basic independence and quality life styles."

We still 100% believe in the sentiment behind that statement, but we think it could be rewritten in more accessible language for new potential service users. We need to recruit more service users, not baffle them!

We will be seeking feedback from service users about our marketing materials, slogans and mission statements to make sure it accurately reflects our values. A survey will be sent out soon but if you have any suggestions please email macs@macsinc.org.au.

From the Coordination Team

- **The Ekka is just around the corner this may create some traffic delays for us.**
- **Flu season is upon us and staff members are expected to wear a face mask so as to not spread germs if they have a cough or sneezing. They can also wear a mask if service users have a cough or are sneezing. You are welcome at any time to ask our staff members to wear a face mask.**

Service News:

- ⇒ **Recently we traded in 3 of our older vehicles and replaced them with 3 new Toyota Yaris. The new cars are a great addition to our fleet.**

We have 2 new staff members, Sarah and Angelica. Sarah has been trained on the Morning shift and Angelica is training on the Late shift. We said goodbye to Marnie this month and wish her well in her future.

Policy Update:

Human Services Quality Standard 4: Safety, Wellbeing and rights

Mobile Attendant Care Service upholds the legal and human rights of people using its services. This includes people's right to receive services that protect and promote their safety and well-being, participation and choice

Recipe of the month:

30 Minute one pot chicken and pasta

Ingredients:

- 1 tbsp oil
- 1 large onion, peeled and chopped
- 2 large chicken breasts, cut into chunks
- Pinch of salt and pepper
- 2 cloves garlic, peeled and minced
- 1 tbsp tomato puree (usually gluten free, but best to check if required)
- 1 red bell pepper, de-seeded and chopped
- 300g (4.5 cups) dried pasta (use a gluten free variety if required)
- 1 tsp dried oregano
- ½ tbsp. Lea & Perrins Worcestershire sauce
- 2x 400g (14oz) tins chopped tomatoes
- 300ml (1.25 cups) stock made from hot water from the kettle + 2 stock cubes (or 2 heaped tsp veg bouillon for gluten free)
- 120ml (0.5 cups) milk
- 20 sugar snap peas (snow peas), roughly chopped
- 100g (1 cup) - packed - mature cheddar cheese, grated
- 1 tbsp chopped chives



Did you Know?

1. 11% of people are left handed
2. August has the highest percentage of births
3. unless food is mixed with saliva you can't taste it
4. the average person falls asleep in 7 minutes
5. lemons contain more sugar than strawberries
6. 8% of people have an extra rib
7. the Hawaiian alphabet has 13 letters.
8. the 3 most common languages in the world are Mandarin Chinese, Spanish and English
9. a bear has 42 teeth
10. dreamt is the only word that ends in mt

Method

1. Heat the oil in a large frying pan and add in the onions. Cook for 3 minutes on a medium-to-high heat until they start to turn translucent. Add in the chicken, salt and pepper. Cook for a further 3 minutes until the chicken is sealed (it won't be cooked in the middle at this point).
2. Add in the garlic, tomato puree and red peppers. Stir, then add in the pasta. Now add in the oregano, Worcestershire sauce, tins of tomatoes, stock and milk. Stir and bring to the boil, then turn down to a gentle simmer. Cover with a lid or some foil and simmer for 12-15 minutes until the pasta is cooked.
3. Stir in the chopped sugar snap peas (it's nice to add them at the end, so they're hot, but retain their crunch), then sprinkle the pasta with cheese and put it under the grill/broiler for a couple of minutes until the cheese has melted.
4. Top with chopped chives and serve.