



MURRAY DARLING SUPPORTS *Service Guide*

At Murray Darling Supports, we are dedicated to empowering individuals with disability to live fulfilling, independent, and connected lives. Our tailored services are designed to support your unique needs, enhance your wellbeing, and help you engage meaningfully in your community. Whether you require personal care, skill development, or social participation, our experienced team is here to provide compassionate, person-centred support every step of the way.

OUR VALUES

We are guided by a commitment to:

- **Respect & Dignity:** Every client is treated with care and respect.
- **Empowerment:** We support you to make choices and reach your goals.
- **Inclusion:** Encouraging participation in community and social life.
- **Excellence:** High-quality, professional services tailored to you.

WHO WE SUPPORT

We provide services for individuals with a range of disabilities, including physical, intellectual, and psychosocial support needs. Our programs are suitable for people of all ages, and we work closely with families, carers, and the community to ensure holistic support.

HOW WE WORK

Our approach is person-centred, flexible, and goal-oriented. We work with you to:

- **Understand Your Needs:** Through consultation and assessment.
- **Plan Your Supports:** Tailored to your goals, preferences, and lifestyle.
- **Deliver Services:** By skilled and compassionate staff.
- **Review & Adjust:** Ongoing support to make sure your plan works for you.

OUR SERVICES

DISABILITY SUPPORT

- **Personal Care:** Assistance with daily tasks to maintain comfort and dignity.
- **Home Care:** Support with household tasks and creating a safe, accessible environment.
- **Emotional & Wellbeing Care:** Guidance and support to nurture mental and emotional health.
- **Capacity Building:** Opportunities to develop skills and independence.
- **Peer Support:** Connecting with others for shared experiences and mutual encouragement.
- **Community Inclusion & Social Support:** Helping you participate in community activities and social events.
- **Appointment Assistance:** Support to attend medical, educational, or personal appointments.
- **Employment Assistance:** Guidance and support to achieve your work and career goals.
- **Respite:** Providing you and your family with a temporary break from daily care responsibilities.

SUPPORT COORDINATION

We help you navigate your NDIS plan, connect with providers, and ensure you get the right supports to meet your goals.

RESPITE

Flexible and reliable respite options that allow families and carers to take a well-deserved break while ensuring quality care.

OUR TEAM

Our staff are trained, experienced, and committed to providing compassionate, professional support. We work as a collaborative team, focusing on your individual goals and wellbeing.

CLIENT RIGHTS & RESPONSIBILITIES

- You have the right to receive respectful, safe, and high-quality support.
- You have the right to make choices about your care and supports.
- You are responsible for communicating your needs and providing feedback to help us improve our services.

FEEDBACK & COMPLAINTS

We welcome your feedback and are committed to addressing concerns promptly. You can contact our team via phone, email, or in person to share compliments, suggestions, or complaints.

FAQS

- **Do you provide transport?** Yes, we can support travel to appointments and community activities.
- **Can I change my support schedule?** Absolutely, we work with you to make adjustments when needed.
- **Are your services NDIS-funded?** Yes, most of our services are available under NDIS, and we can assist with plan navigation.

CONTACT US

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