



# Macarthur Disability Services

## Strategic Plan – 2018-2023

Macarthur Disability Services

### About Macarthur Disability Services

Macarthur Disability Services (MDS) was formed in 1982 following the International Year of Disabled Persons in 1981 as a result of a recognition by a number of Macarthur residents that more needed to be done to enable people with a disability to actively engage with their community. From humble beginnings, MDS has become an organisation with service outlets in the Macarthur, Southern Highlands and Liverpool areas, employing over 250 passionate staff, delivering a wide range of high quality services and supports in community settings. MDS now has over three decades of service delivery experience to draw upon. MDS does not attempt to deliver all services to all people – we are a specialist organisation with a focus on supporting people with intellectual and psychosocial disabilities. MDS uses networks with: Western Sydney University; local businesses; Local, State and Commonwealth Government agencies and representatives; health care providers and other service organisations to assist people with a disability to access those supports not currently delivered directly.

MDS has become a trusted and reliable service provider with a strong culture, a culture which is firmly built around putting people at the centre of what they do. MDS takes a strength-based approach in supporting people with a disability to help them grow and participate in their community and enjoy a good life. With the introduction of the National Disability Insurance Scheme (NDIS) in 2016, MDS ramped up its efforts to support people with a disability and their families as they engage with the new scheme. The NDIS represents one of the most significant changes ever experienced in the Australian human services sector and is aligned to the MDS approach of delivering person centred support.

With a proud history of delivering innovative, quality services, MDS confronted the challenges that the NDIS provided with enthusiasm. Because the NDIS is still relatively new, MDS continues to develop and review its policies, procedures and practices while at the same time maintaining its focus on the delivery of high quality services.

**MDS is an organisation that is proud of its past and looks positively ahead as they continue to deliver services that enrich the lives of those they support.**

### The Core Values of Macarthur Disability Services

- We will act with integrity and honesty.
- We will do what we say we will do.
- We actively promote equality and social justice.
- We are committed to continual improvement, innovation and lifelong learning.
- We recognise everyone's strengths and abilities.

### Our vision for the future

**MDS will contribute to the development of a community that is inclusive, in which people with a disability are provided the support that they desire to live a good life.**

## 1 Participants

### 1.1 Programs/supports are designed in partnership with participants and their carers/guardians/families

MDS will work with participants and their carers/guardians/families to develop and implement the supports specified in their NDIS plans.

### 1.2 MDS will act to empower people to effectively make decisions about the support/service options available

MDS will provide support and assistance to people with a disability and their carers/guardians/families throughout the NDIS process – pre planning, plan implementation, support coordination as required.

### 1.3 Innovation in service delivery

MDS will provide a range of service options that assist participants to build capacity and/or maintain their skills and interests.

**MDS will deliver services that foster independence and enable participants to achieve their goals.**

## 2 MDS Team

### 2.1 MDS will continue to develop a learning culture within the organisation.

MDS will encourage a culture where individual and team learning occurs through the delivery of training, the sharing of information and the celebration of success. MDS believes that a learning culture leads to better services for participants and their carers/guardians/families.

### 2.2 MDS will develop greater engagement

The NDIS has generated unprecedented change within the disability support sector. MDS believes that it is more important than ever to ensure that staff are kept informed of these changes and are engaged in developing strategies to be implemented as MDS confronts the changes.

**MDS is committed to retaining strong, experienced staff at a time when funding and service provision is changing under the NDIS. MDS will continue to source strong team members to meet the growing demand created by the NDIS.**

## 3 Community

### 3.1 Provide leadership in the disability services sector

MDS will provide professional learning opportunities through the development and delivery of training. MDS will be seen as setting the benchmark when it comes to the sector and will be called upon by others to take a leadership role.

### 3.2 Strengthen relationships with other service providers

MDS will establish and maintain strategic relationships with other support/service providers in the community.

### 3.3 Build strategic partnerships to support innovation in service delivery

MDS will identify and partner with like-minded organisations to identify ground breaking ways to support participants in the NDIS environment.

### 3.4 Promote MDS in the community and build its profile in growth areas

MDS will act to ensure that new individuals who move into the area will have access to information about the range of services they can access through MDS.

**MDS will continue to strengthen its profile in the community so as to build connections with local businesses and organisations who will become advocates for MDS.**

## 4 Sustainability

### 4.1 Financial Security

MDS is committed to maintaining a positive financial position to ensure that it continues to offer services that are of a high quality. Financial security gives MDS the flexibility to continue to innovate and demonstrate leadership in the sector.

### 4.2 Infrastructure – facilities and property

MDS will ensure that its facilities, including back of house, are of high quality and facilitate great outcomes for participants as well as provide a positive working environment.

### 4.3 Technology

MDS will invest in technology to ensure that it provides services that are effective and efficient.