

'Where there's will, there's a way.'

M.I.D.
S U P P O R T



MID Support

We're a small bunch of people in Maitland who share a love of caring for others.

Our team is selfless, generous, kind and always striving to do a little more, go a little further in our quest to give a little more care.

While there are many challenges, we always manage to prove our will to find a way.

What we want for our participants

At MID Support, we simply want what our participants want; and that's what's best for everyone in our care. Where some may see our participants as people with disabilities, we see them as individuals with abilities.

So we want each and every one to achieve their fullest potential, to participate in and contribute to all aspects of life – without judgement or restriction. We want them to enjoy 'having a go' – whether it's at sport, or arts and crafts or simply living capably in their own residence, as a valuable part of their community.

To this end, we strive to lead the way in service standards to ensure that the people in our care, all attain their goals.

As we say, **'Where there's will, there's a way'.**

Caring Above and Beyond!

When we looked for ways to add 'a little more care' to everything we do, we came up with the following:

- **24 hour on-call support** – designed for ultimate peace of mind for family/carers, participants and staff care teams who need more support. **Participants** can change their program (eg: cancellation of an activity) **Care teams** can advise if they can't make a shift or if they need support and **family/carers** can source crisis care, advice or just a willing listener.
- **Care Teams** – we wanted a more personal approach so we've settled on small teams of five carers. Each participant is assigned a Care team specifically created to suit their needs and personality. This way, MIDS provides consistent support, continuity of personalised care and informed guidance (each team member shares after-shift notes) so there are no gaps in communication.
- **Real time portal** – Every day, every Care team member uses our Care Portal to log incidents and provide alerts to everyone who needs to be involved. This information sharing opportunity enables the entire team to always be 'up to speed'. While this shared knowledge increases the quality of support and care, the portal remains totally confidential.





Throughout history, the butterfly has symbolised resurrection, endurance, hope and life. At MIDS, our butterfly is a symbol of our care: if there's a better way to do it, then we will find it.



Supported Independent Living:

In Home & Daily Care – if our participants prefer the independence of living at home, our care teams happily help them do just this. We help from morning to evening – or work out times to suit participants. We help with hygiene, grooming, showering, toileting, shaving, medication compliance – so many little things that so many of us take for granted! Some participants need more help, some less – but everyone gets exactly what they feel they need.

Emergency Respite Care – We expect the unexpected, so that when a participant's family or carer is suddenly unable to care (through accident, family reasons, illness, etc), our team can offer a smooth transition and a comfortable outcome.

Respite Care – At MIDS we understand the value of providing respite care to dedicated carers. While short breaks are essential for carers, it's also critical that the lives of our participants continue to be comfortable, secure and stress-free.

Other extra life enhancers

Transport – our fleet includes wheelchair accessible vehicles and a range of services to get people to work, home, social engagements, study, appointments or excursions. We can help participants master public transport and develop greater independence – if they choose. We take extra care in getting you to where you're going every day, week or whenever.

Community Access – the value of social interaction can never be underplayed. We help participants join the local gym, explore hobbies, discover gardening, go fishing, take day trips, meet friends for coffee, attend BBQs, movie nights and connect to their community in so many ways, through a local church, club or group.

Support Coordination – basically, our Support Coordinators call on their vast knowledge and understanding of NDIS to help participants build and manage an NDIS plan. If participants have any questions, we can answer them and offer advice on available options.



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About the NDIS: the NDIS is all about providing support to help "people with disability to take charge of their future and live the life they choose." Talk to MIDS if you have any questions regarding NDIS.
<https://ndis.nsw.gov.au/about-ndis-nsw/>