



BUSINESS **COMPANY PROFILE**

An introduction into our purposeful support that empowers, connects, and supports participants to achieve their goals.

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WELCOME TO MCA!

As you explore our organisation's profile, you will discover the qualities that make us a Provider of choice.

EMPOWER, SUPPORT, ACHIEVE

Our ultimate intention is to provide high quality services that are professional and get the job done. We strive to achieve consistency and authenticity in our services, which is what makes us the preferred and trusted provider in the regions we service.

Our Massive Transformative Purpose is to be in a strong and secure financial position to deliver complimentary services for those who do not have access to government funding.



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OUR SERVICES





OUR BESPOKE PROGRAM #1

Purposeful Respite

This service caters to children and adults, funded by DCJ or/and NDIS to experience life changes in a safe space that is designed for optimum support and healing with their safe person right with them. Life changes may include, staying away from home for the first time, medication changes, restrictive practices, etc.

The home should be a safe space for a child and family, and we want to keep it that way. It is important that the person experiencing the change can do so safely, without creating negative memories that are anchored in their home.

This program also accommodates families, allowing them to be supported through this period and be involved in the implementation. hence ensuring the plans are appropriately implemented after the respite period.





OUR BESPOKE PROGRAM #2

Temporary Accommodation Program (TAP)

The purpose of TAP is to support the development of social and daily living skills that are needed for long-term independent living, while giving the participant, NDIS Planners, Support Coordinators and Allied Health teams the space and time to observe, accurately report, and plan what the individual's needs and goals actually look like.

This is an innovative three-month program that is designed to model daily living in SIL, because we recognise that knowing and finding the ideal long-term option can take time.

It has the potential to save Support Coordinators time from submitting foreseen change of circumstances, funding in OT reports that should be utilised in planning strategies to achieve goals, reduce hospitalisation duration periods and avoidable traumatic experiences for participants.

MTA has resulted in Planners having a clearer picture of why the requested level of supports is required, as it models what it would look like for a participant to live on their own AND with others.



SUPPORTED ACCOMMODATION WITH SUPPORTS YOUR WAY



Supported Independent Living

Supported Independent Living (SIL) is one type of help or supervision with daily tasks to help participants live as independently as possible. Participants can either choose from our pool of workers or bring their own supports as subcontractors.

For those who do not want to live in shared occupancy space, we offer Independent Living Options too.



MORE OF OUR SERVICES

- SUPPORTED INDEPENDENT LIVING
- SHORT-TERM ACCOMMODATION
- MEDIUM-TERM ACCOMMODATION
- TRANSPORT
- COMMUNITY ACCESS
- SUPPORT TO FIND AND KEEP A JOB
- CLEANING AND GARDENING
- ON-CALL / EMERGENCY SERVICES





MARVEL
CARE
AUSTRALIA



OUR VACANCIES



WE HAVE IMMEDIATE CAPACITY



HIGH DEMAND AREAS (VIC)

- BALLARAT
- BENDIGO
- FRANKSTON
- MELBOURNE CBD
- MELBOURNE - NORTH
- MELBOURNE - SOUTH
- MELBOURNE - EAST
- MELBOURNE - WEST
- TRARALGON
- MILDURA

HIGH DEMAND AREAS (QLD)

- BRISBANE
- CAIRNS
- GOLD COAST
- IPSWICH
- TOOWOOMBA
- TOWNSVILLE

HIGH DEMAND AREAS (NT)

- DARWIN
- ALICE SPRINGS

HIGH DEMAND AREAS (NSW)

- BALLINA
- BATEMANS BAY
- BATHURST
- DUBBO
- MAITLAND
- NEWCASTLE
- PENRITH
- PORT MACQUARIE
- SINGLETON
- SYDNEY - CBD / INNER / EASTERN
- SYDNEY - NORTH (HORNSBY)
- SYDNEY - SOUTH
- SYDNEY - INNER WEST (BANKSTOWN)
- SYDNEY - GREATER WEST (BLACKTOWN)
- TAREE
- WYONG
- WOLLONGONG





ABOUT US

MCA is a for-purpose boutique, family owned and operated business. Our values are grounded on the foundations of integrity, respect, empathy, responsiveness and active listening.

We are different because we have developed a robust and efficient model of operating, with a focus on keeping families, delivering reliable services with a collaborative approach.

Our model of support means we can guarantee zero cancellations due to unavailable supports, meaning no interruptions to participants' routines and ensuring participants are not left at risk of harm as a result of essential care not being delivered.

MCA offers many types of support, but we love to rave about our bespoke services, which is close to the heart of all team members, because these services are designed to support people through small and huge life stages.



MESSAGE FROM THE FOUNDERS AND DIRECTORS

Delivering reliable, flexible and collaborative solutions, with a relentless focus on supporting individual needs is at the heart of what Marvel Care Australia (MCA) does. As co-owners and Directors, we wanted to take this opportunity to introduce ourselves and give some insight into what our organisation does. Thank you for taking the time to learn more about who we are, what we do and why we do it.

This company's vision is brought to actualisation by our team, who bring a strong service ethos to providing care and delivering outcomes for the people engaging with our services. Our operations team alone offer a combined experience of well over 20 years of lived and/or worked experience in the disability and child protection sector.



MESSAGE FROM THE FOUNDERS AND DIRECTORS (CONT'D)

At Marvel Care Australia, we have earned a reputation for being compassionate and responsive. Our programs target a niche group of people who require the support of a strong village to experience safety and support through challenging transitions in different seasons of their life.

I hope this provides you with a few reasons to get to know Marvel Care Australia better. Whether you are a potential participant/client, a small business partner, or a future employee, we look forward to finding out how we can work together to bring goals to life.

~ Goodness & Emeka Emerokwam
Managing Director
Marvel Care Services Pty Ltd

HOW WE WORK



1

INTAKE & ONBOARDING: We will meet with you to explore suitability and what the right supports look like for you. Participants then select who will be in their support team and sign a service agreement and intake documents if they decide to receive services from us.

2

START RECEIVING SUPPORTS: Participants are in control of their services. Our management team and Senior Support team communicate regularly with the participant to agree on how services should be delivered.

3

SERVICE DELIVERY: Ongoing service delivery is based on feedback and complaints. We never promise to be perfect, but we do promise to listen, improve and respond. We are only ever limited by available resources, and we will always be honest about our position to deliver on requests.



STORIES THAT EMPOWER



Independence made possible through flexible supports

Participant, D.O, was new to the world of NDIS as just age 20yrs, and required emergency accommodation within the same day of request. MCA set up the accommodation in one day and moved him in that evening. He had a stable support team that identified themselves as "workers" instead of "carers", and they supported him to develop healthier hygiene habits of daily living, taught him how to go shopping, supported him to get a job and access the community safely with minimal supports. D.O has now achieved his goal of safely living independently with no direct supports in place for daily living.



Rebuilding connections after surviving abuse

Some people living with disabilities can be abused and manipulated by the very people entrusted to keep them safe from harm. As was the case with Mr. P.G. MCA was contacted to support him move far away from his abuser, and this meant moving him away from his only informal support and community. MCA recruited support workers from his cultural background who helped him connect with a new community in the area and transitioned him to a more experienced care team who have learned how to communicate with him, maintain his connections to community and culture, while delivering quality care.





MEET THE OPERATIONS TEAM

Jayde
Business Manager



Wonder
Workforce and
Workplace Culture
Officer



Sydney
Rostering and After
Hours Officer





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