

McArthur Community Care Centro ASSIST

McArthur has been one of the most recognised and respected organisations in Australian recruitment for the caring industries for over 50 years. McArthur Community Care was established in 2015 to provide trusted, tailored and ongoing services to people who live with a disability. This was a significant transition for McArthur. Having previously recruited for temporary roles in the sector, the organisation transitioned to delivering those services directly.

To be able to deliver services under the National Disability Insurance Scheme (NDIS), the organisation set out to become registered as an NDIS service provider in NSW. This would involve reviewing and updating several policies and preparing hundreds of pages of documentation. Director at McArthur Community Care - NSW, Damian Lutvey, quickly realised that it just wouldn't be possible for him to undertake the process alone.

"We needed to get the work done quickly to enable us to deliver services under the NDIS as soon as possible. I started to look for options to outsource the review of our policies and procedures, such as engaging consultants, but they were so expensive. Eventually, I found Centro ASSIST."

McArthur Community Care engaged Centro ASSIST to take the lead on policy review and development.

"Because we had transitioned from an agency employing temporary workers, to a service provider, all of our policies needed to be updated. The team at Centro ASSIST were able to develop new policies and procedures for us which could be changed and customised as needed."

Damian quickly found the partnership to be a win-win.



"It became a mutually beneficial arrangement for us both. Centro ASSIST was shifting into servicing the SME market and we were one of their first SME clients. They were able to take the learnings from working with us, and every client following, and share them with other service providers, bringing down the costs for everyone. As a result, the cost of engaging Centro ASSIST is about a third of the price of the other options in the market."

When it came time for McArthur Community Care's NDIS audit, they passed with flying colours.

"Centro ASSIST was able to recommend an NDIS auditor to us who was familiar with their platform. It made the process so much easier. By simply giving the auditor access to the platform they had access to everything they needed. And because Centro ASSIST had done the groundwork with the auditor so they understood the platform, it sped up the process. We passed our NDIS registration in February."

The online interface was a welcome value add for McArthur Community Care.

"Being able to access the policies and procedures online has made things much simpler. When we induct staff we can direct them to the platform to review all 76 policies. We can even see which staff have logged in and accessed the policies."

The working relationship with the team at Centro ASSIST has been smooth and easy.

"The team were always very responsive, receptive and easy going. They made things so easy for us. They also added value in various ways such as ensuring that existing policies were re-formatted to be in the same style as the other policies on the platform. I have referred four other organisations to Centro ASSIST so far, I can't recommend them enough."



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Director at McArthur Community
Care