



About Melbourne City Mission

Melbourne City Mission



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.



Contact information is at the end of this book.

About this book



This book is from Melbourne City Mission.



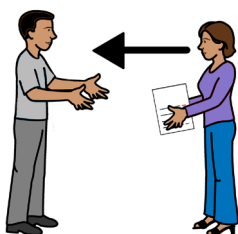
We help children and families in Victoria.

This book is about



- how we help people

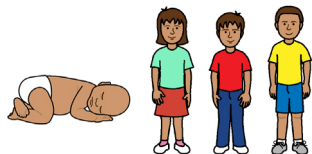
- what people should do and what should happen when we help



- how we use your information when we help.

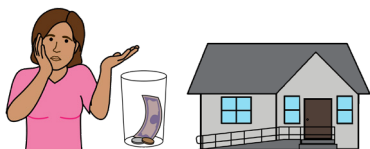


How we can help



We help people in Victoria, like

- babies and children



- people who cannot afford a place to live



- people with disability



- people who get **palliative care**
 - palliative care means health care at the end of your life to help you feel comfortable.

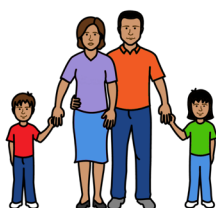


We also give services for

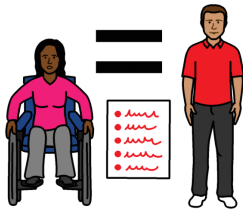
- children with disability who get NDIS funding



- children who need support with education

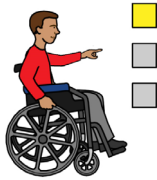


- families.



Your rights when we help you

Rights are things that every person should have.



1 You have the right to choose

You can tell us what you think will help you and your family.



We will talk to you about what you want to do.



2 You have the right to feel safe

Our services should

- be safe
- **not** harm you.



3 We will respect you



Respect means we understand that

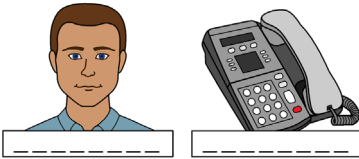
- everyone is important
- we should be kind to everyone.



4 We will keep your information safe

To help you we need to know some information about you, like

- your name and phone number
- why you need help.



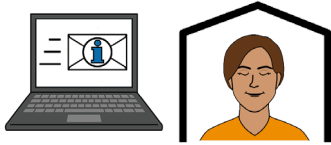
The law says we **must** keep your information safe.



If we need to get information about you from someone else we will ask you first.



Only our staff who have permission can see or copy your information.



We will only share your information

- to keep you or others safe



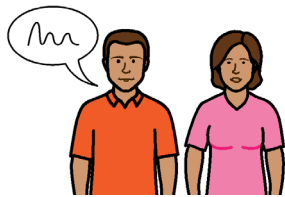
- if the law says we must.



For example, we can share your information with the police if we think you are in danger.



The law says you can ask to see the information we have about you.



If you want to know more about how we keep your information safe you can

- ask your support worker
- phone us.



Call 03 9977 0000

5 You can give us feedback

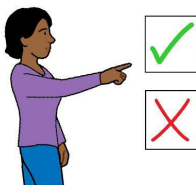


Feedback is when you tell us what you think about

- our services



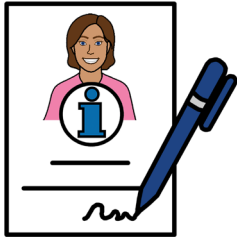
- our staff



- a decision we made.



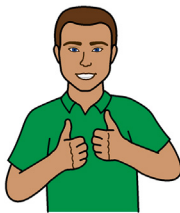
We want to help you in the best way we can.



All our Melbourne City Mission services have

- information about giving feedback
- a form you can fill in to give us feedback.

You could tell us a compliment



A **compliment** is when you tell us we did a good job.



You could tell us why you like what we do.

You could make a complaint



A **complaint** is when

- you are **not** happy

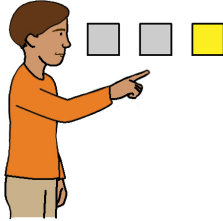
and



- you tell us what happened.



You can ask someone you trust to help you tell us what you think.



There are different ways you can give us feedback.

You can call us.



Call 03 9977 0000

You can email us.



Email info@mcm.org.au

You can fill in the contact form on our website.



Website www.mcm.org.au/contact



You can send us a letter.

Address PO Box 509
 South Melbourne
 VIC 3025



If you have a complaint an **external advocate** can support you.



External advocate means someone who

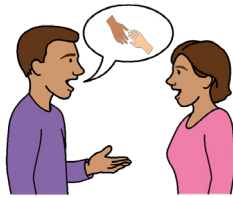
- does **not** work for us
- can help you if you have a problem.



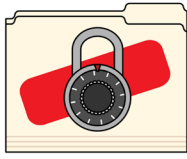
You can find more information about support from an external advocate on our website.



Website www.mcm.org.au/information-for-clients/compliments-complaints



We will still help you if you tell us what you think.



We will keep your feedback safe.

You could give us a suggestion



A **suggestion** is when you tell us your ideas about what we could do better.

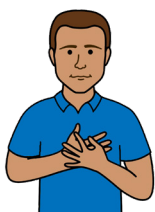
Your responsibilities when we help you



Responsibilities are how you should behave when we help you.



We want everyone to feel safe when we help you.

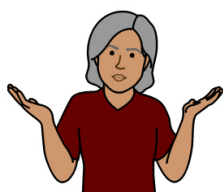


You should respect

- other people who use our services
- our staff.



You should tell us information that can help us to support you.

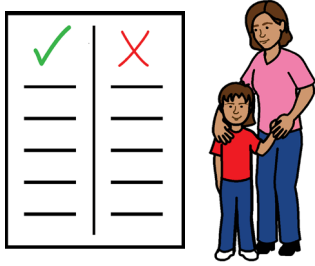


We might find it hard to help you if you do **not** tell us some information.



You should think about the choices you make.

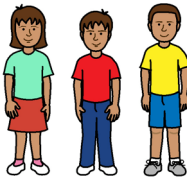
How we keep children and young people safe



We have rules about how to keep children and young people safe and well.



We respect children and young people.



We understand everyone is different.



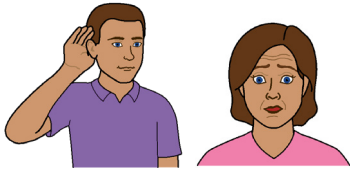
We say **no** to any kind of harm to children and young people.



We make sure our staff and volunteers are allowed to work with children.



Our staff and volunteers get training about how to keep children safe.



We will listen and follow the law if

- you are worried about safety



- you tell us someone did something wrong.



If you or someone else is in danger right now

- call Triple Zero, 000

and



- ask for the **police**.



You can ask for an interpreter if you speak a language other than English.

Call 000

More information

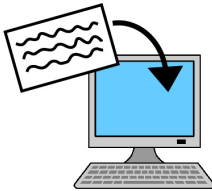
For more information contact
Melbourne City Mission.



Call 03 9977 0000



Website www.mcm.org.au



Email info@mcm.org.au



Postal address

PO Box 509
South Melbourne
VIC 3025

To visit us you can find the address of your local Melbourne City Mission on our website.



Website www.mcm.org.au/contact/office-locations

For information about how services should keep your information safe contact the Victorian Government.

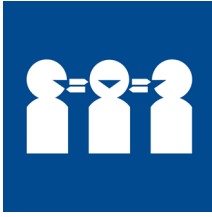


Website www.vic.gov.au/privacy-vicgovau



Call 1300 666 444

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

Notes

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