

Melbourne City Mission

Disability & Early Years Services

Terms and Conditions

This information relates to all support services provided to participants of Melbourne City Mission (MCM) Disability & Early Years Programs. It outlines the terms and conditions under which we will work with you and what we need from you as our customer to help you achieve your goals.

Effective date

June 2019

Updates to this document

MCM will notify you in writing and/or provide an updated copy of this document, prior to implementing any changes that are deemed necessary due to new legal, government or business requirements.

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Page 1 of 4



Responsibilities

Easy English Summary



Responsibilities are rules that people agree to follow.

So we can work well together, we have made a list of responsibilities for

- Us – Melbourne City Mission
- You – as our customer



If you need help with this document

you can talk to

- your family
- your friends
- people who support you





Our responsibilities

We will

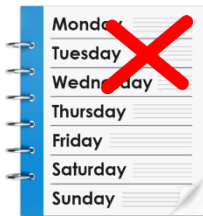
- Treat you with respect
- Listen to you
- Support you in the way you want
- Talk to you about any changes
- Work with you to change your supports if your needs change
- Keep your information safe
- Follow all Government laws and rules
- Charge the agreed rate
- Let you know who you can talk to about
 - Sharing feedback
 - Making a complaint





Your responsibilities

You will



- Treat us with respect
- Talk to us about any issues or concerns
- Give us time to follow up your concerns
- Tell us what we need to know to give you the right support
- Tell us if you need to change the time or day of your supports
- Tell us if you want to cancel your agreement
- Tell us if your funding plan has changed

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