

Disability Services

Terms and Conditions

Easy English

This information relates to all support services provided to participants of Melbourne City Mission (MCM) Disability Services.

It will explain the Terms and Conditions of accessing your supports through MCM.

MCM has created this Easy English document to make our Terms and Conditions accessible for all people.

If you have questions or need more help with understanding this information, please tell us so we can work with you to provide it in a way that works just for you.

MCM will let you know when we make changes to our terms and conditions in a way that you would like to be contacted. This may be through email, posted letter, or on our website.

This document is effective from **November 2021.**



Responsibilities

Easy English



Responsibilities are rules that people agree to follow.

To work together well we have made a list of responsibilities for



- Us (MCM)
- You (participant)

If you need help with this document you can talk to:



- your family
- your friends
- people who support you

MCM's Responsibilities

Easy English



We will:

- treat you with respect
- listen to you
- support you in the way you want
- talk to you about changes
- work with you to change your support
- keep your information safe
- follow Government rules and laws
- charge you at the agreed rate
- let you know who you can talk to about:
 - giving us feedback
 - making a complaint



Participant Responsibilities

Easy English



You will:

- treat us with respect
- talk to us about any concerns you have
- give us time to follow up on 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 days of your supports
- tell us if you want to cancel your agreement with us
- tell us if your funding plan has changed

