



Feedback and complaints policy

Easy Read version

Written for the people MMT Care supports

Need this in another way, like large print or spoken out loud? Just ask us.

Why do we want to hear from you?



We want the support you get from us to be good.



Tell us what is going well.

Tell us what is not going well too.



You can talk to us about it at any time.

Our contact details are here:

Phone: 1300 066 822

Email: info@mmtcare.com.au

Website: mmtcare.com.au/feedback

Head office: Level 7, 80 Dorcas Street, Southbank VIC 3006

What happens if you make a complaint?



Your support will stay the same.

We will not change or stop it because you complained.



No one will make you feel bad for speaking up.

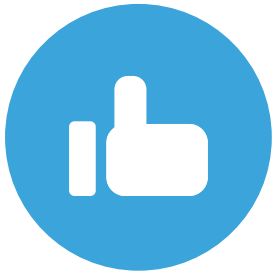


We keep your private information safe.

We only share it if you say we can.

Consent means you say **yes** to us sharing your information.

What do we do with your complaint?



We will be fair.

We want to find a good answer for you.



We will keep you updated while we work on it.

If you ask us to contact you, we will reply within 5 business days.



We look at all the feedback we get.

We use it to make our support better.

How can I tell you what I think?



Sometimes we ask you how we are doing.

We might ask by:



- phone calls



- surveys



- meetings about your support

You can also start the talk yourself



You can tell us by:



- writing us a letter



- sending us an email



- telling a staff member

Need help to complain? We will help you.



You can also ask someone to help, like a family member, a friend or an advocate.

An **advocate** is a person who speaks up with you and for you.

You can also tell the NDIS Commission



The **NDIS Commission** is a government group that checks NDIS services are safe and good.



Phone: **1800 035 544**

Free from landlines. If you use a TTY, call **133 677**.

You can ask for an interpreter.



Or use the complaint contact form on their website:

ndiscommission.gov.au

If you are in danger right now, call 000.

The NDIS Commission is for complaints, not emergencies.

Complaints without your name



You can complain without telling us who you are.

This is called an **anonymous** complaint.



We will not know it was you.



We take every complaint seriously.

We will still try to fix the problem.

You can make an anonymous complaint by:

Online form: mmtcare.com.au/feedback

You do not need to give your name, email or phone number.