



Mable's complaints policy

Mable



Easy English



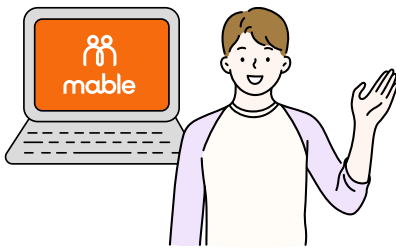
Mable's complaints policy

About this guide

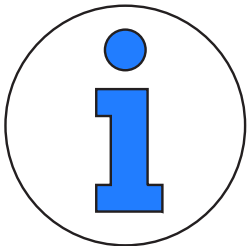
This guide tells you about Mable's complaints policy.



This guide is written by Mable.



Mable is where you can find independent support workers online.



Contact information is at the end of this guide.

Hard words

This guide has some hard words.



The first time we write a hard word

- the word is **blue**
- we write what the hard word means.

There is a list of the hard words at the end of the guide.

Get help with this guide

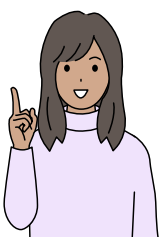
Someone can help you



- read this guide



- know what this guide is about



- find out more.



Mable's promise

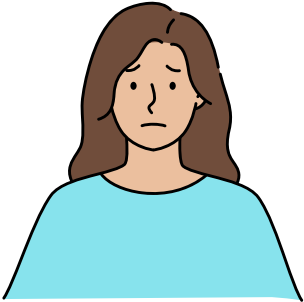
Mable has a **complaints policy**.

A complaints policy is a set of rules.

Mable uses these rules to know what to do when



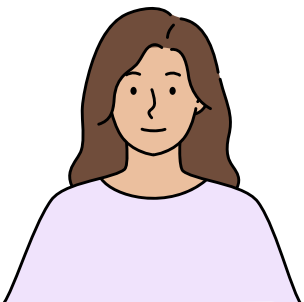
- something goes wrong



- you are unhappy about something.



At Mable, we want people to feel



- safe



- supported.



We want you to know

- we listen to you



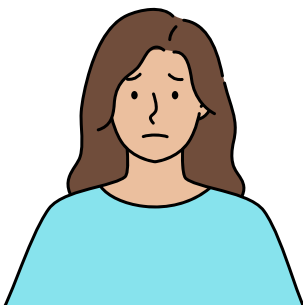
- we will act fairly.

How Mable manages complaints



We have some rules that help us know what to do when

- someone has a **complaint**



- there was an **incident**.



A complaint is when you tell someone about

- something that went wrong



- something you are unhappy about.

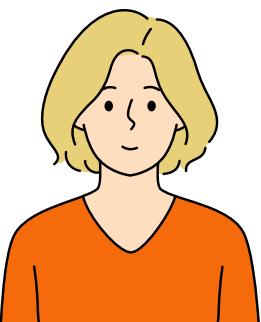


An incident can be something that happens that

- causes harm



- could cause harm



An incident could be about

- safety



- health



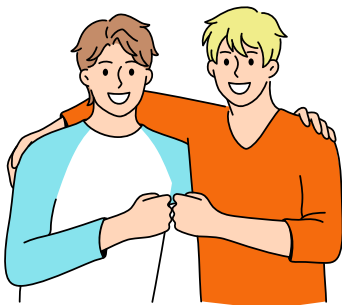
- if someone breaks Mable's rules.



Our first rule is 'we listen to you'



You can tell us when you are unhappy.



We will always treat you with respect.



Our second rule is 'easy to use'

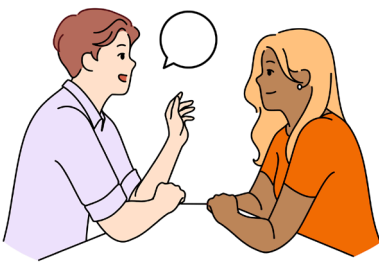
It should be easy for you to



- make a complaint



- tell us about an incident.



We will share information in

- simple language



- different ways.



Making a complaint is free.



Our third rule is 'fair and honest'

We look at all complaints and incidents in a fair way.

The person who decides what to do will not have a **conflict of interest**.



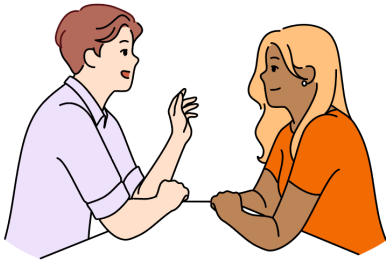
A conflict of interest is when someone can not make a fair choice, sometimes because of



- their beliefs



- what they do



- who they know



- something else.



You can ask us to look at the choice we made about your report again, if



- you are not happy about it



- you don't agree with it.



Our fourth rule is 'everyone is treated fairly'.

We treat all complaints the same.



Our fifth rule is 'your information is safe'

Most of the time, we do not share your information



Sometimes we need to share your information with other people.

We follow the Australian privacy laws.



Our sixth rule is 'we learn and get better'

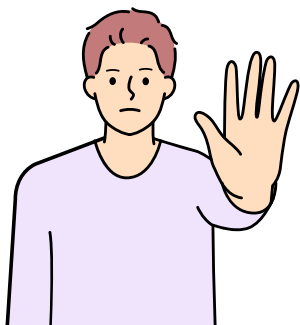
We look at all incidents and complaints.

We learn from all incidents and complaints.

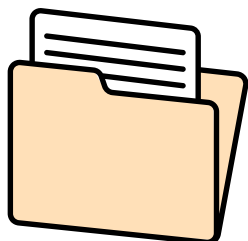


This helps us

- make our services better



- stop problems from happening again.



We keep **records** of everything.

Records are a way of saving information so we can



- find it again later



- remember what happened.



Our seventh rule is 'keeping you safe'



We do not allow

- **abuse**



- **neglect**



- **violence.**



Abuse is when someone

- hurts you



- treats you badly.



Neglect is when someone doesn't take care of a person who needs help.



Violence is when someone

- hurts someone



They can do this by

- hitting



- punching



- kicking



- slapping



- pushing



- using a weapon

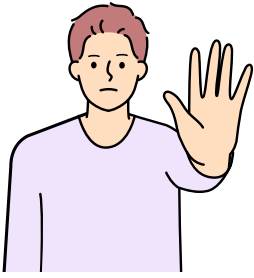


If something like this happens, we will

- act fast



- support you

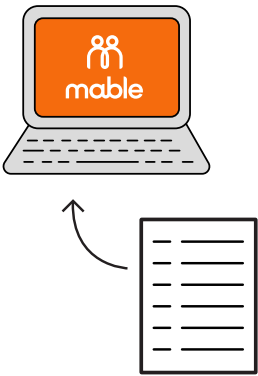


- try to stop it from happening again.



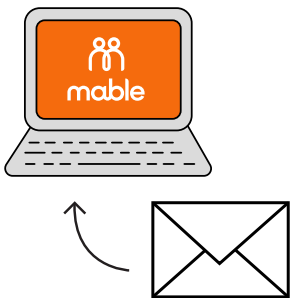
What to do when there is an incident

Tell us what happened.



You can write down what happened in

- a **webform**
(mable.com.au/feedback-and-complaints/)



- an email.

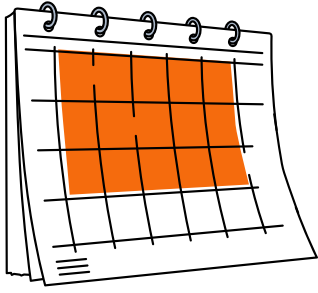
You can send the email to trustandsafety@mable.com.au.



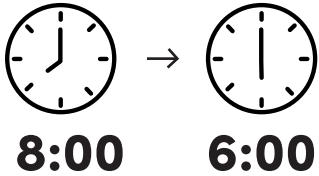
You can tell us what happened

- in a phone call.

You can call 1300 736 573



Mable's office hours are Monday to Friday,



8 am to 6 pm (Sydney time)



What we do when there is an incident

When you tell us what happened we



- write down what happened



- tell you we got your report

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- give you a special number

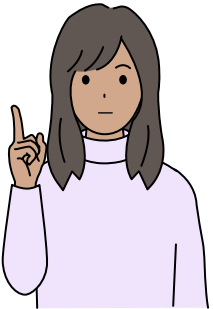


We think about

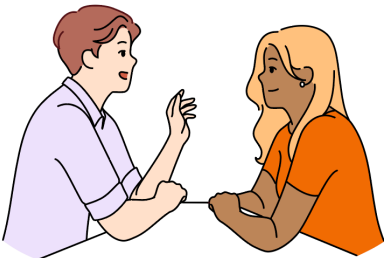
- how bad it is



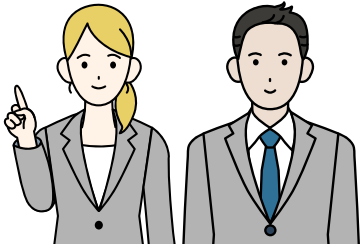
- how it hurts people



- what needs to be done.



We tell others who need to know what happened.



We will tell your provider about the incident.

Your provider might report the incident to



- the NDIS Quality and Safeguards Commission



Australian Government

Aged Care Quality and Safety Commission

- the Aged Care Quality and Safety Commission.



Mable will report the incident if

- your provider can not report it

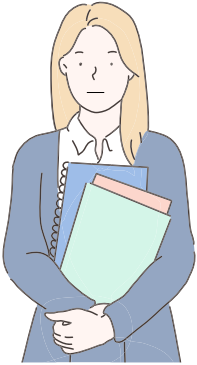


- it is serious.



There are laws that say we need to report some incidents to

- the police



- Child protection services.

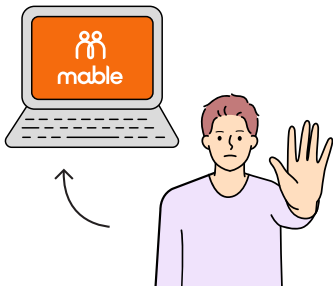


After an incident

We make a plan to look into the incident.



We think about your safety.



We might stop someone from using Mable.

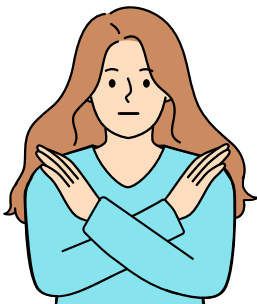


We might give someone a warning.

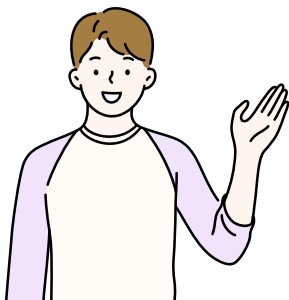


A warning is when you tell someone

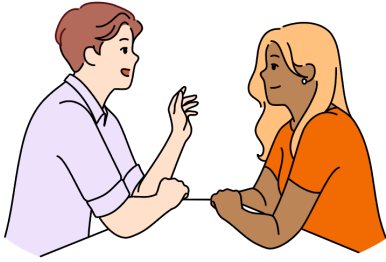
- what they did is wrong



- not to do it again.



We might help you find a new support worker.



If we can, we tell you

- what happened



- why it happened.



We will close the report once everything is done.



What if you're still unhappy?



You can ask us to look at the choice we made about your report again, if



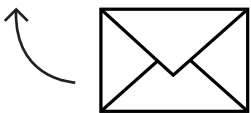
- you are not happy about it



- you don't agree with it.



You can email trustandsafety@mable.com.au.

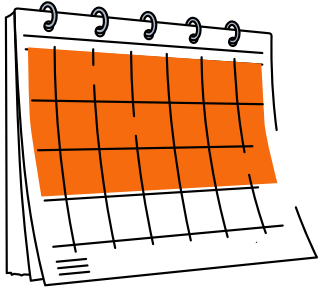


Tell us

- why you are unhappy

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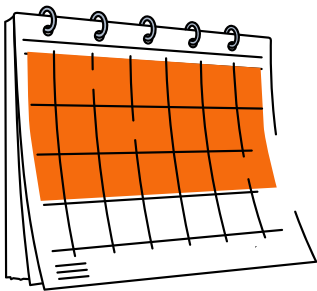
- the special number we gave you when you told us about the incident.



You have 3 months to tell us you are unhappy with our decision.



Our Trust and Safety team will look at your email.



They will try to make a choice in 21 days.



We will tell you what choice we make about your **appeal**.

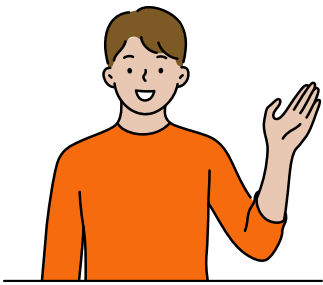


An appeal is when you tell someone

- that you don't agree with their choice



- why you want a different answer.



We will tell Mable's board about the choice we make.

If you are still not happy after your appeal, you can go to other places for help.



This could be

- the NDIS Quality and Safeguards Commission



Australian Government
Aged Care Quality and Safety Commission

- the Aged Care Quality and Safety Commission



- a government Ombudsman in your area.



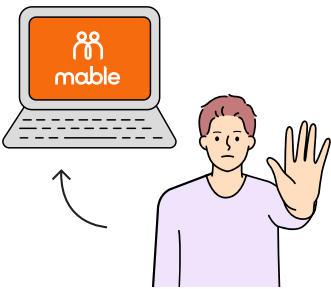
Keeping Mable safe for everyone

We do things to keep people safe when they use Mable.

We might



- close someone's account



- stop someone using Mable for a short time.



We might do this if someone

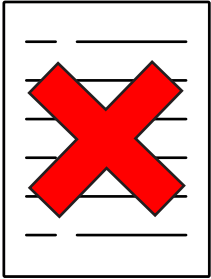
- lies about something



- hurts someone



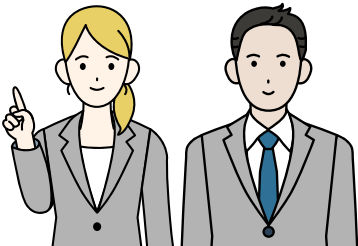
- is violent



- keeps breaking our rules



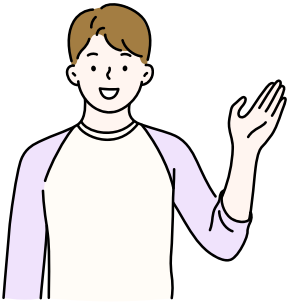
- is being investigated by the police



- is being **investigated** by official groups.



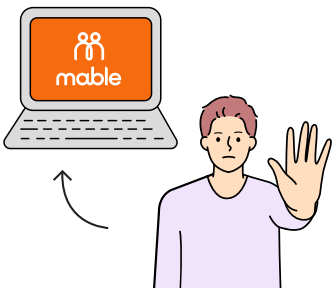
Investigated means something is being looked at to see what happened.



We will help you find a new support worker if we



- close the worker's account



- stop the worker from using Mable for a short time.

Word list

Abuse

Abuse is when someone

- hurts you



- treats you badly.



Appeal

An appeal is when you tell someone

- that you don't agree with their choice



- why you want a different answer.





Complaint

A complaint is when you tell someone about

- something that went wrong



- something you are unhappy about.



Complaints policy

A complaints policy is a set of rules.

Mable uses these rules to know what to do when



- something goes wrong



- you are unhappy about something.



Conflict of interest

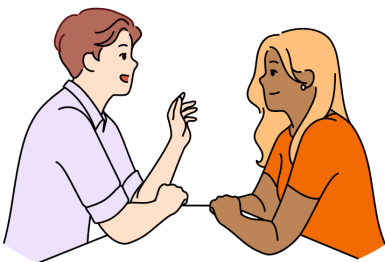
A conflict of interest is when someone can not make a fair choice because of



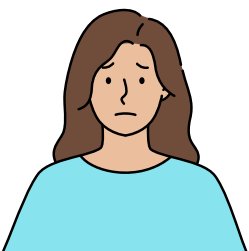
- their beliefs



- what they do



- who they know.



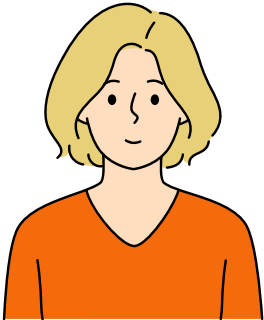
Incident

An incident can be something that happens that

- causes harm



- could cause harm.



An incident could be about

- safety



- health



- if someone breaks Mable's rules.



Investigated

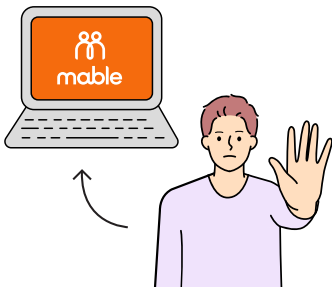
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- close the worker's account

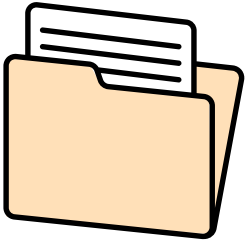


- stop the worker from using Mable for a short time.



Neglect

Neglect is when someone doesn't take care of a person who needs help.



Records

Records are a way of saving information so we can



- find it again later



- remember what happened.



Violence

Violence is when someone

- hurts someone



- damages something.



They can do this by

- hitting



- punching



- kicking



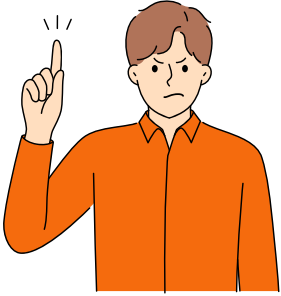
- slapping



- pushing



- using a weapon

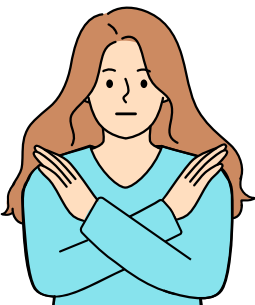


Warning

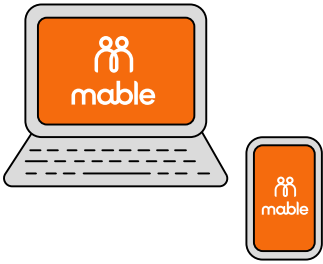
A warning is when you tell someone



- what they did is wrong

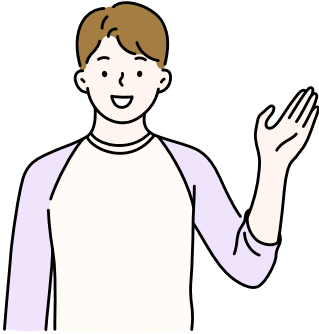


- not to do it again.



About Mable

Mable is a website and app.



It helps people find independent support workers



You can contact Mable.

Phone: 1300 73 65 73



Website: www.mable.com.au



Email: support@mable.com.au



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