



**MAKODAH CARE**

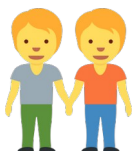
**EASY READ**

# Starting with Makodah Care



This document is from **Makodah Care**.

When you see **we** or **us**, it means Makodah Care.



You can ask someone to help you read this document.

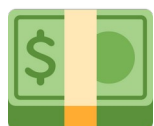
## What we do



We help people with disability at **home** and in the **community**.



We can help with things like **personal care**, **cooking**, **cleaning**, **going out** and **living in your own home**.



Our prices follow the **NDIS price rules**. We will tell you what your supports cost before you start.

## How to start



You, your family or your support coordinator can **contact us**.



We will **call you** within **3 working days**.



We will ask some **questions** to make sure we can support you safely.



We will **meet you** at a time and place that suits you.  
You can bring someone with you.



We will talk about your **goals** and what help you need.

## Deciding together



We will tell you if we **can** support you.



If we **cannot**, we will tell you why and help you find **another provider**.

We can put you on our **waiting list**.



If you start with us, we will make a **service agreement** and a **support plan** with you.

## If you are not happy



You can make a **complaint** to us.

Nothing bad will happen to you if you complain.



You can contact the **NDIS Quality and Safeguards Commission** at any time.

Phone: **1800 035 544**

## Contact us



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