



Keeping the heart 



WELCOME PACK

SUPPORT AT HOME PACKAGES



“ Welcome to Magenta Community Services. We are founded on the principles of compassion, kindness and cooperation, and propelled by a heartfelt vision to make a genuine difference to the lives of others. ”

AT MAGENTA, WE CARE ABOUT PEOPLE

Whether it's the people we support, their families and guardians, our team members or the communities we work in - compassion, kindness and cooperation underpin everything we do.

We believe in the power and importance of personal choice.

Our team works alongside people with a disability and older Australians, and their families and guardians to provide individualised and flexible services. This means that we work with you to provide the support you need when you need it.

Whether you need support in your home, coordination of services, help to stay connected, plan management, or something else - we can help.

We are a registered provider of the National Disability Insurance Scheme (NDIS) and Support at Home Packages. Our team works with people of all ages across communities in Central Queensland, Southern Queensland and the New England and Northern Rivers regions. Collectively we support nearly 600 people each year.

“ We know support at home services can be confusing and we try to guide you through the process. If you have a question, reach out to us. ”

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OUR STORY

In 2013, Magenta Community Services was established by Jonny Iuso in the Northern Rivers region of New South Wales. Driven by her passion and dedication, her vision centred around the provision of personalised and accessible services that focus on people.

The organisation became a vehicle for accessing National Disability Insurance Scheme (NDIS) and Aged Care services, now called Support at Home Services.

Jonny's connection to the disability and community sectors stems much deeper than her 30 plus years of professional experience.

It embodies her life work and the memory of her daughter, Emily.

Born in 1992 with major health complications and diagnosed with a disability, Emily tragically passed away in 1996 leaving a legacy that inspired the creation of Magenta Community Services.

With firsthand experience as a carer, Jonny understood the unique challenges faced by loved ones on a daily basis. This also extended to Aged Care with Jonny caring for her mother before she passed away. Personal experiences were the driving force behind her vision to create an organisation that placed a high value on people and embraced a personal approach to services.

Passion and determination culminated in 2013, and Jonny took a leap of faith to establish Magenta. When the doors opened in July, services supported one person. Fast forward to today and Magenta supports over 600 people annually across multiple regions. Today Jonny sits on the Magenta Advisory Board, and her son Liam is a Support Worker. Magenta Community Services is proud of its grassroots history. A history that embodies compassion, kindness and cooperation, and is propelled by a heartfelt vision to make a genuine difference to the lives of others.

IT'S ALL IN OUR NAME

The name, **Magenta Community Services**, has a colourful history.

A colour of universal harmony and emotional balance, it is spiritual yet practical, encouraging common sense and a balanced outlook on life. The colour's intention is to create harmony and balance in every aspect of life; physically, mentally, emotionally and spiritually. A combination of red and violet, magenta connects the passion, power and energy of red, restrained by the introspection and quiet energy of violet. Magenta influences our whole personal and spiritual development. It strengthens our intuition and psychic ability while assisting us to rise above the everyday dramas to experience a greater level of awareness and knowledge.

WHAT MAKES US DIFFERENT



DEDICATED, LOCAL TEAM

This means that you receive consistent and coordinated care, and regularly see the same team of carers. Rostering is done by the local team.



PUTTING YOU IN CONTROL

We work with you to create a Support at Home Package that meets your needs. As life changes, so does your care.



UNCOMPLICATED FEES

We have one fee schedule and no basic daily fee or exit fee. Our costs are transparent so there are no hidden surprises.



WE CARE ABOUT YOU

Our team takes the time to listen and get to know you, and others in your life who are part of your care plan.



WE'RE ACCESSIBLE

We have physical offices that you can drop into.

OUR SUPPORT AT HOME PACKAGES EXPLAINED

We are an approved Support at Home Package provider meaning we can help eligible, older Australians, like you, stay at home for longer through the Government subsidised, Support at Home Package program.

Whether you need in-home support or assistance in the community, we help you to continue to enjoy your independence and make your own care choices. There is a wide range of support and care available through your Support at Home Package, including:

 Meal preparation

 House cleaning

 Gardening

 Maintenance

 Shopping

 Personal care

 Allied health support


 Caring for your pet

 Transport

 Social support

 Companionship

 Appointments

 Carer support (in home respite)

 Products / equipment

HOW WE WORK WITH YOU

Our Model of Care

Our Model of Care places you in the center. This means that you are in control of your care and make your own choices. Our team takes the time to understand what you want and what Support at Home means to you. That way, we can provide meaningful care when you need it.

At Magenta, your Primary Care Team not only works alongside you but also with other specialist services providers when you need them. Whether you need Physio, Podiatry, Occupational Therapist, Meals on Wheels or something else, we can support you to access the specialist services you need via a service agreement paid for out of your Support at Home Package (SAHP).



Your Specialist Service Providers

If you have been seeing the same service provider/s for years, there is no need to change. We simply enter into a service agreement with your provider, you continue to receive your services, they invoice us (not you), and we pay for the service with your SAHP funding.

Your Magenta Care Team

Your care team is a small, select group of care workers who work with you to provide your care the way you want it. Your Team Leader assists with your Support at Home Package planning and budgeting, rostering, and supports your care team to do their jobs well.





WE HARNESS CONNECTIVITY

When you begin receiving support with Magenta, you will receive access to our Participant Portal. Called FlowPoint, you will be able to access up to date team contact information, view rosters, find forms and agreements, and access a Magenta noticeboard with latest updates. If you do not have access to the internet or a device your team can still provide access to your information through alternate avenues. Simply chat with our team about your needs.

GOVERNMENT CONTRIBUTIONS EXPLAINED

As part of your Support at Home Package (SAHP), you will receive a contribution from the Australian Government. The amount varies according to the package level you are assigned and it may include supplements, such as dementia supplement. We understand that navigating this process can be confusing and we are here to help. We'll explain how subsidies and supplements work, and what supplements might be available to you.

HOME CARE SUBSIDY RATES

Home Care Package (HCP) care recipients will move to the Support at Home program.

This means you will automatically be approved for services under Support at Home.

When Support at Home starts, HCP care recipients will move to a transitional Support at Home classification and continue to receive the same funding level as they do with their HCP.

HCP Classification	Support at Home Classification	Support at Home Quarterly Budget	Support at Home Annual Amount
HCP Level 1	Transitioned HCP Level 1	\$2,746.63	\$10,986.50
HCP Level 2	Transitioned HCP Level 2	\$4,829.86	\$19,319.45
HCP Level 3	Transitioned HCP Level 3	\$10,513.83	\$42,055.30
HCP Level 4	Transitioned HCP Level 4	\$15,939.55	\$63,758.20

Your provider will continue to provide support and deliver services to you when you move to Support at Home.

HOME CARE SUBSIDY RATES

What is the funding for each classification?

The table below outlines the funding amounts for each of the Support at Home classifications.

The quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in July each year in line with indexation.



Classification	Quarterly Budget	Annual Amount
1	\$2,682.75	\$10,731.00
2	\$4,008.61	\$16,034.45
3	\$5,491.43	\$21,965.70
4	\$7,424.10	\$29,696.40
5	\$9,924.35	\$39,697.40
6	\$12,028.58	\$48,114.30
7	\$14,537.04	\$58,148.15
8	\$19,526.59	\$78,106.35
Restorative Care Pathway	-\$6,000 (12 weeks) May be increased to -\$12,000 when eligible	
End-of-Life Pathway	-\$25,000 (12 weeks)	
Assistive Technology and Home Modifications Scheme	Low, Medium or High Funding tiers as assessed	

OUR PRICING EXPLAINED

As part of your SAHP, you will receive a government-authorized subsidy rate, ranging from level one to eight, paid directly to us for your care.

This subsidy translates to weekly support hours.

Some older persons will be required to pay a co-contribution if approved for a package after 12th September 2024.

Your care management costs are capped at 10% of your package. Our Care Partners can work through your individual circumstance with you.

When it comes to our fees, we don't like to overcomplicate things and try and make our fee structure as simple as possible. **We only have one fee structure; we don't have an exit fee and there is no requirement to pay a basic daily fee.**



Days

Costs

Monday-Friday 6am-6pm	\$105 per hour
Saturdays	\$147.95 per hour
Sundays	\$190.45 per hour
Public Holiday	\$233.10 per hour
Transport Charges (Before Income test)	\$1.00 per km

***Prices current as of November 1, 2025**

Transport & Travel

If you require your care worker to take you to appointment and out in the community (e.g. shopping), a per kilometer fee will apply for the use of our care worker's vehicle. See transport charges in the table above. If you live in a remote area or outside the local boundaries of our service, the cost of our care worker travelling to your home will be negotiated with you.

Financial Statements

If you have a contribution, you will be sent an invoice at the end of the month.

YOUR RIGHTS AND RESPONSIBILITIES EXPLAINED

“ To start providing you with the services you need, we first need to explain your rights and responsibilities. Our team member will explain each document in easy-to-understand terms. If at any time, you have a question, please ask.

First of all, we want you to know that you always have the right to nominate a support person/advocate. Let us share some more information about this. ”

OUR APPROACH TO ADVOCACY & DECISION MAKING

At Magenta Community Services, we are committed to ensuring that you have access to a support person / advocate of your choice during all stages of the services delivery process. We adhere to the United Nations (UN) Convention on the Rights of People with Disabilities and the UN Convention on the Rights of Older Persons, which means that we respect your rights, including your right to independence, participation, care, self-fulfillment and dignity.

Our advocacy principles mean that:

You are encouraged to be fully involved in decisions regarding your care plan.

We support and acknowledge that advocacy is essential when a person needs support to make decisions.

We believe advocacy helps prevent abuse, neglect and discrimination, and enhances your rights and dignity.



SOME COMMON QUESTIONS ANSWERED

Who is a support person?

A support person may assist you in your negotiations with our service. This may include interpreting, providing assistance with communication and/or advising on your needs.

Who is an advocate?

An advocate speaks on behalf of you to ensure your best interests are represented.

If I want an advocate or support person, what do I need to do?

If you would like to nominate an advocate and/or support person, they need to complete a nomination form, so we know who they are. If you would like both an advocate and a support person, each person must complete this form. A copy of this form will be provided to you when we deliver your Service Agreement.

I have an advocate and/or support person, what now?

We will contact your advocate/support person so they can be present when decisions, discussions occur. We will ensure that they have access to all relevant organisational policies, procedures and services. We will contact your family/enduring power of attorney where you are unable to make an informed choice regarding advocacy. They will be asked to make a decision on your behalf.

Our care team will explain your care plan, service agreements, services, reviews and plan monitoring methods to you and your advocate/support person so you both understand what is being provided by our service. We will ensure all information regarding our services are offered to you in a format that works for you. This includes using the assistance of interpreters and technologies. We will, to the best of our ability, ensure you and your advocate/support person understands the information.

We will ensure that you and/or your advocate/support person understand and agree with any decisions made with you.



ADVOCACY SERVICES YOU CAN ACCESS

If at any time, we are concerned you don't have sufficient support to speak for yourself, we will facilitate access to an independent advocate on your behalf. However, you have the right to make your own decision as to whether you need an advocate, wish to change your advocate or nominate who the advocate will be.

Advocacy Services You Can Access:

Aged Care Quality and Safety Commission

P: 1800 951 822

E: info@agedcarequality.gov.au

ADA Australia (formerly QADA)

P: (07) 3637 6000 or 1800 818 338

E: sel@uccommunity.org.au

Aged & Disability Advocacy Australia

P: (07) 3637 6000 or 1800 818 338

E: info@adaaaustralia.com.au

Complaints Resolution and Referral Service (CRRS)

P: 1800 880 052

Older Persons Advocacy Networks

P: 1800 700 600

E: info@adaaaustralia.com.au

AMPARO Advocacy Inc.

P: (07) 3354 4900

E: info@amparo.org.au

Office of the Public Guardian

P: (07) 3234 0870

E: adult.guardian@justice.qld.gov.au

Council on the Ageing (COTA) Qld -
National Aged Care Advocacy Program

P: (07) 3316 2999 or 1300 738 348

E: info@cotaqld.org.au

Qld Advocacy Incorporated (QAI)

P: (07) 3236 1122

E: qai@qai.org.au

Speaking Up For You (SUFY)

P: (07) 3255 1244

E: sufy@sufy.org.au

TASC | Toowoomba

P: (07) 4616 9700 or 1300 008 272

Federation of Ethnic Community
Councils of Australia

P: (02) 6282 5755

E: admin@fecca.org.au

Aged Care Complaint

Resolution Group

P: 1800 200 422

E: myagedcaresupport@healthdirect.org.au

STATEMENT OF RIGHTS

A new rights-based Aged Care Act

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services.

This fact sheet is a plain language summary of those rights.

About the Statement of Rights

The Australian Government is changing Australia's aged care laws. The Aged Care Act 2024 (the new Act) has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 November 2025. The full Statement of Rights from the new Act is at the end of this fact sheet.

What the Statement of Rights means for you.

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- Make your own decisions about your own life
- Have your decisions not just accepted but respected
- Get information and support to help you make decisions
- Communicate your wishes, needs and preferences
- Feel safe and respected
- Have your culture and identity respected
- Stay connected with your community.

“We want you to know that you have the right to be treated well and be provided with high quality care and services.”

Independence, choice and control

You have the right to make your own decisions and have control over:

- What funded aged care services you use
- How you access funded aged care services and who provides them
- Your money and belongings.

You have the right to get support to make these decisions if you need to. You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

Fair access

You have the right to a fair and accurate assessment to find out what funded aged care services you need. This assessment should be done in a way that suits you.

It should respect your:

- Culture and background
- Personal experience and any trauma
- Cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

Safety and quality

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- Workers with the right training, skills and experience
- Providers that meet all the conditions under the aged care laws.



If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the Attorney-General's website for more information on protection against elder abuse.

Respect for your privacy and information

Your provider must:

- Respect your personal privacy
- Protect your personal information, such as information about your health and finances
- Allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Communication that meets your needs

You have the right to:

- Get information in a way you understand
- Give feedback.



You have the right to communicate in the language or method you prefer.

This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

Support to raise issues quickly and fairly

When there are issues with your funded aged care services, you have the right to:

- Get support from your provider
- Complain without fear or being punished
- Get a quick and fair response to your complaints.

Support and connection with people and community

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like. Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- The people who are important to you
- Your community, including by taking part in leisure or cultural activities
- Your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the Aged Care Quality and Safety Commission website for more information. If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.

Statement of Rights in full, from the new Act

Below is the full Statement of Rights from section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

(1) An individual has a right to: (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:

- (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
- (b) be supported (if necessary) to make those decisions and have those decisions respected; and (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

(2) An individual has a right to equitable access to:

- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is: (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

(3) An individual has a right to:

- (a) be treated with dignity and respect; and
- (b) safe, fair, equitable and non-discriminatory treatment; and
- (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
- (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

(4) An individual has a right to:

- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
- (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

(5) An individual has a right to have the individual's:

- (a) personal privacy respected; and
- (b) personal information protected.

(6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:

- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and

(b) express opinions about the funded aged care services the individual accesses and be heard.

8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:

(a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

(b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and

(c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

(a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and

(b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and

(c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

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“ We understand that things change, and that sometimes you might need to cancel a visit from our care team or withdraw from our services completely. When this occurs, here is what you need to know.”

Our Cancellation Policy

If you need to cancel a scheduled visit from your care team, you need to:

- Call your Team Leader to advise them. Their contact number will be provided to you on a Contact List and given to you with your Service Agreement.
- Provide a minimum of 24 hours' notice to avoid being charged for the scheduled care visit.

If you need to withdraw from our services, you need to:

- Call you Team Leader to advise them.
- Provide a minimum of 24 hours' notice to avoid being charged for scheduled care visits.
- Settle any outstanding invoices.
- Understand that if you are moving to another service provider, the process of transferring your details and providing a handover can take up to two weeks.

Please understand that if you choose to withdraw from our services, it will not affect your ability to access our eligible services at a later date. Once we receive your notice, we will provide confirmation of receipt in writing.

Our Service Delivery Expectations

There may be instances during the provision of our services, where we respectfully request to temporarily or permanently withdraw from being your service provider.

Instances that may warrant us to request withdrawal from services may include: Times you are under the influence of alcohol, illicit drugs or are behaving in a manner that is verbally or physically threatening. If your continued participation poses a risk to other service users or staff.

Please understand that where practically possible, we will make every attempt to work with you, and where relevant, your support person/advocate to resolve any issues so we can continue to provide you with services.

In the event we request to withdraw from services temporarily or permanently, we will follow this process: Consult with you and your support person/advocate about why we are requesting to withdraw from services and for what period of time. In instances where there are immediate issues around safety, this may not be possible.

In any instances where we withdraw from services, we will inform you in writing and include reasons about why this has occurred, when how and under what conditions you might be able to gain access to the services again.

You have the right to appeal this decision, and we will provide advice regarding this process including referring you to independent, advocacy services.



“ We believe in following safe principles and practices when administering medication. Let us share more about this.”

Our Medication Policy

At Magenta Community Services, we recognise that the appropriate use of medication can improve health, comfort and quality of life. As a user of our service, our medication policy seeks to support you to manage your medications safely.

The administration of medication is considered a high-risk practice so Magenta support staff providing medication support must have a first aid certificate and be trained in the safe and hygienic administering of medications.

Our Medication Policy is guided by the following principles:

- Right Person (Service User/Participant);
- Right Drug (medication order as prescribed, expiry dates);
- Right Dose (colour, shape, size and preparation of tablet, capsule, liquid, nebule or suppository, strength i.e.mg/mcg/ml);
- Right Time (am, pm, nocte, ac/pc);
- Right Route (oral, nasal, optic, aural, nebuliser, skin, gastro button, and tube);
- Right Documentation (medication prescription, medication administration recorded, missed/refused/dropped/faulty medication recorded); and
- Right Reason (medication for specific purposes).

Our Medication Policy Continued

In order to deliver safe medication support, the following requirements apply:

-Support that involves administering medication must be requested by you or your representative and recorded in your support plan and/or medication records.

-Medication can only be delivered by support staff that have completed medication administration training.

-Medication must be contained in a measured dosage system (such as a Webster pack).

-Any invasive technique (such as suppositories or injections) will only be delivered by staff with specialist training.

-Where medication is given to you, the time, dosage, description of medication and any comments are entered into your file notes by the support worker.

-Any issues involving medication administration (such as missing medications, wrong dose) must be reported by staff as an incident immediately and escalated to the appropriate person for investigation and resolution.

The full medication policy is available to you to view on our participant/service user portal, FlowPoint, and a printed copy will be provided to you on request.



Complaint Form

We respectfully request that you contact us in the first instance if you have a complaint by calling your Area Manager **before** completing this form.

If you have done this and would still like to lodge an official complaint in writing, please complete the form on the next page and **attach all relevant documentation** about your complaint.

Do you need some help completing this form or with the complaint process? The following third-party services, may be able to help:

Disability and Community Services: (07) 3224 7179 or 1800 177 120

Complaints Referral Service: 1800 880 052

Aged and Disability Advocates Australia:

(07) 3637 6000 or 1800 818 338

Translating and Interpreting Service: 131 450



YOUR DETAILS

Title (please circle)	Mr / Mrs / Miss / Ms / Other:
Family Name:	
First Name:	
Address:	
Suburb/Town:	
State/Post Code:	
Phone Number:	
Mobile Number:	
Email Address:	
Complaint Details: Please tell us about your complaint and attach any relevant documentation or additional pages to this form.	
What date did you first talk to a team member about this complaint?	
Who did you speak with?	
What did that person offer to do?	
How would you like this complaint to be resolved? What actions would you like us to take?	
Declaration	I declare that the information supplied by me in this form is, to the best of my knowledge, true and correct. I understand that this complaint, including the documentation, may be referred to the funding entity for the purpose of resolving the complaint. Information may also be used to inform and improve the practices undertaken by Magenta Community Services and where appropriate, for investigative and legal purposes.
Name:	
Signature:	
Date (Day, Month, Year):	

Suggestion for Improvement Form

This form can be completed by any person who believes there could be an improvement made in the services provided by Magenta Community Services. Please complete the fields below and return to us in person, via email or by post. Upon receipt of the completed form, you will receive a formal response within two weeks.

YOUR DETAILS

Your name / name of the person suggesting the improvement:	
Date:	
What Improvement would you like to suggest? Attach additional pages if needed.	
How would you like to see us make this improvement? What are your recommendations? Attach additional pages if needed.	

OFFICE USE ONLY

Date of response:		Staff Member:		Method: (Email, Phone, In Person, Mail)	
Where a response is made via phone or in person, document the following:					
Response/Action:					



“ Thank you for your time today. We are in the process of finalising your Magenta Support at Home Package. Our team member will be in touch shortly about the next steps. In the meantime, if you have any questions, please get in touch with us. We are here to help. ”



info@mcsnsw.com.au



**Southern QLD
(07) 4633 4967**



**Northern Rivers
(02) 5657 9159**



**Central QLD
(07) 4899 0261**