

Disability Client Service Charter



VISION & MISSION

Marriott is an inclusive community where people thrive by living life on their terms with purpose and dignity. We undertake our work with compassion, not sympathy. We focus on ability, 'what people can do'. We strive to become the partner of choice in supporting our people to shape their own lives.

Our mission is to empower and enhance the lives of people living with a disability in a way that enables them to live their life to its fullest potential.

OUR COMMITMENT TO YOU

Safety: Providing a safe and supportive environment.

Integrity: Commitment, consistency, and valuing you.

Respect: Acting with consideration for you.

Accountability: To act our values and take responsibility.

YOUR FEEDBACK

Your feedback helps us listen & learn, we welcome all feedback. Share your concerns, compliments & suggestions on how your services are delivered so we can continuously improve.
Email: feedback@marriott.org.au

OUR COMPLAINTS PROCESS

Talk to a staff member
Email: complaints@marriott.org.au
Phone: (03) 9555 0777
Online: fill out the enquiry form on our website
Post a letter to 15A/56 Keys Road Cheltenham, VIC, 3192

We handle all complaints in a confidential and sensitive manner. If you have a problem, we would like to hear about it, and it will not affect your support or services.

To see our complaints policy statement please visit www.marriott.org.au

OUR ACCREDITATION

Marriott is an approved provider of the NDIS and is required to comply with the guidelines and relevant state and commonwealth rules and quality service standards.

Accreditations:
NDIS Quality & Safeguards Standards.
ISO 45001_2018 Occupational Health and Safety Management Systems.
ISO 9001_2015 Quality Management Systems.
ISO 14001_2015 Environmental Management Systems.