

Dear Committee Members,

Thank you for the opportunity to respond to questions on notice.

Re Questions on notice:

During my appearance on April 12th 2021, the Chair asked about some wording on the Mable website:

"CHAIR: Your website contains statements to support workers in your help centre, such as:

As a Mable care worker you are backed by a nationally recognised brand, which gives you instant credibility and kudos. Take advantage of this brand awareness to promote your services. We know you will work hard to protect this brand because it represents you and your fellow care workers.

Is that correct?

Mr Scutt : I am not familiar with that statement. I'd have to actually look at where it is and when it was written. It's something that doesn't resonate with me as being said, but it's quite possible and I'd like to understand where it is on the website."

In relation to this, the Chair later offered me the opportunity to add to my answer:

CHAIR: You will certainly have an opportunity to add to any answer you've given today, but I assure you that it's on your website.

Mr Scutt : I appreciate that; thank you.

Our team has since reviewed our website and found instances of this phrasing were used in content developed in 2015/2016, which was very early on in our inception. This content is out of date and we've taken the opportunity to refresh this content.

Thank you again for the opportunity to appear at the Hearing.

Best regards,

Peter



Peter Scutt
Co-Founder and CEO

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