

Client Feedback Form

At Therapy Pro, our goal is to provide you the therapy services you need delivered the way you want.

This form is for you to give us, Therapy Pro, feedback about our staff, services, or the organisation. It can be used to:

- provide a compliment
- make a complaint
- suggest service improvements

We register all feedback received into our feedback register. This is used to help Therapy Pro improve our organisation and maintain our commitment to providing quality therapy that makes a difference. We are committed to an outstanding client experience and excellent services to ensure you realise your goals. Therapy Pro is committed to ensuring no reprisal or detriment for those making a complaint or suggesting service improvements.

You do not have to provide your personal details, but if you do this information will be kept confidential.

Therapy Pro encourages you to provide feedback in writing. We will respond to you within ten (10) working days if you provide your details.

You can post this form to Attn: General Manager, PO Box 400, KALLANGUR QLD 4503, or email it to info@therapypro.com.au.

If you would prefer to provide feedback verbally you can speak to any Therapy Pro staff member of your choice, either at your next appointment or by contacting Therapy Pro on 1300 004 414.

If you are not sure about something, or would like help to complete this form, you can speak to any Therapy Pro staff member.

Details of the Feedback

Is this:

a compliment (see pages 3-5)?

a complaint (see pages 3-5)?

a suggestion for service improvements (see pages 5-6)?

Is this about:

A Therapy Pro staff member?

The services you received?

A specific issue?

Would you like Therapy Pro to contact you to discuss the feedback on this form?

Yes (please complete your details below)

No

Your details

If you would like Therapy Pro to contact you about your feedback, please provide your details here. To help us respond to your feedback quickly, let us know if your contact details change.

Name: Mr/Mrs/Miss/Ms/Dr _____

Postal Address: _____ **Postcode:** _____

Email: _____

Phone No: _____ **Mobile:** _____

Have you given Therapy Pro feedback before?

- Yes, and the matter was resolved
- Yes, but the matter was not resolved (please provide brief information/comment about that matter).

- No

Is there anyone else (legal representative, advocate or support person) that you would like to be involved in providing this feedback to Therapy Pro?

- Yes

If yes,

Name of legal representative/ advocate / support person _____

Postal Address:

Phone: _____ E-Mail: _____

- No

If you would like to attach any additional information, or any documents that may help us to handle a complaint, grievance or a concern (e.g. if you have letters, emails or faxes or records of conversations you have had with the person/s associated with the complaint), please attach copies (not the original).

Feedback that is a Compliment or Complaint

What happened?

Where did it happen?

When did it happen? (Include date if possible)

Who was involved? (Name any persons involved and if relevant, details of witnesses)

Is there anything else you would like to tell us?

If this is about a Therapy Pro staff or the service they provided you, have you discussed this with them?

Yes. If yes, how did the Therapy Pro staff tell you they would respond?

No. If no, is there any reason/s that you are not able to speak to Therapy Pro staff directly (e.g. for safety reasons, for cultural reasons)?

What action would you like Therapy Pro to take?

If you think that the issue you have raised with Therapy Pro cannot be resolved, you may like to seek support from the NDIS Quality and Safeguarding Commission directly:

<https://www.ndiscommission.gov.au/about/complaints>

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.

Feedback that is a Suggestion for Service Improvement

Can you tell us what areas Therapy Pro needs to improve? (Tick one or more boxes)

- Quality of client service delivery received
- Quality and effectiveness of the therapy received
- Overall management and operations
- Meeting cultural needs
- Handling complaints/concerns or grievances
- Safety and wellbeing
- General enquires and information

What do you suggest we can do to improve in these areas?

How do you feel about the staff at Therapy Pro?

Therapy Pro staff's ability to do their job?

- Very competent
- Competent
- Not Competent

Therapy Pro staff's client service skills?

- Excellent
- Good
- Poor

What areas do you think Therapy Pro could improve in to meet your needs? (Tick one or more boxes)

- Expertise/experience
- Cultural knowledge and skills
- Communication and listening skills
- Providing you information about our services and what happens next
- Making sure you are involved in decisions about you
- Maintaining privacy and confidentiality
- Behaviour and attitude
- Getting things done on time
- Working with other organisations or services to help you meet your needs

If something is not listed above, please provide us some detail here:

What do you suggest we can do to improve staff in these areas?

Thank you for your feedback - we aim to resolve or address any matters you have raised within 10 working days. For more information, or if you need to speak to us, contact us at Therapy Pro on 1300 004 414 or by email to info@therapypro.com.au.

Support Services

There are a number of organisations and agencies across Australia that provide vital information and advocacy services and support to people with disabilities. Below are links to a few relevant organisations for those looking for advocacy and support.

| Support Type | Contact Details |
|-----------------------------------|---|
| <i>Advocacy</i> | https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/ |
| <i>Advocacy</i> | http://www.opan.com.au/ |
| <i>Advocacy</i> | http://www.dana.org.au/home/advocacy-groups/ |
| <i>Public Guardian Queensland</i> | https://www.publicguardian.qld.gov.au/ Phone: <u>1300 653 187</u> Health care consent line: <u>1300 753 624</u> SMS: <u>0418 740 186</u> Fax: 3239 6367 Email: publicguardian@publicguardian.qld.gov.au |
| <i>QLD Police</i> | https://www.police.qld.gov.au/ Policelink – 131 444 Emergency - 000 |
| <i>Community Visitor Program</i> | Phone: <u>1300 653 187</u> Health care consent line: <u>1300 753 624</u> SMS: <u>0418 740 186</u> Fax: 3239 6367 Email: publicguardian@publicguardian.qld.gov.au |

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| <i>Public Guardian Victoria</i> | https://www.publicadvocate.vic.gov.au/contact-us Address: Level 1, 204 Lygon Street Carlton Victoria 3053 (Between Queensberry Street and Grattan Street) Phone: 1300 309 337 TTY: 1300 305 612 Fax: 1300 787 510 |
| <i>VIC Police</i> | https://www.police.vic.gov.au/contact-us Emergency - 000 |
| <i>Community Visitor Program</i> | Telephone: 1300 309 337 TTY: 1300 305 612 |

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| | <p>National Relay Service: 133 677</p> <p>If the Advice Service telephone line is busy, you can leave your contact details and an adviser will return your call as soon as possible. Most calls are returned within an hour.</p> <p>You can also contact the OPA Advice Service by:</p> <p>Fax: 1300 787 510</p> <p>Email: OPA_Advice@justice.vic.gov.au</p> <p>In person: Level 1, 204 Lygon Street, Carlton Victoria 3053</p> |
| <p><i>Public Guardian NSW</i></p> | <p>http://www.publicguardian.justice.nsw.gov.au/ Email: informationsupport@opg.nsw.gov.au Address: 160 Marsden Street Parramatta NSW 2150 Postal Address: Locked Bag 5116 Parramatta NSW 2124 Phone: (02) 8688 2650 1800 451 510 Public Guardian Support Unit Phone - (02) 8688 6060 TTY Phone: 1800 882 889 Fax: (02) 8688 9797</p> |
| <p><i>NSW Police</i></p> | <p>https://www.police.nsw.gov.au/contact-us Emergency - 000</p> |
| <p><i>Community Visitor Program</i></p> | <p>Telephone: General OCV scheme inquiries - (02) 9407 1831</p> <p>Address: Level 6, 93 George Street Parramatta NSW 2150</p> <p>Email: OCV@adc.nsw.gov.au</p> <p>Web: www.ageingdisabilitycommission.nsw.gov.au</p> |