

Client Feedback Form

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

Therapy Pro welcomes compliments, suggestions and complaints about the supports or service provided to you. 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.

Where do I begin?

Speak to our staff: The first step is to provide feedback to the person who is in the best position to help you. This will usually be the person providing your therapy, your allied health professional. You can also speak with the Manager of the area or Department. In most cases, they will be able to help you.

If you are unhappy with the response, or wish to provide a more formal complaint, you can contact our office via one of the methods below.

Please email info@therapypro.com.au.

Call us 1300 004 414.

Fill out and post this form to: General Manager, P.O. BOX 381, Albany Creek QLD 4035

We will respond to you within ten (10) working days if you provide your details.



Client Feedback Form

Today's Date:

Type of Feedback:

compliment complaint suggestion for improvements

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:

Name

Postal Address

Email

Phone 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 (please complete details below) No

Name of Support Person

Email

Phone No

What is your feedback?



What action would you like Therapy Pro to take?

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 records of conversations you have had with the person/s associated with the complaint), please attach copies (not the original).

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.

Thank you for your feedback.



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
Advocacy	https://askizzy.org.au/disability-advocacy-finder
Advocacy	https://opan.org.au/get-support/i-need-advocacy-support/
Advocacy	https://www.dana.org.au/find-an-advocate/
Public Guardian Queensland	https://www.publicguardian.qld.gov.au/ Phone: 1300 653 187 SMS: 0418 740 186
QLD Police	https://www.police.qld.gov.au/ Policelink: 131 444 Emergency: 000
QLD Community Visitor Program	https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/community-visitors Phone: 1300 653 187 SMS: 0418 740 186
Public Guardian Victoria	https://www.publicadvocate.vic.gov.au/ Phone: 1300 309 337 TTY: 1300 305 612 In person: Level 1, 204 Lygon Street Carlton Victoria 3053 (Between Queensberry Street and Grattan Street) You can also contact the OPA Advice Service by: Email: OPA_Advice@justice.vic.gov.au
Victoria Police	https://www.police.vic.gov.au/contact-us Police Assistance line: 131 444 Emergency: 000
Victoria Community Visitor Program	https://www.publicadvocate.vic.gov.au/opa-volunteers/community-visitors Telephone: 1300 309 337 In person: Level 1, 204 Lygon Street, Carlton Victoria 3053 TTY: 1300 305 612 National Relay Service: 133 677
Public Guardian NSW	http://www.publicguardian.justice.nsw.gov.au/ Email: informationsupport@opg.nsw.gov.au In person: 160 Marsden Street Parramatta NSW 2150 Phone: 1800 451 510 TTY Phone: 1800 882 889
NSW Police	https://www.police.nsw.gov.au/contact-us Emergency - 000
NSW Community Visitor Program	https://ageingdisabilitycommission.nsw.gov.au/official-community-visitors.html Telephone: (02) 9407 1831 Address: Level 6, 93 George Street Parramatta NSW 2150