



Darling Downs Therapy Services Client Feedback form: Easy-Read



Thank you for taking the time to provide us with feedback on how we are doing.



This information helps us make improvements to our service to ensure you get the support you need.



1. Overall, how satisfied are you with the support provided by Darling Downs Therapy services?

1 2 3 4 5

2. What support did you receive from Darling Downs Therapy Services?



- ☐ Positive Behaviour support
- ☐ Occupational Therapy Support
- ☐ Psychology Support
- ☐ Support Coordination
- ☐ Developmental Education

3. Is there anything you feel we did really well?





4. Is there anything you feel we could do better to improve our service? *(See the next page for information on how to make a complaint)*



5. How long have you been accessing support from Darling Downs Therapy services?






- ☐ Just started support (less than 3 months)
- ☐ Less than 12 months
- ☐ More than 12 months

6. Are there any other comments you would like to add?



Thank you for your feedback. Please send completed forms to:

<p>Post:</p>  <p>Darling Downs Therapy Services P.O Box 6394 Toowoomba West, 4350</p>	<p>Email:</p>  <p>admin@darlingdownstherapyservices.com.au</p>	<p>In person:</p>  <p>Feel free to give the form in person to one of our clinicians during your next appointment.</p>
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Making a complaint



If you are unhappy with your service, you can make a complaint. You can do this by: telling the DDTS staff member/contractor who works with you; contacting the DDTS office to talk with the Director, Tim over the phone on 0431 238 915 or email

tim@darlingdownstherapyservices.com.au



If you make a complaint, we will: listen to and write down what you have to say; talk with you to find out what outcome you are seeking; work with you to reach a resolution



We will follow up with you to make sure that you are happy with the outcome and how your complaint was handled



If you are not happy with our response, you can contact the NDIS Commission to make a complaint. You can fill in a form online [complaint contact form](#) or call on 1800 035 544. The NDIS commission are there to make sure that we are doing the right thing and that you are getting the right support from us