

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?



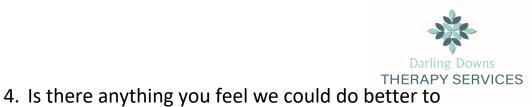
	Positive	Be	haviour	suppor	Į
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- ☐ Occupational Therapy Support
- □ Psychology Support
- ☐ Support Coordination
- □ Developmental Education

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



-	 	



	improve our service on how to make a con	e? (See the next page for information plaint)			
ATHIS					
	5. How long have you Darling Downs The	been accessing support from apy services?			
(1) 12 1 2 3 3 4 3 4 3 4 3 4 3 4 3 4 3 4 3 4 3 4	☐ Just started supp	oort (less than 3 months)			
	☐ Less than 12 mo	nths			
	☐ More than 12 m	onths			
	6. Are there any other comments you would like to add?				
Thank you for your	feedback. Please send	completed forms to:			
Post:	Fmail:	In person: Feel free to give			
W 1001	admin@darling	the form in			

erapyservices.com.au

Darling Downs Therapy

Toowoomba West, 4350

Services

P.O Box 6394

person to one of

our clinicians during

your next appointment.



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