THE REHAB CENTRE

Making a complaint or giving feedback

How to tell TRC when something is not right — or when something is good



Easy Read

The Rehab Centre · 3/31 Fleming Street, Aitkenvale QLD 4814
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Easy Read version of the TRC Feedback, Complaints and Grievance Management policy (TRC-POL-FCG-001), version 1.0.

About this document



This document is from **The Rehab Centre**.

We are also called **TRC**.



This is an **Easy Read** document.

It uses easy words and pictures.



Some words are in **bold**.

You can find what these words mean in the word list on page 16.



You can ask someone you trust to help you read this document.

This could be a family member, a friend or a support worker.

What is this document about?



This document tells you how to tell TRC when something is **not right**.

This is called making a **complaint**.



It also tells you how to tell us when something is **good**.

This is called a **compliment**.



You can tell us about anything. For example:

- your therapy
- a TRC worker
- appointments or waiting
- bills
- how we talk to you.



It tells you what TRC will do after you tell us.

Speaking up is safe



You will **not** be treated differently because you made a complaint.



Your therapy will not change.

Your appointments will not change.



We want you to tell us.

It helps us do better.

If you are in danger



If you or someone with you is in danger, call **000** straight away.



If someone is hurting you or treating you badly, tell any TRC worker.

We will listen. We will take it seriously.



We cannot always keep it a secret.

Sometimes we have to tell other people to keep you safe.

We will always tell you what we are doing.

How to tell us



Talk to any TRC worker.

This could be your therapist or the person at the front desk.



Call us on **(07) 4455 2000**.



Email us at **welcome@trcclinic.com.au**



Write a letter to:

The Rehab Centre, 3/31 Fleming Street, Aitkenvale QLD 4814

Other ways to tell us



Fill in our **form**.

You can find it on our website. You can also ask us for a paper copy.



You can ask someone to tell us **for you**.

This could be a family member, a friend, an **advocate** or your support coordinator.



You do **not** have to give your name.

But if we do not know who you are, we cannot tell you what happened.

Help to tell us



If you need an **interpreter**, we will get one for you.

It is free.



You can have someone with you at any time.

This could be a family member, a friend or an **advocate**.



If you would like an advocate, we can help you find one.



We can help you write your complaint down.

What happens next



Within **2 business days**, we will contact you.

We will tell you we got your complaint.



We will **look into** what you told us.

We will talk to you. We will talk to the people who were there.



Within **21 days**, we will give you an answer.

We will tell you what we found and what we will do.



Sometimes it takes longer.

If it does, we will tell you **before** the 21 days are up.

We will tell you why, and give you a new date.

Who looks into your complaint



Our **Admin Manager** looks into complaints about:

- appointments
- bills
- how we talk to you.



Our **Clinical Lead** looks into complaints about:

- your therapy
- your reports
- our therapists.



If a TRC worker hurt you or treated you badly, our **Director** is told **the same day**.

Your privacy



We will only share what we need to share to sort out your complaint.



We will tell you who we need to talk to.



Your information is kept safe.

If you are not happy with our answer



You can ask us to **look again**.

Our **Director** will look again.

We will give you an answer within 21 days.



You can also go to a group **outside TRC**.

You can do this at any time.

You do **not** have to talk to us first.



If you would like help to contact them, ask us. We will help you.

Groups outside TRC you can contact



NDIS Quality and Safeguards Commission

For NDIS participants.

Call **1800 035 544**. TTY **133 677**.



Office of the Health Ombudsman

For any health service in Queensland.

Call **133 646**.



Department of Veterans' Affairs (DVA)

For DVA clients.

Call **1800 838 372**.



Office of the Australian Information Commissioner

If you are not happy with how we used your information.

Call **1300 363 992**.

If your complaint is about our Director



You can go straight to the NDIS Commission.

You do not have to talk to us first.

You do not have to give us a reason.



If you want TRC to look into it, we will ask someone from **outside TRC** to do it.

The Director will not be part of it.



We will still contact you within **2 business days**.

We will still give you an answer within **21 days**.

Telling us something good



If something was good, tell us.

We like to hear it.



We will pass your kind words on to the worker.



If you have an idea to make TRC better, tell us.

You can tell us the same ways as a complaint.

Word list

This list tells you what the **bold** words in this document mean.

Admin Manager	The TRC worker who looks after appointments, bills and the office.
Advocate	Someone who does not work for TRC. Their job is to help you speak up.
Business day	Monday to Friday. Not weekends and not public holidays.
Clinical Lead	The TRC worker who looks after our therapists and the therapy we give.
Complaint	Telling us that something is not right.
Compliment	Telling us that something is good.
Director	The person in charge of TRC.
Interpreter	Someone who helps you talk in your language, or in Auslan.
Look into	Find out what happened.

Important phone numbers



000 – Police, Fire, Ambulance.

Call if someone is in danger.



(07) 4455 2000 – The Rehab Centre.

Monday to Friday, business hours.



1800 035 544 – NDIS Quality and Safeguards Commission.



131 450 – Translating and Interpreting Service.

Call if you need an interpreter.