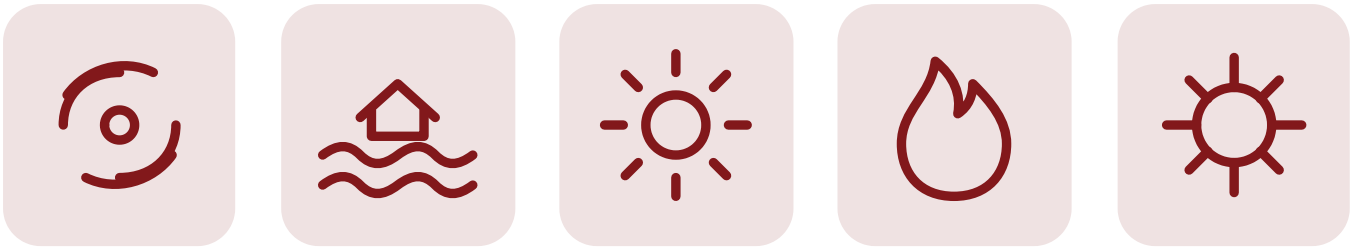
THE REHAB CENTRE

Emergencies and disasters

What The Rehab Centre will do to keep you safe



Easy Read

The Rehab Centre · 3/31 Fleming Street, Aitkenvale QLD 4814
(07) 4455 2000 · welcome@trcclinic.com.au

Section 4 of the TRC Participant Information Pack, 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 12.



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?

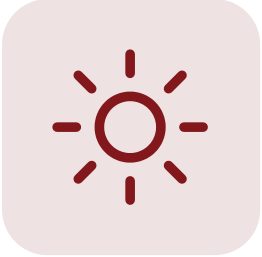


This document is about **emergencies** and **disasters**.



For example:

- cyclones and storms
- floods
- fires



It could also be:

- very hot weather
- an illness that spreads to lots of people
- no power or phones for a long time.



This document tells you what TRC will do to keep you safe.

It also tells you what will happen to your therapy.

If you are in danger



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



TRC is a therapy service.

We are **not** an emergency service.



In an emergency, call 000 first.

Then you can call TRC on **(07) 4455 2000**.

Keeping safe comes first



In an emergency, we listen to **official warnings**.

We do what emergency services tell us to do.



We will not send our staff somewhere that is not safe.



We will not ask you to travel somewhere that is not safe to see us.

Planning with you



At your first appointment, your **therapist** will talk with you about emergencies.



They will ask how you want us to contact you in an emergency.

For example, a phone call, a text message or an email.



They will ask who else we can contact.

This is called your **support network**.

For example, your family or your support coordinator.



They will ask about anything that could make an emergency harder for you.

For example, your equipment or your home.

It is your choice



You choose what you tell us.

You can say no.



If you say no, you will still get the same service from TRC.



You can change your mind at any time.

Just tell your therapist or call us.



You can make your own emergency plan.

We can give you information about a free workbook to help you.

It is called **P-CEP**.

If an emergency affects your appointment



We will contact you as soon as we can.

We will contact you the way you asked us to.



We contact some people first.

These are people who could be less safe if their therapy stops.



We may need to move, change or stop your appointment for a while.

We will talk with you about what happens next.



You will **not** pay a **cancellation fee** if your appointment is stopped by a disaster or an **official warning**. For other emergencies we look at what happened. Most times you do not pay.

After the emergency



We will contact you after the emergency.



We will ask how you are.



We will ask if anything has changed.

For example, if your equipment is broken or your home is harder to get around.



We will work with you to start your therapy again when it is safe.

Your information is private



We keep your information private.



We only share your information with the people you say we can.



Sometimes the law says we can share information to keep you safe.

For example, if your life is in danger.

Tell us what you think



We want to know what you think about how we plan for emergencies.



You can tell your therapist.



You can call us on **(07) 4455 2000**.



You can email us at **welcome@trcclinic.com.au**



If you are not happy, you can make a complaint.

You can also contact the NDIS Quality and Safeguards Commission on **1800 035 544**.

Word list

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

Cancellation fee	Money you may have to pay if you cancel an appointment late.
Disaster	Something very bad that affects lots of people, like a cyclone or a flood.
Emergency	Something that happens suddenly and is dangerous. You need help straight away.
Official warnings	Messages from the government or emergency services about danger. For example, a cyclone warning.
P-CEP	A free workbook that helps people with disability make their own emergency plan.
Support network	People you choose to help you. For example, family, friends, carers or your support coordinator.
Therapist	The TRC worker who gives you therapy. For example, your occupational therapist.

Important phone numbers



000 – Police, Fire, Ambulance.

Call if someone is in danger.



132 500 – State Emergency Service (SES).

Call for help with storm or flood damage.



131 450 – Translating and Interpreting Service.

Call if you need an interpreter.



(07) 4455 2000 – The Rehab Centre.

Monday to Friday, business hours.