THE REHAB CENTRE

Participant Information Pack

Your rights, your privacy, how to make a complaint, and what we do in an emergency

This pack goes with your Service Agreement. It explains what you can expect from The Rehab Centre (TRC), how we look after your information, how to tell us if something is wrong, and what happens if there is an emergency or disaster.

If you would like this pack read to you, explained again, in another language, or in an easier-to-read format, just ask. We are happy to do that.

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

What is in this pack

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What TRC will do to keep you safe and what happens to your therapy.

Your rights at
The Rehab Centre

This is what you can expect from us, every time. If any of it is not happening, please tell us.

> **You are in charge of your own supports.**
> We work for you. You decide what you want to work on, and you can change your mind.

What you can expect from us

We will treat you with respect
You will be spoken to as an adult, in a way you can understand. If English is not your first language, or you need information read to you, written down, or explained again, just ask. We will arrange an interpreter if you need one.

Your goals are your goals
Your therapy plan is written in your words, about what you want to achieve. If it does not sound like you, tell your clinician and they will change it.

You can say no
You can say no to any part of your therapy, at any time. You can choose to do something we have advised against. We will explain what we think and why, and then it is your decision. Saying no will not affect your service.

Your culture and beliefs matter
Tell us what is important to you — your culture, your language, your faith, your family. We will work the way that fits your life, not the other way round.

Your information is private
We keep records about your therapy. We will tell you what we record and who can see it. We only share your information with people you have agreed we can share it with. If you want to know what we hold about you, ask us.

You can choose who works with you
If you would rather work with a different clinician, tell any of us. **You do not have to say why.** We will change it if we can, and if we cannot, we will tell you honestly and talk about what else we can do.

You can bring someone with you
To any appointment or meeting. A family member, a friend, a support coordinator, or an advocate. An advocate is someone independent whose job is to speak up with you. If you would like one and do not have one, we will help you find one.

You will be safe
You have the right to be safe from anyone hurting you, treating you badly, neglecting you, taking advantage of you, or treating you unfairly. That includes at home, at school, and with us.

If something is wrong

> **Please tell us. You will not be treated differently for speaking up.**
> Your therapy and your appointments will not be affected because you raised something.

If you are being hurt or you do not feel safe
Tell anyone at The Rehab Centre. You can tell your clinician, or the person at reception, or ring us. We will listen, we will take it seriously, and we will tell you what happens next.

We cannot promise to keep it a secret, because some things we have to pass on to keep you or someone else safe. We will always tell you what we are doing.

If you are in danger right now
Ring **000**.

If you want to complain
You can complain to us, and **pages 7 and 8 of this pack** explain how. You can also go straight to the NDIS Quality and Safeguards Commission on 1800 035 544 without telling us first, and without giving a reason.

What we ask of you

Only a few things, and they are all so we can do our job properly.

- Tell us if your address, phone number, nominee or support coordinator changes. We will also check with you every six months.
- Let us know as early as you can if you cannot make an appointment.
- Treat our staff with respect, as they will treat you.

How to reach us

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

If you would like this information read to you, explained again, in another language, or in an easier-to-read format, just ask. We are happy to do that.

TRC
The Rehab Centre
Serving you with pride

Your privacy and your consent

This explains what we write down about you, who can see it, and what you are agreeing to when you sign your service agreement.

> **You are in control of your information.**
> You choose who we can share it with. You can change your mind at any time, and it will not affect your service.

What we record

To provide your therapy safely, we keep a record about you. It includes:

- Your name, date of birth, address and contact details
- Your nominee or guardian, and your support coordinator, if you have them
- Your NDIS number, plan dates and funding
- Your health information — your assessment, your goals, your therapy plan and notes from your appointments
- Your appointments, and the invoices and claims for them

We keep it in our clinical system and in our secure organisational files. Nowhere else.

Who can see it

Inside The Rehab Centre, only the people who need it: your clinician, the admin staff who book your appointments and do your invoicing, and our managers. Nobody at TRC may look at your file out of interest.

Who we share it with, and only if you agree

When you sign your service agreement, we ask you separately about each of these. You can say yes to some and no to others.

- **Your referrer** — the person who sent you to us
- **Your support coordinator**
- **Your plan manager or the NDIA** — for funding and claiming
- **Your school, or another provider** — we ask about each one by name
- **A family member or nominee** — we ask who, and what we can discuss with them
- **Photographs or video** — we ask separately, and only for a reason we explain

We share only what that person needs for their part, not your whole file.

Changing your mind

You can withdraw your consent at any time, for any of it, without giving a reason. Tell any of us. We will act on it the same day and tell the person that it stops. Your therapy will continue.

When we may share without asking

There is one situation. If someone is at serious risk of harm, the law allows us to share information to prevent it. We will still tell you what we shared and why, unless telling you would put someone in more danger.

Seeing your own file

You can ask to see what we hold about you, at any time. You do not have to say why. Ask any of us, and we will give it to you **within 30 days**. You can ask for all of it, or part of it, printed or electronic, or we can sit down and go through it with you.

If you think something we have written is wrong, tell us. We will fix factual mistakes straight away. We cannot change a clinical note after it was written, but we will add what you say alongside it, in your words.

How long we keep it

We keep your record for seven years after the last service we provided, or until your 25th birthday if you were under 18 when we saw you, whichever is later. After that it is securely destroyed.

If something goes wrong

If your information is ever lost, seen by the wrong person or sent to the wrong place, we will tell you what happened and what you should do about it.

If you are unhappy with how we have handled your information, please tell us — see **page 7 of this pack**. You can also complain to the **Office of the Australian Information Commissioner** on **1300 363 992**, or to the **NDIS Quality and Safeguards Commission** on **1800 035 544**.

Questions

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

If you would like this read to you, explained again, in another language, or in an easier-to-read format, just ask.

TRC
The Rehab Centre
Serving you with pride

Making a complaint or giving us feedback

If something is not right, please tell us. If something is good, we would like to hear that too.

> **You will not be treated differently for speaking up.**
> Your therapy and your appointments will not be affected because you raised something with us.

You can tell us about anything

- Your therapy, or your therapy plan
- A staff member
- Appointments, bills, or the way we communicate with you
- Anything else about The Rehab Centre

How to tell us

- Talk to any of our staff
- Phone us on **(07) 4455 2000**
- Email us at **welcome@trcclinic.com.au**
- Write to us at **3/31 Fleming Street, Aitkenvale QLD 4814**
- Ask someone to tell us for you — a family member, a friend, an advocate, or your support coordinator
- You can tell us **without giving your name**

If you need an interpreter, or you would find it easier to tell us another way, let us know and we will arrange it.

What happens next

- Within **2 business days** we will contact you to say we have received it
- We will look into what you have told us
- We will give you an answer within **21 days**

- If it is going to take longer, we will tell you before the 21 days is up, explain why, and give you a new date

You can bring someone with you

You are welcome to have a family member, a friend or an advocate with you at any point. If you would like an advocate and do not have one, we can help you find one.

Your privacy

We will only share what we need to share to sort the matter out. We will tell you who we need to speak to.

If you are not happy with our answer

You can contact the **NDIS Quality and Safeguards Commission**. You can contact them at any time. **You do not have to talk to us first.**

NDIS QUALITY AND SAFEGUARDS COMMISSION

Phone 1800 035 544 (free from landlines)

TTY 133 677

Website ndiscommission.gov.au

If you would like help to contact the Commission, ask us and we will help you.

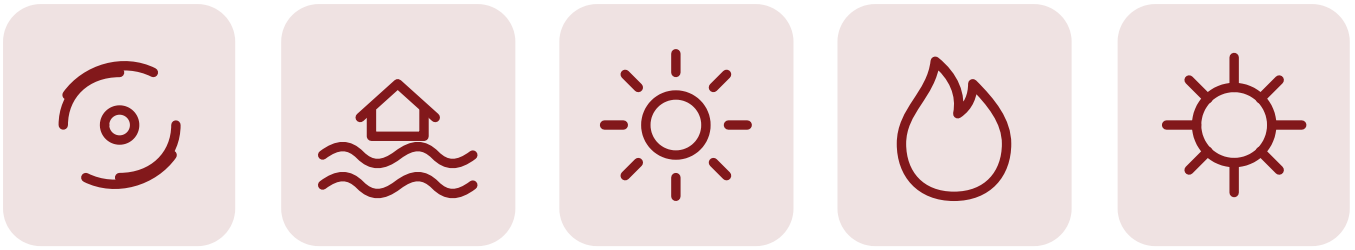
If your complaint is about our Director

You can go **straight to the NDIS Commission**. You do not need to raise it with us first, and you do not need to give us a reason. If you would like our help to contact them, we will help you.

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

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?

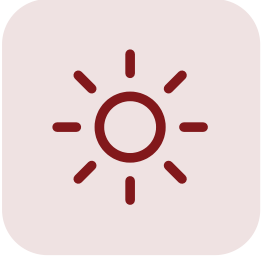


This document is about **emergencies** and **disasters**.



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.

About this document

So you can see whether you have the current version, and how to get it in a different format.

Document	**TRC Participant Information Pack**
Version	1.1
Status	Approved — in effect
Approved by	Sajesh Paul, Director
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Owner	Director
Looked after by	Admin Manager
What is inside	Your rights · Your privacy and your consent · Making a complaint or giving us feedback · Emergencies and disasters, in Easy Read
When you get it	With every service agreement, and any time you ask

Getting this in another way

You do not have to read this on a screen, and you do not have to read it alone. Just ask us for any of these and we will arrange it — there is no charge and you do not need a reason:

- A **printed copy** posted to you, or given to you at your next appointment
- Someone to **read it to you** and go through it with you
- An **interpreter**, including Auslan
- The **Easy Read** section on its own, with pictures
- **Large print**

> **Call us on (07) 4455 2000** or email **welcome@trcclinic.com.au**. You can also ask your therapist or any of our admin team at your next appointment.

If you think something here is wrong

Tell us. If your details are wrong, or something in this pack does not match what is actually happening, we want to know — it is how we find our own mistakes. You can tell your therapist, call us, or use the complaints section in this pack. Nothing bad happens to your service because you told us something was wrong.

Making sure you have the current version

The version number and date are at the bottom of every page. The current version is always on our website. If you are not sure the copy you have is the current one, call us and we will check, or send you a new one.