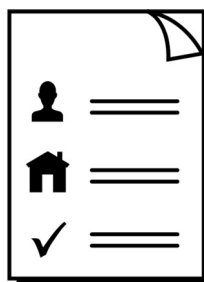




Help us improve

Tell us about your experience



Easy Read

About this form



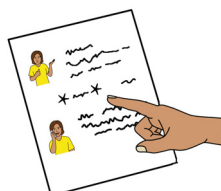
This form is from Therapy Focus.



This form is written in a way that is easy to understand.



You can read more information about this topic on our [website](http://www.therapyfocus.org.au)
www.therapyfocus.org.au



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this form.



Contact information is at the end of this form.

Tell us what you think



We want to hear your ***feedback*** about our services.



Feedback means you tell us what you think about our services and staff.

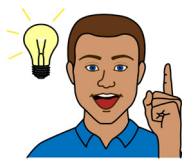
Feedback might be



- a ***compliment***
 - when you tell us something was good



- a ***complaint***
 - when you are **not** happy about something



- your ideas about how to make things better.

How to tell us what you think



You can give feedback in different ways.

Talk to our staff

You can tell our staff if you are **not** happy with our services.



You can tell our staff in person or call them.



Call 1300 135 373

Visit our website

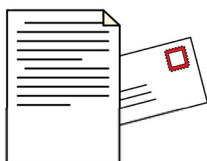


Online [Therapy Focus website](http://www.therapyfocus.org.au/feedback)

www.therapyfocus.org.au/feedback

Send us this form

You can fill out this form and send it to us.



Therapy Focus Inc

PO BOX 20

Bentley WA 6982

The feedback form starts here



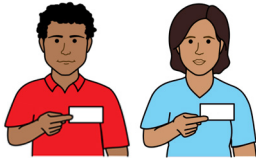
You can

- write your feedback

or



- type your feedback.



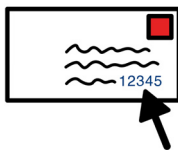
Name



Phone number



Email address



Post address



You do **not** have to give us your name and contact information.



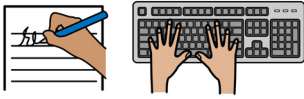
You can still finish this form and send it to us.



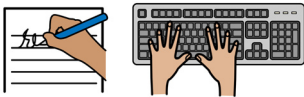
Write the name of the office this feedback is about.



Write your feedback here.



Tell us what you would like to happen from the feedback.



What we do with your feedback



Compliment

We tell the person or service you told us about.



Complaint

If we have your contact information we will contact you within 1 week to tell you what we are doing with your feedback.

What if you are still not happy?

If you have talked to us but are still **not** happy you can contact other organisations who are



- free
- ***independent***
 - independent means they are **not** part of Therapy Focus



- ***confidential***
 - confidential means what you say or share is kept private.



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

For people who get support from the NDIS.



Online [NDIS Commission website](http://www.ndiscommission.gov.au)

www.ndiscommission.gov.au



Call 1800 035 544



Health and Disability Services
Complaints Office

Health and Disability Services

Complaints Office

For people who get support from the
Department of Communities.



Online [HADSCO website](http://www.hadsco.wa.gov.au)

www.hadsco.wa.gov.au



Call 1800 813 583

Aged Care Quality and Safety Commission

For people who get aged care services.



Online [Aged Care Commission website](https://www.agedcarequality.gov.au)

www.agedcarequality.gov.au



Call 1800 951 822



You can ask an ***advocate*** to help you.



An advocate can help you to

- understand information
- say what you want
- make decisions.



An advocate can be

- a friend
- a family member
- a support worker.



More information



Contact us if you need help, or would like to ask what we are doing with your feedback.

Contact the Quality and Risk Manager.



Call 1300 135 373



Email feedback@therapyfocus.org.au



Online [Therapy Focus website](http://www.therapyfocus.org.au)
www.therapyfocus.org.au/contact-us

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



Call 1800 555 660



Online [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)
www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Online [TIS National](https://www.tisnational.gov.au)
www.tisnational.gov.au

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