



MRCT

MACEDON RANGES
CHILDREN'S THERAPY



Participant Feedback

Macedon Ranges Children's Therapy is committed to providing a high standard of care and meeting the needs of people who choose to use our Service. We would appreciate you taking some time to let us know what you think we do well and where we can make improvements. Our office is co-located with Sports Physio & Active Rehab in Gisborne.

Contact us:

2 Francis Crescent, Gisborne, 3437

T: 03 5428 2028

F: 03 5420 7659

E: admin@sportsphysioactiverehab.com

www.sportsphysioactiverehab.com

Let's Talk

Your provider will encourage you to review how your therapy is assisting you to meet your goals. There are many ways this is done and this ensures that you are satisfied and motivated by the way you are working towards your goals. We would also like your feedback on how our service meets your needs and if there are any problems that we are not aware of. You can use this brochure to let us know. If you would like assistance to register your feedback in another way, please ask the reception staff who will be happy to assist you. Children, Family members and other people involved in their care are welcome to provide feedback.

Our Service

What do you like most about our service?

What do you like least about our service?

Complaints and Incident Reporting

This Practice has a Policy regarding Complaints and Incident Reporting which is given to you when you commence with our Service. Please ask the Reception Staff if you would like another copy of this to assist you as you register a complaint. We have a process in place to ensure that your feedback will be taken seriously and that the relevant people are made aware of this. Please feel free to discuss this with your Provider in the first instance or the Practice Director.

Improving our Service

Compliments and Complaints are discussed regularly between the Practice Director and the Providers at staff meetings. We work together to find ways to improve and keep all staff informed of the feedback we receive. Your feedback will be used as we evaluate our Service.

Taking it further

We understand that there may be occasions where you would like to discuss a matter with someone independent. The following organisations can assist you to do this.

- Department of Education and Training. Ph: (03) 9637 2000. Email: community.stakeholders@edumail.vic.gov.au
- Australian Health Practitioner Regulation Authority. Ph: 1300 419 495. www.ahpra.gov.au