



Client Policies Statement

At My Therapy House, the client is at the centre of everything we do. Because we take the safety and rights of our clients seriously, we have developed a suite of policies to ensure that we provide consistent, high-quality services to all of our clients and their families.

These policies cover the following areas:

Access to Services - how you can access our services, what our fees are, and where you can find information.

Accidents and Risks - our Duty of Care, how we respond to risks and incidents, and what happens if someone is injured.

Communication and Sharing - how we communicate with you, and how and when your information may be shared.

Client Satisfaction - adherence to a range of service standards, how you can give us feedback, and what to do if you have a complaint.

Client Safety and Privacy - How we securely store your information, how we work with children and vulnerable people, and our legal obligation to report abuse and exploitation.

Working within the Community - how we collaborate as a team within My Therapy House, with families, with other service providers, and the community.

Several of our policies are also available in graphical and/or easy-read pictorial versions, and you can watch a series of short videos about us on [YouTube](#).

We welcome your feedback and suggestions about any of the policy areas above, or about individual policies.

If you are a client of My Therapy House and would like more detail about any of the areas above, please speak to your therapist or admin, email hello@mytherapyhouse.com.au, or call us on 08 8277 7002. We would be happy to send you our Client Policies Summary which contains more detail about each client policy.