



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](#).

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.