



## Easy Read Service Agreement

This document explains your therapy in simple, clear language.

### ★ 1. Welcome

You will be treated with respect.

- You can ask questions anytime.
- You can bring a support person.
- We follow professional rules to keep you safe.

### 🔒 2. Your Privacy

- Your information is private.
- We only share information if: a court orders it, someone is unsafe, or you say it is OK.
- If you use Medicare, WorkCover or CTP, we must send updates to your referrer.
- We sometimes use non-identifiable (no-name) information to improve our services.

### 📁 3. Your Records

- Your notes are stored safely in Halaxy.
- Only your therapist and authorised senior staff can see them.
- You can ask to see your file.
- We keep your records for: 7 years (adults) or until age 25 (young people).

### 👤 4. Supervision

- Your therapist gets support from a supervisor.

- Your name is not shared.
- Supervision helps your therapist provide safe, good-quality care.

## 5. Your Choices

- You can say yes or no.
- You can stop or change therapy.
- You can bring a support person.
- We will explain things clearly.

## 6. Your Responsibilities

- Come to appointments on time.
- Tell us early if you need to cancel.
- Be respectful to staff.
- Keep your contact details up to date.
- For phone sessions, you must answer the phone. We call twice.

## 7. Fees

- Fees are paid on the day.
- A full fee list is on our website.
- You must give 2 business days' notice to cancel.
- Non-NDIS cancellation fee: \$155.
- Assessment booking cancellation fees are 50% of the total fee or \$155 whichever is higher
- NDIS cancellation/no-show fee: 100%.
- We do not bulk bill.
- Medicare rebates are paid after you pay the full fee.

## 8. Telehealth (Video or Phone)

- Video is done through CoviU (safe and private).
- For phone sessions we call twice.
- If you are 15 minutes late, the session is a no-show.
- You can choose video, phone, or face-to-face.

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## 9. Young People (Under 18)

- Young people have privacy.
- We only share information with parents if: the child says yes, they can't understand, or there is danger.
- Parents get general updates (attendance, safety, progress).
- Parents must stay contactable during sessions.

## 10. Separated Parents

- Both legal guardians must agree to therapy.
- Provide us with any Court Orders.
- If parents disagree, sessions may pause until things are clear.

## 11. Staying With Your Therapist

- Therapists must NOT ask you to follow them to another workplace.
- Therapists cannot give you personal contact details.
- If your therapist leaves, your file stays securely with TPH.
- You can choose to move your file if you ask us in writing.

## 12. Messages & Social Media

- Use email/SMS for admin only.
- Not for therapy or crisis help.
- Therapists may take 1–3 business days to reply.
- Therapists cannot interact with you on social media.

## 13. Crisis or After-Hours

- We are not a crisis service.
- For emergencies, call 000.
- More crisis supports are on our website.