



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.
- You can bring a support person.
- You can say what is important to you.
- We follow professional rules to keep you safe.

This agreement explains our services in simple language.

🔒 2. Your Privacy

Your information is private.

We may need to share information if:

- the law says we must
- you or someone else may be unsafe
- you say it is OK

If you use Medicare, WorkCover or CTP, we may need to send information to your referrer or funder.

We may use information with your name removed to help improve our services.

📁 3. Your Records

Your notes are stored safely in Halaxy.

- Your clinician and approved staff can see them when needed.
- You can ask to see your file.

- Adults' records are usually kept for at least 7 years.
- Young people's records are usually kept until at least age 25.

4. Supervision

Your clinician gets professional supervision.

This helps them provide safe and good-quality care.

Your case may be discussed without using your name or identifying details.

5. Your Choices

You can:

- ask questions
- say yes or no
- ask for things to be explained again
- bring a support person
- stop or change services
- ask about other options

We will explain what to expect.

6. Your Responsibilities

Please:

- come to appointments on time
- tell us early if you need to cancel
- be respectful to staff
- give us correct information
- tell us if important things change
- keep your phone and email details up to date

For phone appointments, we will call you twice.

7. Fees

- Fees are usually paid on the day.
- A full fee list is on our website.
- We do not bulk bill.
- Medicare clients usually pay first and receive a rebate later if eligible.
- You need to give us 2 business days' notice to cancel.

Cancellation fees

- Therapy: \$155
- Assessment: \$155 or 50% of the appointment fee, whichever is higher
- NDIS cancellation fees may be up to the full session fee when NDIS rules allow

NDIS

- We can see self-managed, nominee-managed and plan-managed clients.
- NDIS does not pay for diagnostic assessments such as Autism, ADHD or Learning Difficulty assessments.
- Some assessments about everyday functioning may be funded.
- Ask us if you are not sure.

If a funder does not pay, you may need to pay the fee yourself.



8. Telehealth (Video or Phone)

Video appointments use CoviU.

CoviU is safe and private.

- For phone sessions, we call twice.
- If you are more than 15 minutes late, the appointment may be a no-show.
- You can stop using telehealth at any time.



9. Young People (Under 18)

Young people have privacy too.

We may share information with a parent or carer when:

- the young person agrees
- they need help to understand or make decisions
- there is a safety concern
- the law says we must

Parents or carers may get some general information about progress, appointments or safety.

Parents or carers must stay contactable during appointments.



10. Separated Parents

Please tell us about:

- Court Orders
- DVOs
- parenting arrangements
- disagreements about treatment

Sometimes we may need information or consent from another parent or guardian.

If things are unclear, appointments may pause until we understand what is required.

Reviewed 01/09/2026

11. Staying With Your Therapist

Clinicians must not ask you to follow them to another workplace.

They must not give you personal contact details to move your care.

If your clinician leaves:

- your file stays safely with TPH
- we can help you find another clinician
- you can ask for your records to be transferred

12. Messages & Social Media

Use email or SMS for things like appointments and admin.

Do not use email or SMS for:

- therapy
- crisis help
- urgent problems

Clinicians may take 1–3 business days to reply.

Clinicians do not connect with clients on personal social media.

13. Crisis or After-Hours

TPH is not a crisis or emergency service.

If you or someone else is in immediate danger:

Call 000.

Clinicians may not check messages outside their working days.

Email and SMS are not monitored for emergencies.

More crisis support information is available on our website.