



Service Agreement

People

This service agreement is between **Expressions Play Therapy** and (parent/caregiver) _____ on behalf of (child) _____

Purpose

The purpose of this agreement is to outline the services provided by Expressions Play Therapy. This agreement aims to ensure mutual understanding of expectations, rights, and responsibilities in the therapeutic relationship.

Responsibilities

Expressions Play Therapy's Responsibilities

Expressions Play Therapy agrees to:

- Treat you with courtesy and respect.
- Communicate openly and honestly, in a timely manner.
- Provide services tailored to your needs.
- Offer information about managing complaints or concerns.
- Maintain confidentiality and protect your privacy.
- Comply with all relevant policies and procedures.
- Keep accurate records and provide regular updates regarding services delivered.

Participant's Responsibilities

Participant agrees to:

- Actively participate in therapy sessions.
- Communicate openly about any concerns or feedback regarding the services provided.
- Provide any necessary information or documentation to facilitate effective therapy.
- Pay all invoices for agreed services on the day of service
- Inform Expressions Play Therapy of any changes in circumstances that may affect the therapy.

Services and Fees

Expressions Play Therapy will provide services as outlined in **Attachment 1: Schedule of Services**. All prices are inclusive of GST (if applicable).

Payment is required on the day of your session, unless prior arrangements have been made. Invoices will be issued after each session, and late payments may incur a fee.

Preferred payment is via EFT, although BPay and credit card payments are available on request .

Late payments will incur a \$50 fee after 30 days and may be handed over to a collection service after 60 days.

Cancellation Policy

Clients must provide at least 24 hours' notice for appointment cancellations. Failure to do so will result in a cancellation fee of up to 90% of the session fee. If you arrive late, the session may be shortened, but the full fee will still apply.

If more than two (2) sessions are cancelled within a single school term, excluding school holidays, emergencies, or sessions previously agreed upon in writing, a holding fee of 50% of the standard session fee may be charged for each additional cancellation. This fee is to retain the allocated session time and ensure continuity of service availability.

To cancel an appointment, please call **0482 037 571** or email **naomi@expressionsplaytherapy.com.au**.

Changes to This Agreement

Any changes to this agreement must be documented in writing and signed by both parties. If regular services need to change, at least one week's notice should be provided.

Ending This Agreement

Either party wishing to end this service agreement must provide one week's notice. If the agreement is seriously breached, it may be terminated immediately.

Feedback, Complaints, and Disputes

Expressions Play Therapy welcomes feedback and complaints. For any issues, please contact **info@expressionsplaytherapy.com.au**. If you are unsatisfied with the outcome, you may seek assistance from relevant professional bodies.

Terms and Conditions

At Expressions Play Therapy, we aim to provide quality therapeutic services designed to support emotional, behavioural, and developmental needs. These Terms and Conditions outline mutual expectations and responsibilities to ensure a safe and effective therapeutic environment. By utilising our services, you agree to these Terms and Conditions.

Definitions

- **Therapy Services:** Therapeutic interventions, treatments, and consultations provided by Expressions Play Therapy.
- **Client:** The individual receiving therapy services, including their parent(s) or guardian(s).
- **Therapist:** A qualified professional providing therapy services.
- **Confidential Information:** Sensitive information shared during therapy sessions.
- **Consent:** Agreement by the client and/or their guardian for the provision of therapy services.

Acceptance of Terms

By accessing and using our services, clients and their guardians acknowledge their agreement to these Terms and Conditions.

Services

Expressions Play Therapy provides scheduled therapy sessions tailored to the needs of clients. Services will only be provided within the therapists' professional capabilities.

Termination of Services

Clients wishing to end services must provide two sessions' written notice. Payment for these sessions is required regardless of attendance.

Privacy and Confidentiality

Expressions Play Therapy is committed to handling client data in compliance with the Australian Privacy Principles. Confidentiality is maintained, with exceptions for risks to safety or legal requirements. Recordings of sessions may occur for supervision purposes and will be securely destroyed afterward.

Liability and Indemnity

Expressions Play Therapy will not be liable for any indirect or consequential damages arising from the use of our services. We do not guarantee specific results from therapy, as outcomes can vary based on individual circumstances. We maintain appropriate professional liability insurance.

Contact Information

For enquiries or further information, please contact us at: info@expressionsplaytherapy.com.au

Signatures

The parties agree to the terms and conditions of this service agreement:

_____ (Participant's Signature)

_____ (Date)

_____ (Expressions Play Therapy Representative)

_____ (Date)

