



## Terms and Conditions for Expressions Play Therapy

At Expressions Play Therapy, we aim to provide quality play therapy services designed to support the emotional, behavioural, and developmental needs of children. These Terms and Conditions outline the mutual expectations, rights, and responsibilities of both Expressions Play Therapy and our clients and their guardians to ensure a safe and effective therapeutic environment.

Please read these terms carefully, as they include crucial details about our services, privacy, confidentiality, payment terms, and other important aspects of therapy. By utilising our services, you agree to abide by these Terms and Conditions. If you have any questions or concerns, feel free to reach out to us.

Thank you for allowing Expressions Play Therapy to support your child. We look forward to working alongside you in their therapeutic journey.

### Definitions

- **Therapy Services:** Refers to the therapeutic interventions, treatments, assessments, and consultations provided by Expressions Play Therapy.
- **Client:** The child receiving therapy services, including their parent(s), guardian(s), or authorised representative(s).
- **Therapist:** A qualified professional employed or contracted by Expressions Play Therapy to provide therapy services.
- **Confidential Information:** Includes all sensitive information shared during therapy sessions.
- **Consent:** A voluntary agreement by the client and/or their parent/guardian for the provision of therapy services.
- **Guardian:** A person with legal authority to care for the child receiving therapy.
- **Assessment:** The process to identify the child's developmental and emotional needs.
- **Intervention:** The specific therapeutic approach implemented by the therapist.
- **Therapy Plan:** An individualised plan outlining the details and goals of therapy services.
- **Session Notes:** Written records maintained by the therapist documenting session progress and outcomes.
- **Privacy Policy:** Describes how Expressions Play Therapy handles clients' personal information.

## 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 is a private provider of child play therapy services, with treatment provided via scheduled appointments. Therapists will review their proposed approach with clients before starting treatment. Services will only be provided within the therapists' professional capabilities.

## Fees and Payment

A copy of our fee structure can be found on our website. Payment is required at the time of your session unless prior arrangements have been made. Preferred payment is via EFT, although BPay and credit card payments are available on request .

Invoices will be generated following a referral, with terms set at 14 days. Late payments will incur a \$50 fee after 30 days and may be handed over to a collection service after 60 days.

## Cancellations and Refunds

Clients must provide at least 24 hours' notice for appointment cancellations. Failure to do so will incur a cancellation fee of up to 90% of the full fee. If clients arrive late, the session duration may be reduced, and the full fee will still apply. Reminder messages will be sent, but missed appointments still require payment.

## Client Responsibilities

Clients and guardians have the responsibility to attend sessions, participate to the best of their ability, and provide notice for cancellations. They have the right to be treated with dignity and respect, privacy, and access to health information.

## 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.

## Termination of Services

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

## Governing Law

The terms and conditions are governed by the laws of Victoria, Australia, and clients agree to submit to the jurisdiction of the relevant courts.

## Regulatory Compliance

Expressions Play Therapy complies with all relevant legislation, including the Health Practitioner Regulation National Law, the Children's Services Act, and the Child Wellbeing and Safety Act.

## Contact Information

For inquiries or further information, please contact us at:

[info@expressionsplaytherapy.com.au](mailto:info@expressionsplaytherapy.com.au)

Thank you for choosing Expressions Play Therapy. We look forward to supporting your child's journey.