

## Client Service Charter

**At Therapy Pro, we provide you the therapy services you need delivered the way you want.**

Therapy Pro offers an innovative approach to providing high quality therapeutic services and training across allied health, including, but not limited to, Psychology, Occupational Therapy, Physiotherapy, Speech and Language Pathology and Social Work services.

Therapy Pro provides good quality therapy that makes a difference to your life. You have direct input into the development and delivery of your individual plan and services, in true partnership with your therapist. We are committed to a superior client experience and excellent therapeutic services to ensure that you are able to realise your goals.

### **What you can expect from Therapy Pro:**

- Excellent and responsive client service;
- High quality, qualified, trained and knowledgeable therapy staff who use approaches based on contemporary and evidence based practice;
- A focus on the services that best meet your needs to improve your functioning, self-reliance and independence;
- Easy and quick answers to questions about your therapy and clarity about what will occur;
- Up to date information about any changes to your plan, services or appointments;
- Respect and understanding from all staff at any time.

### **Therapy Pro will:**

- Make it easy for you to contact us with a simple to use online form or by phone, text or email;
- Work in partnership with you and provide contemporary professional therapy approaches that meet your goals;
- Give you easy to understand information about the services we offer and your therapy or refer you to other services that better meet your needs;
- Be flexible by visiting you at home, or another place that you choose, and support you and your family's decisions about how your services are delivered;
- Provide you peace of mind, matching you to staff who are suited to working with you and your family;
- Have respect for, and be willing to help you to be active and participate in your family, social and cultural life within your local community;
- Respond promptly to your contact, feedback or concerns.

### **You can help us by:**

- Giving us all the information about your therapy needs – so we can make sure the service is right for you;
- Giving us feedback about our services, and your therapy, so we can improve and continue to meet and surpass your expectations;
- Being available and on time for your appointments or letting us know, as soon as you can, if you need things to change.