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Charter for Clients of Lilley Place

All practitioners at Lilley Place hold the relevant registrations and memberships required to practice their discipline in Australia. These safeguards mean that your practitioner is properly trained and ensures that you receive high quality, ethical service.

As a client of Lilley Place, you have a right to expect that:

- You will be treated with respect at all times
- Your cultural background and language tradition will be respected
- You will be given a clear explanation of the services you will receive
- You will be asked to give your consent for any service provided prior to the service commencing and as it progresses
- You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees for your services
- There will be a discussion about the estimated number of sessions required to achieve your goals
- You will receive skilled and professional services
- There will be clear goals that you are working toward
- You can ask any questions about the service you are receiving.

NOTE: If you have any concerns about the above matters, discuss them with your treating practitioner.