

Welcome to Real Therapy Solutions!!

Our team of compassionate and knowledgeable therapists are looking forward to supporting you to achieve your goals.

Real Therapy for Real Change

Real Therapy Solutions offers a range of services for individuals, families and carers. As an NDIS participant we want you to know you are in the right place. Real Therapy Solutions has been supporting people with a disability for over 20 years, long before the NDIS was in place we were helping people with disabilities achieve their goals.

At Real Therapy Solutions we believe that everyone deserves a quality service. Our therapists are committed to understanding your individual needs.

How can I contact my therapist?

The best way to contact your therapist is to call our clinic on 1300 856 617 and speak to our friendly receptionist who can direct your call. Often our therapists are in session and you may need to leave a message.

What if I need to cancel an appointment?

It is our policy that clients who do not attend their appointment or cancel at short notice (less than 48 hours prior to their appointment) will be charged the full fee for their session. Please provide us with as much notice as you can if you need to cancel a session. If you are unwell, and are still able to continue with your session all our team are experienced in providing Telehealth. Just call our clinic and we can change your session to an online Interactive session to ensure you continue your progress towards your goals.

Service Agreement

Your service agreement will outline information about what you can expect from us, as well as key information about cancellations and price changes.

Compliments or complaints

We welcome comments and feedback about the support you receive from us. Please feel free to talk to your therapist or you can find complaint and compliment forms in all our clinics or on our website [HERE](#) or contact the Commission <https://www.ndiscommission.gov.au/about/complaints>

Confidentiality

All our therapists understand the need for confidentiality, and we are committed to your privacy and confidentiality. You can find our guidelines on how we store and protect your information on our website [HERE](#)

Incident Management

We are also committed to ensuring a safe environment for all who attend our clinics. We have a strong incident management process that you can view [here](#)