



Quality Policy Statement

Chorus Music Therapy Clinic was established to provide specialised music therapy services to infants, children and young people with neurological conditions in Geelong and the surrounding region.

Chorus Music Therapy Clinic provides family-centred care that focuses on fostering the strengths and abilities of children and their families and caregivers through a highly specialised and individualised service.

We provide therapeutic musical interventions in one-to-one and group settings to assist children in meeting their developmental goals.

We uphold the belief that all children and families have the right to access and participate in their communities. We therefore maintain a collaborative approach, liaising with other health and education services to support children and their families to be included and participate in family and community life.

Our flexible approach enables families to access continued support whether it be face to face at the clinic, in their home, childcare/kindergarten or school, or via telehealth.

Service quality is important to Chorus Music Therapy Clinic, because our clients and their families are at the centre of everything we do. We strive to provide our clients with responsive, flexible services that exceed their expectations.

We are committed to keeping current on music therapy research and techniques and adhering to an annual professional development plan, as we continue to educate ourselves on the best evidence based practice in music therapy and more specifically, neurologic music therapy. We are committed to providing the highest quality service to families in Geelong and the surrounding region and foster positive, cooperative relationships with other businesses in the music therapy field in this area.

We have the following systems and procedures in place to ensure continuous improvement:

- Regular gathering and monitoring of client feedback.
- Regular individual service reviews with clients.
- A complaints procedure and regular reviews of complaints.
- An annual quality improvement plan.
- Annual professional development plans for each staff member.

The owner and director of Chorus Music Therapy Clinic has ultimate responsibility for quality and ensuring that quality is embedded in every aspect of the practice.

This policy will be reviewed annually.