

Facility-Based Services Policy

1.0 Purpose

1.1 This policy outlines the procedures and expectations for speech therapy sessions conducted within day care, preschool, school or other facility-based settings. It ensures clarity around responsibilities, session timing, communication, and attendance, to support consistent and effective service delivery.

2.0 Scope

2.0 This policy applies to all clients, their families, caregivers, and staff receiving services delivered by *Tell Me All About It* within an external education or care facility.

3.0 Responsibilities

3.1 Caregivers are responsible for:

- i) informing the therapist of any changes to the child's attendance, schedule, or location within the premises (e.g., excursions, special events, absences);
- ii) paying for any additional fees or facility access costs associated with the child attending therapy sessions within the external facility;
- iii) ensuring that consent and communication agreements are current and appropriate for the facility setting.

3.2 Facility staff:

- i) are expected to assist, where possible, in locating the child to attend scheduled sessions;
- ii) may be requested to meet with the therapist at mutually appropriate times, to collaborate on the goals, progress and outcomes of the child.

3.3 Therapists:

- i) will make reasonable efforts to locate the child at the scheduled time of the session;
- ii) will communicate with caregivers and facility staff regarding scheduling, progress, and any missed sessions;
- iii) will send a copy of the session's clinical note to the child's elected caregiver(s) and teacher within the 48 hours following a session.

4.0 Session Timing & Attendance

4.1 Ability to complete facility-based sessions is subject to *Tell Me All About It* staff availability. In some cases, the days or times a child may receive facility-based support, and rules around external therapists visiting a facility, may be impacted by the facility's rules and policies.

4.2 Session time begins from the therapist's **sign-in at the facility office**, where applicable. This includes time required for locating the child and escorting them to and from the therapy space.

4.3 If the child cannot be located due to a school event, absence, or change in routine, and neither staff nor caregivers are able to provide the child's location within **20 minutes** of the scheduled start time, the session may be **cancelled and charged** as per the *Cancellation Policy*.

4.4 If a session starts late because the child is in a different location than usual (e.g., playground, class activity), only the **remaining session time** will be used. No additional time will be added or carried over for delays not caused by the therapist.

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5.0 Communication & Coordination

- 5.1 The therapist will coordinate with facility staff to minimise disruption to the child's learning or care routine.
- 5.2 Any notes or feedback following sessions will be shared with caregivers and/or teachers via email within 48 hours following the session.
- 5.3 The therapist will not remove a child from activities without facility approval.
- 5.4 Caregiver and education staff input and collaboration with therapists is key to achieving high quality outcomes in client care. At times, your child's therapist may request to schedule an additional meeting time to discuss the client's progress, or to complete case discussion in lieu of an appointment.

6.0 Privacy & Professional Conduct

- 6.1 All therapy activities will be conducted in accordance with the Speech Pathology Australia Code of Ethics, relevant privacy legislation and *Privacy Policy*.
- 6.2 The therapist will respect the facility's policies regarding child safety, supervision, and visitor conduct.

7.0 Review

- 7.1 *Tell Me All About It* will periodically review this policy.

9.0 Questions or Concerns

- 7.1 If you have any questions about this policy or how indirect services may apply to your therapy, please contact:
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