



## Wellness Policy

### Our Commitment

Playology Clinic is committed to the safety and wellbeing of all clients, staff and visitors at our service. This policy outlines how we manage preventing the spread of illness within the centre, beyond our general OH&S and cleaning schedules. This formal policy ensures clear expectations for attendance, illness management, and flexible service options, promoting the wellbeing of all parties involved.

### Scope

This policy applies to all clients, parents, carers, siblings, and clinic staff. It applies to all in-person appointments, including clinic-based and outreach sessions.

#### 1. Attendance and illness

Clients, parents, carers, and siblings must not attend in-person appointments if they are unwell. This includes symptoms of common illnesses such as colds, flu, or other contagious conditions. Attending the clinic while unwell poses a health risk to others.

Playology Clinic is guided by the *Victorian school exclusion table*, which can be accessed online via this link: <https://www.health.vic.gov.au/infectious-diseases/school-exclusion-table>. This means that the same rules apply for any in-person appointments with our services as you may be used to for your child's school, kinder or childcare.

#### 2. Flexible Service Options in Response to Illness

To avoid the need to attend in-person appointments while unwell, clients are encouraged to switch to telehealth sessions, where appropriate. Therapists are also able to prepare home programs, write reports or provide other resources during the scheduled time of the cancelled session. This can minimise the impact of late cancellation fees, whilst still providing high quality supports for your child.

Families are urged to inform the administrative team if they are interested in flexible service options when cancelling an in-person appointment, and the therapist will be in contact to arrange alternative options during your originally scheduled appointment time.

#### 3. Response to illness during in-person appointments

All families entering our clinic will be required to complete a wellness declaration as part of the electronic sign-in process. This measure ensures that anyone exhibiting symptoms of illness is identified before sessions commence.

If a therapist observes that a client or accompanying individual appears unwell during a session, the therapist reserves the right to terminate the session immediately. This is a precautionary measure to protect the wellbeing of others in the clinic.

Email: [admin@playologyclinic.com.au](mailto:admin@playologyclinic.com.au)

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Parents or carers who are unwell are requested to drop off their child and wait in the car, rather than remaining in the clinic's waiting area. Unwell siblings should be kept at home. If this is not possible, carers are advised to remain in the car with the unwell sibling. In line with Victorian laws, young children should not be left unattended in cars.

#### 4. Responsibilities

The Clinic Director will:

- Be accountable for ensuring that the clinic environment is safe for clients, staff, and visitors, with minimal risk of illness transmission.
- Implement and regularly review the wellness policy to reflect current health recommendations and the needs of the clinic.
- Ensure all wellness declarations and sign-in procedures are functioning and up-to-date.
- Provide guidance and training to staff on the enforcement of wellness protocols, including recognising illness and handling session terminations.
- Ensure telehealth systems and other remote care options are available and accessible for clients.

Therapists will:

- Monitor the health of clients, carers, and siblings attending sessions, and take immediate action if illness symptoms are present by terminating sessions if necessary.
- Cancel or switch to telehealth appointments if they themselves are unwell and communicate these changes to clients in a timely manner.
- Where requested by families, offer flexible service options for cancelled in-person appointments, including telehealth, reports, and/or the creation of home programs or resources.

Parents and Carers will:

- Not attend the clinic if they, their child, or any accompanying family members are unwell.
- Complete the wellness declaration at each visit as part of the electronic sign-in process.
- Be aware of the clinic's late cancellation policy.
- Request flexible service options where they are the preferred option of the family (e.g. over late cancellation fees).
- Keep unwell siblings at home. If this is not possible, parents are advised to remain in the car with the unwell sibling, ensuring they do not enter the waiting area. Do not leave young children alone in cars.
- Parents or carers who are unwell are requested to drop off their child and wait in the car, rather than remaining in the clinic's waiting area.

Visitors and Contractors must:

- Refrain from attending the clinic if unwell.
- Comply with the clinic's wellness policy, including completing the wellness declaration and following any instructions provided to minimise the risk of illness transmission.

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