

## Session Structure and Responsibility Policy

At Playology Clinic, we understand the realities of family life – juggling children, busy schedules, and the many demands that come with parenting. Our aim is to support families with warmth and flexibility, while also keeping every child safe and ensuring therapy is effective.

As a small private clinic, we have limits on time, space, and staffing. For example, due to the clinic layout we do not have a reception desk in the waiting room, so that area is not directly supervised by our team. This policy sets clear expectations so families know what to expect, can plan ahead, and can feel confident their children are safe while in our care.

### 1. Supervision of Siblings

- Parents/carers are responsible for supervising siblings at all times.
- Therapists cannot supervise siblings during sessions – their role is to focus on your child's therapy goals.
- We know siblings are an important part of family life, and therapy strategies often need to work in that context. We are happy to support families in finding ways for strategies to fit with sibling dynamics. However, supervision of siblings in sessions remains the parent/carer's responsibility.
- Families with multiple children booked at the same time are expected to coordinate supervision and handover with therapists. Playology may sometimes be able to provide additional support (see "Additional Supports" below).

### 2. Waiting Room Use

- The waiting room is a *shared space* and is not suitable for unsupervised children.
- Children cannot be left unattended unless they are old enough to safely manage themselves.
  - A good rule of thumb: *if you wouldn't leave your child waiting outside a shop on their own, please don't leave them in the clinic waiting room.*
- Any child or young person may become unsettled or dysregulated if left without supervision. If this occurs, they will be returned to their parent/carer immediately.
- Families are asked to treat the waiting room and therapy areas as shared spaces, respecting the needs of other families. Staff may provide reminders if expectations are not met.

### 3. Drop-Off and Pick Up

- Parents/carers are responsible for safely bringing their child into and out of the clinic.
- Where parent participation is not required for therapy goals, parents/carers may choose to drop their child off and leave the premises (if appropriate for the child's age, independence, and therapy goals). This decision should be discussed with your therapist.
- If your child is dropped off, you must:
  - keep your phone on you, and
  - remain available to return immediately if required.
- Therapists will help with transitions where possible, but parents remain the primary support for drop-off and pick-up.

- Strategies for smoother transitions can be built into your child's therapy program, and direct service time where required.
- If transitions unexpectedly extend beyond the scheduled finish time AND the therapist has capacity to continue, a longer session can be agreed to. This extra support may include:
  - 1:1 behaviour support during transitions.
  - Time needed for your child to regulate before leaving.
  - Support with transitioning to the car or using transition objects/activities.
- This longer session will still include the therapist's planned indirect time (notes, planning, room reset), as these tasks are still required and cannot be completed whilst actively supporting the transition.
- If a parent/carer is not present at the end of the direct-service component of the session to collect a child (usually the 45 minute mark), additional supervision will be billed at the standard therapist rate. This may be provided by your therapist or, if unavailable, another team member.
  - In such cases, the therapist's direct time continues until your child is collected.
  - The therapist's planned indirect time (notes, planning, room reset) will still be required after your child leaves and will still be billed, as these tasks cannot be completed to the necessary quality while supervising your child.
    - In practice, this means a child we supervise for 60 minutes would be invoiced for a 75 minute appointment (60 minutes including planned therapy time and the extra supervision time, PLUS 15 minutes of the planned indirect service that still needs to be completed afterwards).
  - Repeated late collections may result in parents/carers being required to remain onsite for future sessions to ensure children can be collected promptly and safely.

#### 4. Outreach and Therapy Assistant Sessions

- For all outreach sessions (e.g. home, school, kinder) and therapy assistant sessions, another adult must remain responsible for your child's care.
  - *Home visits:* parents/carers must remain on the premises for the duration of the session, though need not necessarily be in the same room.
  - *School/kinder/childcare visits:* educators remain responsible for the child during the session. We will work within the settings supervision policies to ensure safety of all children.
- Therapists and therapy assistants cannot be responsible for supervising siblings.
- Where sibling goals or social goals involve other children, parents/carers should remain available to provide supervision and support as needed.

#### 5. Additional Supports

We understand that family life can be unpredictable. On occasion, Playology may be able to offer additional support, such as:

- A team member assisting with siblings for a short period.
- A therapist adjusting a session plan to meet immediate family needs (e.g. restructuring games and activities so siblings can take part, or switching from a parent/carer only clinic session to a telehealth session if a family's childcare plans fell through last minute).



These supports are limited and cannot be guaranteed. Where these supports involve additional time or staffing, this will be billed in line with therapist or team member rates.

We appreciate your partnership in making therapy a positive and effective experience for every child.

**Thank you for choosing Playology Clinic for your child's care.**



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

PH for appointments: 03 9752 1571

[www.playologyclinic.com.au](http://www.playologyclinic.com.au)