



## Session Structure Policy

### 1. Purpose and Partnership

At Playology Clinic, we aim to balance flexibility with the realities of running a private healthcare service. By setting clear expectations together, we can:

- Keep therapy spaces safe and welcoming for all families.
- Make sure each child receives the full benefit of their session time.
- Support parents and carers to feel confident and included in their child's progress.

### 2. Session Types at Playology

We offer different types of sessions depending on your child's goals and your family's needs. Each has a slightly different structure and billing approach:

#### Standard Therapy Sessions

- 60 minutes scheduled in therapists calendar. This includes approximately:
  - 45–50 minutes of direct service. This time covers therapy with your child and/or family, transitions into and out of the session, and parent/carer handover.
  - 10–15 minutes for therapist tasks essential to quality care, including clinical notes, planning, and room reset.

#### Parent/Carer-Only Sessions

- Designed for in-depth discussion, planning, and parent/carer support.
- Allow therapists to focus fully on your questions, strategies, and next steps without needing to manage children in the room.
- Children (including siblings) should not attend in-clinic parent/carer-only sessions.
  - If attending without children is not possible, a telehealth session can be arranged. Telehealth often works well, as parents can supervise children from a distance in their own environment.
- If children attend a parent/carer-only session:
  - The planned focus may need to be rescheduled.
  - If the session cannot be adapted to meaningful therapy goals, the cancellation policy and fees will apply.
  - Where possible, therapists will attempt to make use of the time with your child (if present) so the session is not lost.
- Parent/carer-only sessions must relate to your child's therapy goals. They are not suitable for matters such as co-parenting disputes or parent mental health counselling. If these issues are impacting your child, we are happy to support you with referrals to the right services.

#### Outreach Sessions (e.g. school, kinder, home visits)

- 90–120 minutes scheduled in the therapist's calendar. Includes approximately:
  - 45–50 minutes of direct therapy/contact time
  - 10–15 minutes for notes, follow-up tasks, sanitising resources, and planning.

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- Travel time (includes time for traffic and parking).
  - 30 minutes (up to 15 minutes each way), or
  - 60 minutes (up to 30 minutes each way).
- This structure ensures your therapist has enough time to work with your child, communicate effectively with all stakeholders/carers, and to travel safely to and from the setting.

### **Problem-Solving Sessions (Parent-Only)**

- 90 minutes in total. Includes:
  - Up to 60 minutes of direct discussion with parents/carers
  - Minimum 30 minutes of therapist follow-up, including notes
- Designed for times when extra support is needed, such as:
  - new issues at school or childcare
  - changes at home that impact your child
  - NDIS planning or funding changes
  - before starting therapy, to decide if therapy is the right option for your child
- Follow-up may include: strategy lists, letters, liaising with other professionals, referrals, or creating resources.
- *Important:* Problem-Solving Sessions are for parents/carers only. Children, including siblings, should not attend. This ensures the therapist can focus fully on discussion, planning, and supporting you.

### **Assessments**

- Generally billed as a flat fee.
- Flat fee covers the entire process – administration, scoring, interpretation, report writing – regardless of the number of sessions required.
- If assessment tasks are combined with therapy in sessions, billed at the standard session rate rather than flat fee.
- Important: The flat fee covers assessment administration even if a session runs longer than expected. However, if a parent arrives late or transitions take longer than scheduled, this is not covered by the flat fee. Extra time will be billed separately.

### **Therapy Assistant Sessions**

- Billed in 3-hour blocks.
- This block includes:
  - up to 2.5 hours of direct support with your child, and
  - time for travel, note-writing, planning, and communication with your child's therapist.
- The balance of direct vs indirect time depends on your child's needs and the tasks required to support their goals.
- This structure ensures therapy assistants have enough time not only to work directly with your child but also to prepare, document, and communicate with the supervising therapist – making the service consistent, safe, and effective.

### 3. Parent/Carer Involvement

Parent/carer involvement is a vital part of the therapy process.

- At the end of each session, your therapist will provide:
  - a brief summary of what was covered, and/or
  - recommendations for how strategies can be generalised at home or in other settings.
  - handover helps ensure therapy is consistent and meaningful beyond the clinic.
- Handover is a vital part of the therapy process and is included in the 45–50 minutes of direct therapy time.
  - If handover extends beyond this timeframe, the additional time (if available) will be invoiced at the standard therapist rate.
    - The therapist's planned indirect time (notes, planning, room reset) will also still be required at the completion of any extended handover and will still be invoiced, as these tasks cannot be completed to the necessary quality whilst also discussing your child.
  - For more in-depth discussion, planning, or support, parents/carers are encouraged to book a parent/carer-only session so that detailed conversations do not reduce your child's therapy time.
  - Handover will usually occur:
    - in the therapy room, with your child present, and/or
    - in writing (e.g. email or copy of therapist notes), depending on what works best for your family.
- If you have matters you would like to discuss without your child present, please arrange a Parent-Only Session or send an email before the appointment with the information.

### 4. Therapist Responsibilities

Our therapists are committed to making your child's sessions safe, effective, and welcoming. Therapists will:

- Do their best to begin and end sessions on time, ensuring fairness across all families. If a session or therapist is running late, where a session does run late, therapists will usually make up the time within their own planning time so families are not disadvantaged.
- Complete clinical notes, planning, compliance requirements, and room reset within the allocated indirect time.
- Communicate clearly and warmly with families about session structure, expectations, and billing.
- Maintain professional boundaries – therapists provide therapy and family-focused strategies, but they are not able to supervise siblings, mediate co-parenting arrangements, or provide counselling for parent/carer mental health needs.
- Communicate with warmth and transparency, supporting families to feel informed and respected.

### 5. Managing Late Arrivals and Transitions

The approach to late arrivals and transitions is consistent across all session types:



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- *Late Arrivals:*
  - Sessions will finish at the scheduled time, and the full fee applies.
  - Extra time may only be added if your therapist has availability, and this will be billed at the standard rate.
- *Transitions or Handover Overrunning:*
  - If transitions or handover extend beyond the scheduled time, and your therapist has capacity to continue, you will be offered the choice to:
    - finish at the standard time, or
    - extend beyond the scheduled time, with the extra time billed.
  - If indirect time (notes, reset, planning) is used for transition or handover, this still needs to be completed afterwards, and the longer session will be billed.
  - If a session is not extended, transitions and conversations must be wrapped up by the scheduled finish time. Continuing past the end (e.g. at the door) will also be billed, as the therapist is still providing their time.
- *Exception – Assessments:*
  - The flat fee covers assessment administration, even if a session itself takes longer than expected.
  - However, if a parent arrives late or transitions take longer than scheduled, this is not part of the flat fee. Extra time will be billed separately.

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.**



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