



## 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 goal is to support families with flexibility and warmth, while also ensuring safe, consistent, and effective therapy for every child.

As a small, private healthcare service, we do have limitations around time, space, and staffing. Setting clear expectations helps us provide the best service possible, and also makes it easier for you to plan and get the most out of your child's therapy.

This policy explains how sessions are structured, the shared responsibilities of parents/carers and therapists, and the expectations that help us maintain a safe, fair, and welcoming clinic environment.

### 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 Length and Structure

As per our fee policy, standard sessions are billed at *60 minutes*. This includes approximately:

- *45–50 minutes* of direct service. This time includes the direct therapy with your child and/or family, your child's transition in and out of the session, and any handover, feedback or recommendations for home.
- *10–15 minutes* for therapist tasks that are essential to quality care, including:
  - Writing clinical notes and meeting compliance requirements.
  - Planning for future sessions and coordinating with other team members.
  - Resetting and sanitising the therapy space for the next family.

If you arrive late, the session will still finish at the scheduled time and the full fee applies.

If transitions or handover run longer than planned, this can use up the therapist's indirect time. In these cases:

- If transitions extend past the scheduled end time AND your therapist has capacity to continue, they will let you know. You can then choose to either:
  - finish the session at the standard time, or
  - continue beyond the scheduled time, with the extra time billed at the standard rate.
- If indirect time (notes, reset, planning) is used for transition or handover, these tasks will still need to be completed afterwards, and the longer session will be billed accordingly.
- If a session is not extended, we kindly ask that transitions and conversations are wrapped up by the scheduled finish time. If discussions continue past the end of session (for example, at the door), this

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additional time will be billed, as the session has formally concluded but the therapist is still providing their time.

### 3. Parent/Carer Involvement

Parent/carers 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 billed at the standard therapist rate.
  - For more in-depth discussion, planning, or support, parents/carers are encouraged to book a parent/carers-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. Parent/Carer and Family Responsibilities

#### Supervision of Siblings:

- Parents/carers are responsible for supervising siblings at all times. Therapists cannot supervise siblings during sessions.
- We know siblings are an important part of family life, and practising therapy strategies often happens in that context. We are happy to work with you to make sure strategies fit with your whole family. However, therapists do need to be able to focus on your child's therapy goals during the session.
- Families with multiple children booked in at the same time will need to coordinate supervision, as well as handover, with therapists. Playology may sometimes be able to provide additional support (see "Additional Supports" below).

#### Waiting Room Use:

- The waiting room is a shared space and is not suitable for unsupervised children.
- *As a guideline: if you would not allow your child to walk home alone from school, or wait outside a shop unsupervised, they should not be left unsupervised in the waiting room.*

- Children may become unsettled or dysregulated if left without supervision. If this occurs, the child 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.

### **Drop-Off and Pick-Up**

- Parents/carers are responsible for safely bringing their child into and out of the clinic.
- Where parent/carer participation in session is not required for a child's goals, parents/carers may choose to drop their child off for therapy and leave the premises (where appropriate for the child's age, independence, and therapy goals). This decision should be discussed with your therapist to ensure it is suitable.
- Therapists will assist with transitions where possible, but parents/carers remain the primary support for drop-off and pick-up. Strategies for smoother transitions can be built into your child's therapy program.
- If a parent/carer is not present at the end of the session to collect a child, additional time will be billed at the standard therapist rate. Supervision may be provided by your therapist or, if unavailable, another team member.
- If transitions extend beyond the scheduled finish time, and the therapist has capacity to continue, additional time will be billed. This may include:
  - Extra behaviour support during transitions.
  - Time needed for your child to regulate before leaving.
  - Support with transitioning to the car or using transition objects/activities.

Please note: if the scheduled indirect time (the last 10–15 minutes of the session) is instead spent assisting with transitions, the therapist's indirect tasks will still need to be completed afterwards and will still be billed.

### **Parent/Carer Only Sessions**

Parent/carer-only sessions are designed for in-depth discussion, planning, and carer support. They allow therapists to focus fully on your questions, strategies, and next steps.

- 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 therapist may not be able to proceed as planned. Where this occurs:
  - 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.
- *Please note:* parent/carer-only sessions must focus on your child's therapy goals. They are not suitable for matters such as co-parenting dynamics or parent mental health counselling. If these things are impacting you and/or your child, we are happy to support you with referrals to the right services.



## 5. 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.
- Assist parents/carers with practical strategies for smoother transitions or sibling management where these are relevant to the therapy program.
- Communicate with warmth and transparency, supporting families to feel informed and respected.

## 6. 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.

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.**



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