

Policies and Procedures

Updated September 2024



Shana Boltin Occupational Therapy (SBOT) is a mobile paediatric Occupational Therapy service, operating in the south eastern suburbs of Melbourne, Victoria. Most assessment and intervention services are delivered within a school setting, with a unique focus on significant collaboration with the child, their family and their school. Coaching, school-based OT and supervision services can be provided across Australia via teletherapy.

This policy provides information is for schools and families regarding the policies that SBOT adhere to when providing a service.

SBOT Values

- Participation and engagement of the child within home, school, and community settings
- Respecting the differences and abilities of all children
- Evidence-based practice

Registration and work requirements

All therapists providing services have:

- Professional indemnity insurance,
- Public liability insurance
- A current Vic Working with Children Check
- A current registration with AHPRA (number can be provided on request)
- An ABN
- A Medicare provider number
- COVID vaccination

Practice Standards

It is expected that the therapists provide a high-quality service and work in line with the OT Board Code of Conduct and Australian Occupational Therapy Association Code of Ethics.

We are guided by evidence-based practice and have a strong focus on functional abilities of the child in their occupational roles.

School procedures

As most therapy and assessment services will be provided within various school environments it is essential that therapists are familiar with the protocols and procedures of each school.

Communication

There are minimum expectations for therapists communicating with families and teachers:

- Following intervention sessions, a summary email within 48 hours of the session
- Following an assessment, a written report within 10 working days of the assessment
- Parents will be cc'd into all communication with school staff
- If a client / family member or teacher emails the therapist the therapists should reply within 4 business days.

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Service Model

SBOT is a mobile service, meaning that assessment and intervention takes place at the client's school, home or via telehealth. The location of service will be discussed with the parents/carers and based on where best the activity take place in relation to the area of concern and client goals.

Possible modes of service delivery

- School-based occupational therapy – the school is the client and the needs of the whole classroom or a group of teachers is considered.
- Consultation – broad services provided to meet an agency's needs, including student supervision, teacher support, professional learning and evaluation and research.
- Direct intervention – to remediate a barrier or promote development of a domain to facilitate participation. This can be direct with the child or with parents using a coaching approach.

Goals

Where intervention is indicated, participation goals will be set in collaboration with the family and/or education staff. Goals are significant part of the SBOT services, to ensure the therapy achieves the desired outcomes, and to ensure services are efficient and have an end point. Time frames for these goals may vary, with the overarching aim to ensure outcomes are measurable and achievable. This allows the therapist to look for discharge opportunities. Goals will be reflected and reported on in an intervention summary at an interval agreed upon by the occupational therapist and the family.

Assessment

An assessment may represent a one-off interaction with a client or may be part of the therapeutic process. A range of standardised assessment options are available for occupational therapist to access, as well as functional observations and screenings.

Functional Capacity Assessments are also available for clients wishing to apply to the NDIS or requiring for review.

Confidentiality

All client information (including notes, assessment forms, photos and work samples) are maintained in a confidential manner and stored securely (electronically in a cloud-based medical records management system – Splose). Information regarding a client is only shared with consent of the family, which is obtained at referral. Families can modify their consent at any stage. Relevant assessment documentation is scanned and stored in an electronic client file along with copies of emails and reports.

Managing appointments

Once a therapist commences a service to the client, the therapist is responsible for managing their appointments with the client. They can manage this via phone or email and in collaboration with the family and teachers. We ask that you notify us in advance if there are planned school events that may impact on service delivery or planned family holidays.

Costing

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As a private OT service provider, SBOT charges for services including assessment, intervention, collaboration, resource preparation, communication and reporting. You will be informed of all potential costings when your initial referral is accepted.

Cancellation

On occasion where a client cancels a therapy session, 24 hours notice is required. If cancellation occurs with less than 24 hours notice then a cancellation fee will be charged to the family. Please note if a school has an event planned on a scheduled therapy session, it is still the family responsibility to inform the therapist and cancel the therapy appointment. If a therapist has to cancel a session, no charge will be incurred by the family.

NDIS clients

SBOT provides services at times to families that may be able to access NDIS funding. Activities will be charged at NDIS rates. This includes direct intervention, report writing, resource preparation, communication (phone calls/emails) which relate to intervention, attendance at team-around-the-child meetings, and travel beyond 10 minutes each way.

Payment

Clients will be invoiced by SBOT on a monthly basis (or on a basis determined by agreement between the family and SBOT). This may be prior to services, or after services are completed. Payment will be via EFT transfer (bank details provided on the invoice). Payment term is 10 days and receipts will be issued once funds are received. For non-payment of invoices where a reminder notice is issued (via email), a \$25 administration fee will be incurred.