



MoveAbout Therapy Services: Best Practice Policy

MoveAbout Therapy Services (MTS) has developed a new Best Practice Policy to ensure that we are providing the best service to our families moving into the 'new COVID-19 normal'.

The aims of this new policy are to:

- Increase parent support and engagement outside of the clinic.
- Ensure consistency of therapy.
- Maintain a safe therapy environment by ensuring that families and therapists do not attend the clinic when unwell.
- Avoid charging cancellation fees.
- Ensure that families receiving services are getting the most out of the therapeutic relationship .
- Ensure that those on the waiting list are able to receive services within a timely manner.
- Allow flexibility for future changes in government policy such as lockdowns, area hotspots, school closures and other circumstances.

From Term 3 2020, when you re-commence therapy at MoveAbout Therapy Services (MTS), you and your therapist will develop your child's MoveAbout Therapy Plan. Therapy is most effective if it occurs in a consistent, ongoing manner. In the MoveAbout Therapy Plan you and your therapist will identify a flexible therapy plan to ensure greater parent support and engagement and consistency of treatment, even when illness prevents the use of the clinic.

In your child's MoveAbout Therapy Plan, you will identify:

- The primary mode of therapy (i.e. weekly face to face, intensives, TeleTherapy).
- How and when TeleTherapy will be utilised.
- How frequently parent engagement sessions will be utilised.
- Development of indirect treatment strategies that may be beneficial to your child.
- Reassessment of goals where necessary and identify which approaches are best suited to each individual goal.

Feedback from parent surveys have highlighted the importance and effectiveness of parent engagement in sessions. We believe our new Best Practice Policy and MoveAbout Therapy Plan will allow the most effective and efficient treatment program for your child. We feel that connecting with caregivers in a more extensive way throughout the term is a vital element of your child's MoveAbout Therapy Plan. This discussion and work can't be done effectively in 10 minutes at the end of a session. With this in mind, families receiving therapy at MTS will now be asked to commit to the following:

- A minimum of 1 parent consultation session per term. This can be in addition to or in replacement of a regular treatment session.
- Weekly attendance with no more than 2 cancellations per term (where a face to face session is replaced to a different service modality, no cancellation will be recorded).
- Engagement in Teletherapy or other agreed upon service when face to face therapy is not possible, such as in the case of illness or other government recommendations.

We've taken our time to ensure that we have a policy that provides the best possible service regardless of circumstances in the coming years. While we hope that there won't be such extreme circumstances in our future, we feel that we need a flexible approach to deliver our services.