



PlayTherapy
FOUNDATION

Operating Guidelines for Approved Providers

Scope

This document outlines mandatory operating requirements and provides guidance on processes for Approved Providers who deliver approved play therapy services to clients under Play Therapy Foundation (PTF). An Approved Provider is responsible for the professional and efficient provision of approved play therapy services consistent with this document.

The Operating Guidelines for Approved Providers (**the Guidelines**) should be read in conjunction with statutory obligations, codes of conduct, codes of ethics and professional standards that an Approved Provider is otherwise obliged to comply with.

Purpose

The Guidelines aim to promote quality and consistency in the delivery of approved play therapy services to children and their families and uphold the integrity of PTF and the ACNC.

Definitions

Approved Provider means a person approved by The Board to deliver approved play therapy services. An Approved Provider is a Registered Play Therapist.

Approved Play Therapy Service means play therapy services that are evidence based treatments and are provided by an Approved Provider to a client approved by The Board and in accordance with the Guidelines.

Client means a person (usually a child) who meets the requirements to receive funding from PTF and whose application to receive approved play therapy services has been approved by the Board of Directors.

The Board means the PTF Board of Directors. The Board provides executive oversight and full decision making of PTF. The Board's functions include but are not limited to: approving Registered Play

Therapists to provide approved play therapy services, determining a client's eligibility for support, and authorising payments for approved play therapy services.

Registered Play Therapist means a person who:

- has provided play therapy services for more than 1 consecutive year, and
- holds a Bachelors degree (or higher) in social work, psychology, education, developmental education, or similar, and
- holds a certificate (or higher-level qualification) in Child-Centered Play Therapy or equivalent, and
- is regularly supervised by a Registered Play Therapist Supervisor (RPT-S)
- in the opinion of The Board, has specialist play therapy skills, and
- has been approved as a Registered Play Therapist (RPT) by their relevant professional registration body.

Professional Registration Body refers to the relevant association the Approved Provider must retain membership with for the duration of their appointment, which may include, but is not limited to, Play Therapy Practitioners Association (PTPA) and Australasia Pacific Play Therapy Association (APPTA).

Report means the written reports which Approved Providers are required to write and submit in their provision of the Services and in accordance with the form, requirements and timeframes specified in this document.

PTF Operating Guidelines

Delivery

Approved providers:

- Deliver approved play therapy services for the purpose of assisting the client to recover from the psychological impacts of trauma and/or ACEs.
- Be aware of and comply with all applicable legislation, professional standards, codes of conduct, and codes of ethics when delivering play therapy in any setting. This includes but is not limited to requirements for play therapy interventions, online or telephone sessions, working with vulnerable groups, informed consent, accessibility, confidentiality and privacy, safety and professionalism.
- Seek clinical advice from your professional registration body and/or RPT-S. PTF cannot provide you with advice of this nature.
- Do not undertake any research activities with a client during the delivery of play therapy services.
- Before providing play therapy services to a client, ensure that you provide the client with clear and accurate information about the obligations you have while providing approved play therapy services, including but not limited to, limitations on client confidentiality, the information you are required to provide to PTF, the way that their approved play therapy hours will be used, periods of upcoming leave that may interrupt work, and the missed appointments policy.
- Ensure SDQ has been filled in prior to starting (with another after intervention has finished).

With prior approval from PTF, and consent from the client, or their representative, the clients play therapy hours may be used for the purpose of the following approved play therapy services:

Individual Child-Centered Play Therapy (CCPT):

- 1 x 90 minute intake session
- 20 x 45 minute play therapy sessions (and 15 minutes for notes/re-set)
- 3 x 60 minute parent/carer update sessions

Filial Therapy:

- Child Parent Relationship Therapy (CPRT) 10 week group program (20 hours total)

Group Play Therapy:

- Group CCPT, max 4 clients to 1 approved provider.
- 20 x sessions
- 3 x group parent sessions

Theraplay:

- 1 x Intake
- 1 x MIM
- 10 x sessions
- 2 x parent/review sessions

Funding will not be provided for a Play Therapist to act as a general support person for a client or for a Play Therapist to fulfil their own legal obligations.

Accepting appointments

- Respond to client appointment requests within three working days.
- Accept all reasonable client appointment requests.
- If you are unable to offer sessions, then you should explain the reason for this to the client and advise them to select a new Approved Provider from the list of Approved Providers on the PTF website.

Once you have made an initial appointment with a client then, prior to commencing play therapy with the client, you must ensure that:

- you have notified PTF of your intention to provide play therapy to the client by emailing the following details:
 - client full name
 - date of birth
 - date of the initial appointment
 - the practice or location where you will be seeing the client (if you practice at more than one location)
 - confirming there is no conflict of interest.

Change in practice details or availability

Advise PTF if your experience area/specialties, practice details or contact details have changed.

- Advise PTF if your availability to provide play therapy services changes, for example where you:
- are unable to offer new clients an appointment within 21 days of their request; or
- will be on leave for 14 days or longer; or
- have relocated; or
- wish to terminate your services as an Approved Provider with PTF .

Update your availability via email to indicate if you are on leave or unavailable for new clients;

- PTF will update your availability and practice details on the public list of Approved Providers on our website.
- Approved Providers who do not have expected availability for new clients for a six-week period will be automatically excluded from the public list.

Location of play therapy sessions

- Play therapy should primarily be delivered from your practice address.
- Phone or online sessions should be considered as an option before play therapy is provided in an alternative location.
- You must submit a request to PTF to deliver play therapy to a client at their place of residence. PTF will only consider these requests in instances where the client has specifically requested the sessions be provided in a place of residence due to extenuating circumstances (e.g. mobility limitations, agoraphobia, no access to transport), and where you can demonstrate that you have assessed that play therapy can be provided in a safe and confidential way.
- Play therapy should not be provided in a place of residence if there is any risk that an alleged offender may be present at the same time.

Shared appointments

Ensure family, sibling or group play therapy sessions are only offered where:

- all clients in attendance have valid approval to receive play therapy services;
- all clients in attendance have sufficient available play therapy hours for the play therapy session;
- all clients in attendance provide informed consent about the attendance of other clients; and
- you are the assigned Approved Provider for each client.
- The alleged perpetrator of an act of violence must not participate in a shared play therapy session with the client they are alleged to have offended against.

Refer to section 'Payment and Invoicing' for operating guidelines about invoicing for shared appointments.

Missed appointments

- PTF will pay for up to two missed appointments per client, on each of the clients' play therapy claims.
- Missed appointments are defined as appointments where the client did not attend and did not provide more than two business days' notice. PTF will not pay for an appointment where the client has given more

than two business days' notice of the cancellation.

- Missed appointments must not be claimed if you were able to book in another client for that same time period, regardless of the notice given by the client.
- In the event a client has missed two appointments, you must elect whether to continue play therapy at your own risk and expense or inform the client that you cannot provide further sessions.
- Future Fund recipients may lose their funding for missed appointments due to holidays or other non-urgent reasons. Please email PTF when this occurs

Refer to section 'Payment and Invoicing' for operating guidelines about invoicing for missed appointments.

Duration of play therapy sessions

- Play therapy sessions must be at least 30 minutes and a maximum of 45 minutes in duration *plus* 15 minutes for notes and re-set.

Requests for additional play therapy hours

- More than 25 hours of play therapy (including parent sessions) can only be approved in exceptional circumstances as determined by PTF.
- Before submitting a request for additional hours, check whether the client has any additional play therapy claims with play therapy hours available.
- If a client requires and consents to further play therapy but does not have additional play therapy claims, you can submit a request for additional hours. The request must outline the reasons for requesting further hours including what the exceptional circumstances are. The request must relate to the client's recovery from ACEs and/or trauma.
- Request further play therapy hours for a client by emailing PTF with the subject line 'Request for Additional Play therapy Hours'.
- Allow 10 working days for requests for additional hours to be reviewed. Do not commence additional sessions unless further play therapy is approved by PTF.

Termination of play therapy relationship

Clients may only see one Approved Provider at a time and they may choose to change Approved Provider at any time. Clients are not required to provide PTF or the Approved Providers with a reason for changing Play Therapists.

You must advise PTF if a decision has been made by the client to terminate a play therapy relationship and refer them to the PTF website list of Approved Providers to select a new Approved Provider.

Refer to section 4.3(b) for operating guidelines about the preparation of a final report in the event that a play therapy relationship ends.

Support and referrals

Referrals

- Refer clients experiencing a mental health crisis to appropriate services where required, such as community mental health services and hospitals.

- Refer clients who require court support to specialised court support providers, such as: the Director of Public Prosecutions Witness Assistance Service (WAS); or
- Local Court support services, such as Victims and Witnesses of Crime Court Support, Women's Domestic Violence and Court Advocacy Service, and Mission Australia.
- Refer clients who need assistance with an NDIS application to Local Area Coordinator or Local NDIS office.

Reporting

Final report

Submit a 'Final Report' via email to PTF when:

- you will no longer be providing play therapy to the client through a Future Fund; or
- the client has not attended an appointment in over 1 month and there has been no client contact;
- Use the FINAL REPORT TEMPLATE.
- Use SDQ pre and post data.

Refer to section 'Payment and Invoicing' for operating guidelines about submitting invoices for the preparation of reports.

Access to reports

On request of the client, provide the client with a copy of any reports written in relation to the play therapy they have received under PTF.

Payment and invoicing

Amount of payment

Each future fund is worth AUD \$4800 plus GST where applicable. This amount includes PTF administration and bookkeeping costs incurred during the application, allocation and invoicing process.

The Board have determined that each therapeutic hour will be paid at the rate of \$170.

Therefore, the following amount can be charged after each allocated session:

- Intake \$255
- Play Therapy Session \$170
- Parent/Carer Update session \$170
- Final Report \$85
- Total charge for future fund: \$4250

For other related services, the payment amount will be the same. Also see shared appointments.

All fees are plus GST if applicable

Submission of invoices

- Submit valid invoices within 7 days of providing the relevant service via email to invoices@ptf.org.au
- PTF will undertake to pay valid invoices within 7 working days.

Invalid or inaccurate invoices

- Invalid invoices will be rejected, with reasons for the rejection emailed.
- You must re-submit the invoice once you have addressed the identified issue.

Content of invoices

- A valid tax invoice must include accurate details of the service provided including clearly identifying the type of service, the date and duration of service, and the eligible client to whom the service was provided, and must comply with:
 - the payment schedule above; and
 - GST Law (as applicable);

For auditing purposes, you must maintain evidence of the service provided and invoiced for which you can readily produce on request. The evidence maintained must demonstrate verification of the services provided such as an attendance report exported by the CRM. The evidence retained must also demonstrate the date, time, duration, and nature of the service provides as well as the details of the client who received the service.

Report preparation

- A maximum of 30 mins can be claimed for preparing a report in line with section 4.3 (Operating Guidelines on Reporting).
- PTF will not pay for the writing of reports which are not directly related to the delivery of approved play therapy services

Shared appointments

- Where shared appointments occur, split invoicing evenly between participants. For example, if two siblings attend a 1-hour appointment, invoice 30 minutes for each client. Refer to section 4.1(e) for operating guidelines on shared appointments.

Missed appointments

- Missed appointments will be paid at 100% per late cancellation/no show.
- Do not charge clients a missed appointment fee under any circumstances.
- Ensure your invoice reflects a 'no show' if it relates to a missed appointment.

Refer to section 'Missed Appointments' for operating guidelines on missed appointments.

Travel invoices

- At this stage PTF does not include travel charges in the allocation of Future Funds.
- If you provide outreach, you will do this at your own expense for Future Fund Clients.

Payment details

- Update PTF immediately if there are any changes to your payment details via email with the subject: 'Change of Bank Details'.

Enquiries

All enquiries about invoices or accounts should be made via email to:

- invoices@ptf.org.au

Complaints and audits

Complaints procedure

- Comply with complaints policies, procedures, and guidelines implemented by PTF .
- Respond in writing to any notice of complaint issued by PTF within the timeframe specified in the notice and provide any information or evidence required to support the investigation of the allegations outlined in the notice of complaint.
- PTF may refer a complaint about an Approved Provider to the Play Therapist's professional registration body or another appropriate organisation or agency for investigation.
- Report any incident which you believe may become the subject of a complaint to PTF as soon as possible after the incident.
- Report any aggressive behavior from clients or safety concerns to PTF .
- If you have serious concerns for your own safety these should be reported to police.

Complaints about other Approved Providers

- Inform PTF immediately in writing if there are concerns about another Approved Provider's compliance with the terms and conditions outlined in the Letter of Approval or the Operating Guidelines.

Auditing

PTF will periodically conduct targeted and random audits of Approved Providers and the approved play therapy services they have provided. Audits may include but are not limited to a review of:

- invoices, requests and reports submitted to PTF ;
- professional registration;
- Working with Children Check clearance;
- professional indemnity insurance; and
- public liability insurance.

You will be notified in writing if you are required to provide information or documentation for the purposes of an audit and must provide a response within the timeframe nominated in the notice.

You will be notified of the outcome of any audits conducted on you. If there is an adverse outcome from the audit you will be provided with an opportunity to provide additional information before any action is taken as a result of the audit.

Legal context

Statutory obligations

Comply with all applicable legislation, regulations and all relevant Australian standards (or equivalent standards in your state or territory) related to the delivery of approved play therapy services.

Legal advice, obligations, and subpoenas

- PTF does not provide legal advice.
- Your professional registration body and/or insurer may be able to assist with advice.
- Seek independent legal advice if you are uncertain about your legal obligations
- In responding to subpoenas, be aware of your state or territory obligations and act in accordance with the guidelines of your professional association.
- Consider that play therapy files and reports may be subject to a subpoena in relation to a court matter.
- When working with children, obtain relevant information about any court orders that may be in place about the responsibility of the parent(s) and/or guardian(s) of child clients. This may include any conditions of the court order that might be relevant to the service provision and parental consent.

Mandatory Notification Requirements

- Comply with all applicable legislation, regulations and all relevant Australian standards (or equivalent standards in your state or territory) related to the delivery of approved play therapy services.

Board's Obligations

The Board undertakes to use his/her best endeavours to notify the Approved Provider of amendments to the Operating Guidelines and Complaints Handling Guidelines in advance of those amendments taking effect.

Document Information

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