



# Cooee's Standard of Care

## INTAKE PHASE

- We provide you with a written treatment note from the Client Journey Planning Session that outlines the recommendations.
- We discuss with you the options for alternative service delivery models / waiting list options that are relevant for your child's care & we followed up to help you book these.

## ASSESSMENT PHASE

- We conduct assessments according to Cooee's evidence based Assessment Protocols to ensure complete clinical profiles are gathered.
- We give you a report within 2 weeks of assessment completion
- We deliver assessment feedback in person & provide a written treatment note that outlines the discussion, service delivery model recommendations, questions answered & education/referrals provided.

## MANAGEMENT PHASE

- We document your child's measurable, functional goals in a management plan, with clear methods of outcome measurement & the timeframe/expected length of therapy.
- We discuss & document the # available sessions in the current cycle & service delivery model in the management plan (incl. Home expectations/ home programming/ other clinician or school contact frequency/ indirect services etc).
- We write progress notes within 24 hours of your session & send these to parents/carers (if desired)
- We structure regular case conferences with the stakeholder team & family (2-4x/year in most cases) & provide written notes of the meeting
- We make a plan for every session, ensuring we understand the session targets, and we prepare the resources anticipated to be required.
- We conduct Clinical Planning meetings for interdisciplinary sessions (plan every ~3-4 sessions in advance)
- We structure Goal reviews each school holiday period with you (4x/year) & write a goal review treatment note & give you a quote for upcoming services expected in the next cycle of therapy.
- We maintain your client records, uploading all relevant clinical files (assessments, emails, management plans, reports)
- We support you to discharge when needed, ideally according to goal reviews (met/not met), which we document in writing when we archive your child's file.