

Organisational Readiness for Telepractice

This resource is a summary of the video titled “Organisational Readiness for Telepractice” in this series.

Being ready for telepractice includes identifying the needs and benefits for telepractice for clients and families, the workforce and the organisation.

For clients/families:

- Understanding of what telepractice is
- Understanding that telepractice is suitable for their particular needs
- Understanding that if needs change, the suitability of telepractice will be revisited
- Motivation to use
- IT requirements
- Set up considerations in their location
- Understanding of privacy and information security
- Service information is accessible that informs them telepractice is in use - may need review of wording of service information
- Have access to easy to follow instructions

For the workforce:

- Training – how to use telepractice, both in engaging clients and the IT platform; etiquette; use of various modalities
- Internal champions
- Internal communities of practice to share knowledge and experience
- IT equipment
- Location for sessions and room set up
- Capacity building of managers to support remote workforce
- Policy and procedures – access to these and adjustments required

For the organisation:

- Buy in and agreement from organisational leadership
- Frequent and consistent internal communications
- Governance requirements – cybersecurity, escalation pathways, risk, incident management, WHS, documentation requirements, data capture and reporting, outcomes
- Investment – equipment, training, office reconfigurations
- Implementation strategy
- Marketing and external communications – to families, referrers
- Review service operations – expansion or blended telepractice and in person services; review intake procedures

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PROJECT TEAM



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Association of Children's Welfare Agencies
Key Assets Australia
Life Without Barriers
NSW Department of Communities and Justice
Social Futures
The Smith Family
Uniting

SUPPORTER

My Forever Family NSW

COMMUNITY OF PRACTICE

Association of Children's Welfare Agencies
Barnardos
Catholic Care Sydney
Catholic Care Wilcannia Forbes
FAMS
KARI
Key Assets Australia
Life Without Barriers
My Forever Family NSW
NSW Department of Communities and Justice
Settlement Services International
Social Futures
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