

## Telepractice Information for Clients / Families

**A telepractice consultation works just like it would in person. Through a secure video link, you can see and talk to your worker. You can join a consultation using a smart phone, tablet, desktop or laptop computer. In your first appointment, your worker will discuss how the session will run and also ask some background information about you and your family to help us provide you with the right support. You can discuss the plan for the following telepractice sessions and ask questions at any time. As with face-to-face appointments, notes will be taken and entered into your file. We will not record any sessions and we ask you to not record any sessions also.**

### How to Connect

Follow the instructions on the attached document titled 'How to connect'. Consider which device you will use, remembering you may wish to move between rooms and may be holding a device for up to 2 hours. Some devices may need an app installed.

### During your Session

- We understand that using telepractice may be new for you so we will try to work out any connection issues with you.
- If someone else is present, we understand you may not wish to answer some questions asked. We can call you at another time to talk about these issues.
- We understand having a video consultation in your home can be challenging. Please prioritise your family's needs and let us know how we can help you manage, which may include take a short break
- Children over the age of 18 months have the ability to understand at least some of what is being discussed. Please let us know if there are other children in the room so we can be mindful of what we discuss with you.

## Tips for the Video Consult

- Sit in a well-lit private area trying to avoid sitting directly under light
- Test your equipment before the session
- Turn off any other devices which may be using your internet. This improves your connectivity.
- Turn off any appliances that may affect the sound quality – e.g. dishwashers, TV, radio
- You may find a set of headphones helpful for good sound quality
- Check you have the camera and microphone turned on and more than 50% battery power on your chosen device

**If the video becomes disconnected, your worker will call you back.**

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### PROJECT TEAM



### INVESTOR GROUP

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  
The Benevolent Society  
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