

Ways of Working in Telepractice

This resource is a summary of the video titled “Ways of Working in Telepractice” in this series.

Working with clients and families via telepractice does have differences compared to working in person. Assumptions and inferences are often made by gesturing, using body language, reading the mood, however this differs in telepractice. For some families and clients this can be a very unfamiliar way of engaging with service providers and they may be unsure of what to expect. Clients are more likely to “opt out” if it feels too overwhelming, it’s important to spend time discussing ways of working, to build capacity and meet client expectations.

Top tips

- Client tip sheet for accessing the digital platform
- Discussion with clients prior to telepractice beginning to address concerns
- Clarifying how to share videos and resources with clients during a consult
- Agreeing to review progress, the partnership and how you are working together
- How to follow up and connect outside of the scheduled sessions if required

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Life Without Barriers
NSW Department of Communities and Justice
Social Futures
The Smith Family
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My Forever Family NSW

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My Forever Family NSW
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