

Parent quote

“In all honesty I had very little confidence in how the session would actually go, and that is despite having an excellent Key Worker. But they have been so good!! It is much better than I could have imagined”

Telehealth FAQs

What devices do I need for Telehealth?

- A mobile phone, computer/laptop, tablet, or iPad
- To make video calls, you will need access to the internet
- A tablet or a computer will need a microphone, speakers and camera

You can use different ways to connect with your Key Worker. For example: a phone call, Microsoft Teams, WhatsApp, Google hangouts and Facetime.

Your Key Worker will work with you and can suggest the best way for you to connect and help you set up your device and software. It's all about being flexible and working together.

How long is a session?

Sessions can go for as long as you like depending on your goals, funding plan, the type of therapy needed and quality of connection.

They can be as frequent and flexible as you like and can often be more frequent than face-to-face visits would be. Just discuss what you'd like with your Key Worker.

How much does it cost?

Telehealth sessions are charged the regular NDIS rate, currently \$193.99 per hour or part thereof. Your Key Worker will confirm the cost of a live session (phone or video) and what materials you'll need.

Telehealth visits cost less than face-to-face visits overall as there is no travel involved, meaning you save more money from your budget for therapy.

At the end of your session we will be planning for the next session – this will include booking time and any other preparation required.

Can I record an online therapy session?

No. For privacy reasons, Telehealth sessions will not be recorded.

What if I have technology issues during a session?

Your Key Worker can change the session to a phone call.

What if I cancel a session?

The same cancellation policies and procedures apply as for face-to-face sessions. Noah's Ark can charge 100% of the scheduled visit time of the visit for cancellations where less than 24 hours' notice prior to the appointment time is provided.

If you commence a session and need to finish it earlier than planned we understand (however we will charge for the time booked) – shorter more frequent sessions may work best for you.

Can I use an interpreter?

You can use an interpreter if required, (however it will be audio only or live video). Your Key Worker can help you with this. Telephone Interpreting Service will be accessible via video from 6 August.

How will I sign the Record of Visit?

Your Key Worker will email or text the Record of Visit for you to sign or confirm. It may be possible for you to sign this document on the screen in a video conference session as well, depending on how confident you are with technology and the system you are using.

How do I get ready for a Telehealth session?

- Choose a well-lit room. If using live video, avoid bright lights behind you.
- Use a quiet, private room, if possible. Earphones with a microphone will help with sound quality.
- Check your phone or device has enough charge.
- Have your session plan visible (if possible), and any resources ready to go.
- Have your mobile phone with you in case the video session fails.
- If your child is likely to be distracted by the screen you could set it up in a way that will allow your child to engage in the session without distraction, such as on a stand or with the screen facing away from the therapy area.
- Take time to check the environment to ensure there is nothing in the view of the background of your video and you are comfortable with your set-up, so this is not going to distract you.

What will happen in a Telehealth session?

- Your Key Worker will check you are able to hear and see them, if using video.
- You will be asked to confirm you are not recording the session.
- To protect your privacy, you will be asked to avoid talking about personal identifying or sensitive information during a session.
- Tell your Key Worker who is with you in the session. They may not be able to see everyone.
- Together with your Key Worker you'll go through the cost of the session, the goals and any other issues that have come up before commencing.
- Your session will then commence.
- During the visit there may be times when you practise things with your child and your Key Worker watches and gives feedback. There will also be times where your Key Worker is focused on talking with you. Your child does not have to concentrate on the Key Worker for the whole session.

- Near the end of the session you and your Key Worker will develop a plan for things you will try. You and your Key Worker will also develop a plan for the next session and pre-book the time and date.
- You will be asked to give feedback on how the session went. Your Key Worker will act on this feedback (where possible) in future sessions.
- You will be asked to sign the Record of Visit; this can be done on the screen or can be sent to you via email or SMS.