



Dear Clients,

We won't overwhelm you with information about our clinic sanitising or when not to attend - if you are like us you are probably in information overload at this point! We are however very excited to be exploring ways that we can creatively and effectively continue to deliver treatment to your little ones. The world may be grinding to a halt but it doesn't mean our therapy needs to!

At this time, we are unsure how long we will be required to limit contact with others and information we have been provided indicates it may exceed 6 months. **For the safety of our team and clients, we have now closed our clinic sites temporarily for an unspecified period of time, until we are informed it is safe to re-open. Our entire team is continuing to provide therapy through our online therapy (or Telepractice).**

Online therapy (otherwise known as telepractice or telehealth) is one of the leading and most proactive options available to our clients to continue therapy and ensure precious time is not lost. Without knowing it we already use various forms of online therapy with our families including SMS, phone calls and emails.

Of critical importance to our team is the provision of quality, accessible and timely services. Online therapy is a viable alternative in this respect with strong evidence to support its use long term.

The National Disability Insurance Agency (NDIA), private insurers and all of our professional bodies have supported the use of telepractice for therapy. We have sought advice from online therapists who have been practicing successfully for years and who have compiled substantial evidence to support this service delivery model.

We are committed as a team to upskilling and supporting our families to transition to online therapy services. **We will be in touch shortly to discuss your options and assist you in setting up your devices in readiness for the transition. If you are new to our practice, we can help support you to set up at home for online therapy.**

We have compiled a list below of the things you will need in order to start online therapy services with us. We have also provided a list of [frequently asked questions](#) for you. We also welcome any questions you may have.

We are all very excited about the prospect of continuing therapy with your children and continuing to help them reach their goals. Thank-you for your continued support and flexibility in this time of great change. We look forward to supporting you in this transition to our new service delivery option in the near future.

See you soon on the screen!

The Sensational Kids Team.



## **FREQUENTLY ASKED QUESTIONS**

### **What is online therapy/ telepractice?**

Online therapy/ telepractice is the use of video conferencing between therapists and clients to deliver many of the same treatments they would use during in-person treatments. It also includes phone calls, emails and SMS communications.

### **Who can use online therapy services?**

Most of our current clients are eligible for online therapy services including those attending for Speech, Occupational Therapy, Psychology, Music Therapy and Dietetics. There are some technology requirements that you will need to ensure you have. Please see below for details. Our therapists can also help you decide if your child is suitable for this service or if it's better that we spend our time coaching/ advising you so you can complete activities at home.

### **Do I need to sit with my child for therapy?**

Some children will be able to participate in the online therapy session with minimal support. It's always good to be near at hand should there be any technology issues as most kids will need help if this happens. Younger children and those who may have difficulty attending for good periods of time will likely need a parent supporting them in the session. Online therapy often includes a component of parent training/ upskilling so that you are able to carry on therapy after the session.

### **How are sessions booked and how long do the sessions last?**

Sessions will be booked as they are at the moment. Please call our clinic to request available times. Sessions will be timed slightly differently as we are not transitioning into session in the same fashion and our therapists will spend some of the time arranging your feedback/ homework plans and resources so you can follow through at home. A typical session might look like this:

5 minutes	Greetings, touching base on the week/ since last session details, making sure kids are ready and have everything they need for the session
30 minutes	Direct therapy/ parent coaching
5 minutes	Feedback/ questions
10 minutes	Preparing homework handout, exercises, emailing through programs to be completed at home



As per our current fee structure, any time spent completing additional activities (reports, letters, resource development etc) will be billed at the set rate. If you have any questions about this please ask for a quote from our team.

**Will my or my child's sessions be private?**

We will help support you to find the best location for your session. This should be a quiet space free of distractions. You should also use over the ear or other headphones so that others can't hear what your therapist is saying. The online therapy platform and our practice management system provide the highest level of privacy for our clients. We will not record your session without your permission and if we do, it will only be used to review or discuss with our team. This is the same arrangement we have in place at Sensational Kids already.

**I'm not very tech-savvy. Will this be an issue?**

As long as you have the basic requirements for online therapy we will be able to support you to learn. The online platform we have selected is easy to use and doesn't require a lot of technical know-how.

**Can I record my child's session?**

We ask that you don't record your child's session without explicit permission from your therapist.

**What is the best way to communicate out of session?**

We will be available to answer questions, or emails as per usual. If the response required is lengthy or very detailed we may need to bill for our time. If that is the case, we will communicate this with you at the time.

**Can I choose to do my session over the phone instead?**

Yes. You can choose to receive therapy in the way that suits you best. Videoteleconferencing works well with children as they enjoy seeing their therapist and your child's therapist will more than likely have activities to share visually. As part of online therapy we will also communicate via email and SMS.

**What funding sources support online therapy services?**

NDIS and some private health insurers support online therapy services. Private health insurers have confirmed they approve Psychology services to be provided via telehealth.

Medicare items are only available to bulk billed clients at this time. We will keep you updated should this change.



### **Will you be offering group therapy through online therapy?**

At this stage we are required to suspend our group therapy services for Term 2 as these will be difficult and unlikely to be beneficial to our clients. We look forward to offering this service as soon as we are able.

### **Can you do assessments through online therapy?**

We are able to complete some assessments through online therapy as many of our assessment materials are available online. Some assessments that require you to be working closely with the child may be more difficult so we may schedule these for when children return to the clinic

### **My NDIS plan review is coming up. Can you help?**

Yes - we are still able to complete NDIS plan review reports, school reports etc. We can have a session over the phone or via videoteleconferencing and we will prepare the report and email this through to you.

### **Will online therapy be available when the clinic returns to regular client work?**

Yes! We aim to make this a viable, long term solution for families who find the service beneficial including those who are rural, remote or interstate. You may choose to mix regular and online therapy sessions or return completely to face to face services.

### **Considerations for online therapy services:**

- Make sure you have a space in your house that is clear and free from distractions
- Be available to assist actively in session or available for support if your child is more independent
- There may be occasional technical difficulties that come naturally with online therapy services. We will do our best to solve these problems quickly so we can continue our sessions.
- There may be some items you will need to help with therapy. We will do our best to prepare you for this in advance.

### **Technology requirements for online therapy**

- Internet connection
- Phone
- Computer/ laptop/ iPad or other tablet with webcam, microphone and speaker (most computers and tablets have these built in).
- Headphones (over the ear or ear buds)



We may use You Tube for video sharing, and will likely be communicating with you via phonecalls and/ or SMS when we are not in session.

We do not currently use Skype as this is not a secure platform.