



Online therapy sessions (telehealth) at Village Therapy Fact Sheet

Glossary of Terms:

Telehealth: The provision of therapy services via videoconferencing over the internet.

Zoom: An online service allowing videoconferencing, used by Village Therapy.

Meeting: In Zoom, each conference call is referred to as a meeting. A meeting allows your clinician to connect to you via the internet to deliver online sessions.

Village Therapy is offering online therapy services.

What I need to know!

There is evidence supporting the use of online sessions for speech therapy and occupational therapy, indicating that these services are usually at least as effective as standard therapy. Your clinicians are doing additional training in current best-practice online therapy models, to ensure that they are still providing quality, evidence-based practice.

Online therapy services allow people who may otherwise be unable to access therapy to get the support they need.

What I need to do!

Call our admin team on **9811 7026** to book an online therapy appointment. You will also need to schedule a test call, to be conducted prior to your first appointment, to ensure that you are comfortable using the system.

To access your test call and online therapy sessions you will need to follow the links provided to you by Village Therapy via email. These links will take you to an online meeting hosted by Village therapy. The first time that you click on one of these links you will be prompted to download the Zoom Launcher (on desktop) or Zoom App (on portable devices). This is required for you to be able to access Zoom. Whilst downloading the software is necessary, you do not need to create a Zoom account to attend sessions hosted by Village Therapy on Zoom.

The therapy session

At the beginning of the therapy session you will be required to inform your therapist of everyone who is present. Your therapist will also inform you if anyone else is in attendance.

For younger children, the session will need to be with the parent and child. In some instances, sessions may be largely geared towards parent education, as some children will be unlikely to remain engaged via video conference for the whole session. Parent education sessions will focus on ways that you can conduct therapy at home with your child.

Immediately after your session concludes, if payment is required you will receive a phone call from our admin team.

Confidentiality and Privacy

Zoom is an end-to-end encrypted program, which means that no-one is able to access the content of the call/meeting except those in attendance. As with all our sessions, any information provided within the session will be kept in strict confidence and comply with State and Federal privacy policies. If recording of any part of the session is required, we will ask for your consent in advance. Any recordings will be stored securely by Village Therapy.

Cancellation Process

Cancellation of online therapy services is covered by Village Therapy's Cancellation Policy (available on our website at <http://villagetherapy.com.au/cancellation-policy/>).

If you do not sign into the Zoom meeting at the time of your appointment, your clinician will attempt to contact you to make sure everything is okay. If they are unable to get in contact, 'Non-attendance' cancellation fees will apply.

Payments and Rebates

Currently, Medicare and Private Health funds do not offer rebates for online therapy appointments, with the exception of OT clients who see Megan using a Better Access for Mental Health plan. The Federal Government is currently reviewing funding arrangements for online therapy, and we will let you know as soon as this changes. NDIS and HCWA clients have no restrictions on using online therapy services with their funding.

For NDIS Self-Managed clients and privately paying clients, payment for online therapy sessions will be collected immediately after your session finishes. You will receive a phone call from our admin staff who will take payment using your credit card over the phone.