

TELEHEALTH SERVICES TAILORED FOR FOSTER CARERS AND YOUNG PEOPLE IN CARE

Act for Kids is leveraging technology to keep connected with our clients and stakeholders like never before! We have adapted our way of working and have implemented telehealth services across our organisation as a way of providing ongoing therapeutic and support services to children, young people and families.

SO WHAT IS TELEHEALTH?

Telehealth is a convenient and effective way of providing therapy, education and case management services to clients who may not be able to attend office based appointments in person. Telehealth services can include tele sessions (live video), phone calls, text reminders and resource sharing. Telehealth services can be accessed from anywhere using a computer, laptop, smartphone, iPad or tablet and an internet connection.

HOW DOES TELEHEALTH WORK?

Just like an office-based session or meeting but only virtual! Act for Kids practitioners send an invitation for a virtual session or meeting, via a secure link, through text or email. Recipients click the link to partake in a live video session or meeting with their Act for Kids practitioner without having to come to an office.

WHAT DO WE USE?

Act for Kids has partnered with CoviU to implement telehealth services across our regions. CoviU's telehealth platform is a purpose-built software system that allows us to deliver our services via telehealth. CoviU was founded by scientists from Australia's Commonwealth Industrial Scientific Research Organisation and is a recommended platform by the Australian Psychological Society and Speech Pathology Australia.

IS IT SAFE FOR FAMILIES AND STAKEHOLDERS?

CoviU has been developed with extreme care for client and practitioner use. The base technology that CoviU uses is WebRTC, which has its origins from the original web standards for video calling. CoviU has better encryption than traditional video conferencing solutions, it's simple to use and the platform applies a number of safety and security features including:

- ♥ All calls being encrypted end-to-end.
- ♥ No client data is stored on the platform in any form.
- ♥ A secure 'virtual room' that can't be accessed unless invited.
- ♥ No ability to video-record the live session.



REMEMBER!

You can contact your local Act for Kids office or visit our website if you would like more information about how we are utilising telehealth services.

Phone **1300 228 000**

Learn more at actforkids.com.au



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“ When carers and young people in care cannot access physical services, there is a need to innovate and go virtual! ”

WHY IS TELEHEALTH IMPORTANT FOR CARERS AND YOUNG PEOPLE?

- ♥ **Isolated households under pressure could result in heightening stress levels and placement breakdowns.** This is detrimental to the wellbeing of young people and increases the burden on the system to provide alternative safe and nurturing care should placements fail.
- ♥ **Young people in Residential Care and Semi Independent Care placements are at very high risk of significant mental health challenges.** This is likely to be exacerbated when they are removed from informal and formal supports. Telehealth operates on a digital platform that young people can connect to in these stress situations.
- ♥ **Carers who feel unsupported may not continue this critical and valued role.** Telehealth provides accessible support that improves resilience and increases coping mechanisms when they are most needed.

WHAT CAN WE OFFER CARERS AND YOUNG PEOPLE IN CARE?

Act for Kids therapists have specific skills in working with carers and young people impacted by trauma. Therapists can provide direct therapy to children and coaching support to carers in the safety and comfort of their own home.

Act for Kids has a range of therapists available on this platform; including Psychologists, Clinical Social Workers, Speech Pathologists and Occupational Therapists.

WHAT DOES THE SERVICE COST?

Telehealth therapy sessions cost \$166 / hour plus GST.

If a child has a Mental Health Plan or NDIS package, an individual plan will be developed to ensure these resources are utilised with their best interests in mind.

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