



Telecare setup

What do you need to get started?

1. A **private and safe space** where you and the child can talk openly and without distraction, as you would expect in a clinic room.
 - Only the people required for the session should be present.
 - If other children are nearby, make sure they are supervised by another adult.
2. A **supervising adult** (e.g. parent, carer or school staff member) must be **available** for the duration of the Telecare session
 - Sessions may be set-up with the *child only*, *parent/carers/staff member only*, or with both the *child and supervising adult*.
 - Often Telecare sessions require the supervising adult to actively support the session as a *Therapy Aide*. You'll be advised if this is required. Further details are available in the [Therapy Aide Handout](#).
 - If the session is with the child only, a supervising adult must remain nearby and be available to ensure the safety and wellbeing of the child is maintained (duty of care).
 - The clinician will confirm the **contact details of the supervising adult** in case the session drops out or there is a risk issue.
3. A **computer, laptop or tablet/iPad** with a camera, microphone, speaker and a good internet connection.
 - The recommended upload and download 3 Mbps. You can test your internet speed by visiting: <https://www.speedtest.net/>
 - Set up your device at least five minutes before the start of the session.



4. The videoconferencing software Zoom

- See the [*Zoom Guide Handout*](#) for instructions on how to access Zoom.
- You will enter the Zoom *Waiting Room* until the clinician lets you into the session.
- If you need help, our Telecare coordinators can run a *technology test* with you using before your first session to check your Zoom set-up on the computer you plan to use for sessions (see contact details below).



Having difficulty accessing the session?

- Things to try:
 - Log out and in to Zoom again
 - Contact the *Telecare team* on **02 8966 8555**
- Make sure you have your phone handy in case the clinician needs to contact you.
- The clinician will call you five minutes after the scheduled start time if you have not logged in.

For further information, please contact our Telecare team

(02) 8966 8555

telecare@royalfarwest.org.au

www.royalfarwest.org.au