

TELEHEALTH GUIDELINES AND INSTRUCTIONS

Telehealth is now an option for young people and their families using the services provided through headspace. This document outlines how it is used between you and your counsellor.

Some important things to note:

- Telehealth appointments will be scheduled for 50 minutes
- Please be ready at the scheduled time
- Your counsellor will always be in a private space where they will not be overheard or distracted, just like it would be if you were coming to an appointment at the office
- We would appreciate if you could also be in a private place, free from distractions for the full session

We understand that privacy and personal conversations can be tricky at home. It is important that you let your counsellor know if continuing the conversation becomes difficult, so you can make another arrangement.

Telehealth uses mobile or WiFi data, so it will work best if you are able to access data for the duration of your appointment. You will need to log in through Safari, Google Chrome or Firefox. Please let your counsellor know if this is a problem so they can work out an alternative. It may be easier to speak over the phone.

If you have technical issues and are unable to connect, please call Reception on 8852 0800.

You will be able to organise your next appointment at the end of your session.

headspace Syndal is a free (bulk billed to Medicare) or low-cost service (the out of pocket fee is the difference between the fee charged and the Medicare rebate). Please call Reception on 8852 0800 after your service to process any outstanding accounts, if required.

We will let you know when you're able to come in to the centre for your service.

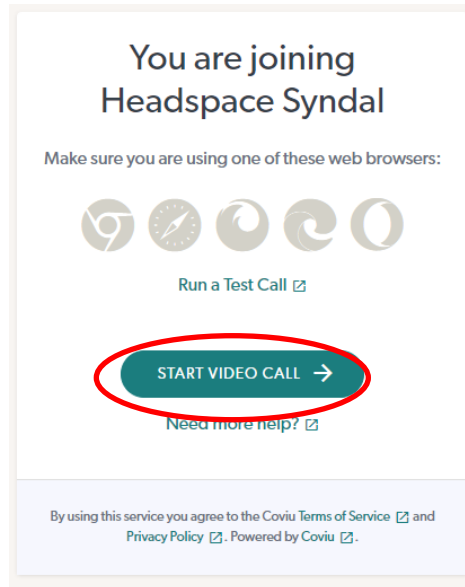
In the meantime, we are here to assist you as best we can. Please call us if you have any questions.

The team at headspace Syndal

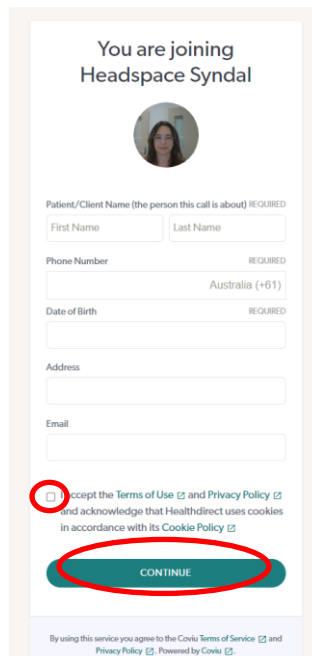
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INSTRUCTIONS FOR TELEHEALTH

1. A link will be emailed to you which can be accessed from a device with a data connection.
2. A few minutes before your appointment time, click on the **Start video call** button

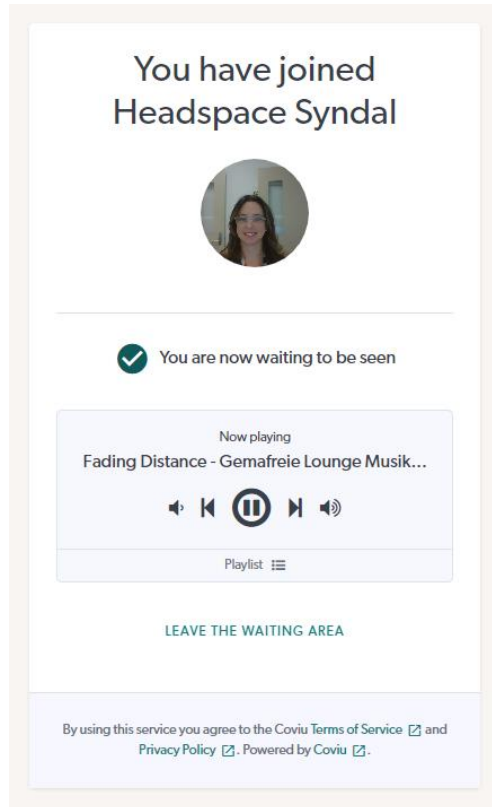


3. This will take you to the next screen, where you will need to enter your name, phone number and date of birth
4. Check the box to accept the terms and conditions, then press the **Continue** button



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5. Your counsellor will be able to see that you are ready to commence your session and they will join the call. This is when you will be able to see each other



6. There is a chat function enabled while the call is in progress, in case you need to communicate something with your counsellor, such as if you can't hear them