



INFOsheet 1

BUSHkids teleHealth

Information for Parents and Carers

BUSHkids support is going (temporarily) online and on the phone due to Novel Coronavirus (COVID-19).

Your BUSHkids worker will talk with you at home via an online video call, similar to Skype or FaceTime.

Telehealth can offer the same benefits for you and your child as a face-to-face BUSHkids session.

BUSHkids teleHealth is fun, engaging and interactive. Many families find that it suits them well.

It recognises that you as a parent are your child's most important teacher. TeleHealth allows us to support you in building your own skills and abilities to work with your child. All of this happens in your own home – so will cut down your family's risk of exposure to COVID-19.



BUSHkids promotes the careful use of resources and we have therefore kept the design of this TIPsheet as plain as possible to minimise ink usage by families who may need or want to print a hard copy at home.

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What will I, as a parent or carer, be expected to do?

- Attend all appointments with, or for, the child. *A parent or carer must remain in the room with the child during the session.*
- Participate in the sessions and use the tips you learn throughout the rest of the week with your child.
- Let your worker know how your child is going – what is working well and what isn't.
- If you can't make the appointment, give us a call as soon as possible – lots of children need our help and we may be able to offer your time to another family.
- Provide two emergency contact details of someone who is local to you:

Person 1	
Phone	
Person 2	
Phone	

This is for BUSHkids to keep on file in case we ever need to get you some help during a session, which is important because of the distance between us.

What technology and equipment do I need?

- You may just require a telephone.
If you are going to do videoconferencing (like FaceTime or Skype) you will need:
- An internet connection and a data package. (You will be able to take part in teleHealth if you can normally watch a YouTube video without it buffering or taking a long time to load.)
- A desktop computer, laptop or tablet with camera and microphone. Smart phones work for some therapy as well.
- The ability to download free software.

BUSHkids will support you to make sure you are comfortable with the technology.

About Zoom online video-conferencing



The software that we use (Zoom) has been chosen for BUSHkids teleHealth services because it offers a high level of security.

Prior to your first appointment, you need to download Zoom from <https://zoom.us/download>

In the Download Centre, at the top of the page you will download **Zoom Client for Meetings**.

*(Or, in your App Store or Google Play, search for the **ZOOM Cloud Meetings** app.)*

Your local BUSHkids team will talk to you about changing to a teleHealth appointment, and you will receive an email to confirm this, which will include the log-in details for the Zoom meeting.

You may also be sent materials you will require or be given a list of items to have ready.

To help the teleHealth session run smoothly

- Choose a quiet, comfortable, child-friendly space inside at home. We need to be able to hear and see each other clearly.
- Try to make sure any brothers or sisters are occupied with something to do if possible. Our BUSHkids workers are very experienced supporting families in practical situations and will work with you to make this work.
- Children should have a snack and drink before the session to help them concentrate.
- **Please remain in the room and part of the session at all times.**

Technology is not always perfect, so sometimes we may need to work out problems together. If the connection drops out, please wait.

BUSHkids will try to reconnect with you. We will call you on the phone if needed.