

Online therapy (Teletherapy): Fact Sheet and FAQs

Please read in conjunction with 'Online Therapy (Teletherapy): What, How, Why'.

How do I make a teletherapy appointment?

The process for making teletherapy appointments is no different to making a booking for a face-to-face session. Contact our admin team on 0408166506 or via email on admin@youngallied.com to make an appointment. If you have an existing regular booking, you will be offered to complete your telehealth session at the same time wherever possible. You will receive a text message reminder for your appointment.

Zoom? Meeting?

At Young Allied, we are using the program 'Zoom' to deliver teletherapy. Zoom likes to call any session a 'meeting', so if you receive an email to invite you to a meeting, it is just our therapy consultation. It provides end-to-end encryption to keep our appointments and data secure. You do not need to create a Zoom account to use the program to attend appointments (meetings) created by Young Allied.

What do I need?

You will need access to a computer, iPad, or tablet device and an internet connection. For your first appointment, you will need to download the Zoom Launcher (computer based) or Zoom app (iPad or tablet), however, this is very easy to do. Just click on the blue link in the email and it will prompt you from there. For more information, please refer to the 'Zoom Task Analysis' handout.

Before the appointment

Before your appointment, you will receive an email with the meeting link. We recommend you try out the link at least 30 minutes before your appointment to make sure it works and to test out your audio and camera. If it's your first Zoom appointment, we recommend trying the link out at least 24 hours in advance so there's time to contact the team if there are any issues.

Your therapist may email you before the appointment with a list of items or resources that you can find in your home to use during the appointment. We recommend getting any resources required organised in advance, as well as other essentials such as a water bottle to minimise disruption to the session.

The teletherapy appointment

At the beginning of the session, you must tell the therapist who is present. Your therapist will also let you know if there is anyone else in attendance.

A parent or support worker must be present for all appointments with young children. Their role is critical in ensuring the success of the teletherapy appointment. It is also one of the great benefits of teletherapy that it allows for parent coaching and upskilling of parents and support workers. For some clients or therapy goals, the session may be largely focused on parent education. This is particularly useful for children who have difficulties engaging for sustained lengths of time. This parent education will equip you as the parent with the knowledge you need to teach your child at home.

After your session is completed, you will receive an invoice with our payment details, unless you have NDIS funding and already have a service agreement in place.

Confidentiality and Privacy

Zoom is an end-to-end encrypted program. This means that your data is protected and no one is able to access the meeting except for those in attendance. As always, any information provided during sessions is strictly confidential. If any recordings of the session are required (this can sometimes be useful for evaluating progress or for assessment purposes), we will keep the recording on our secure client management software.

Cancellation Process

The same cancellation policy for Young Allied Health applies to all teletherapy appointments. Cancellation is required before 4.00pm the day before the appointment.

If you do not sign into the Zoom meeting at the time of your appointment, your therapist will attempt to contact you to check that you're okay. If they are unable to reach you, non-attendance fees will apply.

Payments and Rebates

Teletherapy is fully funded by NDIS.

Currently, Medicare and private health do not offer rebates for teletherapy appointments. This is currently under review by the federal government given the current COVID-19 pandemic.

For NDIS self-managed or private paying clients, you will be emailed an invoice after the session with our direct debit details. Payment is required within 7 days.