



TELEPRACTICE FREQUENTLY ASKED QUESTIONS (FAQ) – SCHOOLS and PARENTS

How does telepractice work?

Most telepractice services happen through a live, video conference meeting between the CEB speech pathologist and the student/LSO/parent. Your speech pathologist may use different tools to make the service look and feel as close to an onsite service as possible. A few things you may experience are:

- Use of video and audio for the therapist to model and observe and assess speech and language skills
- Screen share, which lets the therapist share items on their computer with you. You can often interact with screenshared items as if they were on your own computer
- Drawing and typing functions, which let you interact with screenshared materials
- Webcams, which let the therapist show and observe physical materials

Who will be involved in telepractice with the student?

Just like onsite speech pathology services, telepractice is very flexible and individualised. It can be delivered:

- Direct (e.g. speech pathologist + child + school staff and/or carer)
- Consultative (e.g. speech pathologist + school staff and/or carer)
- For group training (e.g. speech pathologist + school staff).

Is telepractice secure?

When speech pathologists, schools and clients take appropriate actions, telepractice can be a secure way to access services. There are risks to privacy and security that you and your speech pathologist should be aware of. Here are a few areas to discuss with your speech pathologist:

Video Conference Platforms: Your speech pathologist might use any number of videoconference platforms - the preferred being WebEx due to its enhanced security features. Many people use free or low-cost video conference platforms to communicate with friends and family. However, these may not have features required to keep your telepractice session private. If a platform is not secure others may be able to access or view your session, obtain private information about you, or put malware onto your computer. Discuss the features of the platform to be used with the speech pathologist. Have a plan and procedures for using these features. Discuss how audio, video, screenshare, and other data are secured when it is transmitted between your device and the speech pathologist's. You can often find information about a platform's security features on their website.

Communication: Discuss how the telepractice sessions will be scheduled with your speech pathologist - this will depend on a number of things, in particular, who is expected to attend the session. Where meeting or private student information will be shared, make sure that it is through a secure method such as a phone number or email to which only you have access.

Internet connection: Use a private, secured network to prevent others from gaining access to your data. Do not use public or unknown networks for Telepractice sessions, to schedule meetings, or to share private client information.

Environment: Only people who would typically take part in an in-person session should be in the location where you hold the Telepractice session. Consider whether others will be able to see or hear the session either intentionally or accidentally.

What do I need to do to make telepractice successful?

This will depend on the individual circumstances of the school. You should speak with your speech pathologist to determine what you will need. Below are some common resources, equipment, and processes that may help make telepractice successful:

A device: This is what you will use to communicate with the speech pathologist. Many people use desktop computers, laptop computers, and even tablets. In some instances, you may communicate using a videoconference app on a mobile device or speak over the phone. However, for many speech pathology services, a phone would not offer the audio or video quality required. Speak with your speech pathologist about the devices you have available and which may be appropriate for your circumstances.

An internet connection: You should have access to a reliable internet connection. Your internet speed and bandwidth should allow a clear audio and video signal. Your plan should include enough data to allow videoconference sessions. Your network should be secure and prevent others from being able to access your data. Do not engage in telepractice using public or unsecured networks.

A secure location: You should be in a location that is quiet, well-lit, and free from distractions. Only permit people in the location who would typically be included in an in-person session. You should not participate in telepractice where unknown people might intentionally or accidentally observe the session.

How can I access a WebEx session?

WebEx is the nominated platform for use with CEB. The CEB Speech pathologist will give you detailed information re joining a Webex session.

What will be expected of the school during the session?

The school will need to discuss with the speech pathologist who the agent will be to both sit in during a session and /or for following up the student's program (parent/LSO). This person should be in attendance at the session. The school representative could be an LSO, a teacher or LDL. The school will need to liaise with the speech pathologist to inform them who the school representative will be.

The school representative (LSO/teacher/LDL) will be expected to:

- Ensure the technology is set up for the session in an appropriate confidential space e.g. laptop/desktop, ipad, resources sent by speech pathologist
- Ensure the student is ready for the session at the designated time
- Log into the telepractice platform (instructions provided for WebEx)
- If this person is also the agent, they may be given tasks by the speech pathologist throughout the session

What will be expected of me after the session?

The school representative (LSO/teacher/LDL) will be expected to:

- Log out of the telepractice session
- Return the student to their class
- If the representative is also the agent for the student's program, the speech pathologist will provide follow up activities for the student.

What happens if I am unable to join the session?

It is a good idea to keep your phone handy during telepractice sessions so the speech pathologist can call you if there are technical problems. It's also a good idea to keep the speech pathologist's phone number handy in case anything goes wrong. If we are not able to resolve the issues easily or if difficulties persist during the session, an alternative plan may be negotiated. (Plan B)

What happens if my internet connection drops out or freezes during a session?

Be a little patient. Technology is not always perfect. You can expect the odd connection drop-out or frozen screen. Just wait a moment and things generally correct themselves, and we can get right back into the session. It is a good idea to keep your phone handy during telepractice sessions, so the speech pathologist can call you if there are technical problems. If we aren't able to resolve the issues easily or if difficulties persist during the session, an alternative plan may be negotiated. (Plan B)

What if my child finds it hard to concentrate and participate in the telepractice session?

See 'Plan B' below

What is involved in 'Plan B'?

A 'Plan B' might be needed if you are having persistent technology difficulties, if your child is having difficulty engaging in the session or if the speech pathologist is not able to provide support that is required for the student. In this case, you will be provided with information to support you in the short term, while other arrangements are made, either via phone or email. Depending on the circumstances, another telepractice session may be scheduled or options for a different type of service delivery will be discussed to ensure that your child's needs are supported.

What can I do if I feel telepractice is not meeting my child's needs?

Talk with the speech pathologist about your concerns. Your feedback is valuable as it will help to give the speech pathologist a picture of how the session is being received and help to tailor the experience so that it is beneficial to all involved. You can tell your speech pathologist in writing or verbally at any time, that you no longer wish for your child to participate.

If I agree to services through telepractice, does this mean the student won't have face-to-face contact with a speech pathologist?

No, agreeing to telepractice service does not mean that the student will be excluded from face-to-face service. In most cases, a combination of service delivery types would be used and can be individualised to meet the needs of the child.