

Telehealth Services



It is more important than ever to have flexible options available to access therapeutic support under the NDIS. **Telehealth at Ability Action Australia aims to do just that.**

While we also provide face-to-face appointments, our telehealth service offers you an alternative, allowing our clinicians to continue helping you reach your goals in a safe and effective manner when physical consultations are not convenient.



Telehealth FAQs

How does telehealth work?

Telehealth at Ability Action Australia allows you to connect with us via a secure video conference link. It is just like a normal appointment except you will be hearing and seeing your clinician via video.

Your appointment can be carried out at any location where you have access to:

- The internet (with reliable connectivity)
- A webcam and microphone on a computer, a laptop or a mobile phone etc
- A designated room for privacy.

How do I access my telehealth appointment?

Setting up your device for a telehealth appointment is quick and easy. You will be emailed an invitation link before your appointment which you simply need to click. This will take you through to a virtual room where we can directly interact with you and provide consultations and therapy.

We offer a quick introductory session (free of charge!) to help with the set-up process as well as answer any questions you may have. Let us know if you are interested in this when you book your appointment.

Ability Action Australia uses Microsoft Teams for our consultations however we are also able to conduct appointments via Zoom if required. Microsoft has a range of user resources available if you would like more information on setting up and using Teams. For a step-by-step guide on joining a meeting without a Teams account you might find it useful to refer to one of the following:

- [Join a meeting without a Teams account for desktop users](#)
- [Join a meeting without a Teams account for mobile users](#)

What are the benefits of telehealth?

There are times when face-to-face appointments are not convenient, or when in-person services are disrupted, for example in recent COVID-19 lockdowns. In addition to this, telehealth has significant benefits including:

- Improved access to services, by providing you with flexibility and more options,
- Reduced travel and travel related costs,
- Improved continuity of care in times when face-to-face services are disrupted,
- Reduced exposure to community transmitted disease.



Telehealth FAQs



Registered provider

What does a telehealth consultation involve?

Your therapist will explore your needs and treatment goals with you and, where appropriate, will offer information and recommendations. As with a regular appointment you may choose to have a support person with you, and we recommend you have access to a safe, private space for the duration of your appointment.

How to book a telehealth appointment

You can book a telehealth appointment the same way as you book regular appointments, simply let your clinician or the concierge service know you would like your appointment to be via telehealth.

How does Ability Action Australia ensure telehealth is safe and appropriate?

Telehealth consultations are not suitable for all treatments. To determine whether your consultation can be safely and appropriately conducted via video conference, you may be

asked to provide some further information about the nature and scope of your condition. Your clinician will assess the best treatment option to allow you to meet your goals.

Will my privacy be protected?

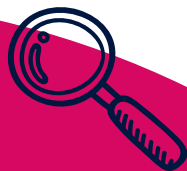
Ability Action Australia is subject to the Privacy Act 1988 and complies with all requirements related to the collection, use and disclosure of personal information, including through telehealth. You can access more detailed information on how we collect, manage and protect your personal details on our website: www.abilityactionaustralia.com.au.

What are the fees associated with telehealth?

The standard appointment fees will apply to your telehealth appointment. Ability Action Australia is responsible for the cost of calls to you and the cost of the platform used to conduct the session, however you are responsible for any costs associated with setting up the technology needed to access the service.

Find out more or make a booking

Whether you are just getting started with an NDIS plan, evaluating your therapy options, or would like to know more about we can help you reach your needs and goals with telehealth, contact us to speak to our friendly Ability Action Australia concierge service.



Contact us



Take the first step to get to where **you want to be**



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