**TELE-PRACTICE PREPAREDNESS CHECKLIST**

Adapted from the Speech Pathology Australia Telepractice checklist for speech pathologists

[Telepractice Resources (speechpathologyaustralia.org.au)](https://www.speechpathologyaustralia.org.au/SPAweb/Resources_for_Speech_Pathologists/Professional_Resources/HTML/Telepractice_Resources.aspx?hkey=311bddee-3dd1-43a2-8a88-6b0189f71d12)

Each section in this checklist includes step-by-step considerations—from preparation to implementation across six domains:

* **Organisation p**[**reparation**](#Preparation)**:** Assessing the need for telehealth and the organisation’s readiness for implementation
* **Worker preparation:** Become familiar with policies and resources.
* [**Planning**](#Planning)**:** Lay the groundwork for effective telepractice service delivery.
* [**Environment**](#Environment)**:** Create a professional environment in your workspace.
* [**Technology/Equipment**](#Technology)**:** Tips and techniques to optimise your technology and equipment.
* [**Tips for working with families and carers as support**](#Tips)**:** Help families/carers understand their roles and the value they add to the session.

**You can customise this checklist to meet your organisation’s specific requirements.**

* See the **Fams Telepractice Overview** for a summary of factors to consider when delivering telehealth services.
* See the **Fams Guide to Telepractice Resources** for a summary of resources available to support best practice.

Two key sites to review are:

[Telepractice Hub | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/telepractice_hub/)

[Publications and Resources - Australian Research Alliance for Children and Youth (ARACY)](https://www.aracy.org.au/publications-resources/area?command=record&id=312)

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| **Organisation preparation: Assess your readiness for implementing telehealth** | | |
| **Sample resources**  [Telepractice basics | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/telepractice_hub/telepractice-basics/)  [Adapting-Service-Models.pdf (kinstacdn.com)](https://mk0parentingresi37cr.kinstacdn.com/wp-content/uploads/Adapting-Service-Models.pdf)  [Organisational readiness for telepractice | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/organisational-readiness-for-telepractice/)  [Using technology in service delivery to families, children and young people (aifs.gov.au)](https://aifs.gov.au/cfca/sites/default/files/cfca/pubs/papers/a145634/cfca17.pdf)  [AHPA-Telehealth-Guide\_Allied-Health-Professionals-May-2020.pdf](https://ahpa.com.au/wp-content/uploads/2020/06/AHPA-Telehealth-Guide_Allied-Health-Professionals-May-2020.pdf)  [E\_Mental\_Health\_Implementation\_Toolkit\_2018\_eng.pdf (mentalhealthcommission.ca)](https://www.mentalhealthcommission.ca/sites/default/files/2018-09/E_Mental_Health_Implementation_Toolkit_2018_eng.pdf)  [Occupational Therapy Australia - Telehealth (otaus.com.au)](https://www.otaus.com.au/member-resources/covid-19/telehealth)  [Building capacity in teams | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/building-capacity-in-teams/)  [Motivating teams to embrace telepractice | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/motivating-teams-to-embrace-telepractice/)  [Supporting a remote workforce | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/supporting-a-remote-workforce/) | | |
| **STEPS** | **STATUS** | **NOTES** |
| Identify opportunities and need for telepractice |  |  |
| Consult with client groups regarding their needs |  |  |
| Identify the:   * appropriate modalities (e.g., telephone, video conference) * necessary hardware and equipment (e.g., cameras, headsets) * technology/software (e.g., internet, conferencing platform * IT support |  |  |
| Identify the appropriate facilities to deliver services (e.g. location, lighting) |  |  |
| Develop policies and procedures:   * Telepractice statement * Consent * Privacy * Data collection * Responding to risk * Scheduling and/or cancellations * Engagement * Evaluation |  |  |
| Deliver training for staff:   * Informed consent * Record keeping * Data collection * Use of technology * Cultural competence * Best practice |  |  |
| Other |  |  |

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| **Employee preparation:** **Become familiar with policies and resources** | | |
| **Sample resources**  [Toolkit for selecting secure IT products and services](https://www.digitalhealth.gov.au/about-the-agency/digital-health-cyber-security-centre/toolkit-for-selecting-secure-it-products-and-services).  [Institute of Community Directors Australia (ICDA) | Cyber Security…](https://communitydirectors.com.au/policies/cyber-security-policy)  [TipSheetMobileCoaching.pdf (ectacenter.org)](https://ectacenter.org/~pdfs/topics/disaster/TipSheetMobileCoaching.pdf)[Family Time – tips for using video chats (sydney.edu.au)](https://www.sydney.edu.au/content/dam/corporate/documents/faculty-of-arts-and-social-sciences/research/research-centres-institutes-groups/rccf-tips-for-using-video-chats-for-family-time-march-2020.pdf)  [Virtual Home Visiting Strategies that Support all Children and Families | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/virtual-home-visiting-strategies-that-support-all-children-and-families/)  [Virtual groups | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/virtual-groups/)  [Building partnerships with families over telepractice | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/building-partnerships-with-families-over-telepractice/)  [Reengaging disengaged clients | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/reengaging-disengaged-clients/)  [Webinar: Plan for success! Planning for virtual early childhood intervention sessions - YouTube](https://www.youtube.com/watch?v=M-xKAA_3QGw)  [Telepractice guides | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/telepractice_hub/telepractice-guides/) | | |
| **STEPS** | **STATUS** | **NOTES** |
| Read your organisation’s position statement on telepractice |  |  |
| Read your organisation’s policies, e.g., Technology, Privacy and Security for Telepractice |  |  |
| Prepare for sessions and adapt your practice to suit the online environment. |  |  |
| Other |  |  |

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| **Planning: Lay the groundwork for effective telepractice service delivery** | | |
| **Sample resources**  [Ways-of-Working-in-Telepractice.pdf (kinstacdn.com)](https://mk0parentingresi37cr.kinstacdn.com/wp-content/uploads/Ways-of-Working-in-Telepractice.pdf)  [Who might be suited to telepractice services and programs, and under what circumstances? | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/who-might-be-suited-to-telepractice-services-and-programs-and-under-what-circumstances/)  [Communicating over digital platforms | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/communicating-over-digital-platforms/)  [Telepractice-Information-for-Families-1.pdf (kinstacdn.com)](https://mk0parentingresi37cr.kinstacdn.com/wp-content/uploads/Telepractice-Information-for-Families-1.pdf)  [how-to-do-a-high-quality-remote-consultation.pdf (acrrm.org.au)](https://www.acrrm.org.au/docs/default-source/all-files/how-to-do-a-high-quality-remote-consultation.pdf?sfvrsn=86d02be8_2) | | |
| **STEPS** | **STATUS** | **NOTES** |
| Verify that you and the client have the proper equipment and internet access |  |  |
| Inform the client regarding:   * Features of the platform and hardware to be used * Processes to maintain client privacy and security, including policy around recording meetings * Potential risks associated with telepractice |  |  |
| Verify contact information for clients, including phone number, email, and physical address |  |  |
| Verify that an adult will be physically present to support a child during a session |  |  |
| Obtain informed consent to proceed with telepractice |  |  |
| Familiarise yourself with the telepractice platform to be used:   * This includes all features, such as screensharing, mirroring, chat functions, additional cameras, etc. * Ensure that the platform is encrypted and secure.   Practice sharing the tools and different therapy materials ahead of time |  |  |
| Prepare materials in advance for each session:   * Keep material accessible and within reach   Ensure the materials, (such as websites or computer programs) function properly when accessed via the telepractice platform |  |  |
| Other |  |  |

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| **Environment: Create a professional environment in your workspace** | | |
| **STEPS** | **STATUS** | **NOTES** |
| Select a quiet space (ideally a room with a door), with proper lighting and background to eliminate distractions |  |  |
| Ensure your background looks professional. This may be achieved by:   * Sitting with your back to a wall to avoid a “busy” or “messy” background * Using a virtual background |  |  |
| Dress professionally when providing telepractice services. Dress as you would if you were going to an office—it is important to establish and maintain a professional appearance |  |  |
| Other |  |  |

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| **Technology/Equipment: Tips and techniques to optimise your technology and equipment** | | |
| **STEPS** | **STATUS** | **NOTES** |
| Before each session, check positioning of camera and video monitor via the platform |  |  |
| Before each session, check microphones and sound via the platform |  |  |
| Connect your computer to your router via an Ethernet cable for the most stable, reliable connection |  |  |
| If using WiFi, sit as close as possible to your router. If your connection becomes unstable, ask others in your home or practice to avoid using the WiFi whilst you provide telepractice services |  |  |
| Perform a tech ‘trial run’ with clients before beginning services. Ensure that the family can access the platform and can join the session easily |  |  |
| Prepare to troubleshoot the audio and visual aspects of the platform. Have a contingency plan in place before providing services |  |  |
| Other |  |  |

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| **Working with families and carers as support: Help families/carers understand their roles and the value they add to the session** | | |
| **Sample resources**  [how-to-do-a-high-quality-remote-consultation.pdf (acrrm.org.au)](https://www.acrrm.org.au/docs/default-source/all-files/how-to-do-a-high-quality-remote-consultation.pdf?sfvrsn=86d02be8_2)  [Communicating over digital platforms | Parenting Research Centre (parentingrc.org.au)](https://www.parentingrc.org.au/custom-resources/communicating-over-digital-platforms/) | | |
| **STEPS** | **STATUS** | **NOTES** |
| Exchange contact information (e.g., mobile phone number to call or text, email address) before beginning telepractice services |  |  |
| Ensure that the support person is aware of any security features associated with logging on to the session, including passwords and virtual waiting rooms |  |  |
| Ask the support person to sign onto the platform approximately 5 minutes before the start of the session to troubleshoot technical difficulties |  |  |
| Remind the support person to prepare client for the session, (have the client take care of personal needs before the start of the session) |  |  |
| Explain the role of a support person during the session, (i.e., silent observer unless otherwise asked) |  |  |
| Explain to the support person how you would like to address questions that they may have during the session, (e.g., wait until afterward to ask/answer) |  |  |
| Based on the client’s needs, explain to the support person behavioural expectations for the client |  |  |
| Other |  |  |