

# Telehealth Services Factsheet

**At The Benevolent Society our services are now more accessible and readily available through Telehealth services.** We have a dedicated team of allied health practitioners who provide telehealth services to support you and your family access services so you can reach your goals.

This team is specifically trained to deliver telehealth services and they will work with you to assist you in understanding how telehealth services might work for you.

## What is Telehealth

Telehealth means providing therapy, support coordination, or behaviour support services to you by phone or internet. Telehealth can be delivered in different formats such as video calls (FaceTime, Messenger, Teams, WhatsApp), video conferencing, phone calls, emailing, texting, and video messaging depending on what technology is available to you and what you feel comfortable with.

Telehealth can support with therapy services as well as assessments and reports.

## Telehealth offers the following benefits:

- Improved access to quality services
- Reduced waiting times for services
- Improved continuity and frequency of services
- It can increase therapy hours due to not requiring travel hours
- Therapy can take place in the comfort of your home or a location of your choice
- Telehealth can offer services that work around your schedule and other commitments
- Quick and responsive services
- In some areas we can do this in conjunction with the support of an allied health assistant and potentially increase therapy hours

## Accessing Telehealth Services?

**You can use your NDIS plan to access telehealth supports and services.**

Our allied health practitioners are available to help you understand how telehealth services might work for you.

For more information or to speak with one of our specialised telehealth team members please contact us on **1800 236 762**.