

FAQs for Telehealth Services

Do services offered via telehealth provide the same benefits as services offered in person?

Yes, there is some evidence and research that has been conducted to say that telehealth can be as beneficial as in-person services. Our team will work with you to ensure you receive quality, evidence-based services that work via telehealth.

I'm not good at using technology, can I still receive telehealth?

Definitely! Your practitioner will work with you to help you learn how to use the technology you have available. If you have any questions, please ask your Benevolent Society practitioner.

Will information be secure and private using telehealth?

The technologies we suggest for telehealth and virtual service delivery are our preferred platforms due to the level of privacy and security they provide. The Benevolent Society are committed to respecting your privacy and recognise the importance of protecting your personal information.

It is also important to ensure that the family member on the telehealth call is in a quiet and private safe room, where they feel comfortable and separated from any distractions.

Can I use my NDIS plan for telehealth?

Yes. You are allowed to use your NDIS plan for telehealth supports and services just the same as you would for in-person services.

How do I organise an appointment?

If you are a current client, speak with your Benevolent Society practitioner to understand how you can continue with your service via telehealth.

If you are a new client, speak with one of our specialised telehealth team members on 1800 236 762 or complete our online referral form.

How do I cancel a session if I can't attend?

Call, text, or email your Benevolent Society practitioner to let them know that you need to cancel your appointment. Your practitioner will provide you with information about our policy for cancellations.

My child is not at school, and we have some extra time. Can I have extra sessions?

You may be able to have extra sessions by telehealth due to a reduction in travel hours. Speak to your Benevolent Society practitioner about how these fit within your NDIS goals and when you would like to schedule in extra sessions.

What happens if I don't like telehealth and want to go back to in-person sessions?

Talk to your Benevolent Society practitioner about your concerns and they will work out a plan which suits you and your family. If you still are not happy, you are not obliged to continue with telehealth. You can choose to opt out and change back to in-person sessions at any time.

Are the team members who will be delivering the telehealth services familiar with carrying out this kind of service?

The specialised telehealth team are a highly skilled group of allied health professionals experienced in supporting clients to reach their goals and achieving positive outcomes. This team is specifically trained to deliver specialised telehealth support.