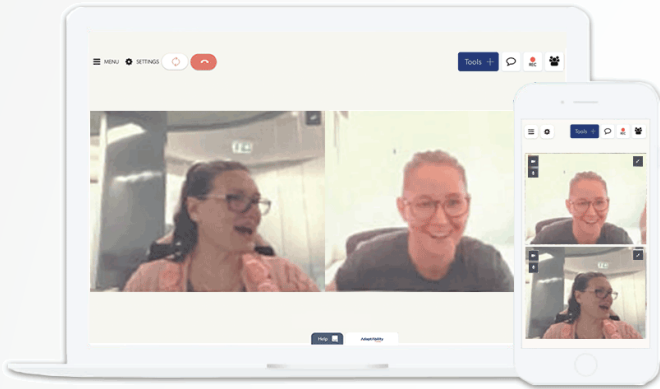


## Attending your appointment via a video call



Where clinically appropriate, you can have your consultation online via a video call.

Video calling is a convenient way for you to gain access to high quality therapy services enabling you to achieve clinical outcomes equivalent to face to face therapy.

### ✔ What do I need to make a video call for a consultation?

- ✔ A good connection to the internet. If you watch a video online, you can make a video call.
- ✔ A private, well-lit area where you will not be disturbed during the consultation.
- ✔ A web browser preferably Google Chrome or Safari.
- ✔ Web-camera, speakers and microphone (already built into laptops or mobile devices).

### 🔒 Is my video call secure?

We use a secure and privacy compliant technology platform so we can ensure your privacy is protected. You have your own private video room that only your authorised clinician can enter.

### 💰 How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs associated with a therapy consultation still apply.

### 📶 How much internet data will I use?

A typical video consultation uses less than half of the data you would use watching a YouTube video in High Definition.

Data usage is less on lower-speed internet connections, or if you're using a less powerful computer or device. However, these factors can also reduce the overall quality of the video call.

NOTE: Data usage increases when there are more than two participants in the call.



### Smartphone & Tablet Users

If possible, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.