

TIP SHEET No.1

Consumer and carer checklist for videoconferencing

Things for you to consider and to ask a consumer and their carer before video service delivery.

Setting up

Do you have an appropriate device?

Have you downloaded the software?

Do you have enough data for the session?

Do you have sufficient internet connection and bandwidth requirements?

Do you know the back-up plan if you have connection issues?

Have you checked for any pending software or system updates that may slow your computer or may require a sudden restart?

Have you shut down other web browsers and programs?

Have you disabled any notifications during the session that may be distracting, i.e., email alerts?

Have you checked that your internet connection is secure and your anti-virus/malware software up to date?

Getting ready for your session

A quiet and private space: ensure your session will not be overhead or interrupted, i.e., remind members of your household not to interrupt you or place a 'do not disturb' sign on your closed door, manage possible interruptions from pets.

An appropriate background: Have you cleared away any personal items such as photos that you wouldn't want seen?

Minimise background noise: have you closed windows to traffic noise, adjusted the background noise filters of your software, and put your phone on silent?

Carers or other third parties

If you have a carer, peer worker or support person, have you consented to them joining your session? Have they been given information to join?

If you need an interpreter, how will they join the session?

