KARITANE®
Partnerships made for parents

Parenting Research Centre

NSW Child, Family and Community Peak Aboriginal Corporation
AbSec

CatholicCare
Wilcannia-Forbes

Learning Together

Using telepractice with First Nations peoples

NGO Telepractice Venture

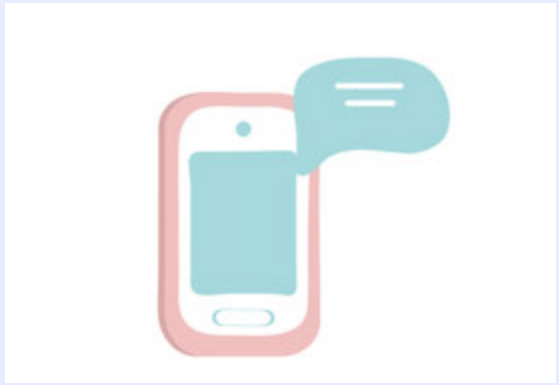
AbSec Conference – 14 June 2023

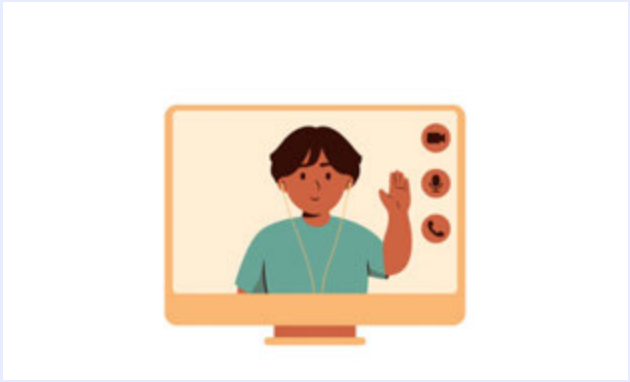
Presented by: Melanie Hughes – **Karitane**
Kate Spalding – **Parenting Research Centre**
John Byrne – **AbSec**
Dorothee Crawley – **CatholicCare Wilcannia-Forbes**

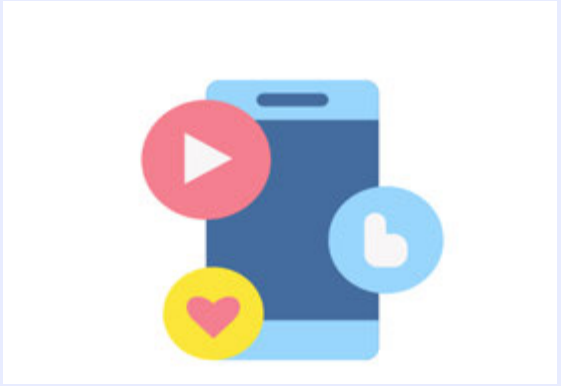
The NGO Telepractice Venture

- National
- Funded 2020-2023
- Sought to assist NGOs with delivering child and family sector services using telepractice
- Community of Practice approach
- First Nations inclusion

What is telepractice?







Telepractice – It's a spectrum

High Tech

Low Tech

Least Impoverished

Most Impoverished

Telepractice – It’s a spectrum

First Nations People

The Digital Gap – The ADII

Target 17: By 2026, Aboriginal and Torres Strait Islander people have equal levels of digital inclusion

People living in Australia's 1,100 remote First Nations communities are among the most digitally excluded Australians.

… the key barrier to digital inclusion was Affordability, especially in relation to income.

The Digital Gap – The ADII

Target 17: By 2026, Aboriginal and Torres Strait Islander people have equal levels of digital inclusion

Indigenous Australians have lower levels of digital ability, with only 28% having medium to high digital ability, compared to 52% of non-Indigenous Australians.

Specific Issues – Practical Problems

Infrastructure Issues

Trust

Specific Issues – Practical Problems

Impoverished Medium

Cultural Sensitivity and Communication

Specific Issues – Practical Problems

Technological Skill

Privacy & Confidentiality

Lessons Learned – Take Aways

- Choose the right medium for the client – Be prepared to go “Low Tech” if necessary. Make sure that your policies and practices will still work effectively with impoverished mediums.

Lessons Learned – Take Aways

- Have a “plan B” - plan for potential problems/outages/limitations

Lessons Learned – Take Aways

- Supplement your face-to-face meetings with telepractice to build a base of trust to operate from.

Lessons Learned – Take Aways

Unless your org is funded
for a techno-revolution,
Adapt the solution to the community,
NOT
the community to the solution

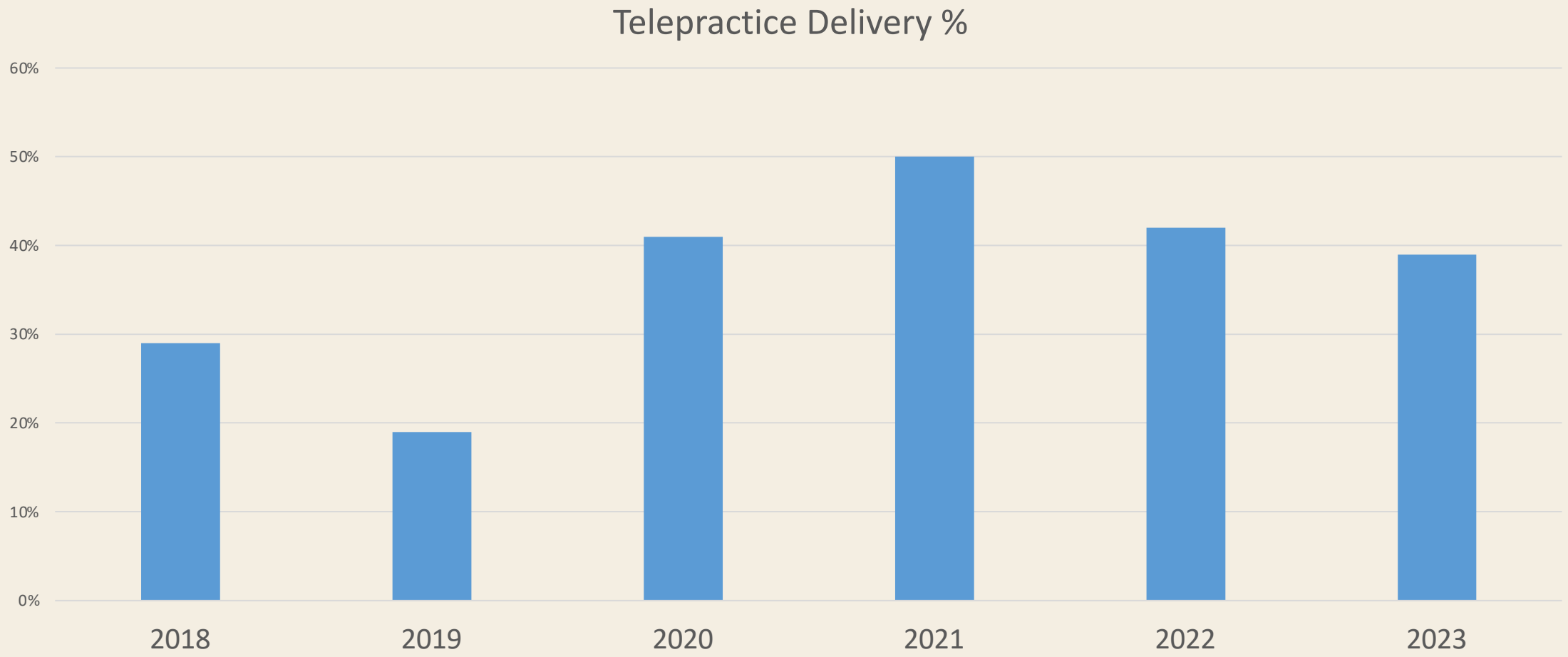
CatholicCare Footprint and Services

CatholicCare's Telepractice Journey

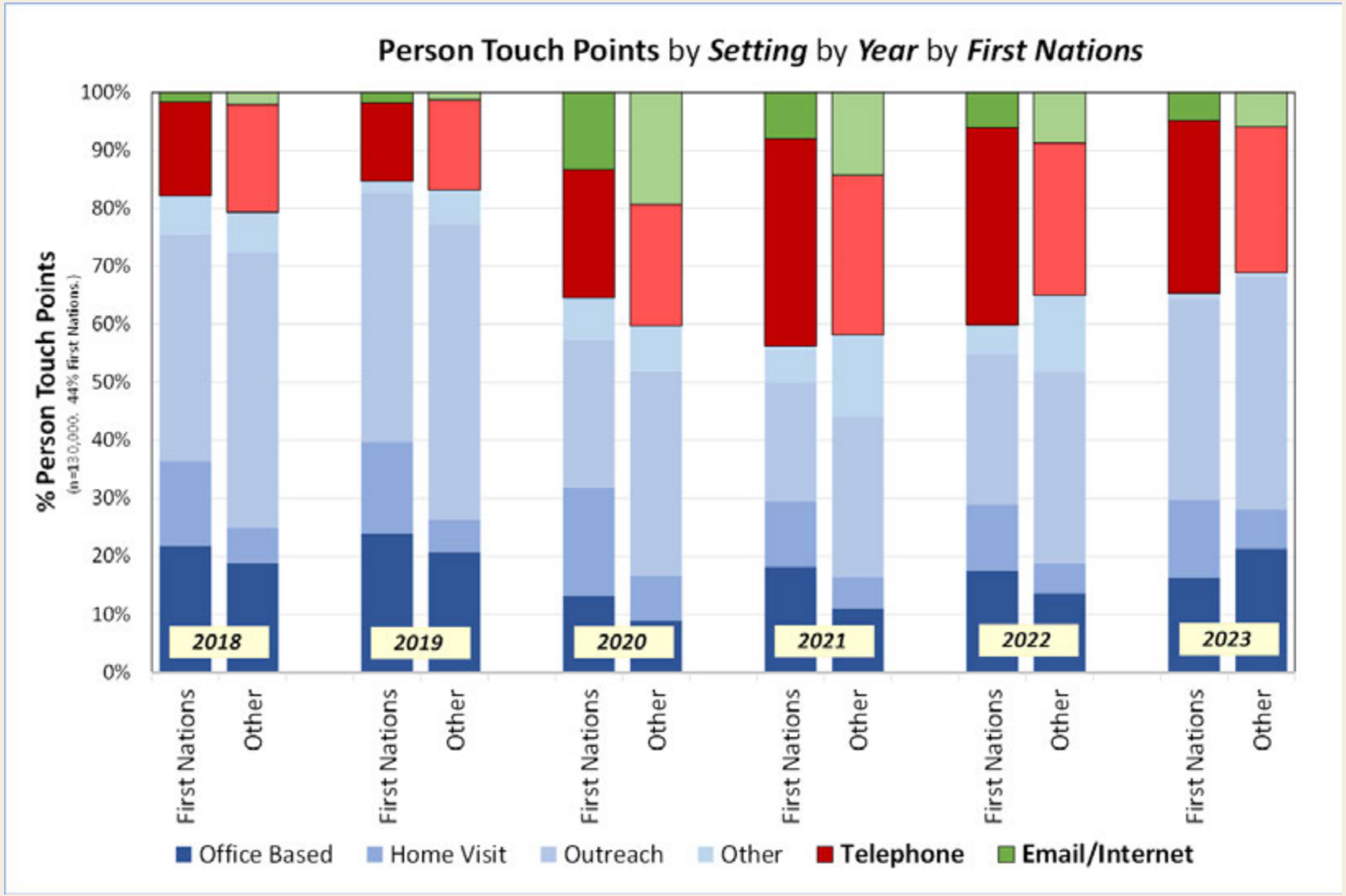
Telepractice beyond COVID Restrictions

	Pre-Restrictions	During Restrictions	Post-Restrictions
Phone	100%	69%	95%
Video	50%	79%	85%
Social media	15%	68%	58%

Telepractice Sessions



Telepractice Engagement Levels



LAST KINGS
LOS ANGELES

Stories of Success

Telepractice Lessons

Workshop – discuss in pairs

- Think of a time when you have experienced telepractice (e.g. telehealth) yourself
- What did you like/not like about it?
    - Discuss with the person next to you

Workshop – small group discussion

Thinking about telepractice with clients:

- What's worked/could work – why?
- What didn't work/wouldn't work – why?

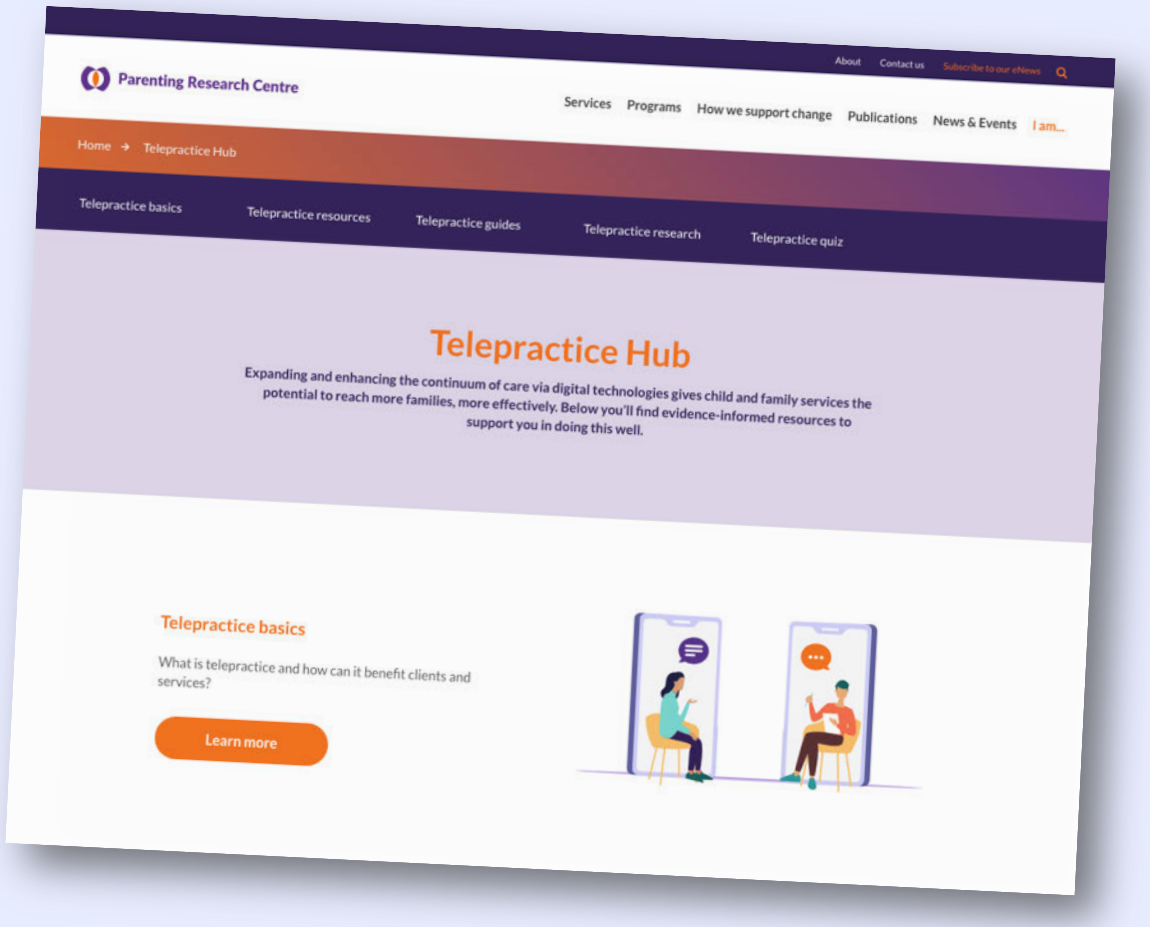
Workshop – reflection

- Choose 3 words that best represent what you've discussed or heard today
  - Add to Mentimeter

- Discuss Mentimeter results back in the group

Telepractice Hub

- Telepractice basics
- Telepractice resources
- Telepractice research



www.parentingrc.org.au/telepractice_hub/

Thank you

We thank the NGO Telepractice Investors: NSW DCJ, ACWA, Key Assets Australia, Uniting, Social Futures, The Smith Family, Life Without Barriers, Lifestart