



[FRIDAY 20TH MARCH, 2020 – EMAIL FROM JIM]

Subject: COVID-19: Ready to support your family online!

We hope that all of our families are keeping well and safe in these complex times. Our devoted team remain committed to ensuring our families are well supported. They have been working around the clock to ensure we can continue our services in a seamless manner for you.

As you would be aware, we have transitioned all of our in-person groups from all of our centres to online – commencing as early as next week! If you regularly attend a group session, we will soon be in touch with you to provide you with all the information you need to continue to access these all-important sessions. We're aware how crucial these connections can be in these socially isolating and complex times.

While the world is busy transitioning so many programs and services to online platforms, here at The Shepherd Centre we have been offering this already for 10 years. This means we are well-equipped to support you and we have great experience in overcoming the challenges that come with it. We know that our Interactive Online Services are equally as good as in-person sessions and achieve the same outcomes for families.

We are also transitioning all of our in-person sessions to our online platform. These are important to ensure that your child's progress continues to track well but also to provide routine, continuity and support for you and your child, and can be full of ideas and practical things to do in your own home environment.

For those who have not accessed our services online previously, these can look a little different depending on what works best for you – this can include a mix of online and videoconference components, and communication over the phone to work through your child's progress and establish new goals.

Your team member will be in touch with you prior to your next session to discuss with you what format works best for your family's current situation.

We are asking ALL families to please let us know what arrangements you have at home and your preferences so we can best support you. If you haven't already, could you please complete our online survey which takes less than one minute, [here](#).

As always, our audiology team can be reached through any of our centres or after hours on our dedicated audiology mobile - 0414 692 914.

We recognise this is a particularly challenging time for everyone. Please remember that our child and family counselling team can be a great resource for you at this time. Don't hesitate to reach out to them for support.

We look forward to being in touch with you soon. We hope that you enjoy connecting with your Shepherd Centre family through our online platforms. Watch the Fleming family's experience with online access [here](#).

As always, for any questions or concerns, please do not hesitate to contact us on 1800 020 030 or familycare@shepherdcentre.org.au