



Attending your Child Development Service appointment via video call

Where do I go to attend my video call appointment?

To attend your appointment, please follow the link provided in the email or SMS sent to you by your Child Development Service site.

What do I need to be ready for a video call appointment?

- ✓ A good connection to the internet.
If you can watch a YouTube video, then you can make a video call.
- ✓ A private, well-lit area where you will not be disturbed during the appointment.
- ✓ Microsoft Edge, Google Chrome, Safari or Firefox web browser on a desktop, laptop, tablet or smartphone.
- ✓ Web-camera, speakers and microphone (already built into laptops or mobile devices).

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.

How much does a video call appointment cost?

The video call appointment is free (except for your internet usage).

How much internet data will I use?

- You don't use any data while waiting for a clinician to join you.
- A 20-minute video consultation uses far less data than a YouTube video in High Definition. Depending on the quality of the internet connection, a 20-minute call will generally use between 150MB and 600MB.
- Lower-speed internet connections, and less powerful devices use even less data. However, this may affect the quality of the call.
- Data use increases if there are more than two people in the call.
- If you can, use a Wi-Fi network to avoid using your mobile data allowance.



Attending your video call appointment

1. Follow the link sent to you in the email or SMS message from your Child Development Service site.
2. On the webpage, click the '**Start video call**' button.
3. Enter **your child's name** and your mobile number when prompted then click '**Continue**'.
4. You will then be directed to a private virtual waiting room. Music will play while you wait.
5. Your healthcare provider will know you are waiting, and will join you in the video room when they are ready.

What do I do if something isn't working?

Visit help.vcc.healthdirect.org.au for information and troubleshooting guides.

If you are still having problems, please call your local Child Development Service centre to let them know that you are having difficulties with your appointment.

What happens if I don't have access to the internet or a phone?

Contact your local Child Development Service site to let them know so we can discuss other options.

Contact details for your local Child Development Service centre

Site name	Phone number
Armadale Child Development Service	6391 0200
Bentley Child Development Service	9458 9899
Clarkson Child Development Service	9404 0050
Fremantle Child Development Service – Lancaster House	9437 7600
Fremantle Child Development Service – Rambures Way	9418 1177
Joondalup Child Development Service	9400 9533
Koondoola Child Development Service	9342 3911
Lockridge Child Development Service	9279 0100
Midland Child Development Service	9250 0700
Mandurah Child Development Service	9586 4401
Rockingham Child Development Service	9528 0888
West Perth Child Development Service	9426 9480

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