

# TAS BUB

## Virtual Consultation Service



## What is Tresillian TAS BUB?

Having a new baby is a huge change to your life. There may be times you are feeling stressed or overwhelmed, but support is available. We're here to help with your parenting concerns and offer advice on new ways to support your child's needs.

The Tresillian TAS BUB service allows you to book a consultation online, with an experienced Tresillian Child and Family Health Nurse. The service can be accessed on your desktop or mobile device from the comfort of your own home, via three planned sessions.

This service is flexible and works with you and your family on your goals. We welcome spouses/partners and other caregivers to join the sessions.



# Tresillian offers specialist support to parents with:



**Baby's  
Sleep & Settling**



**Breastfeeding &  
Bottle-feeding**



**Multiple  
Babies**



**Caring for  
baby**



**Your Child's  
Nutrition**



**Toddler  
Behaviour**



**Postnatal  
Depression &  
Anxiety**



**Adjustment to  
Parenting**



**Cultural  
Support**



**Parent Education  
Groups**

## What to expect during your TAS BUB consult



Your consultation with a Tresillian Child & Family Health Nurse will take around one and half hours.

The nurse will complete an assessment, discuss your goals and work out a suitable plan for you and your baby.

You may also wish to book a second and third session. If you need support before your next session, please access the [Tresillian TAS BUB Parent's Help Line](#) on **1300 827 282**.

During the last virtual meeting, the nurse will finalise a discharge plan.

## After your three virtual consultations



We will complete a discharge letter for your referring healthcare professional or healthcare professional of your choice after your final consultation. Please note that discharge usually takes place after the 3rd consultation.

We will also SMS you a short confidential survey. Your feedback will help us to continue to improve this service.

Our vision is to  
give every child  
the best possible  
start in life.



# Getting ready for your virtual consultation



Tresillian TAS BUB is a confidential service funded by Tasmania Health. The service uses a secure virtual platform. Please ensure you have reliable internet and your own personal device (preferably a laptop, iPad or tablet), to access the service.

## Before your virtual consultation

- 
- You will receive an email with:
    - your TAS BUB admission date, log-on instructions and information about what to expect each day.
    - important forms to complete. Please fill in these forms and return via email **before** your admission date.
  - Ensure you have your child's Personal Health Record Book and Medicare card available on the day of the first consult.
  - Have your chosen device/s ready. Laptops and iPads/tablets are preferable.
    - Make sure your device has a camera and the camera is on.
    - Charge your device/s before each session (at least 50% battery power).
  - Test your internet connection. Turn off any other devices which may be using your internet. This improves your connectivity.
  - On the morning of your first consultation, the nurse will invite you to join the appointment at an agreed time.

‘Thank you for the Virtual service and for supporting me to gain my confidence, it has helped me so much.’



# Virtual Access User Guide



## Laptop / Computer:

If your default browser is Chrome or Firefox, simply open up the meeting invite you received in your email and click on the **Join meeting** button.

Otherwise, open Chrome or Firefox and browse to: <https://tresillian.webex.com>

Enter the 9-digit meeting number you would have received in your appointment invite and press enter. Enter in the password from the meeting invite and click OK. Then click the **Join meeting** button.

## Enabling Audio and Video

Enter in your name and email address then click Next. You will get a pop-up in the top left corner of your browser advising that the website needs access to your microphone and camera. Click Allow.

You will then be able to preview your camera and audio settings:

Click the settings button to view the selected speaker and microphone settings and make sure when you speak the little sound meter shows blue bars

Once you are happy with the settings, click the **Join meeting** button.

## App for Mobile Phones & Tablets:

Download the “Cisco Webex Meetings” app from your app store.

If you have the appointment invite email on your phone or tablet, open the email and press the **Join meeting** button and select to open the link using the Webex Meet application. Enter in the password from the email and your name and email address when prompted.

Otherwise, open the Webex Meetings app, click the **Join meeting** button and then enter in the 9 digit meeting number you would have received in your appointment invite, your name and your email address and press JOIN in the top right corner. Enter in the password from the meeting invite and press OK.

## Enabling Audio and Video

Once you join the meeting, by default you will be muted and your camera will be turned off. To unmute yourself press the  icon. To turn on your video press . If you need to change which camera you are using press the  icon. Once you have your desired camera selected, press **START MY VIDEO**.

## Helpful Tips:



- Set up your chosen device so that it is stable and at eye-level. You will feel more comfortable if you do not have to hold your device.
- Find a quiet, safe space at home where you are not distracted. Choose a well-lit area for your virtual consultation. Don't sit under a light, or with your back to a window, as the light can flood the camera, making it hard to see you.
- Turn off other appliances like the dishwasher, television or radio. You may find headphones helpful.
- Be on time for your virtual appointment. Try to dial in five minutes early to allow time to sort out any technical issues.
- Both you and your child need to be well. If you become unwell and can't continue with the service, we can discuss what options are available to you.
- If you can, have your child with you during each session so we can provide the best family care.

- It may also be helpful to have a support person at home with you, especially if you have other children to look after.
- If someone else is there, we understand you may not wish to answer some questions. We can call you at another time to talk about these issues.
- We understand having a video consultation at home can be challenging. Please put your child's needs first and let us know how we can help you get the most out of each session.

Children over 18 months understand a lot. Please let us know if there are other children in the room so we can be mindful of what we talk about.



*It's in our nature to nurture*

**Our friendly team at the Tresillian TAS BUB Virtual Consultation Service are here to support your family!**

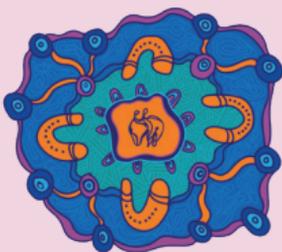
**[tresillian.org.au](https://tresillian.org.au)**

For parenting resources, videos, online tours of Tresillian services, parent education group courses and more.

**Parent's Help Line**

**FREECALL 1300 827 282**

**FREECALL 1300 TAS BUB**



**Acknowledgement of Country**

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia, the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and Tasmania. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.