

## Continuing Professional Education in Stuttering

Check our websites for information about  
stuttering treatment and research, and for the  
latest details on CPES events

[www.fhs.usyd.edu.au/asrc](http://www.fhs.usyd.edu.au/asrc)

[www.swsahs.nsw.gov.au/stuttering](http://www.swsahs.nsw.gov.au/stuttering)

For further information contact

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**Australian Stuttering Research Centre**  
Faculty of Health Science  
The University of Sydney



**Department of Linguistics**  
Macquarie University



**Stuttering Unit**  
Bankstown Health Service  
Sydney

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## HOW TO GET THE MOST FROM YOUR TELECONFERENCE

*Helpful information and answers to  
frequently asked questions regarding  
our CPES teleconferences.*



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## Frequently Asked Questions

### Q. What do I need to host a teleconference site?

A. All you need to host a site is a minimum of two participants and a speaker phone.

### Q. How does a teleconference work?

A. Participants send in their registration forms (available for downloading from [www.fhs.usyd.edu.au/asrc/professional/teleconf.htm](http://www.fhs.usyd.edu.au/asrc/professional/teleconf.htm)). At least one week before the teleconference we will send you reading material. At 6 p.m. on the day of teleconference, individual sites meet to discuss material and then at 7 p.m. individual sites dial 1800 100 301 and enter the passcode provided in the reading material.

### Q. How do I receive the reading material?

A. You can now receive the teleconference reading material via two options.

- Email attachment
- Hardcopies via post

### Q. What happens if the line drops out?

A. If you lose your link with the teleconference or have any other technical difficulties please ring 1800 100 301 and re-enter the passcode. Please do not ring the Australian Stuttering Research Centre, as our office is generally unattended during the teleconference and we are unable to link you back in to the teleconference.

#### Other controls include.

- \*0 to reach an operator
- \*1 to hear help menu
- \*4 to increase your conference volume
- \*5 to increase your voice volume
- \*6 to mute or “un-mute” line
- \*7 to decrease conference volume
- \*8 to decrease your voice volume

## Tips in preparation for teleconference

- Read the material before the teleconference as it allows the presenter to expand on the topic rather than just covering the reading material.
- If you have a large number of people meeting at your site (four or more) you may wish to nominate a speaker to present your site’s questions.

## Tips in during teleconference

- Be bold and speak up. The teleconference is a learning experience, so don’t be afraid to ask questions.
- Please keep noise to a minimum at your site. The phone line is a two-way street, so noise made at your site will carry down the phone line to all sites.

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