


## How to deliver online counselling safely and ethically

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## What equipment you need to have set up as a Counsellor?

- Lighting
- High quality internet connectivity & reliability
- A secure connection
- Connection back up
- Encryption
- Quality audio
- Clear picture
- Test everything


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## Connectivity considerations

Mobile:	<ul style="list-style-type: none"> <li>• Make sure you are getting good reliable reception.</li> <li>• Make sure you have a backup option in case of failure.</li> </ul>
Land Line: (NBN/ADSL)	<ul style="list-style-type: none"> <li>• Make sure you have sufficient bandwidth to run the technology – video must not be choppy or audio stilted and stuttering.</li> <li>• Time of day may impact speed and reliability.</li> </ul>
WiFi:	<ul style="list-style-type: none"> <li>• WiFi network system must be secured by password.</li> <li>• WiFi channels must not be congested.</li> <li>• Must connect to a sufficient bandwidth</li> </ul>


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## Counsellor's ground work before starting

- A safe space
- What is behind you?
- Business contract and payment
- Intake
- Is online appropriate for this client?
- Initial contract
- Supervision
- Which digital modes do you offer?


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## Boundary considerations

- A safety plan and emotional regulation strategies
- How to manage communication between sessions
- Are you providing a crisis service?
- Payment
- Cancellation policy and lateness to session
- Recording
- Support Contact


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## Equipment the client will need for online counselling

- Which device to use?
- Secure connectivity
- Audio
- Clear picture
- Headset or ear buds


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**Boundaries the client will need in place for online counselling**

- A private, safe & uninterrupted space
- Have time for a normal length session
- Outside?
- Support in the client's environment
- Payment
- Online counselling contract

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**What could possibly go wrong?  
Ethical issues in the online environment**

- You as a therapist have less control of the client's environment
- What are some of the things which could happen in the online environment that wouldn't happen face to face?

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**Ethical issues and mitigating risk  
...Contracting before you start**

- Reliable equipment
- Confidentiality and security
- Risk assessment of the client's suitability
- Crisis plan
- Plan for disconnection
- Client contact details & location
- Client support details
- Time set aside for the session

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