

Therapy online

Things to know...

Therapy online

With therapy online (either via zoom or by phone) it is important to create a private, comfortable safe space that can be shared just between you/your child and the therapist. Please feel free to discuss with the Counsellor how you can help with this, so that you and your child can get the most from the sessions.

Therapy online can be just as personal as it is face to face in an office, however there are some important things to consider prior to your child's first online appointment so that they can get the most from their appointment online.

Privacy, safety, and comfort, distraction

- o Therapy sessions require privacy and confidentiality. Without this we cannot feel safe enough to talk deeply, freely and notice emotions
- o Find a space where you/your child can speak comfortably and freely. Ensure that you/your child can be in a room alone with the door shut and that this space will not be disturbed. Your child may want to make a 'Do not Disturb' sign for on the door or if they are worried someone (siblings) may want to eavesdrop – a small radio playing just outside the door can help feel like the space is more private and also the use of headphones will assist with this.
- o Consider what your child may need to be comfortable- a glass of water, tissues, cushions or their favourite toy or blanket can really help. It is important that your child feels comfortable, but make sure to find a balance between comfort and also feeling alert and attentive during the session.
- o At home, there can be many distractions (food, people, pets, phones) so 2 rules we have: No eating in session and to put any phone that is present on silent.
- o Listening and talking is best with headphones to prevent echo and distorted sound and helps making the space more private.
- o Arranging an introductory phone call before the session can also assist, especially if your child is nervous about meeting their counsellor for the first time on Zoom.

Important to remember:

- DO NOT HAVE THERAPY IN A PUBLIC SPACE

- ENSURE YOUR CHILD IS IN A PRIVATE SPACE WHERE PEOPLE WILL NOT WALK IN
- NO EATING & PHONES ON SILENT
- USE HEADPHONES

Technology and screen

- o Your therapist will ensure that you have the link to your appointment, which will be via zoom meetings or via phone. A zoom meeting link and a zoom set up guide will be emailed to you. It is a private and confidential link between you and your child's Counsellor, which will be sent for each appointment. As you click on the link your meeting will open (launch in zoom) and in a short moment you will appear face to face online with the Counsellor. If you log on early (which you can do to test zoom) you will appear in a waiting room until the time of the appointment begins
- o Ensure that you have a good reliable internet connection. It can be really frustrating to spend the session trying to reconnect or wait for buffering. If you think this may be an issue – let the Counsellor know. If your child loses internet connection during a session, let them know the Counsellor will call on the phone. Please make sure that the Counsellor has your phone number as a back-up if this happens.
- o Make sure that the device is fully charged and/or plugged in
- o Use a laptop or desktop computer if possible. Smaller screens are more difficult when it comes to speaking face to face online in therapy. Small mobile screens can get uncomfortable being handheld, so please try to use a laptop and not a handheld device. Place the device you will use on a desk or other stable surface and turn all messaging or notifications off.

Important to remember:

- PLACE YOUR LAPTOP ON A STABLE SURFACE
- TURN ALL NOTIFICATIONS OFF
- ENSURE RELIABLE INTERNET AND A CHARGED DEVICE
- PROVIDE THE COUNSELLOR WITH A BACK UP PHONE NUMBER

If you have any concerns or questions about any aspect of meeting online, please do not hesitate to contact the Counsellor at the CASACV Office on: (03) 5441 0430