

ONLINE Group Work FAQs & Important Information

1. **Contact details/Locations:** Our phone number and address are provided in the attached confirmation letter.
2. **Payment:** Full payment is required to secure your booking. If you are having challenges with payment, please call our intake staff to discuss payment options.
3. **Changes to contact or intake details:** We request that all clients call our intake number to notify us immediately, should any contact details change, or life situations that may impact your ability or safety in attending a group.
4. **Cancellation of attendance:** Please notify us as soon as possible if you can no longer attend a group. Refunds are available if you do not wish to reschedule, 48hrs notice is required. CatholicCare will endeavour to contact you as soon as possible regarding any changes, including cancelling a group due to minimum numbers not being met.
5. **Online eligibility criteria:** Eligibility criteria has been established to ensure the suitability of our online groups to clients, as well as to ensure the safety of clients, their family members or those at home with them and our staff:
 - a. Client must have a suitable and reliable device
 - b. Client must have a secure and reliable internet connection
 - c. Client must still be able to commit to all sessions and the length of each session
 - d. Client must have a suitable, private space/location to undertake the session
 - i. If children are present, they must be in a different space/room, and must be safe and cared for while you are attending the sessions
 - ii. No other adults should be present, unless they have also registered to attend
 - iii. Sessions must NOT be attended while driving, or in any situation that would pose a risk to yourself or others
 - iv. You must always have your camera on, and if you need to move out of view, you must notify the facilitator through the private chat option
6. **Completion of registration forms:** included in the email we will send with your ZOOM log in link, are several forms to be completed. This includes our registration form, which is used to capture data, this data informs our funding body of the people requiring and using our service and the need for it to continue (this information is de-identified for privacy), also included are our pre and post outcome measures, these help us see how we have supported you over our time together and what changes, if any, have we been able to support you with, it also indicates if our programs are reaching the outcomes we would expect. Please complete these forms and send to the facilitator prior to the group commencing, identify your name and which group you are attending.
7. **Workbooks and resources:** Our facilitators will post the required workbooks and information to your specified address. You will then be able to work through the book/resources during the online sessions (we will endeavour to ensure the resources are received on time, circumstances outside our control may impact this, such as time between booking in and session start date, postage delays).

Call us on 4254 9395 if you have any questions

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8. **Pre-Group Engagement:** We will endeavour to contact you by phone prior to the first session of the program to confirm intake details, your ability to attend all sessions, provide any other important information, and offer an opportunity for you to ask any questions. If we are unable to contact you, an SMS will be sent. An SMS reminder will also be sent the day before the first session.
9. **Non-Attendance/Missing a session:** Clients are required to attend ALL sessions. We understand that there may be instances outside client's control that affect their ability to attend.

Clients providing notification, costs, staff availability, the number of sessions and content missed, will all be considered in our ability to support a client in completing the group. We cannot guarantee a client will be able to complete the group and receive a certificate, if this is the case, clients can request a partial completion certificate, which outlines how many sessions were completed, the client can then rebook to complete the group in full, to receive their certificate.

Please note: A client is unable to join a group if they have missed the first session. The client will be offered a place in the next available group.
10. **Group Guidelines:** At the beginning of each group, guidelines will be established to set boundaries and ensure safety for all involved in the group.
11. **What to do if there are technical issues:**
 - a) if you are experiencing technical difficulties please email the facilitator on the email address provided in the above confirmation letter or call 42549395 and advise which group you are attending, they will contact the facilitator.
 - b) If the facilitator is experiencing technical issues and unable to reconnect, they will call you on the provided number, please ensure you have your phone close by.
12. **Support and coping strategies:** it is possible that during or at the completion of the group you may feel overwhelmed, please notify the facilitator if this is the case, and also ensure you have support available or a strategy in place to allow you to refocus and calm your mind before leaving your 'group room' and re-entering your 'home'.
13. **'Break out or Time out' room:** All online sessions will have a 'break out' room for clients to go if they are feeling overwhelmed, please do not leave the online session, notify the facilitator and they will direct you to the 'break out' room for support.
14. **Lost resources:** Most of our programs include a client workbook; this is included in the cost of the group. If clients require another workbook this may incur an additional cost (cost will vary depending on the group).
15. **Letters of Attendance:** Partial completion letters are available upon request to confirm attendance.

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- 16. Certificates:** All clients are eligible for a completion certificate where ALL sessions have been attended. Certificates are provided at the end of the final session.
- 17. Additional Support:** Counselling is available at CatholicCare, if a client needs additional support outside of the group, the facilitator can refer the client to our counselling service, or other services in the area if we are unable to assist.

We thank you for contacting Catholic Care and look forward to meeting you.



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