

# Important Information for Online Service Delivery

**Reliable equipment** – e.g., smartphone, laptop, iPad, computer, with working camera, microphone, and speakers. (Online groups should be accessed by a device larger than a phone).

## **Be ready in advance:**

- review and complete relevant documents sent via email (no-reply@socialsolutions.com)
- if payment is required, please make payment at least 48 hours in advance
- make sure everything works and that you have good connectivity
- allocate enough time to be in the session
- once you join in, wait in the waiting room until the staff member admits you

**Backup plan for disconnection** – make sure you are connected to the internet, hotspot ready, your phone is fully charged and have access to email. If the session drops out staff will contact you via phone call or email.

## **Appropriate setting:**

- sessions will NOT be conducted while driving, in public places (including park, restaurants, malls and shops) or in any situation that would pose a risk to yourself or others
- Zoom – keep your camera/device on at all times and in a stationary or fixed position for the duration of the session
- Phone – quiet environment and have good connection

**Boundaries** – Remain engaged and focussed. Do not take calls, check messages/phone, or check social media for the duration of the session

## **Confidentiality and security:**

- have a safe, private, and uninterrupted space free of distraction
- ensure young children are not present (they must be in a different space/room safe and cared for while you are attending the session)
- try to use a headset and high-quality camera
- ensure no deliveries or visitors are scheduled or expected
- sessions should not be joined by another person without prior arrangement
- no recording or screen shots of sessions allowed

*If you are unable to attend a session or need to reschedule, please advise us at least 48 hours prior to your allocated time by calling us on 1800 967 894 (option 2).*

*If you have any IT challenges or issues logging in, email the staff member or call 1800 967 894 (option 2).*

Further information about using ZOOM can be found here: [Participating in Meetings \(zoom.com\)](#)

NB: This is not a crisis service. Should you require immediate assistance or support, please consider contacting the following services:

- Lifeline Australia – ph. 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Suicide Call Back Service – ph. 1300 659 46 or [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)
- NSW Mental Health Line – ph. 1800 011 511
- NSW Domestic Violence Line – ph. 1800 656 463