

Guidelines for Online Counselling



This document serves as the basis of the agreement for accessing online counselling services. You are required to read this document prior to your counselling appointment. If you have any questions in regard to this document, please discuss these with your counsellor at the beginning of your first session.

General information

Online counselling is offered using Zoom conferencing technology, which is a USQ supported video conferencing and web conferencing system. This is a free program and you will not be required to download or install this software on your computer. A meeting request will be sent to your student Umail account. The meeting request will include a URL which will allow you to log into the counselling session. Your live online counselling appointment will be conducted just like a face-to-face appointment. You will be able to see, hear, and interact with your counsellor.

Confidentiality

Detailed information in regard to confidentiality and management of personal information is documented in the Student Services Consent Form. You must have reviewed and signed this form prior to your online counselling appointment.

Online counselling is a confidential counselling service. It is independent of academic assessment procedures. No information will be passed to academic staff or your faculty, unless you request it and provide written consent.

Limits to confidentiality

In providing counselling services we are dedicated to supporting your ongoing wellbeing. If your counsellor identifies that you are at immediate risk of self-harm, or at risk of harm to others, they will be required to extend confidentiality to keep you or others safe.

Personal responsibility for the privacy of your information

To maximise your privacy during your online counselling session, it is recommended you locate yourself in a private place where you will not be interrupted. This will ensure no one can see or hear your counselling session.

Computer issues

Your counsellor will not be able to provide you with technical support.

If you experience computer issues and are unable to dial in to the scheduled online counselling appointment, you will need to phone reception to advise, Toowoomba (07 4631 2372), Springfield/Ipswich (07 3470 4400). This information will be provided to your counsellor who will contact you by phone to discuss a reschedule, or the option of completing the counselling session by phone.

If the online counselling session is disrupted or fails during your counselling session, your counsellor will contact you by phone to discuss a reschedule, or the option of completing the counselling session by phone.

Non-attendance to appointment

If you do not attend your scheduled appointment we will send an email acknowledging that you did not attend and it will be your responsibility to contact Student Services to reschedule another appointment.