



Opting for online therapy provides the convenience and adaptability of selecting your preferred location for therapy sessions. Regardless of your familiarity with remote work, online sessions present numerous advantages:

- **Enhanced Flexibility in Scheduling:** Enjoy greater flexibility when arranging therapy sessions to suit your schedule.
- **Time and Cost Savings:** Reduce the time and expenses associated with travel to in-person sessions.
- **Comfort in Your Chosen Environment:** Select a comfortable and familiar environment for your sessions, enhancing the overall therapeutic experience.

Online counselling therapy is a way for you to engage in counselling using internet technology such as telephone or webcam video.

You direct your counselling by selecting the method of communication you feel most comfortable with.

Every effort is made to provide a safe and secure environment for your online therapy with encryption software to protect your confidentiality and security.

How it works:

Webcam Counselling:

Zoom is a way for you to see your counsellor face-to-face from your computer whilst engaging in therapy. You will be guided through setting up your own encrypted Zoom account and you will meet your counsellor on Zoom at a time that you have previously arranged. Sessions are 50 minutes in length. Being able to see your counsellor gives you more of the benefits you get from face-to-face counselling but with the convenience of online therapy. By talking you hear the tone of voice which is a way to convey empathy and with video, you see non-verbal communication such as facial expressions.

You will need a **good broadband connection** and it is advisable to have access to a **laptop** or **iPad** that can be used hands-free. **Using Zoom via a phone is not advisable.**

You need a **private** room where you will not be overheard or disturbed. Neither the counselling nor the client will record the sessions as per the counselling contract.

Telephone counselling:

This is similar to webcam counselling as it happens through the Zoom system, or via a handset, but without the visual aspects. You can remain anonymous and the conversation is encrypted if held on Zoom.

An advantage of telephone counselling is that non-verbal communication can be carried in your tone of voice or the pace of speech which your counsellor can pick up.

You need a **private** room where you will not be **overheard or disturbed.**

Online counselling offers certain benefits but some limitations are worth bearing in mind when deciding which type of therapy will best suit your needs.

Neither the counsellor nor the client will record the sessions as per the counselling contract.

Benefits:

Counselling therapy from your own home at a time that suits you

Secure inscription software offers confidentiality and peace of mind

No chance that you may be seen entering the counsellor's practice

Therapy at a time, place and pace that suits you

Some find it easier to express their feelings by writing it down

Access to counselling may be more immediate

Flexibility to choose the technology you feel is best for you: telephone or webcam

Things to consider:

Are you comfortable using Internet technology?

Do you feel your situation is too complex to discuss via the internet?

Is there a computer terminal that you can use privately without interruption?

There are no nonverbal cues or body language for you or the counsellor to

read this can lead to misunderstanding.

Confidentiality

Online counselling therapy takes place within a secure, encrypted environment to offer you confidentiality and safety.

Telephone and webcam counselling take advantage of the encrypted services offered by Zoom and your counsellor will guide you through setting up a free account for your therapy.

Responsibilities:

Both the counsellor and client need to ensure that a **private, undisturbed space** is available for the duration of the session. The counsellor and client will ensure that they cannot be **overheard or disturbed and that no one will enter the room** during the session.