

# THE BASICS OF SAFE AND ETHICAL ONLINE DELIVERY

## PART 1

Australian Government  
Open Arms – Veterans & Families Counselling

FACILITATED BY FIONA GRIFFITH

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### Webinar ground rules and self care

- Confidentiality & no identification of clients or their stories
- Respect for others, in particular for presenters and panellists, when posing questions
- Each person is responsible for what they disclose
- Make no assumptions
- Keep specific case/supervision questions for supervision
- Contribute to the environment of safety & take care as you may be impacted
- If need be, take the issue to supervision or seek help from a therapist
- If anyone has another that I haven't stated here please let us know through Q&A

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### WHAT WE WILL COVER

- GROUNDWORK FOR SAFE & ETHICAL ONLINE DELIVERY
- DIFFERENT DIGITAL DELIVERY MODES
- NEW BOUNDARIES/CONTRACTING FOR WORKING ONLINE
- ASSESSING FOR CLIENT SUITABILITY FOR ONLINE THERAPY

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### EQUIPMENT & SUPPORTING TECH

- Audio (Headphones / phone)
- Video (Camera / webcam)
- Connectivity (Internet link / mobile data)
- Platform (the Program or App itself)

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### CONNECTIVITY CONSIDERATIONS

<b>Mobile:</b>	<ul style="list-style-type: none"> <li>• Make sure you are getting good reliable reception.</li> <li>• Make sure you have a backup option in case of failure.</li> </ul>
<b>Land Line: (NBN/ADSL)</b>	<ul style="list-style-type: none"> <li>• Make sure you have sufficient bandwidth to run the technology – video must not be choppy, or audio stilted and stuttering.</li> <li>• Time of day may impact speed and reliability.</li> </ul>
<b>Wi-Fi:</b>	<ul style="list-style-type: none"> <li>• Wi-Fi network system must be secured by password.</li> <li>• Wi-Fi channels must not be congested.</li> <li>• <b>Must connect to a sufficient bandwidth</b></li> </ul>

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### IMPORTANT PLATFORM SETTINGS

In Meeting (Basic)

End-to-end encryption Require that all meetings are encrypted using AES	<input checked="" type="checkbox"/>
Chat Allow meeting participants to send a message visible to all participants	<input checked="" type="checkbox"/>
Private chat Allow meeting participants to send a private 1:1 message to another participant.	<input checked="" type="checkbox"/>
Auto saving chats Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.	<input type="checkbox"/>
Play sound when participants join or leave Play sound when participants join or leave	<input checked="" type="checkbox"/>

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## IMPORTANT PLATFORM SETTINGS

Meeting Options

- Require meeting password
- Enable join before host
- Mute participants upon entry
- Use Personal Meeting ID 967-849-1338
- Enable waiting room
- Record the meeting automatically

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## GROUNDWORK BEFORE STARTING: YOUR ENVIRONMENT

- A safe, private uninterrupted space
- A calm, uncluttered background
- Soft lighting
- What is behind you, is it all professionally appropriate?
- Is what you are wearing the same as F2F (IRL)?

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## GROUNDWORK BEFORE STARTING: YOUR INTAKE PROCESS

- Business contract and payment
- Intake
- Is online appropriate for this client?
- Initial counselling contract
- Crisis plan
- What to do if the connectivity fails
- Supervision
- Which digital modes do you offer?

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## GROUNDWORK BEFORE STARTING: YOUR PROFESSIONAL BOUNDARIES

- A safety plan and emotional regulation strategies
- How to manage communication between sessions
- Social media and the client's online life
- Are you a crisis service?
- Cancellation policy and lateness to session
- Recording
- Support Contact from the client

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