



Online Video Counselling & Support (OVC&S)

Checklist – For Open Arms Employees

OVC&S considerations:	YES	NO
<p>1. Have you read through Online Video Counselling & Support (OVC&S) Instruction (200.03.03.05) on the Open Arms COVID-19 Self Service portal: https://confluence.vera.org.au/display/POLICY/Open+Arms+COVID-19+Self-Service, including:</p> <p style="text-align: right;">All attachments</p> <p style="text-align: center;">Open Arms Practice Guide to Delivering Mental Health Support Online</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>2. Are you able to locate a personal device to use when working from home? <i>DVA devices on the DVA network are unable to access Skype for Business externally for clients</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3. If you are working with external Open Arms clients, have you created a generic email account with Gmail (e.g. OpenArmsXXX@gmail.com) in accordance with the relevant taskcard on the Open Arms COVID-19 Self Service portal. <i>This email address will enable you to send information including consent forms, homework and other documents to the client without the need to use your identifying “@dva.gov.au” email address. Alternately, you may use your relevant REGIONAL mailbox if practical.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Have you chosen the preferred OVC&S platform, set this up, and trialled it Does the microphone and camera/video on your personal device work? <i>NB 1: If you are working with external clients, please register and setup the chosen OVC&S (Coviu/Zoom/Skype) in accordance with the relevant taskcard on the Open Arms COVID-19 Self Service portal. If you are meeting with your internal Open Arms team members, you can use Skype for Business like you would do at work if you are on the DVA network using either your Surface Pro or CAG. For additional support on setup of OVC&S software please liaise with local colleagues and your Regional Practice Manager (RPM) or Supervisor in the first instance. Escalation of troubleshooting Steps 3 and 4 will be via your RPM or Supervisor emailing: openarms.innovation@dvastaff.gov.au.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Mobile phone blocking – have you made a test call from your mobile phone to ensure your number is blocked and not available for a client to view? <i>Follow this link for instructions: https://exchange.telstra.com.au/how-to-block-your-number-when-calling-someone/</i></p>	<input type="checkbox"/>	<input type="checkbox"/>



6. Have you assessed the suitability of client for OVC&S, including: Referred to relevant risk assessment(s) previously completed by Open Arms services Considered disability(ies), cultural background, access to internet Discussed with manager if uncertain	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you spoken to the client and given advice on setting up the OVC&S software, including: Tested for workability of software/app Resolved any technical issues prior to first session.	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you provided and discussed the following with the client: TWO consent forms: (1) Consent for Open Arms to Provide Services and (2) Online Video Counselling and Support Consent Form OVC&S Client Instructions OVC&S Information form	<input type="checkbox"/>	<input type="checkbox"/>
9. Have you obtained the TWO signed consent forms from client: (1) Consent for Open Arms to Provide Services and (2) OVC&S Consent Form. Does this consent include a decision regarding the recording of the session? Have you uploaded both forms to Vera?	<input type="checkbox"/>	<input type="checkbox"/>
10. Have you logged onto VERA and checked that it works? <i>NB: Follow this link for VERA login: https://www.vera.org.au/acm_loginControl. You do not need a Surface Pro or CAG to log into VERA. It is available on the internet.</i>	<input type="checkbox"/>	<input type="checkbox"/>
11. Have up-dated client contact numbers have been uploaded to VERA?	<input type="checkbox"/>	<input type="checkbox"/>
12. Do you have client contact details at hand, prior to commencement of online therapy session, in written/printed form, in case they are needed? <i>NB: This must include emergency contact number.</i>	<input type="checkbox"/>	<input type="checkbox"/>
13. Have you forwarded to client the documents they need to access during the OVC&S, well in advance of the contact, with any instructions for their use?	<input type="checkbox"/>	<input type="checkbox"/>
LINE MANAGER STAFF SUPERVISION		
14. Outline the line manager supervision arrangements for this work, including where escalation is required for an at risk client.		