

STUDENT ONLINE COUNSELLING SERVICE



6 April 2020

Life to the Full
'I CAME THAT THEY MAY HAVE LIFE
AND HAVE IT TO THE FULL.'
(JOHN 10:10)

Dear Parents/Guardians

I am writing to inform you that our College Counsellors, Mrs Joanne Betti, Social Worker and Ms Charisse Hay, Psychologist, will continue to provide support for students using appropriate online communication platforms from the beginning of Autumn Term. Ms Charisse Hay will commence on Monday 20 April whilst Mrs Joanne Betti will be available from Wednesday 29 April.

To ensure counselling is undertaken in a child safe environment which maintains each child's dignity and confidentiality, some additional guidelines must be followed.

Guidelines and Protocols

Counselling services will only be provided to students whose Parents/Guardians have signed the attached Parental Consent for Student Online Counselling Service.

Note that this is not an emergency service and parents should contact the following agencies should the need arise:

Police / Ambulance:	000
Kids Helpline:	1800 55 1800
Headspace:	1800 650 890
Reach Out:	https://au.reachout.com/

Availability

Counsellor:	Social Worker Mrs Joanne Betti	Counsellor:	Psychologist Ms Charisse Hay
Days:	Monday to Friday (except Tuesday)	Days:	Monday to Friday
Time:	8:30 am – 3:30 pm	Time:	8:00 am – 4:00 pm

Online Counselling Sessions

- Parents and students will only access the Counsellor via a Direqt Message for an appointment.
- Prior to each session, students will receive a Direqt Message from the Counsellor indicating the time and duration of the session.

Sessions will only be conducted through the following platforms:

- Microsoft Teams (Years Seven to Twelve only)
- Telephone
- Sessions will run for a maximum of 30 minutes to 45 minutes.
- If participating in a video conversation, students must be suitably dressed and located in a safe and confidential place within the family home.

Confidentiality

- Parents are responsible for ensuring a safe and confidential place within the family home where the student is able to use an internet connected device to access the counselling services. If this cannot be assured, counselling services may not be able to be provided.
- If at any time during the session, the student or Counsellor feels that confidentiality cannot be maintained or has been hindered in any way (e.g. someone is interrupting), it is the responsibility of either the student or the Counsellor to stop the current session and reschedule at a more appropriate time.
- The *CEWA Child Safe Framework* is still in operation. If at any time the Counsellor is concerned that the student's welfare is being compromised, the Counsellor may contact appropriate external agencies, such as the local hospital or medical service, Ambulance or Police. The Counsellor will also notify the student's Parents/Guardians and College Principal.
- All student files and notes are kept in secure storage at the College and will not be removed during this time. It is therefore important that both parents and students understand that the Counsellor will not have access to past information and this may result in questions being re-asked or information needing to be repeated. Please be mindful and respectful of this.
- The College Counsellor will record all notes on a laptop provided by the College and adhere to the College *ICT Use by Staff Policy*, following all security and confidentiality protocols.
- In the case that your Counsellor is unavailable, where appropriate, the relevant information regarding your child may be passed onto another College Counsellor for the continuation of service.

Important Notes

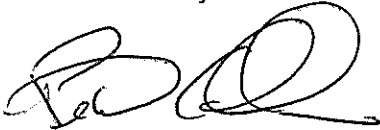
- College counselling services are provided to students enrolled at the College only. Therefore, family counselling and the counselling of other family members will not be available.
- It is the expectation that appointments must be kept unless unusual circumstances prevail. In the event of a cancellation advance notice must given as early as possible.
- Participation in the online counselling is voluntary and either party may withdraw consent at any time.
- Online counselling must not be recorded by either party.
- The College Principal, Vice Principal and the relevant Deputy/Assistant Principal will only be consulted where necessary or prescribed.
- Once normal school operations resume, online counselling services will cease and revert to normal practices.

Please remember that College counselling is generally a short-term service. Where necessary, you may be contacted to seek external professional therapy and ongoing support services for your child (i.e. private psychologist, GP or allied health professionals). As part of our service, we will offer support to those seeking external care and liaise with providers as needed.

To avail of these services for your child, please complete the attached Parental Consent for Student Online Counselling Service.

Please use the contact details above if you have any questions or concerns.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Collins', written in a cursive style.

Mr Peter Collins
Principal



Parental Consent for Student Online Counselling Service

STRICTLY CONFIDENTIAL

Consent for Involvement

Please specify: Psychologist Social Worker

Student Details

Student Name: _____
Date of Birth: _____
Year Level: _____

Parent/Guardian Details

Parent/Guardian Names: _____
Contact Phone No(s): _____
Home Address: _____
Post Code: _____
Email: _____

I have read and understood the guidelines and protocols for using the College's online counselling services and agree to my child's participation.

Signature of Parents/Guardians: _____ Date: _____

Signature of Student: _____ Date: _____

Copy to be retained by College and Parents/Guardians