

ONLINE SERVICES FOR CLIENTS

While face-to-face in-person sessions are Safe Network's preferred way of working with clients, there are some circumstances where online sessions may be an appropriate alternative.

This information sheet outlines when online sessions may be offered as an alternative to in-person sessions, and what the requirements for these are.

When online services may be appropriate

In-person sessions are our preferred way of working with you. However, sometimes it can be difficult for clients to attend these. When this is the case, online sessions may be offered so that you can still access our services.

The suitability of online services will be considered during your assessment, and included in the recommendations for your therapy. It is critical that any online services achieve the same standards of care as in-person services, and comply with all Safe Network policies, guidelines and standards.

The following factors may mean online services are more suitable for you than in-person services:

- Your distance from Safe Network's sites
- The time and costs involved in travel
- Having court orders that make it difficult for you to attend in-person sessions
- Health issues that make travel or in-person attendance challenging
- Your work, education or family commitments
- Your support person or parent/caregiver not being available to attend in-person sessions with you
- Safe Network not having available staff or therapy spaces nearby
- You needing to engage in group-based therapy that is only available online

Online sessions may also be offered alongside in-person therapy and help maintain continuity of care.

We prefer to meet with you face-to-face in person.

However, there are some circumstances where meeting with you online may be a better alternative.

Online services will be considered as part of your assessment and if appropriate, will be recommended for you.

Online services are generally not suitable for assessment appointments or for therapy with younger children

As online sessions are not the best option for assessments or therapy with younger children, we will usually not recommend them in those cases.

What is required for online services

The following are required of you if you are to access our services online:

- A private, confidential and safe space where you cannot be overheard by others and will not be interrupted.
- A good, reliable and secure internet connection.
- You have provided us with details for an emergency contact or a known address for your location in case it is needed during an online session.
- You attend all sessions scheduled and on time.
- You are drug and alcohol-free for the session.
- You meet the same standards of behaviour as would be expected for an in-person session.

If online services are recommended for you, your clinician may trial it with you first before confirming that it is suitable for you to continue with it.

If online services are recommended for you, your clinician will discuss this with you before you start. You will then have the opportunity to ask any questions and discuss arrangements in more detail, before deciding whether to consent to online services or not.

For more information visit www.safenetwork.org.nz
or email info@safenetwork.org.nz

