

SHQ offers a range of telehealth appointments in addition to our face-to-face appointments. Telehealth is a convenient, safe, and effective way of accessing counselling, however not all services are appropriate for telehealth, and we can discuss what option is best with you.

SHQ telehealth sessions are private and confidential and are offered by phone or videoconference. Appointments fees are the same as our usual clinic fees and will be discussed with you before your appointment.

Phone appointments

We will ring you at your appointment time using the secure clinic phone system. At the end of the consultation, your call will be transferred to reception for billing purposes.








Video appointments

We will send you a meeting invitation before the appointment. You will need a good internet connection and a device with a microphone and speaker. You will not need to download any software prior to your appointment. If a videocall drops out, we will call you back either by phone or via the video conference. If needed, we will continue the session by phone if that is ok with you.

At the end of the consultation, reception will call you to complete any billing. Please note that clinic emails are not regularly monitored, so if you need to contact us between sessions, please call 9227 6177 during office hours.

Telehealth services

It is important to us that we provide telehealth services in a safe and evidence-based way. At the beginning of each session, we will check that there is a good phone or video connection in place and that it is a good time for the session to go ahead. To get the most out of your session you may like to:

-  **Find a quiet place for the session to take place**
Find a comfortable place where you are unlikely to be disturbed and you can speak confidentially.
-  **Allow time for the session**
If you share your home with children, partners, pets and/or housemates, try to plan your sessions to avoid interruptions as best you can.
-  **Charge up**
Make sure the device you will use is charged. For video sessions by computer, have your phone charged and nearby in case there is a technical difficulty, and we need to ring you.
-  **Allow time to set up**
Arrive and settle in a few minutes before your sessions with things you might need. This may include a drink, tissues, paper, pen, and diary for planning appointments. Please be aware that it may take a few minutes to get the link set up and start a video session.
-  **Set up for video sessions**
Many people find that looking at their own face during sessions is distracting. Many clients (and clinicians!) choose the “hide self-view” option so that you only see the other person. This can feel more natural and like being in a face-to-face session.
-  **Use headphones**
This can be helpful to improve sound quality, reduce background noise and give you more privacy. Not everyone uses headphones or microphones, so do whatever best suits you.
-  **Turn off notifications**
It can be helpful to shut down programs that use speakers or microphone e.g., Instagram, Netflix, iTunes, TikTok or other video-conferencing software.

Please let us know if you have any questions about telehealth services or if you need any further assistance.