

PHONE AND ONLINE CONSULTATION GUIDELINES

To get the most out of phone and online consultations, please ensure you address the following issues for each session:

- 1) Your phone or internet access needs to be secure and stable.
- 2) You need to be located somewhere that is private and where you are unlikely to be interrupted or overheard for the duration of the session.
- 3) Be as focused and attentive to the session as you would be in a face-to-face session. It is better to not be driving a car or on your way to another event/appointment unless absolutely necessary.
- 4) Dedicate the time to the session and do not try to do something else at the same time (even things that seem easy to do are a distraction).
- 5) To avoid your counsellor missing anything important, be ready to explain more than you would in a face-to-face session.

Phone Calls

Leanne's mobile phone number is 0481 818 359. She will call you at the appointment time. If you have any concerns or have not heard from her, please text or ring her to work out what has happened.

Please keep in mind that Leanne is likely in an appointment before your session so she may be a few minutes late finishing up with the previous client.

Using Zoom

Zoom uses the internet so you will need WiFi/broadband or data on your phone to access it.

If you use a computer, you can go to www.zoom.us and select "join a meeting", use the Meeting ID 917-846-2347. You will be kept in a waiting room until you can be brought into the room, so it is okay to arrive early if you would prefer to. Once you enter the meeting room you will need to switch on your audio – use the microphone icon in the options to do this.

If you use your phone you will need to download the zoom app from your app store, then do the steps outlined in the previous paragraph to access the room.

Instead of typing in the Meeting ID you can click on the following link and it will take you directly to the room: <https://us04web.zoom.us/j/9178462347>

Using Skype

Skype uses the internet so you will need WiFi/broadband or data on your phone to access it.

If you use a computer, you can go to www.skype.com and select "download Skype". Once downloaded, you will need to setup a Skype account. When you have done this, you can search for "leannedtreal" then ask to connect. When this has been accepted, we can have a Skype conversation.

If you use your phone, you will need to download the Skype app from your app store, then do the steps outlined in the previous paragraph.

Leanne will call you on Skype at the appointment time. Please keep in mind that she is likely in an appointment before your session so she may be a few minutes late finishing up with the previous client.