Online Counselling Product Information Sheet

This sheet provides general information about Online Counselling at Relationships Australia NSW. It is a private counselling appointment with a qualified counsellor, which is delivered remotely by video or, where appropriate, telephone. Depending on the service and your needs, you may attend on your own or with another person.

1. Is this service for me?

1.1 What can Online Counselling support me with?

Online Counselling can support you with a broad range of personal, relationship, family and wellbeing concerns. These may include communication and conflict, grief and loss, coping with stress or change, emotional regulation, self-esteem, parenting, relationship transitions, past trauma and concerns affecting your mental health or relationships.

Assessment is part of counselling. Your counsellor will assess your needs, wellbeing and safety, including relevant mental health and other risks, and will continue to review these throughout counselling. Online Counselling is not a formal diagnostic service. If you need specialist mental health assessment, treatment, crisis support or another type of service, your counsellor can discuss a referral or other support with you.

1.2 Who is Online Counselling for and what kind of help does it provide?

Online Counselling is available to adults in New South Wales, where remote delivery is suitable and safe. Your counsellor provides a private, non-judgemental space to explore what is happening, understand patterns, clarify what you want to change and work towards practical goals.

The format depends on the service you are receiving. Counselling may involve you attending alone or with another person. Your counsellor will decide with you what format is appropriate, taking into account your goals, privacy and safety.

1.3 How is the service delivered?

Sessions are delivered live using the Zoom video platform or, where appropriate, by telephone. You will receive joining information when your appointment is booked.

Appointments are generally around 50 minutes, although some counselling formats may run longer. The number and frequency of sessions are based on your needs, goals, progress, safety and whether counselling remains useful.

A typical 50-minute Zoom video counselling session will consume standard data and internet. Actual consumption varies depending on your device's camera, connection setting and your internet plan.

1.4 Who provides the service?

Your sessions are provided by a Relationships Australia NSW counsellor. Counsellors have relevant professional qualifications, counselling-specific training and regular clinical supervision and practice review.

1.5 When is the service available, what does it cost and how do I access it?

Online Counselling is available by appointment where it is appropriate to your circumstances. Appointment times and wait periods depend on counsellor availability. Fees are generally charged on a sliding scale based on gross household income, and the fee that applies to you will be explained when you book.

You do not ordinarily need a referral. You can enquire about counselling **online** or call Relationships Australia NSW on 1300 364 277.

1.6 Can I participate anonymously or have someone support me?

You can read general information without giving a full personal history, but counselling itself cannot usually be provided anonymously. Relationships Australia NSW needs enough information to identify and contact you safely, keep the required client record and respond to an urgent safety concern.

If you need an interpreter, support person or another adjustment, discuss this with us before the appointment so privacy, safety and participation can be considered.

2. Will I benefit if I use this service?

2.1 What evidence supports Online Counselling?

Published research indicates that counselling delivered online can support a strong therapeutic relationship and positive counselling outcomes. Online and phone counselling are established Relationships Australia NSW delivery options and may be used alone or alongside in-person counselling.

No particular outcome is guaranteed. The benefit you experience will depend on your goals, circumstances, engagement and whether online delivery is suitable for you.

3. Could this service do me harm?

3.1 Are there any precautions or safety warnings?

Online or phone counselling is not suitable in every situation. Your counsellor may recommend face-to-face counselling or another service if privacy, safety, technology or your ability to participate freely cannot be managed appropriately.

- Join from a quiet, private place where other people cannot hear the session.
- Tell your counsellor if another person is present, can hear you or you do not feel able to speak freely.
- At the beginning of a remote session, your counsellor may confirm your current location and a working phone number so Relationships Australia NSW can respond safely if there is an emergency.
- Agree with your counsellor what will happen if the video or phone connection fails.
- Do not record the counselling session. Counselling should not continue if another person can overhear sensitive discussion.

Relationships Australia NSW does not record counselling sessions as part of normal service delivery. Any approved recording would need to be separately authorised, explained to you and handled through an appropriate consent process.

Online Counselling is not an emergency service. If you are in immediate danger or need urgent emergency help, call 000.

4. Should I trust this service?

4.1 What is the business model for the service provider?

Relationships Australia NSW is an independent, not-for-profit organisation. Counselling is supported through a combination of client fees and government or other service funding. Fees are generally set on a sliding scale based on household income.

5. Is the service easy to use? Will I keep using it?

5.1 What should I know about using online counselling?

For video counselling, you need a private place, suitable device and reliable internet connection. Headphones can help protect privacy. Your counsellor will check that the sound and video are adequate for the session.

If technology, privacy, disability, language or another access need makes online counselling difficult, tell us. An adjustment, interpreter, telephone appointment or face-to-face counselling may be considered where appropriate.

5.2 How long will it take to get results?

There is no set number of sessions or guaranteed timeframe for change. You and your counsellor will agree goals and review your progress, safety and whether ongoing counselling is still useful.

5.3 What do other users think and how is feedback used?

Relationships Australia NSW collects client feedback and uses feedback and outcome information to improve counselling access, communication, safety and service quality. Individual experiences and outcomes will vary.

5.4 Will Online Counselling link with other services?

If another service could help, your counsellor may discuss a referral to another Relationships Australia NSW service, or to an external provider. Identifying information is shared with your consent or where disclosure is otherwise permitted or required by law.

6. Who will have access to my personal data?

6.1 What information is collected?

Relationships Australia NSW collects the information it needs to organise, safely provide and document your counselling. This may include your identity and safe-contact details; current location and phone number for remote-session safety; relevant health, relationship, safety and family information; fees and payment information; records of consent and clinically necessary counselling notes; and the image, voice and technical information needed for video or phone delivery. It may also include relevant information about another person where this is part of the counselling you receive.

6.2 Who can access my information?

Authorised Relationships Australia NSW staff can access information they need for counselling, administration, safety, supervision, quality, reporting or other lawful

responsibilities. Approved providers may process limited information needed to deliver the online or phone service.

Where more than one person is involved in counselling, privacy interests may differ. Information shared privately by one person is not automatically information that can be given to another person. Your counsellor will explain how private and shared information will be handled for the counselling format you are using.

6.3 Where is my information stored and how is it protected?

Relationships Australia NSW keeps required client information in approved systems. Video, phone, booking and communication technology may process limited information needed to provide those functions. Access to client information is restricted to authorised staff.

For details about storage, security, retention, access, correction, deletion and privacy complaints, see **Privacy Information**. If your record includes another person's information, we may need to redact it when responding to an access request. Some records must be kept, so deletion is not always possible.

7. Who can I contact with questions or concerns about this service?

7.1 Support or feedback for Online Counselling

For questions about counselling, appointments, fees or online access, call Relationships Australia NSW on 1300 364 277 or use the form on our website. Once counselling has started, you can also raise questions or concerns directly with your counsellor. For a formal complaint, use the **Feedback & Complaints** process. For a privacy concern, see **Privacy Information**.

Service name: Online Counselling

Provider name: Relationships Australia NSW

Information reviewed: 6 September 2026