Online Groups Product Information Sheet

This sheet provides general information about Relationships Australia NSW group workshops delivered online. Each group has its own purpose, eligibility, schedule, content and fees. Check the information for the group you are considering for program-specific details.

1. Is this service for me?

1.1 What are Online Groups and who are they for?

Online Groups are live group programs delivered via video on the Zoom platform. Relationships Australia NSW offers group programs on topics such as parenting, communication, relationships and mental wellbeing. Some groups are primarily educational, while others also provide therapeutic support. The purpose, eligibility and goals depend on the particular group you are considering.

Before you join, you will usually complete a private assessment. This helps us understand what you want from the group, check that the group is suitable and safe for you, identify any support or accessibility needs, and make sure you are placed in an appropriate group. If the group is not the right fit at that time, we can discuss another group or service with you.

1.2 What kind of assistance does the service offer and how is it delivered?

Online Groups are interactive rather than webinar-style sessions. Depending on the program, you may take part in guided discussion, practical learning, reflection, activities and skills practice, and learn from other participants with related experiences or goals.

Groups are delivered at scheduled times using Zoom. Before an online group begins, you will receive joining information and complete an orientation so you can check the technology, understand the group agreement and privacy expectations, and how to get help during the program.

1.3 Who runs the Online Groups?

Relationships Australia NSW groups are led by trained group facilitators and are ordinarily co-led by two facilitators. Facilitators receive group leadership training, supervision and any program-specific training or licensing required for the group they deliver.

1.4 When are Online Groups available, what do they cost and how do I access them?

Group schedules and program length vary. Many groups run during NSW public school terms and involve a series of weekly sessions rather than a single appointment. Some groups run for four sessions, and many run for six or eight; sessions are commonly around two hours. Online Groups usually include a separate orientation before the first group session.

Fees also vary. Some groups are free and others use a sliding fee scale based on household income. Financial hardship and other fee or waiver arrangements may apply depending on the program and your circumstances. Relationships Australia NSW will explain any fee before your place is confirmed.

Online Group sessions delivered via Zoom will need standard data and internet connection.

Actual data consumption may vary depending on device camera, connection settings and internet plan.

You can view current groups and make an enquiry through the **Group Workshops** page, email **groups@ransw.org.au** or call 1300 364 277. Waitlists may apply, and current wait times depend on the group and available places.

1.5 Can I participate anonymously or have a support person with me?

You can browse information about groups, and may be able to make a general enquiry, without identifying yourself. To join a group, Relationships Australia NSW needs enough information to assess suitability and safety, contact you safely, place you in the right group, manage any fees and record your attendance. Your image, voice and display name will also be visible or audible to other participants during the live session.

A support person cannot automatically sit in on a group because other participants also have a right to privacy. If you need a support person or another adjustment to participate, discuss this with us before the group starts so an appropriate arrangement can be considered.

2. Will I benefit if I use this service?

2.1 What evidence supports Online Groups?

Evaluation comparing Relationships Australia NSW online and face-to-face groupwork found similar levels of participant satisfaction, attendance and outcomes. The findings have also been published in groupwork literature.

The evidence, intended outcomes and curriculum for an individual group depend on that program. Some groups use specific evidence-based or licensed program models, while others use approved curricula. No group can guarantee a particular outcome.

3. Could this service do me harm?

3.1 Are there any precautions or safety warnings?

Online groupwork involves sharing a live space with other participants. Relationships Australia NSW sets confidentiality expectations but cannot guarantee that another participant will keep information private after they have heard or seen it.

- Join from a quiet, private place where others cannot hear the group or see your screen.
- Use a computer or tablet with stable internet; a phone cannot be your main device.
- Keep your camera on where required, unless a safety or accessibility adjustment has been agreed.
- Do not record, screenshot, photograph or save another participant or their information.
- Do not share the meeting link or another participant's contact or personal information.
- Tell a facilitator privately if you are worried about safety, privacy, another participant's behaviour or participating safely from your location.

If a Relationships Australia NSW recording is ever proposed for an approved staff learning or supervision purpose, it must be explained separately in advance and handled through a specific consent process. It is not covered simply because you agreed to join the group.

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. Group programs are supported through a combination of government funding and client fees, depending on the program.

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

5.1 What should I know about using an Online Group?

To participate online, you need a suitable computer or tablet, stable internet and a private place where you can take part without being overheard. Orientation gives you a chance to test your access, understand how the group works and discuss any adjustment you may need. If online participation cannot be safe or accessible for you, ask us about another available delivery option.

You are expected to attend regularly because group learning builds across sessions. Exact attendance and certificate requirements vary by program and will be explained before the group starts.

5.2 How is participant feedback used?

Relationships Australia NSW asks participants for feedback about group content, facilitation, accessibility and their overall experience. Feedback and outcome information are used to improve group resources, facilitation and service delivery. Participant feedback has also previously been used to improve group handbooks and other participant information.

6. Who will have access to my personal data?

6.1 What information is collected and who can access it?

Relationships Australia NSW collects the information it needs to assess, organise and safely deliver your group. This can include your contact and safe-contact details; the group you are interested in; information relevant to eligibility, suitability and safety; accessibility needs; fee or payment information; your group allocation and attendance; and relevant facilitator notes or follow-up.

Depending on the group, the private assessment may include sensitive information about relationships or family circumstances, mental health, trauma or domestic and family violence where this is relevant to suitability, safety or the support you may need.

During a live online group, your image, voice, display name and information you choose to share can be seen or heard by the facilitators and other participants. Other participants can also see and hear what happens in the group. Relationships Australia NSW requires participants to respect confidentiality but cannot completely control what another participant remembers or does after the session.

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

Relationships Australia NSW keeps required assessment, attendance and service information in its privately owned and controlled client record systems, which are hosted on Australian servers. The Zoom video platform also processes the information needed for you to join and participate in the live session. Access to held information is limited to authorised

staff who need it for assessment, administration, facilitation, supervision, safety, quality, reporting or other lawful responsibilities.

You may keep your own notes about your learning, but you must not record or save information about other participants. If you ask us to give you access to your own records, information may need to be redacted where providing it would disclose another participant's personal information.

6.3 Can I access, correct or delete my information?

You can ask us to access or correct personal information we hold about you. Some records need to be kept for legal, funding or records-management requirements, so deletion is not always available on request. You can also authorise us to share your own information with another person or service where appropriate, but this does not give you the right to share another participant's information.

For detailed information about privacy, storage, security, retention, access, correction and privacy complaints, see **Privacy Information** and the **Privacy Policy**.

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

7.1 How can I get help, provide feedback or raise a concern?

For questions about a group, your assessment, waitlist, attendance or technical access, contact the groups team at **groups@ransw.org.au** or 1300 364 277. Once your group has started, you can also raise a question or concern privately with a facilitator.

You can provide feedback at any time. For a formal complaint, use Relationships Australia NSW's **Feedback & Complaints process**. For a privacy concern, use **Privacy Information**.

Service name: Online Groups

Provider name: Relationships Australia NSW

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