



Getting ready for your video or phone appointment

Your space and privacy



At your first appointment, your practitioner will talk with you about consent and confidentiality.



Try to find a quiet, private place where you won't be interrupted or overheard.



If that's not possible at home, you could take the call in a parked car (in a safe place) or a private room at a library. For safety, we are unable to offer appointments while you are driving, and may need to reschedule if this occurs.



Please organise care for children during your appointments. If children are present, your appointment may need to be rescheduled.

Technology and set up



Use headphones or earbuds if you can, to help with privacy and sound.



Make sure your device is charged (or plugged in) and that your internet or phone signal is strong.



For video appointments, sit facing a light so your practitioner can see you clearly. Try to keep your device steady.



If the call/video drops out, your practitioner will try to call you back or contact you another way.

Your safety and comfort



Your practitioner may ask for your location and an emergency contact at the start of the appointment, in case something goes wrong.



You might also agree on a simple "safety word" or action if you feel unsafe during the session.



Appointments are not recorded, and we ask that you don't record them either. You're welcome to take notes.



Give yourself a little time before and after your appointment to relax. It can also help to have some water, tissues, or something to fidget with nearby.

Scan the QR code for tips on how to join the video appointment.

