



## AccessChat Frequently Asked Questions (FAQs)

### Who will I be chatting with?

At AccessEAP we have a great team of clinically trained professionals who are able to assist you with a range of issues. All of our counsellors belong to professional clinical bodies, and abide by their membership code of ethics and ongoing professional development.

### What are the advantages of AccessChat counselling?

- The convenience of accessing your counsellor through your phone, our mobile app, or a browser on any internet-enabled device.
- The ability to take your time thinking about your responses before you share them with your counsellor.
- Accessing counselling in situations where talk out loud with a counsellor is more difficult (e.g. in loud spaces, public spaces) or for those with hearing loss.

### How safe and secure is my communication?

AccessChat is a safe and secure and viable way of seeking support when face to face, phone or video counselling is not an option. All AccessChat sessions are conducted using our secure online portal. We recommend that you keep your login details private at all times and maintain internet security on your device. If you are using a public device, make sure to log out when you are done with your session.

### When is this service not suitable for your situation?

AccessChat is not recommended:

- For children under the age of 16 years old. Please call us to arrange a session for a minor.
- For those with complex trauma or complex mental health conditions. Please call us to arrange a phone, video or face-to-face session.
- If you have an unstable or slow internet connection this could lead to interruptions or delays in your session. A session via phone or in-person may be more suitable.
- If you may be interrupted or distracted during your session. An AccessChat counselling session allows you to access counselling while on-the-move or carrying out other tasks, however we recommend that you find a time where you are unlikely to be interrupted, so that you get the best from your session.

### Do I have to stay on AccessChat for my next session?

At AccessEAP, you can move between any of our counselling modalities as suits your circumstances. Our counselling is available via AccessChat, telephone, video, or face-to-face sessions. Some of our counsellors may not be available on all modalities.

If you would like to book further counselling sessions with us, for some situations your counsellor may suggest moving to a different medium like telephone or video for the purpose of supporting you with more complex issues. Chat counselling is a great way to start the counselling process to explore different support and treatment options.

