



Qualified Counsellors

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Qualified Counsellors - Social Media Policy

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This document outlines Qualified Counsellors related to use of Social Media.

Please read it to understand how our business and counsellors conduct themselves on the Internet as a mental health professional and how you can expect us/them to respond to various interactions that may occur between us on the Internet.

If you have any questions about anything within this policy, we encourage you to bring them up with your counsellor or contact us to discuss.

FRIENDING

We do not accept friend requests from current or former clients on any social networking site. We believe that adding clients as friends on these sites can compromise your confidentiality and respective privacy. It may also blur the boundaries of the therapeutic relationship.

FACEBOOK

We keep a Facebook Page for our professional practice to allow people to share our blog posts and practice updates with other Facebook users. You are welcome to view our Facebook business page and read or share articles posted there.

You may like this page however by doing so creates a greater likelihood of compromised client confidentiality and we feel it is best to be explicit your confidentiality may be comprised if you choose to do so. By doing so you accept this risk and do not hold us responsible for any breaches of privacy or confidentiality that may occur.

FOLLOWING

We publish a blog on our website and we post psychology and relationship news on Twitter. We have no expectation that clients will want to follow our blog or Twitter stream. However, if you use an easily recognizable name on Twitter your confidentiality may be broken.

Using private or locked twitter lists for example can limit this risk. You are welcome to use your own discretion in choosing whether to follow us or not. Note that we will not knowingly follow you back. We mainly follow other health professionals on Twitter and we do not follow current or former clients on blogs or Twitter.

INTERACTING

Please do not use messaging on Social Networking sites such as Twitter, Facebook, or LinkedIn to contact us. These sites are not secure and we may not read these messages in a timely fashion. Do not use Wall postings, @replies, or other means of engaging with us in public online if we have an already established client/therapist relationship.

Engaging with us this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your notes.

USE OF SEARCH ENGINES

It is not a regular part of our practice to search for clients on Google or Facebook or other search engines. Extremely rare exceptions may be made during times of crisis. If we have a reason to suspect that you are in danger and you have not been in touch with us via our usual means (coming to appointments, phone, or email) there might be an instance in which using a search engine (to find you, find someone close to you, or to check on your recent status updates) becomes necessary as part of ensuring your welfare.

BUSINESS REVIEW SITES

You may find our practice on sites such as Google Local, Bing, or other places which list businesses. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If you should find our listing on any of these sites, please know that our listing is NOT a request for a testimonial, rating, or endorsement from you as our client.

Of course, you have a right to express yourself on any site you wish. But due to confidentiality, we cannot respond to any review on any of these sites whether it is positive or negative. We urge you to take your own privacy as seriously as we take my commitment of confidentiality to you. You should also be aware that if you are using these sites to communicate there is a good possibility that we may never see it.

CONCLUSION

Please discuss any concerns with your counsellor immediately or contact us by email at hello@qualifiedcounsellors.com.au