

SEXUAL VIOLENCE COUNSELLING SERVICE

Video Calling 1800RESPECT

An information and safety guide

1800RESPECT is the national service that provides counselling, information and support to people affected by domestic, family and sexual violence.

24/7 support

Call: 1800 737 732

Text: 0458 737 732

Conline Chat: 1800RESPECT.org.au

*Mon-Fri, 9am-5pm AEST (except national public holidays)

If you or someone else is in immediate danger, please call 000 now.



Before the Video Call

Consider your environment

- O Are you somewhere safe and private?
- O Can someone overhear your conversation?

If you decide a Video Call isn't right for you right now, please consider another channel.

Find the best channel that suits your needs here.

Call 000 if you are in immediate danger.

How to access our Video Call service

- To contact 1800RESPECT via Video Call, click on the 'Video Call' button on the bottom of the 1800RESPECT website (1800respect.org.au).
- The channel is free, and available Monday to Friday, 9am–5pm, AEST (except national public holidays). No appointment is required.
- You will be asked to respond to some safety questions and important information prior to connecting with a counsellor.

Any information you share with us is confidential.



Technology requirements for Video Call

To use the 1800RESPECT Video Call service, you will need a mobile device, tablet or computer with:

- A reliable internet connection
- A microphone, speakers and camera
 - A supported browser such as Chrome, Firefox, Safari or Edge

- A supported operating system
- Current supported operating systems include macOS 10.11, Windows 7 or newer;
- mobile device or tablet: iOS 11.0 or newer, iPadOS 13 or newer, Android 6.0 or newer

Visit our <u>accessibility webpage</u> for more information about accessing the service.

For more information about connecting with 1800RESPECT, visit our <u>frequently asked questions</u> page.

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When connecting with a counsellor

When you first connect with a counsellor the call will be audio only. The counsellor will ask you a few safety and screening questions. For safety reasons, the counsellor will first turn on your video and then their video.



Please note: If you no longer feel safe, you can click the quick exit button to close the Video Call window. You will be taken to a blank Google search page.

Safety tip: after you use the Video Call service, please clear your browser history. If you are worried someone is tracking you or you do not know how to clear your browser history, you can contact 1800RESPECT.

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Important device safety information

Here are some important tips to help keep your device safe.

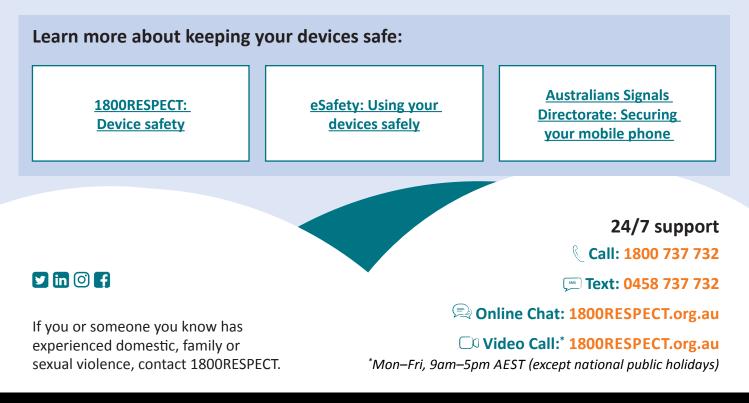
Device safety checklist:

- Install software updates regularly
- Set your device to lock after use and ensure there is a password to access the device
- Turn off location sharing
- ✓ Do not leave your device with anyone
- Learn about what information is stored on your device and what is stored online through a cloud storage app and backed up on other devices
- Clear your browsing history or browse via incognito mode

- To help keep you safe, permanently delete text messages that you don't want anyone to see from your device e.g. deleting the Video Call verification text
- Be mindful of other devices that could be signed in with your Apple, Google or social media logins
- Switch off 'mirroring' on your devices.
 Mirroring a device shows what is on your screen on another device.

Technology is always changing, but the more you learn, the easier it will be to use.

You may want to ask a trusted person to help you with some of these suggestions. This is general information, see specialist support websites for more guidance.



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