



e-Counselling

e-Counselling is counselling via the internet. It is a similar process to face to face counselling, but is conducted online via our website, **AsKEAP**.

AsKEAP is EAP Services' confidential and totally secure e-counselling option that is available directly through EAP services website – www.eapservices.co.nz. The service allows clients to connect with an EAP Professional from any computer with Internet access.

EAP Services has made the **AsKEAP** process safe and secure by the following:

- All AsKEAP Web Journal and Live Chat exchanges are delivered via our website.
- We have created a secure website using 128bit SSL.
- We have our own Virtual Private Server hosted at ICONZ, New Zealand's leading Managed IT Hosting Services provider.

AsKEAP is a viable, alternative source of support when 'face to face' counselling or telephone counselling is not convenient, accessible or preferred. E-counselling is particularly useful to those who work or live in remote locations, have difficulty attending 'face to face' counselling because of personal or work commitments or who work outside New Zealand.

Online sessions are conducted via secure and encrypted **Live Chat** and **Web Journal**.

1. Live Chat

Occurs in real time and is conversational in style. This is similar to MSN or Skype Chat.

1. Web Journal

Therapeutic Web Journal is a similar process to an email, but it is performed completely within our AsKEAP website. These exchanges allow you to send AsKEAP information about your situation, taking time with your words and concerns. AsKEAP will return a Web Journal with feedback, suggestions and recommendations. Web Journal is not in real time and can provide meaningful time between exchanges to reflect on responses.

If you enjoy language, reading, communicating via letters, email and chat, then you will enjoy a counselling process that is text-based. The use of language can be very powerful.

E-counselling is not designed to replace 'face to face' counselling nor is its purpose to diagnose difficult or complex mental health issues. AsKEAP is a start to a communication process that will provide support and treatment options.

QUESTIONS AND ANSWERS:

Ways AskEAP have made this process safe:

- All AskEAP Web Journal and Live Chat exchanges are delivered via our website.
- We have created a secure website using 128bit SSL.
- We have our own Virtual Private Server hosted at ICONZ, New Zealand's leading Managed IT Hosting Services provider.

Ways the client can make this process safe:

- If others have access to your computer, make sure you log out of any Live Chat or Web Journal session completely, by using the Log Out button.
- Do not share your personal AskEAP password with anyone else.
- Use only a computer you know has up to date virus protection, and that this is activated.

What issues can ASK EAP help me with?

We have a great team of professionals at AskEAP, who all have experience in different areas.

At AskEAP our professionals all belong to a range of professional bodies including NZAC, NZACC and NZAP. The professionals abide by their code of ethics relating to counselling and specifically online counselling.

It would be unethical for us to answer you anonymously; you will always know who is answering your Web Journal, as the professional will always sign their name.

When you receive Chat Therapy, we endeavour to place you with a professional who best will meet your needs. You will be advised of your professional's name and qualifications when you make your appointment.

Can I book the same ASK EAP Professional for each Live Chat?

Yes. We would only change your therapist at your request.

Can I book a different ASK EAP Professional for my next Live Chat?

Yes, you can request a different Professional, but we recommend you think carefully before doing this. Sometimes it is necessary for Professional to tell us things that we would prefer not to hear, or encourage us to look at things that we would prefer to forget and this is all part of the work. However, if the outcome does not meet with your expectations, we will align you with another Professional.

What can I do if I am experiencing difficulties using your website?

Please contact EAP Services immediately for assistance on 0800 EAP NOW (327 669)

When can I expect a response to my Web Journal?

We will respond to your Web Journal within 24 hours.

How do I get my response for Web Journal if there are no emails?

All correspondence is via our specially designed website. To view your response simply log in to AskEAP then select the Web Journal menu.

When you have a new reply from an AskEAP professional, you will see it at the top of the page. Click on the Web Journal to view the response. You can review all your previous Web Journals and responses from the same page.

What are the advantages and disadvantages of Online Counselling?

Advantages:

- You can log onto our website 24 hours a day, 7 days a week, whenever it is convenient for you.
- You can work this in with your work or family commitments because you don't have to leave your home or office.
- For some people this system will be a less embarrassing and a less stressful way to discuss their personal issues.
- You can stay in touch with your professional while on holiday or overseas.
- There are no travel or parking issues.
- No need to organise a babysitter or take time off work.
- You have a permanent record of all your correspondence with your professional.
- You do not have to leave messages with intermediaries, or play phone-tag.
- You can take as long as you like to compose your Web Journal and have the opportunity to reflect upon your message before sending it.
- Online therapy is a particularly good option for those with hearing loss

Disadvantages:

- Requires reasonable computer knowledge - although our website has been designed to be as user-friendly as possible.
- Online counselling will not be suitable for people with suicide issues, are under 18 years, have compulsive disorders or are affected by trauma. If you are dealing with these types of issues and need to talk to someone urgently, please contact EAP Services Limited on 0800 327 669.
- You may prefer face to face counselling. If this is the case, please contact EAP Services Limited on 0800 EAP NOW (327 669)

Appointments can be Telephone, Face to Face, Video or e-Counselling.

To arrange support at a convenient time and location you can contact EAP Services anytime.

NZ 0800 327 669

www.eapservices.co.nz

AU 1800 726 474

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