



UNIVERSITY
OF SOUTHERN
QUEENSLAND

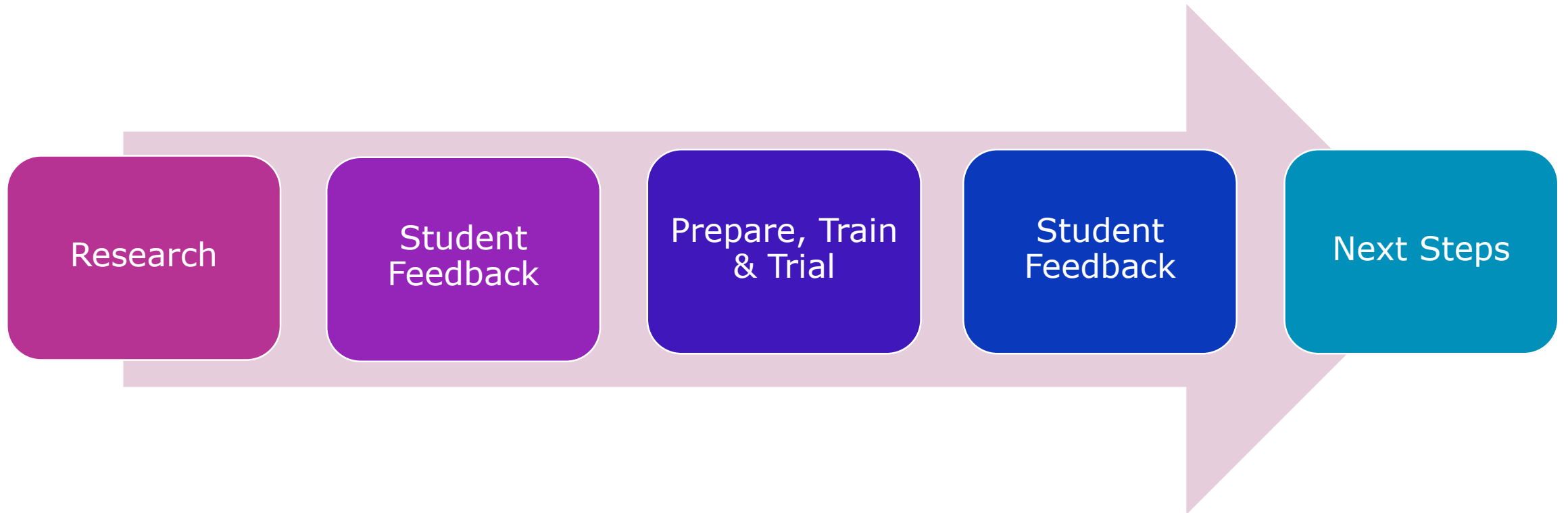
***Students' Voices Drive
Online Counselling Framework
ANZSSA 2018***

**Ms Julie McKenzie
Mr Russell Campbell
Miss Megan Buxton**

UNIVERSITY
OF SOUTHERN
QUEENSLAND



Project Progress





Research

- Benchmarking – external
- External consultant
- Online modules & readings
- Privacy, Legal, Insurance, Records, ICT





Student Participation

Initial

- Engagement
- Feedback





Student Feedback - Initial

Informing the Framework

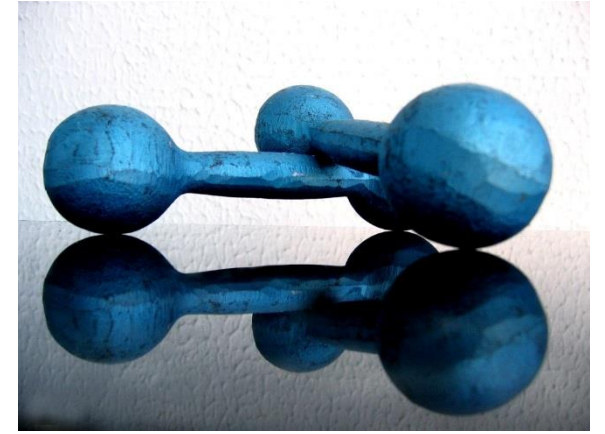
- Email counselling; Live chat; Drop-in Chat; Video counselling
 - Simplicity is key for busy students
 - Some background information may be helpful
 - Instructions are required
 - Starting point questions





Prepare, Train & Trial

- Draft Framework
- Training module
- Terms of Service
- Training practitioners
- Trial – email counselling; live chat; & drop-in chat



DD Daffodil Dams 6:13 PM
I'm in my final year of a bachelor of human services with a major in counselling and I'm curious about what happens next.
I'm thinking about becoming a guidance officer and I'm wondering what I need to do to get there.

SM Me 6:14 PM
Well firstly congratulations on being in your final year.
Ahh a Guidance Officer, is that working in a school?

DD Daffodil Dams 6:15 PM
Thank you, yes it is

SM Me 6:18 PM
Guidance Officers (GO) are interesting in that they providing personal support to students but they are generally registered teachers first. In the State School system you have to be a teacher but in some independent schools you may find roles for people trained or have work experience in the human services.

DD Daffodil Dams 6:19 PM
So I would have to get a teaching degree first?
How do I go about that, and how long would it take?

SM Me 6:20 PM
Yes that is correct. Once you have completed your degree you could look at post grad options eg. Masters of Teaching and Learning at USQ
<https://www.usq.edu.au/study/degrees/master-of-learning-and-teaching>
Master of Learning and Teaching - University of Southern Queensland
If you have a bachelor degree in any field other than education and want to become a teacher, USQ's Master of Learning and Teaching will get you there.

**“I liked that I
could express my
feelings without
speaking”**





Student Feedback – Post-trial

- Live chat
- Email counselling
- Drop-in Chat - 2 software systems trialled





Student Feedback – Post-trial

Informing the Framework

- Can't guarantee students read the TOS
- Development of resources
- Less barriers/steps to participation the better
- Hold off on Drop-in chat – current platform/s





Next Steps

- Final approval of Framework
- Implementation phase
 - Semester 1 2019
 - Live chat & email counselling
 - Drop-in chat on hold for now
 - Promotion
- Beyond initial implementation
 - Reconsider drop-in-chat
 - Further upskilling
 - Consider other technologies/modalities
 - Expand to other services



A background image showing a person's profile in silhouette, looking at a laptop. The laptop screen displays a website with blue and white elements. To the left of the laptop is a clear glass cup filled with various colored pens and highlighters. The scene is set on a desk with a white surface.

**Counselling
made more
accessible**

usq.edu.au/counselling >



Questions?



Thank you!