

# Group Work FAQs & Important Information

- 1. Contact details/Communication:** Our intake number is 4254 9395, all communication sent to you including reminders or updates on your session/s will be sent from: **no-reply@socialsolutions.com**.
- 2. Parking & After hour face to face groups:** Please allow time for parking. All our sites have limited parking available and parking in the area can be challenging. You will be given the opportunity to move your car if required. Please use the doorbell for after hour access, if you are running late or cannot attend, please contact us prior to 5pm where possible.
- 3. Payment:** Full payment is required to secure your booking, as spaces are limited. If you are having challenges with payment, please call our intake staff to discuss payment options.
- 4. Changes to contact or intake details:** We request that all clients call our intake number to notify us immediately, should any contact details change, or life situations that may impact your ability or safety in attending a group.
- 5. Cancellation of attendance:** Please notify us as soon as possible if you can no longer attend a group. Refunds are available if you do not wish to reschedule, 48hrs notice is required. CatholicCare will endeavour to contact you as soon as possible regarding any changes, including cancelling a group or session.
- 6. Pre-Group Engagement:** We will endeavour to contact you by phone prior to the first session of the program to confirm intake details, your ability to attend all sessions, provide any other important information, and offer an opportunity for you to ask any questions. If we are unable to contact you, an email will be sent. An SMS reminder will also be sent 24-48 hours prior to each session.
- 7. Non-Attendance/Missing a session:** Clients are required to attend ALL sessions. We understand that there may be instances outside client's control that affect their ability to attend.

Clients providing notification, costs, staff and room availability, the number of sessions and content missed, will all be considered in our ability to support a client in completing the group. We cannot guarantee a client will be able to complete the group and receive a certificate, if this is the case, clients can request a partial completion certificate, which outlines how many sessions were completed, the client can then rebook to complete the group in full, to receive their certificate.

**Please note:** A client is unable to join a group if they have missed the first session. The client will be offered a place in the next available group.

- 8. Safety:** The safety of clients and staff is of priority, please do not attend our service if you are under the influence of drugs and/or alcohol. Please ensure you have read the clients rights and responsibilities (available via the link sent in your confirmation email).
- 9. Group Guidelines:** At the beginning of each group, guidelines will be established to set boundaries and ensure safety for all involved in the group.
- 10. Childcare:** CatholicCare currently do not offer childcare, however if you are unable to arrange care for a child under 6 months, please notify the intake worker. Due to the content of some groups, we may advise it is not suitable for the child to be in the room during the session, however alternative options may be arranged.

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11. **Lost resources:** Most of our programs include a client workbook; this is included in the cost of the group. If clients require another workbook this may incur an additional cost (cost will vary depending on the group).
12. **Letters/Confirmation of Attendance:** Partial completion letters are available upon request to confirm attendance.
13. **Certificates:** All clients are eligible for a completion certificate where ALL sessions have been attended. Certificates are provided at the end of the final session.
14. **Maximum number of groups per term:** Due to demand, limited spaces and the safety of clients, clients can only book in and complete a maximum of 2 groups per term.
15. **Additional Support:** Counselling is available at CatholicCare, if a client needs additional support outside of the group, the facilitator can refer the client to our counselling service, or other services in the area if we are unable to assist.

## Online Group additional FAQ's

1. **Online eligibility criteria:** Eligibility criteria has been established to ensure the suitability of our online groups to clients, as well as to ensure the safety of clients, their family members or those at home with them and our staff:
  - a. Client must have a suitable and reliable device and internet connection
  - b. Client must have a suitable, private space/location to undertake the session
  - c. If children are present, they must be in a different space/room, and must be safe and cared for while you are attending the sessions
  - d. No other adults should be present, unless they have also registered to attend
  - e. Sessions must NOT be attended while driving, or in any situation that would pose a risk to yourself or others
  - f. You must always have your camera on, and if you need to move out of view, you must notify the facilitator through the private chat option.
2. **Zoom Link & Completion of Pre and Post forms:** You will receive an email approximately 7-10 days prior to the start date, it will contain the Zoom meeting link and a link to complete a pre session feedback form, we would appreciate your assistance in completing the form. The Zoom link should also be available in the reminder SMS sent to you prior to the session. You will also receive a post session feedback form at the end of the group.
3. **Workbooks and resources:** Our team will post the required workbooks and information to your specified address. You will then be able to work through the book/resources during the online sessions (we will endeavor to ensure the resources are received on time, circumstances outside our control may impact this, such as time between booking in and session start date, postage delays).

We thank you for contacting CatholicCare and look forward to meeting you, please call our intake team on 4254 9395 or email [intakeservice@catholiccare.dow.org.au](mailto:intakeservice@catholiccare.dow.org.au) if you have any questions.