

Research Project Information Sheet



Therapists' Perceptions of Client Outcomes and Therapeutic Alliance in Online Counselling

Ethics Approval Number: [S/19/1301](#)

Research Team Contact Details

The research team consists of Chief Investigator Dr Helen Wilson (University of the Sunshine Coast) and Mr Joshua Kubler (Student Researcher). Please direct questions to:

Chief Investigator

Dr Helen Wilson
Email: hwilson@usc.edu.au
Telephone: (07) 5459 4804

Student Investigator

Mr Joshua Kubler
Email: jrk009@student.usc.edu.au

Project Description

The purpose of this project is to evaluate common themes in practitioner experiences relevant to the formation and maintenance of a therapeutic alliance and monitoring of client outcomes online. The primary outcome is to provide recommendations for online clinical practice including strengths, weaknesses and areas in which individual therapists, registering bodies, or policymakers can improve, based upon the experiences of a collective phenomenon.

If you hold a current registration with the Australian Counselling Association (ACA) or Psychotherapy and Counselling Federation of Australia (PACFA), and currently practice counselling in a non-face-to-face online environment, you are invited to participate in this project.

Participation

Participants will involve taking part in an interview with the student researcher. This will take approximately 45 minutes of your time.

The interview will ask questions such as:

- *How do you monitor client-outcomes in your online practice?*
- *What challenges do you face in monitoring outcomes with clients online?*
- *Are there any differences in how you form a therapeutic alliance with your clients online, as opposed to in-person?*

The interview will take place at an agreed location, date at time suitable to you. If you are located outside of the Sunshine Coast, video-conferencing can be arranged.

The interview will be audio recorded.

Your participation in this project is completely voluntary. If you do not wish to take part you are not required to. If you decide to take part and later change your mind, you are free to withdraw at any point. If you do wish to withdraw from this project, please contact the Research Team (contact details at the top of this form).

Your decision to participate (or not), will in no way impact your current or future relationship with the University of the Sunshine Coast.

When participating it is requested that no confidential information about clients or specific cases be disclosed.

Consent

You will be asked to provide written consent before participating in the research. A consent form will be provided to you. If you are participating via video-conferencing, you may provide consent via email with the statements contained in the consent form.

All data will be de-identified.

Consent is for the use of non-identifiable data in this research project only.

Risks and Benefits

There are no anticipated risks associated with your participation in this project.

It is not anticipated that this project will directly benefit you. The project aims to contribute to a body of literature relevant to online counselling based on your experiences.

Privacy, Confidentiality and Results

Any data collected as a part of this project will be stored securely as per USC's Research Data Management policy. All comments and responses will be treated confidentially unless required by law.

- The audio recording will be destroyed at completion of the project as part of the closing procedures.
- Research team members will have access to the audio recordings for the purpose of transcription.
- Unfortunately, it is not possible to participate in the project without the interview being audio recorded.
- You will have the opportunity to review a copy of your interview transcript prior to data analysis with the choice to rescind any statements from the project.

If you would like a summary of findings of this research project, please contact the Chief Investigator (listed above). Non-identifiable results may be presented at external or internal conferences or meetings, or by publication.

Concerns or Complaints

If you have any concerns or complaints about the way this research project is being conducted you can raise them with the Chief Investigator (listed above). If you prefer an independent person, contact the Chairperson of the USC Human Research Ethics Committee: (c/- Office of Research, University of the Sunshine Coast, Maroochydore DC 4558; telephone (07) 5430 2823; email humanethics@usc.edu.au).

Thank you for consideration of this study. Please keep this sheet for your information.