

What to Expect

ATTENDING ONLINE

I will receive an email with the subject line: "Your personal Zoom link for appointments with Hilary" before my first online appointment. This email will contain the zoom link for all of my zoom sessions. If I delete or lose this email, I can [email](#) Hilary's virtual admin and ask them to re-send it. A few days before my appointment, I will also receive a courtesy reminder email and text confirming the date and time of my appointment.

On the day, I will find a quiet, private place to sit for my session.

I will check that the version of zoom on my computer or tablet is up to date. If zoom is out of date (i.e. the most recent update hasn't been installed), the zoom meeting may not show that I have joined on Hilary's end, and she won't be able to admit me into the meeting.

I will have my mobile phone with me so Hilary can call me in case the internet connection is bad or one of us experiences tech issues. If we need to switch to speaking on the phone, Hilary will call from a private number. I will check/adjust my phone settings to make sure I can receive calls from a private number (see instructions for [iphone](#) and [android](#)).

A few minutes before my session time, I will click the link to join the zoom session and wait for Hilary to admit me.



She has wavy, auburn (reddish-brown) and purple hair, usually wears glasses, and will be wearing headphones.

During Sessions

I don't need to make eye contact or make small talk, and I can use fidgets and ear protection. I can take as much time as I need to answer questions.

Hilary will text me approximately 5 minutes into our session if I haven't yet joined the zoom. Texts from Hilary and her admin are sent from Halaxy (the practice management system), and if I text back this is where my response will go. This means that our texts are part of my file. If Hilary hasn't heard from me by 10 minutes into our session, she will then call me on my mobile. When we get to speak/I join the zoom, she will explain that our session will still finish on time. Hilary explains this so that it is clear to me when our session will finish. She is never upset or annoyed if I am late.

Confidentiality

In the first session Hilary will explain [confidentiality](#), and check if I have understood all of this information and if I have any questions. Hilary is always happy for me to ask questions if I don't understand something or I want more information.

If someone attends the session with me, Hilary will explain to us that sometimes people (e.g. a friend, partner, family member, support worker etc) want to give her information, but don't want the client (e.g. me) to know the information has been shared. Hilary will explain that she does not receive information in this way because it:

- undermines the trust between the client (me) and the person giving the information
- undermines the trust between Hilary and the client (me)
- prevents her from being able to act on or use this information in therapy

Hilary will explain that if someone in my life has concerns or information about me that they want to share, she can help them to discuss this openly with me in a therapy session, and offer ideas and suggestions about how to address or work through these concerns.

Questions Hilary will ask

Hilary will check the name and pronouns I use. If I have someone with me in the session, Hilary will check again when she and I speak one on one. She does this just in case I don't feel comfortable sharing the name and pronouns I use in front of the person with me. Hilary will check which name and pronouns I would like her to use for me in front of others (e.g. my partner/parent/carer etc), and also in any letters/correspondence. Hilary does this to respect my privacy and autonomy.

Hilary will go through and confirm the information she already has about why I've come to see her (e.g. from my GP referral, NDIS plan, etc). She will ask me if I'm seeing any other health professionals (e.g. a dietician, occupational therapist, psychiatrist, etc). She will ask about things like who I live with, if I am currently working or studying, and what kinds of things I do in day to day life.

Hilary will ask me about what I enjoy doing, my special interests, and the people in my life (e.g. friends, partner/s, family etc). Hilary will ask if I have any pets, and I can ask about her [greyhound Janey](#) if I want.

Hilary will ask me if I have seen a therapist (e.g. a counsellor, social worker, or psychologist) before, and approximately how long ago. She will also ask if there is anything I found particularly helpful or unhelpful about past therapy/therapists. Hilary asks these questions to get some initial information about what has and hasn't worked for me in the past. There are no wrong answers, and it's ok if I can't think of answers.

Hilary will ask me if I drink alcohol or use other drugs. If I do drink and/or use drugs, she will ask some more questions about how often and in what environments (i.e. places) I drink and/or use drugs. She will ask what I like or find helpful about alcohol and/or drugs. Hilary asks these questions to start learning about my relationship with alcohol and drugs, and she will not judge me for my answers.

Hilary will explain how she works with clients, and the kinds of the therapeutic modalities (i.e. kinds of therapy) she uses. Hilary will explain that finding the right therapist is really important, and that in fact the relationship a client has with their therapist is the most important

determinant in how beneficial they find therapy. Hilary will tell me that if, after our first/first couple of appointments, I feel she isn't the right fit for me, I can let her know and she won't be offended or upset. She will explain that I could tell her in person or via email, and that she is happy to provide alternative referral options.

Frequently asked questions & helpful information

On Hilary's [website](#) I can find information and answers to questions such as:

- How to [book](#) & [reschedule appointments](#)
- The process for [requesting a letter/supporting documentation](#)
- Options/contacts for [non-emergency support](#)
- Options/contacts for [crisis/emergency support](#)
- Why Hilary [cannot provide support between sessions](#)
- [How Hilary works with young people & parents/carers](#)
- [Building accessibility](#)
- the [cancellation policy](#)
- [Resources](#) created by other neurodivergent folks

