

Online Support Group Guidelines

(Now on Teams)



Requirements for Participants

Technology:

- Internet connection requirements - Wifi connected to NBN, ADSL, or a cable service or 4G or 5G mobile service with four bars.
- You will need a device with a functioning camera and microphone - the following devices can easily be used –Apple mobile device (iPhone or iPad); an android device (Samsung galaxy phone). If you are using a computer or laptop check the webcam and speakers are working.
- Headphones are great and can be used as an alternative to speakers.

Suitable Room:

- A private space that is not open to other members of your household.
- Try and find a place with no background noise (or at least as quiet as possible) – think about TV, radio, phone on silent, manage interruption from family members.
- Try and find the place with the brightest light that shines onto your face (and not behind your head). Light should be behind the camera and shining on you.
- Try and get a neutral background behind you.
- Wear headphones to prevent audio issues and facilitate easy hearing. They don't have to be fancy...even a pair of old mobile phone headphones will do.

How to connect:

Please note support group meetings will now be held on Microsoft Teams, not Zoom)

- Confirm attendance the day before by responding to the email from your facilitator.
- After you have confirmed, you will receive an email with a link to connect to the meeting.
- From your email, click on the link “Click here to join the meeting”. You can join a meeting before it's started, or one that's in-progress.
- Meetings will be conducted through Microsoft Teams. A screen will come up asking how you want to connect. Select “Continue on this browser”.
- You will then be taken to a virtual lobby where you can check your camera and audio are “on”. Then click “Join now”.
- There is an option to open a chat window by clicking on the speech bubble. This is where participants can type questions.
- To ensure that participants are not talking over each other – or when they are muted and wish to speak, there is a raise your hand option (hand symbol).
- When you are ready to leave the meeting, simply click on “Leave”.



breast cancer
care wa

80 Railway Street, Cottesloe WA 6011
(08) 9324 3703
info@breastcancer.org.au
www.breastcancer.org.au

Support Group Agreement:

- **Confidentiality**

We respect that what is said at the group and who is seen at the group is confidential. That means we do not share the mee4ting ID number with anyone, we ensure that the online group cannot be seen or heard by others outside of the group. Screenshots and recording of the online group is not permitted.

- **Focusing on the group**

We give attention to the person who is speaking and avoid doing other activities (e.g. housework, cooking, walking, driving) during the group time. Please switch your mobile phones to 'silent mode'.

- **Respect**

We respect everyone's viewpoint and life choices.

- **Non-judgemental**

We accept people, just as they are, and we avoid making judgments about other group members.

- **It's OK to pass**

We have the right to speak and the right to stay silent.

- **Speak for yourself**

We speak from our own experience and don't speak for others. Using "I" statements helps with this.

- **Equal time for all**

We speak one at a time and give everyone the chance to talk and don't talk over one another or 'take over' the conversation. The facilitator may need to 'mute' members' microphones to help make the conversation easier to hear.

- **Technology fails**

If you are disconnected during the online support group, please try to reconnect immediately or send the facilitator a text to let them know that you are okay. If the facilitator is disconnected they will endeavour to reconnect immediately. Failing this, the facilitator will contact group members by text and then attempt to finish conversations individually by phone.

- **Distress levels**

If you are feeling overwhelmed, the online support group might not be suitable for you. Please let the facilitator know if you are feeling this way during the group and an arrangement will be made for a private conversation.

