



While JCU SEW is taking reasonable steps to protect the connection against unauthorized access, please consider that the confidentiality and quality of the service may be affected by the hardware, software and reliability of your internet connection. You may consider privacy measures such as accessing the service from a private room, making sure no one else can access your computer or smartphone, installing software for firewalls, intrusion detection and anti-virus programs. For further information, refer to the [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au).

*Barriers* – please let us know if you are experiencing any barriers in accessing telehealth; i.e. due to concerns around privacy, or language, physical or other impairments.

#### *Use of emails*

Please be aware that any email communication is not secure and should contain minimal personal information. We also ask that students refrain from emailing information relating to increased risk of harm (to self or others), as our inboxes are not monitored 24/7 and staff are not always able to view and/or respond to emails with immediacy. Any concerns relating to risk should be redirected to emergency services (i.e. dialing 000, or contacting therrr