

## Guidelines: Recommended approach for online counselling and psychotherapy

A Associação Irlandesa de Aconselhamento e Psicoterapia (IACP) compilou diretrizes destinadas a conselheiros / psicoterapeutas que prestam terapia e / ou supervisão utilizando tecnologia ou via internet. A primeira secção do documento (Parte 1) trata especificamente do trabalho de conselheiros / psicoterapeutas (designados profissionais) que utilizam tecnologia no seu trabalho com os clientes. A segunda secção (Parte 2) refere-se ao trabalho dos supervisores que também utilizam terapia à distância nos seus trabalhos. Embora as diretrizes sejam destinadas principalmente aos profissionais, elas são igualmente relevantes para qualquer um, incluindo os gerentes de serviços, interessados em fornecer terapia on-line.

Grupos-alvo	Tópicos	Tipo de Melhores Práticas	Países
• Terapeutas • Conselheiros	• Geral	• Material de formação on-line	• Irlanda

### Descrição

The purpose of the e-manual is to offer guidelines for several specific areas and contexts. These include *telephone counselling*, where the context is verbal exchange between client and practitioner conducted in real time, *generic voice applications* and *generic video applications*, where communication is either verbal or/and visual. Here are also forums and e-mailing which include private communication with time delay and *FaceTime* as a video chat application developed by Apple conducted in real time over Wi-Fi from iPhone or iPad. These guidelines are of relevance to all practitioners engaging in distance therapy, and should be read and considered alongside the IACP Code of Ethics and Practice for Counsellors/ Psychotherapists/Supervisors. The following areas are the principal focus of the guidelines: *practitioner competence and training, contracts and client suitability, specific issues relating to working online, professional and legal considerations and issues of jurisdiction and protocols for security and appropriate platforms to assure safety and misuse*.



The screenshot shows a Microsoft Word document window. The title bar reads 'Samaritans - SpunOut.ie He | about-irish-association-for- June 17 IACP Approach +'. The document content starts with the IACP logo (a blue 'i' inside a circle followed by 'iacp') and the title 'Recommended Approach for Online Counselling and Psychotherapy'. Below this is 'Part 1' and 'Introduction'. The text explains the document's purpose for counsellors/psychotherapists using technology or the internet. It notes that Part 1 is for practitioners who use technology in their work with clients, and Part 2 is for supervisors who use distance therapy. The text also states that the guidelines are relevant for practitioners. The Microsoft Word ribbon is visible at the top, and the taskbar at the bottom shows various open applications including a browser, file explorer, and other Microsoft Office tools.

## Idioma original

English

## Países

Ireland

## Ligaçāo

<http://www.irish-counselling.ie/onlinecounselling>

(access date: 21/7/ 2017)



CC - Atribuição-sem comercial-compartilha  
<http://creativecommons.org/licenses/by-nc-sa/3.0/>

Integra. *Guidelines: Recommended approach for online counselling and psychotherapy*. Recuperado em Monday January 26, 2026 de <https://ecounselling4youth.gunet.gr/online-material/courses/TGP405/>



Co-funded by the  
Erasmus+ Programme  
of the European Union

O apoio da Comissão Europeia para a produção desta publicação não constitui uma garantia relativamente ao conteúdo da mesma, que reflete exclusivamente as perspetivas dos autores. A Comissão Europeia não pode ser responsabilizada pelo uso das informações aqui contidas

<https://www.ecounselling4youth.eu/project/>