

Service Costs and Data Usage – FAQ's

How do you access Blue Knot's Telehealth Services?

Blue Knot's Helpline and Redress Support Service are accessed through a 1300 number, webchat, and email, and supported by our website and resources. Videoconference sessions are available on request and as needed.

What is the cost for Helpline counselling, information and referral sessions?

Blue Knot provides Helpline sessions free of charge to all service users. We also provide ongoing redress sessions free of charge. Please also refer to your phone provider's policies. Most mobile phone users with unlimited plans can call 1300 numbers without incurring extra fees. However, calling from an Australian landline might attract a nominal charge, approximately 25 cents, though some mobile plans may charge up to 40 cents per call. Always verify with your service provider regarding any potential costs for calling 1300 numbers.

What is the cost of webchat services?

Blue Knot provides webchat services free of charge and data consumption is minimal, making it accessible even for limited data plans. An average engagement via webchat can use between 10-20 megabytes of data for a 45 minute webchat session.

What is the cost of using our website, downloading resources or viewing videos? Blue Knot provides its web resources free of charge. However, downloading resources from our website or accessing certain multimedia resources shared during a session will increase data usage. Browsing typically consumes about 436kb, a figure that may rise when engaging with external content such as YouTube videos.

What are the costs of services provided by another organisation?

If you're referred to another service or program, the referring agent will aim to inform you about any associated costs, though the accuracy of this information cannot be guaranteed due to reliance on external services for current details. Always discuss any concerns about data usage directly with the service provider to ensure you have all the necessary information for managing your data effectively.