

# Emerging Minds

National Workforce Centre  
for Child Mental Health

# Things to consider before doing a video interview



## Video interviews

Emerging Minds produces videos for a variety of purposes, with our overarching aim being to improve the wellbeing of infants and children. Much of our video footage is used to enhance our online learning programs for professionals. Other video footage is used to promote our resources. Both professionals and members of the public may be able to view our video footage. All of our video footage is professionally produced.

Emerging Minds highly values the experiences of families. Capturing these experiences on video adds huge value to our projects. It is the goal of Emerging Minds that your participation is also of benefit to you, and a source of fulfilment.

Sharing personal stories on video can come with great satisfaction, but there are some very important factors to consider first.

## Ensure you are provided with enough information

Firstly, ensure you understand what the interview is about. Talk with Emerging Minds staff about the purpose of the interview. What will be discussed in the interview? Have you been provided with a list of questions or topics that will be discussed? How will the video footage be used? Remember that video content could appear online for many years.

## Ask: Is this the right thing for me to do at this time?

Are you at a point in your life where you feel ready to do this? Do you have good support from family, friends or professionals? If so, then now might be a time to share your story in a video interview. If you are under stress, in a time of crisis, or already have a lot of family or other commitments, then it may not be the right time to agree to participate in a video.

Think about your motivations for being involved. These might include giving others the benefit of learning from your experience, supporting the values of Emerging Minds, being able to say what is important to you (or has been helpful) that may be of benefit to others.

## Confidentiality

Then, consider confidentiality. This not only includes your own privacy, but also your family's privacy, especially any children. It may be important to discuss these issues with your family and you may feel you need to ask your family's consent. You may also need to consider the privacy of other third parties, such as services, health professionals, schools, and so on.

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When preparing to tell your story, consider that although you may be happy to share certain information now, at another time in your life, you and your family may not feel the same way. What could happen if a colleague of yours, a family friend, or a school friend were to somehow view the interview?

Some people may prefer to use pseudonyms to protect their, their families, and third party privacy. Consider also removing any identifying information from your story. If you use social media, you may like to consider the pros and cons of this if you were thinking of sharing your work online. Take the time to think about these issues to help you make the right decision for you, your family, and your support network.

If during the interview, you will be talking about your children and family, then our staff can help you work through this tip sheet beforehand: *Talking about your Children and Family Publicly* (under development). Please ask us if you do not have a copy.

## You can change your mind ... up to a point

Remember, it is ok to change your mind about being involved at any stage (even during or at the end of the interview). However, once your video footage is used in a resource, we are unable to remove it. Please do consider this.

Take the time to talk to Emerging Minds staff, your family and friends, professionals who support you and any other people with lived experience you may know. We can put you in touch with other people who have participated in our videos to discuss what the experience has been like for them.

## If you decide to go ahead with the interview

### Beforehand

- You will already have an idea about what the interview is about from discussions with Emerging Minds. Have a think about what things from your personal experience you may like to share.
- Also think about the things that you wish to keep

private. Remember that although you may feel comfortable telling the interviewer something, you are being recorded and your audience could be very broad (for example, in a learning resource on the internet).

- Take note of how long you spend preparing for the interview, as you will be paid for this time as negotiated with Emerging Minds, as well as your time actually doing the interview.
- Consider whether you wish to bring a support person with you to the interview.
- Come as yourself – wear whatever clothes you feel comfortable in.
- Plan what time you need to leave to arrive in time without feeling rushed.
- If you find it helpful, plan self-nurturing and enjoyable activities to do after the interview and reduce other commitments as much as you can. You may like to organise to have a coffee with a friend, or just to do something alone that you enjoy. You may wish to celebrate your contribution!

### During

- We highly value your input and will greet you warmly and offer you water, tea or coffee to help you feel welcome and comfortable.
- We use professionals to produce our videos and we will make sure you present well with good lighting and a professional camera crew.
- Remember that:
  - during an interview, it is ok to ask for a break if you need one for any reason (an emotional break, a toilet break, or if you need to contact your family).
  - there will be no judgement from Emerging Minds staff.
  - if things don't come out the right way at first, have another go at getting it out until you're happy. The magic happens in the editing room and we will help you sound great, so don't worry about tripping over any words.
- You can say 'no' if you don't wish to answer certain questions.

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- You can withdraw from the interview at any time for any reason – you simply need to say clearly that you would like the interview to stop.
- Sometimes, recalling your experience can be emotional. This is completely OK and Emerging Minds staff are here to support you.
- If you don't understand a question, please ask the interviewer to explain it differently for you. There are no 'silly' questions and there will be no judgement.
- During or after the interview, if you have said something that you don't want to be used, please tell Emerging Minds staff as soon as you can, so that it is not used in the final resource.



## Afterwards

At the end of the interview, please don't hesitate to let staff know how you found it and offer any suggestions for how we can do better next time.

- Emerging Minds staff will provide you with positive and constructive feedback, pointing out what insightful or unique points you may have contributed without realising.
- Emerging Minds staff will be available to chat with you about how you are feeling, but you may also want to arrange for someone else supportive to chat with a day or two afterwards.
- We will also call you a day or two after the interview to thank you and check-in with how you are going.

- We have found that people sometimes experience a range of emotions after doing a video interview. If these become a problem for you remember you're really welcome to contact Emerging Minds staff.
- You may also find some helpful ideas on our *Self-Care Tip Sheet for Family Partners*. Please ask for a copy if you don't have one!

## What support is available through Emerging Minds?

Emerging Minds are committed to your wellbeing and have people here to support you: Lydia Trowse (0403 842 014) and Bec Edser (0438 163 287). These people are available before, during and after your involvement and can provide confidential support. If Lydia or Bec are both unavailable, then you are welcome to call their manager, Dan Moss on 0438 387 431.

## What are my other support options?

Some people prefer to seek support from family, friends or peers, whilst others prefer to seek help from professionals such as GPs, psychologists, social workers or psychiatrists. It is important that whatever support you choose, that you feel safe and comfortable in discussing your thoughts and feelings.

**For immediate free assistance call Lifeline on 13 11 14 for confidential 24 hour counselling and referrals.**

This document was co-designed with Emerging Minds Child and Family Partners. Special thanks to Louise Salmon for her considerable input.

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