



Therapeutic Agreement

Tony Matthews

Toad Counselling Ltd, Office 5, 5 Mill Street, Bideford, EX39 2JT

Mobile – 07480414534 Email – tony@toadcounselling.co.uk

Thank you for choosing Toad Counselling Ltd, this is my working together contract/agreement. I do not need you to sign and return this form. I will assume you agree with its contents after you have paid at the beginning of your first session.

I am a professionally trained & qualified ethical Psychotherapeutic Counsellor.

I am qualified to work with individuals, children and couples.

Counselling

I am an integrative counsellor and mindfulness practitioner who uses talking therapies aimed to provide you with a confidential opportunity to explore your own thoughts and feelings in a safe environment. My role is to help assist you in this process allowing you to learn, heal, understand, and grow which may help you achieve:

- Greater self-awareness and self-acceptance.
- A more peaceful, centred approach to life.
- Greater health and vitality.
- Emotional wellbeing.
- A sense or deepened sense of spirituality.
- A greater ability to cope with traumas such as death, divorce and abuse.
- An enhanced feeling of optimism and self-esteem.

Commitment

For the counselling process to work well, a level of commitment is required from both of us. On your part, honesty and a genuine desire to learn about yourself and others. On my part, I am committed to helping you by offering a safe space, honesty, no judgement and a genuine healing intent.

Confidentiality

The contents of our sessions are confidential to you and me. All my work is supervised, and you will not be identified through this process. On very rare occasions if we discover there is a need to communicate with other professionals, this will only proceed with first seeking your permission and knowledge of what is to be discussed. I keep minimal data and or notes on clients, which includes name, contact details, G.P name and address and any medication you may be taking at the time. All information is securely stored. The only time confidentiality may be broken would be:

- If there is a risk of serious harm to yourself or another.
- If you reveal that a child is being or is in danger of abuse.
- If I am compelled to reveal information by a court order.
- If you reveal you are a member of a terrorist organisation – it is a requirement of law under the Prevention of Terrorist Act 1989 that this is reported to the police.
- If you are selling/dealing Drugs.
- If you reveal you are laundering money and or laundering money from the sale of drugs – this must be reported to the police.

Record Keeping

I keep brief written notes which you are welcome to see at any time. These notes are kept confidentially and privately filed where I am the only one who has access, along with your personal information. I will soon be storing all notes and personal information on a highly secure online platform called bacpac.com.

At the end of our work together, all notes and personal details will be stored for up to 5 years in case you wished to return to counselling, after this time, all data will be securely removed and deleted.

I am also in ongoing training in order to provide a better service for my clients, and sometimes may include case discussion and or case studies, all names and personal information and family dynamics are all altered to protect client identity. If this is something you do not wish to be a part of, please indicate on the contract before signing.

GDPR

GDPR and other policies can be viewed at toadcounselling.co.uk/policies

Sessions

Our sessions will be face to face, lasting a minimum contracted 60 minutes on a recommended weekly basis at a time and place agreed upon suitable to ourselves. Sessions will take place at my therapy room located in the centre of Bideford where you will find it is a relaxing and private space for you to explore whatever brings you to therapy.

Late arrivals and working over the allocated time

Appointment sessions are for a full hour. Unfortunately, if you are late, we will still need to finish at the allocated time as I run a busy practice. If I do not have any appointments, extra time can be negotiated to extend the time. I do understand that life gets in the way and that other circumstances can influence our timekeeping, but please try to be punctual and keep me informed if you are running late via text WhatsApp or phone call. Please be aware that I might have a client session before yours so please do not turn up early as I have no waiting room. If you are early and I am with a client, the doorbell is not active

Fees / Number of Sessions

I work with a sliding scale of fees which range from £27 to £40 per session depending on your circumstances and what you feel you can realistically afford so please ask

Adults

60 minute 1:1 Session £40

120 minute 1:1 session £70

Children and Young People

30 minute 1:1 session £15 (7 – 12 years old)

60 minute 1:1 session £27 (over 12 years old)

60 minute 1:1 Session £40 (over 15 years old)

Parent/Guardian of Children under the age of 15 years old are required to stay on the premises while their child is in their session.

Couples

60 minute sessions £55

Online Video & Telephone Counselling

The above fees are required to be paid within an hour before any online or telephone appointment. Unfortunately, if the fee is not received within the hour leading up to the appointment, the session will not go ahead, and an invoice will be emailed to the client as an unattended appointment.

To communicate via secure online video, we will use a program called Vsee Messenger which is free for you to download to either mobile phone, tablet or a laptop. I will provide you with a link that sets you up and adds you directly to my Vsee Messenger Account, this link is also available in the contact details of any email I send.

Vsee Messenger

A Secure, low-bandwidth HD video, encrypted with military-grade 256-bit AES encryption, VSee Messenger allows providers to securely video chat with clients in their homes even over 3G cellular networks.



Home Visits

Clients wishing to be seen at home, there is a travel cost of £25 on top of any session fee.

A Discount of 33% to all sessions if you are Military (serving or veteran inclusive of family) and have a Defence Discount Service card or equivalent. If you are part of the Emergency services or NHS and have a Blue Light Card equivalent

Payment is respectfully requested before or at the beginning of each session, this includes your initial appointment.

Cancellations can be made up to 72 hours before a scheduled appointment
Sessions cancelled within 72 hrs will be subject to full payment.

Payment accepted by **Cash, Debit/Credit Card** or **Direct Bank Transfer** (details provided on request of this payment type)

Invoices can be provided for all payments on request

Mobile Phones

Please ensure your mobile phone is set to silent and not in visible sight - they have a huge impact to sessions and are a distraction and you maybe asked to switch it off.

Social Media

I have a business profile (Tony TC) that you may add where I post regarding mental health and Toad Counselling in conjunction with the Facebook Page and a support group you are also free to join. Please be aware, I hold no responsibility for Facebook and their privacy policies regarding GDPR if we are connected on Facebook.

Substances

Please do not come to your session intoxicated with any substance, I cannot work with anyone under the influence, you will be politely asked to leave if I believe you are under the influence of any drug or alcohol.

Insurance

I hold both public liability and professional indemnity insurance.

Ethical Standards

I am a member of The National Counselling Society (NCS) and I am bound by their code of ethics. The NCS's Ethical Framework can be viewed from their website at www.nationalcounsellingsociety.org, any complaints can also be made through contacting the NCS. I take your individual boundaries seriously and seek to work in the most ethical way.

Holidays

I will give a minimum of 2 weeks' notice of any planned holiday dates of when I will be unavailable. I require (where possible) a minimum of 2 weeks from you of the same.



Cancellation Policy

Please let me know as soon as you can if you will be unable to make one of your counselling sessions. **Sessions that are cancelled with less than 72 hours notice are chargeable in full** unless there are extenuating circumstances.

I have read, understood and agree with the above terms and conditions.

Client Name:
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Client Name:
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Signature:
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Signature:
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Date:
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Therapist Name: Tony Matthews
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Signature:
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Date:
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Client / Therapist Copy

