

**Initial contract form/Counselling agreement**

*How do I or my child get the maximum from therapy sessions?*

Be honest about commitment to therapy. It is important to attend all appointments, unless exceptional circumstances prevent this.

Missed appointments can delay or reduce the effectiveness of therapy.

**Sessions**

A fifty minute session will be allocated for you or your child.

Please arrive at the venue five minutes early, so that the session can begin at the designated time.

For online sessions, please click the secure link sent to your email address five minutes before our session begins, where you will be asked to remain in a virtual lobby. This gives us sufficient time to identify and fix any tech issues before your session begins.

If you decide this is not the right time for you or your child to receive support, please discuss this with me. Sessions can be rebooked for the future or you may wish to re-refer in your own time.

**Cancelling and missed appointments**

The demand for support can be high, so I ask that you:

1. Cancel your session with as much notice as possible, with a least 24 hours notice, unless it’s an emergency.
2. Call, text or email to confirm you will be attending your next session as planned, if you miss a session without contacting the service.

More than two consecutively missed sessions may result in support being withdrawn or counselling blocks rearranged for a future date.

**Confidentiality**

All personal contact information and session notes are strictly confidential, though the following exemptions could apply, if: there is reason to suspect a real threat of serious harm to self or others, anything which contravenes the Children’s Act, Drugs trafficking or Money laundering. In these cases, I have an ethical and legal obligation to report relevant information to the appropriate authorities.

All notes are stored in line with UK GDPR legislation, which states information containing personal identifiers is kept separate from session notes and within a pin protected device or a locked storage unit.

**Supervision**

As part of my ethical and legal responsibilities as your counsellor, I undertake monthly clinical supervision with a BACP accredited supervisor. During these meetings all personal identifiers are kept confidential.

**Price**

Sessions are priced at £48 for individual appointments, savings can be made when booking in blocks. Block bookings are paid in advance of the first session, individual appointments are due 24 hours prior to the beginning of our session.

Reminder texts/ emails can be arranged on request.

**Complaints procedure**

I constantly aim to deliver an excellent service, but, if you are unhappy with any aspect of it, please contact me on the up to date contact information you will have been provided. The BACP is also available should a complaint need to be escalated.

**Online sessions**

If you are accessing the service online, please be mindful of your surroundings. The environment you choose for your session should be private, quiet and safe.

Be aware of your broadband speed and internet accessibility, as these can all impact the quality of the service you receive and can lead to lost time. If your therapist experiences technical difficulties which prevent them from continuing, your session will be rescheduled at no extra cost.

In order to respect the time of my next client, I ask that you arrive in a timely manner, any late starts will be billed at the original fee and finish at the previously agreed time.

Upon signing this agreement you agree to its conditions

Name of service user……………………………………………………………………………………….

Name of guardian (if applicable)………………………………………………………………………

Signature…………………………………………………………………………………………………………

Date………………………………………………………………………………………………………………..

Name of support worker…………………………………………………………………………………

Signature…………………………………………………………………………………………………………

Date………………………………………………………………………………………………………………..

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