

Client Number _____



Counselling contract

Welcome to As You Are ("AYA"). Each counselling session will last for 50 minutes. Prompt payment by bank transfer is appreciated please – our bank details will be provided to you separately.

I offer the first 4 sessions as opportunities for us to review our work together. I acknowledge there may be times when you might benefit from being referred on to another counsellor or perhaps another service. If this is the case, I will aim to work with you to find the most appropriate therapy/service for you. I will do this in full dialogue with you to bring our work to an end and enable you to work with another therapist or service.

You might want to consider using the first 4 sessions to:

- Get a feel for what counselling/therapy involves and how it might help you. Take time to ask any questions or raise any concerns you have before making such a commitment.
- Take time to discuss the practicalities of counselling by looking at times, cancellations, fees, confidentiality and the general rules that both therapist and client must abide by.
- You will have time to talk about presenting issues/difficulties, explore your goals in relation to your therapy and discuss areas to be worked on in future sessions.
- Work with me to decide if I am the right counsellor for you, if so, how many sessions feel appropriate.

I offer up to 24 consecutive, weekly sessions (excluding holidays and closure of the building). We will work together to agree an appropriate number of sessions, we are able to offer up to 24 sessions of therapy, you are free to end your sessions at any time. It is good for the outcomes of therapy if we work together towards an ending that enables us both to acknowledge the sessions you have had. I would suggest giving at least two weeks' notice for an ending session.

We request you that you pay weekly by BACS before each session and reference your payments with the client number we have allocated to you, this helps AYA log payments and helps us maintain client confidentiality. As You Are provides an affordable service.

Record keeping

I keep very brief written notes and you are welcome to request to see these. In compliance with General Data Protection Regulations (GDPR) 2018 these notes are stored securely. AYA keeps records for 7 years, they are then disposed of securely. You have a right to access your personal data, request rectification, object to processing and have your personal data erased.

Confidentiality and supervision

Your sessions are confidential within the service, however in **exceptional circumstances** confidentiality can be broken. The circumstances could include:

- You show intent to seriously harm yourself or others.
- You tell the counsellor something that leads them to believe a child or vulnerable adult is being harmed or is at serious risk of being harmed.
- You disclose during counselling that you have committed a serious crime or show intent to commit a crime.
- AYA is ordered by a court to disclose information about you.
- If you reveal intent to commit an act of terrorism or are dealing in drugs or laundering money.

As You Are, The Corner House, 45 Southwick Street, Southwick, BN42 4TH
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If you are accessing session via zoom, I will set up the online meeting and will send you an invitation via email. You can then join the session at the agreed time

If the technology fails, I will try to re-contact you so that we do not spend time trying each other. If for some reason we can't quickly re-establish contact via the platform, I will contact you via another means that we will agree when we start online working together – usually telephone.

All practising counsellors, at whatever stage of their career, are required to be in supervision to maintain high standards of ethical and professional practice. I will take relevant issues from the counselling relationship into supervision, taking care to preserve your anonymity.

Cancellations and Charges

In order for us to continue to provide an affordable service we charge cancellation fees. If 24 hours' notice is not given, the normal full charge will be made for the missed appointment, when more than 24 hours is given 50% of the fee is charged. However, this may be waived in case of contracting coronavirus. This policy is not intended to cause any financial hardship, if you are not in agreement with this policy please negotiate with your counsellor. As a small independent charity, we are unable to provide a free service, should finances become problematic, please let AYA or your therapist know.

Ideally please phone or text me direct if you cannot attend an appointment, as messages via the AYA email, mobile or landline numbers may not reach me promptly due to AYA's part time hours.

Should I become unwell, myself or AYA will contact you to rearrange sessions.

I will not be able to keep the therapy/counselling space open for you if:

- **You do not attend 2 sessions without contacting me,**
- **You do not attend 3 out of the first 12 sessions.**
- **AYA does not receive payment for 3 or more sessions**

If I am not available for a scheduled session you will not be charged and it will not count as one of your 24 available sessions.

Complaints Procedure

As You Are is a member of the BACP (British Association for Counselling and Psychotherapy). I adhere to their Ethical Framework for Good Practice and a copy of this code is available on request. If you have any concerns or you wish to make a complaint, please contact the Service Manager on 07952 754859.

- Client: Signed..... Date.....
- Therapist: Signed..... Date.....

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PLEASE NOTE: Any changes to this contract are to be agreed by Client and Counsellor, detailed on a separate sheet (signed by both parties) and attached to the Counsellor's contract and a copy given to the Client.