



## **Counselling Contract Consent and Confidentiality Form**

Counselling sessions will be arranged at a mutually convenient time every week and will last for 50 minutes. If you need to speak to a counsellor in an emergency, please call Lifeline on 0808 808 8000. Calls are free and lines are open 24 hours a day, 365 days a year.

Each counselling session will begin at an agreed time and cannot be extended beyond the finishing time due to late arrival.

Counsellors reserve the right to cancel a session if you attend under the influence of alcohol or non-prescribed drugs.

Please inform us at least 24 hours in advance of an appointment needing cancelled or rearranged. If you do not attend or do not give adequate notice of cancellation, the session will be deducted from your allocated sessions.

If you do not attend or give adequate notice of cancellation for more than 2 sessions your suitability for counselling will be reviewed.

Counselling is a confidential service, however, there are legal limits to confidentiality. Situations in which counsellors are obliged to break confidentiality are as follows:

- If you disclose a serious risk of harm to yourself or another person.
- If a child is at risk.
- If a serious criminal offence has been committed.

In all cases decisions will be taken in consultation with management and at all times you will be kept informed.

All our counsellors abide by the British Association for Counselling and Psychotherapy Ethical Framework for Good Practice.

In accordance with BACP, our counsellors attend regular supervision to ensure that they are working safely. Although their work may be discussed in supervision and case management, all identifying details will be anonymised.

The Ely Centre keep brief notes of sessions, these are all anonymised and kept in a locked cabinet or under secure password protection.

The Ely Centre would encourage all clients to complete monitoring and evaluation forms which will be provided at the end of therapy. These will be kept confidential and contain no identifying information.

If you are not happy with our service, we have a complaints procedure which is available on request.

I understand the conditions of my counselling and any queries I have regarding counselling have been answered to my satisfaction.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Signature of Practitioner

Date \_\_\_/\_\_\_/\_\_\_\_\_