

Dundee Counselling - Online Counselling Client Contract



Agreement between (list all names) _____ (referred to as “you”, “your” and “client”) and _____, Counsellor, (referred to as “I”, “me”, “my”, “therapist” and “Dundee Counselling”).

Aim of Counselling: Much like face-to-face therapy, the aim of online counselling is to provide you, the client, with a confidential opportunity to explore personal and relational issues in safety. The role of Dundee Counselling is to help you through this process without judgement or telling you what to do. I may on occasions give information or offer suggestions or experiments to try, but we typically do not give advice. During counselling, we set goals agreed between the client and the therapist. The client agrees to work towards the agreed goals. If at any time I feel I can no longer help you, I will offer to refer you to someone who can.

Description of therapy: A description of therapy is at: dundeecounselling.com/our-therapy/

Confidentiality: To ensure open exploration of the concerns that have brought you to therapy, Dundee Counselling maintains confidentiality in accordance with the British Association of Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice in Counselling & Psychotherapy (Code of Ethics) - see www.bacp.co.uk. I am a member of the BACP and bound by their Code of Ethics. Additionally, we abide by the BACP’s Guidelines for working online: <https://www.bacp.co.uk/media/2162/bacp-working-online-supplementary-guidance-gpia047.pdf>

Under the same BACP Code of Ethics and Guidance for working online, Dundee Counselling keeps client records (short summaries about what happens in session). Under the General Data Protection Regulation (GDPR) (EU) 2016/679: www.ico.org.uk I am registered as a Data Controller with registration number ZA142054 and our full Privacy Notice is found at: dundeecounselling.com/privacy-notice/

Counsellors and therapists of Dundee Counselling receive regular supervision in accordance with the BACP Code of Ethics to provide the best possible service to you. Supervisors of Dundee Counselling counsellors and therapists abide by the same standards for confidentiality and data protection.

Exceptions to Confidentiality: Dundee Counselling must pass on any information to the relevant authorities in cases where human safety is concerned including the following cases:

1. If you threaten harm to yourself or to another person
2. If we believe a child or protected adult is at risk of harm or abuse
3. If the courts instruct us to give information
4. If you share information about a proposed act of terrorism or other illegal act

If Dundee Counselling feels that either you or someone else is in danger or at risk of harm I would first endeavour to discuss with you my decision for breaking confidentiality. Depending on the circumstances this may be your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police. However, I retain the right to break confidentiality without prior consultation with you should I consider that the urgency of the situation requires me to act immediately to safeguard the physical safety of yourself or others.

In certain cases, you, the client, may request that Dundee Counselling share information concerning you. In these cases, I require written permission from you before I can carry out your request.

Confidentiality for Couples, Families and Groups: When couples, families or groups meet for online relationship counselling sometimes the clients will meet all together for counselling and sometimes they may meet individually with the therapist. When individuals attend counselling sessions (online or face-to-face) the therapist will not reveal any confidential information shared in an individual session with partners, other family or group members involved in relationship counselling without the prior written permission of that individual.

Restrictions to Online Counselling: I only provide online counselling to clients aged 18 and over. Currently Dundee Counselling only provides counselling to residents of the United Kingdom. There are some instances where the nature of the issues presented by you, the client, may be handled best in face-to-face therapy. If this is the case, the counsellor would offer to arrange face-to-face sessions or would endeavour to refer you to a counsellor able to see you locally, if distance is an issue, or some other relevant form of support.

Sessions: Sessions last approximately 50 minutes and will typically be every week on the same day and time, suitable to you and within my hours of operation (refer to www.dundeecounselling.com). It is expected that the online session will begin at the agreed time. Any session that begins after this time due to late client arrival for whatever reason cannot be extended beyond the agreed finish time. If you do not join the online session within 15 minutes of the agreed appointment, this will be considered

a cancellation and the therapist will not be available for the remainder of the session. If there are internet or technical difficulties with the online connection, we normally switch to working via a phone call for the remainder of the session.

Recording of Sessions: Sessions are not to be recorded by you or me, either in video or audio format, and it is not permissible to publicise the content of our exchanges or share them with a third party.

Contact between sessions: In instances where you need to contact me between sessions, calls can be made to (01382) 224 884. Dundee Counselling is not a crisis or emergency service. If you need to speak to someone immediately, please contact your GP, NHS 24 (08454 242424) or the Samaritans (08457 909090).

Number of Sessions: Dundee Counselling asks that you commit to 4 sessions before realistically evaluating the effectiveness of therapy. After this, the contract can be renewed verbally for an additional 4 sessions. A review is given every 8th session (or sooner if desired) and may include changes in frequency of sessions. If both therapist and client collaboratively agree that more sessions are necessary to reach your goals, then more sessions (usually 3 - 8) are agreed upon before ending therapy or reviewing the process again.

I understand that your life circumstances may suddenly change. You may at any point desire or be obligated to discontinue therapy. Whatever the reason, I respect your decision but ask that you give one weeks' notice before finishing so that we have the chance to discuss your decision and end therapy.

Session Fees: Sessions fees are £45-individuals /£40-concession / £60-couple & family counselling. Fees are reviewed yearly and changes take effect on 1st January. There is a £5 discount for pre-paid sessions ie book online. Other fees may be applied for special requests for example if you request me to write a letter to your GP.

Rescheduling fees: There is no additional fee for rescheduling if you reschedule before the appointment time. Please give as much notice as possible and at least 24 hours.

Missed Appointment fees: If your session time has passed and you have not attended your session, you will be charged the Missed Appointment Fee which is 50% of the full appointment fee. Any amounts prepaid to us will be applied to this fee and the full Missed Appointment Fee must be paid before further sessions can be scheduled.

Cancellation fees: If you would like to cancel an upcoming appointment and have prepaid either the deposit or full session fee, please note that there is a 5% cancellation fee that will be deducted from any deposits or full payments returned to you due to the admin and card processing fees that are incurred from the systems that provide card processing for us (stripe and booking systems). However, if instead you would like to reschedule to a later date, there is no fee.

Method of Payment: By card or cash at the conclusion of each session. BACS is also possible or in most cases the booking system will take payment to secure your appointment. There is a £5 discount for pre-paid sessions. Multi Session Purchase discounts are available: 4 individual sessions for £150.

Complaints: can be made directly to the counsellor or by contacting the BACP at www.bacp.co.uk.

I, Print Name....., hereby agree to receive online counselling provided by Dundee Counselling and give consent for them to process my client data according to their Privacy Notice found at: dundeecounselling.com/privacy-notice/.

Signed..... Date.....

I verify that I am aged 18 or over at the date of signing this contract.

Address,.....,.....,.....

Contact Phone.....Email.....

Emergency Contact and Phone /

Would you like text reminders about your appts? yes no

GP name..... Surgery Name.....

Surgery Telephone.....

Goals for therapy

.....

Therapist Signature..... Date.....