



Counselling Service Agreement

Confidentiality: Confidentiality will be maintained to the highest degree and we will not usually disclose any information without your written consent. There are some circumstances in which we are unable to preserve confidentiality and are required to report our concerns to the appropriate authorities:-

- If we believe there is an indication that someone is at significant risk of harm, for example: you (the client), or someone else (a child, or any other person), we may need to speak to another appropriate person.
- If you tell the police or a legal representative that you have engaged in counselling, we may be required to release information about you, including any session notes.
- We are required to pass on to the police information regarding money laundering and/or drug trafficking and/or harm intended to others through the planning or carrying out of terrorist activities.
- DRASACS is totally against any form of the exploitation of children and young people (i.e. FGM or trafficking for sexual exploitation) and we operate under the relevant UK legislation and statutory guidance.
- Where 'not sharing' information would not be in the best interest of the client.

In these circumstances, we will:-

- Seek your written permission and involvement wherever possible.
- Aim to balance your need for privacy and confidentiality with our professional, ethical and legal responsibilities.
- Seek consultative support from an appropriately qualified professional

If you were referred by the Improving Access to Psychological Therapies (IAPT) team, some data would be shared with them.

Drasacs has a guidance document that outlines the methods and rationale behind sharing/not sharing personal and sensitive information. Please visit our website www.drasacs.org.uk for guidance on Data & Information sharing.

In addition to the above exceptions, our counsellors are professionally and ethically obliged to seek consultative support from a counselling supervisor at regular intervals to ensure that they are working effectively and safely with you, although your identity will not usually be revealed.

Counselling sessions:

1. This agreement is initially for 6 sessions.
2. The counselling will take place at 25 Thorne Road, Doncaster, DN1 2EZ. (or occasionally through telephone or webcam by prior arrangement & agreement with the counsellor)
3. Each counselling session will last for up to 50 minutes and will usually take place at a frequency of once per week.
4. **If you are unable to keep an appointment, please let us know as soon as possible by telephoning (01302) 360421 or texting 07798887678.** Up to 2 sessions may be cancelled in this way and any further cancellations will be deducted from your sessions. If you do not attend and we do not hear from you by 10.30 the following morning, no further sessions will be offered.
5. It is a requirement that you do not come to the counselling sessions under the influence of alcohol or non-prescription drugs.
6. If your counsellor is unable to attend a session, we will make every effort to let you know as soon as possible.
7. We are not medically trained and therefore, in the event of a medical incident, we will telephone for an ambulance to attend.
8. We are unable to accommodate other adults or children during sessions as we do not have waiting facilities or a crèche.
9. The safety of staff and clients is paramount and any actions which may compromise this will not be tolerated.

Your counsellor will not offer you advice. He or she will be accepting and non-judgemental, offering empathy and sensitivity to your needs. The aim is to help you to decide for yourself what is right for you. Your counsellor is a member of the British Association for Counselling & Psychotherapy and/or the UK Council for Psychotherapy and is bound by an ethical framework for good practice in the Counselling professions. A copy of this is available on request.

What is expected of you: Please arrive on time and take responsibility for your decisions, actions and welfare during counselling, between sessions and after completion of counselling.

General Data Protection Regulations: There is a separate document which was signed in the first appointment with a counsellor that outlines how we process personal data and further information is available at drasacs.org.uk

Complaints: If you have a complaint about your counsellor or the service, a complaints procedure booklet is available in the counselling room or on request.

Client Number: _____

Signed: _____ (Client)

Signed on behalf of DRASACS

K Hill

K Hill (CEO)

Date: _____