

Your Rights as a Counselling Client

You have the right to receive a quality counselling service

- I am a member of the BACP and am bound by their Ethical Framework. This defines the nature of the relationship between the counsellor and client and the boundaries regarding this.
- I receive regular supervision (this is standard good practise for all counsellors). I will discuss counselling sessions with my supervisor to ensure that I am providing the best possible service. These discussions remain anonymous wherever possible and the supervisor is bound by the same confidentiality that I am.
- Counselling is usually offered in 6 week blocks. If it is felt by us both that further sessions would be beneficial then more sessions can be made available. Some clients find that less sessions are needed and others find counselling to be beneficial on a longer term basis.
- Sessions usually last 50 minutes. If you are late for a session, I will not see you beyond the time that was originally booked but the full session will still be charged. For missed sessions or cancellations please see the Fees section below.
- Sessions are usually held on a weekly basis.

You have the right to confidentiality

- What you share will remain confidential; however, there are certain limitations to this. I will only break confidentiality when you share that you or someone else is at risk of serious harm. I will always discuss this with you first when possible.
- In other rare circumstances, I may be compelled to give evidence in court or produce notes for other professionals. This will only be done if required by law.
- I keep notes for five years in accordance with the Data Protection Act (1998).
- These are your notes and you can ask for access to them in writing at any time.

Fees

- The first session is available at a reduced cost of £20. This will help you to get to know who I am and whether counselling is appropriate and beneficial to pursue with me.
- All subsequent sessions are charged at £42. A reduced rate of £30 is available for students and those on income related benefits.
- If you need to cancel your appointment, you must give at least 24hours notice otherwise the full fee will be charged.
- Please contact me on 07901 218 165 or louise@newcastlecounselling.co.uk.
- Charges are subject to regular review. Any changes in charges will be given with one month's notice.

Contact

- I can be contacted on 07901 285 165 or louise@newcastlecounselling.co.uk. Please be aware that this phone is checked irregularly through the day and not always manned. You can leave a message and I will return your call when I can.
- If you are in distress and cannot get hold of me as soon as you would like then please take responsibility for yourself and contact someone you feel appropriate.
 - Your GP
 - NHS Choices: 111 (free call from landlines and mobiles)
 - Samaritans: 08457 90 90 90
 - Emergency Services: 999

This contract

- This contract is subject to review at any time and any changes made will be made known to you.

Additional Notes

If you have any queries related to the above information, please do not hesitate to ask me.

I confirm that I have received written information on my rights as a counselling client at Newcastle Counselling and agree with the content.

Client: _____

Date: ____ / ____ / _____

Counsellor: _____

Date: ____ / ____ / _____