



## Online Client Counselling Contract

Mutual agreement between client and counsellor, detailing our responsibilities and commitments within the counselling relationship. Please note this contract is subject to and governed by English law and the exclusive jurisdiction of the Courts of England and Wales.

### Confidentiality

Counselling is a mainly confidential practice, however there are some limitations to this. I will be explicit about these below, so you can decide what you wish to share:

- **Harm to self or others** - If I believed you were at risk of harming yourself or others, I would have to break confidentiality. This would initially involve a discussion with my supervisor and possible a call to your GP. I would always endeavour to discuss this with you beforehand.
- **UK Law** - I am required under UK law to report disclosed information under the following acts, to the police: the Terrorism Act 2000, Proceeds of Crime Act 2002, Drug Trafficking 1994 and Money Laundering Regulations 2007. Should the Police request information regarding the driver of a car during a traffic offence, I must provide this to them under the Road Traffic Act 1991 - for legal reasons I would not be able to notify you of this. Under the Serious Crime Act 2007, courts can make an order requiring a person with information or records to disclose these to the police or court.
- **Child Protection** - In the case of a child protection issue, under the Child Protection Act 1989, I would have to break confidentiality to report this to social services. This would be discussed with my supervisor first.

### Supervision

Due to the confidential nature of counselling, it is a requirement that every counsellor undertakes supervision to discuss client work in a confidential setting. Therefore I may discuss our work together with my supervisor, however your identity will remain protected. This practice provides me with adequate support and helps me be the best counsellor I can be.

### Sessions

Sessions will be 50 minutes in length, with the other ten minutes being used by the counsellor after the session to write case notes.

Sessions will take place at the same time and day of the week on a weekly basis (or fortnightly if agreed). Any holidays or sessions client or counsellor are unable to attend will be notified in advance, with as much notice as possible. I cannot hold your place for longer than two missed sessions unless there are exceptional circumstances.

Regrettably if you arrive late for a session, we will only have the remaining time of the 50 minutes to work.

We will review how the sessions are going every six weeks. There is no obligation to commit to a certain number of sessions.



## Fees

The cost of online counselling is £50 per session.

**Please can you make payment 24 hours before the session, via internet banking to:**  
Tide Account 'Katy Acton Counselling'; Account No: 14749732, Sort code: 04-06-05.

I will email the session link to you once payment is received.

## Cancellation

If you are unable to attend a counselling session, please let me know as soon as possible.

Cancellations made with **less than** 24 hours notice may incur the full session charge of £50. However if this is due to illness or emergency, I will offer a rescheduled appointment or the cancellation fee will be reduced to £25.

If you fail to turn up for your session, or make contact within 24 hours of your missed session time, your place will be offered to the next person on the waiting list.

## Online Working

Please note that any inappropriate dressing or behaviours (including intoxication from alcohol or drug use) will result in my terminating the session immediately. I reserve the right to charge the full session fee should this happen.

We both agree **not to record** sessions.

In the event of technology failure or breakdowns, we both agree that this could happen and might cause interruptions during our sessions. Should this happen, we can try to log out and wait a few minutes, then log back in. If we still cannot connect, I will telephone you on the number provided by you on your contact sheet. We can either continue the session by telephone or arrange another time to reschedule.

If you were suddenly taken unwell during an online counselling session, I may need to call your next of kin or the emergency services. Please ensure the person whose contact details you give me, is somebody you would be comfortable with me contacting in an emergency situation.

For security, both my Laptop and Psychology Today Sessions have end-to-end encryption. I recommend not stating your full name, personal details or your address while we are engaged in online sessions; as this helps maintain the privacy of your session.

Creating a personal space in your environment for use during our sessions may help you feel more at ease and comfortable. You may want to bring a soft drink, but please do not bring food as it can be a distraction from our work. I suggest a quiet private space where you will not be disturbed or overheard, using headphones if possible. I will be using headphones and located where I cannot be overheard.



## **Record Keeping**

Brief case notes will be made after each of our sessions. By signing this contract, you are stating agreement to these notes being kept. Your name or any identifying information will not be detailed in the notes. The notes will be kept in a locked filing cabinet. I have duty to keep these for a period of seven years, after which they will be destroyed. You have a right to see these notes by making a formal request.

Personal details that I collect on my client information sheet is for my records only and information will not be used shared. Your client information sheet and copy signed contract contain identifiable information; and therefore will not be kept in the same file as your client case notes. They will be filed separately in a lockable filing cabinet.

Any documents sent via email will be printed and deleted from my computer. Email communication will be deleted once responded to.

## **Professional Credentials**

I confirm that I hold adequate professional indemnity and public liability insurance and am fully-qualified with a degree in Counselling and Psychotherapy. I undertake continuous professional development courses and activities on a regular basis. Copies of my certificates can be seen upon request.

I am a registered member of the British Association of Counselling and Psychotherapy (membership no: 731561) and adhere to their Ethical Framework for the Counselling Professions. This can be accessed via their website [www.bacp.co.uk](http://www.bacp.co.uk). The BACP register of counsellors and psychotherapists is a voluntary register accredited by the Professional Standards Authority for health and social care. My registration number is **98695** and can be checked by visiting: [www.bacp.co.uk/about-us/protecting-the-public/bacp-register/](http://www.bacp.co.uk/about-us/protecting-the-public/bacp-register/)

## **Complaints**

I aim to provide an honest, safe and ethical service for my clients. However, in the unfortunate instance of you being unhappy with my service, you can contact the BACP either by email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) or phone: 01455 883300. The BACP complaint's procedure can be viewed online at [www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/](http://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/).

**Please sign and date below to confirm you are over 18 and are in agreement with this contract:**

**Client's Name:**

**Client's Signature:**

**Date:**

**Counsellor Signature:**

**Date:**