



Counselling Agreement

In counselling it is usual for the counsellor and the client to have an agreement when working together. The purpose of this is to make sure both the client and the counsellor are clear about what to expect. Please read the following information. You will be asked to sign this agreement before your counselling starts. If you have any questions please feel free to ask your counsellor or contact Service Six at the address at the bottom of the page.

Confidentiality

Everything discussed within the sessions remains confidential. However, a counsellor will have to pass on information if:

- You show intent to seriously harm yourself or others
- You tell the counsellor something that leads them to believe a child is being harmed or is at serious risk of being harmed
- You disclose during counselling that you have committed a serious crime or show intent to commit a crime
- Service Six is ordered by a court to disclose information about you
- If you reveal intent to commit an act of terrorism or are dealing in drugs or laundering money

The counsellor will tell you, where possible, if and why they feel it is necessary to pass on confidential information. It is important that you know this is very rare. To make sure that we keep the counselling confidential outside of your sessions you and the counsellor will not talk to each other if you see each other out anywhere.

Supervision

Counsellors discuss their counselling work with their Counselling Supervisor and the Counselling Manager. This is essential and part of good practice. If the counsellor needs to discuss your case with their supervisor or manager they will make sure your identity remains anonymous.

Records & Note Keeping

Counsellors are required to keep brief notes of ongoing counselling sessions with clients. These are electronic and securely encrypted. Once your sessions have ended they are stored in a locked filing cabinet. Only the counsellor and Counselling Manager have access to them. You have the right to see these notes if you wish. After the counselling has ended Service Six is legally required to keep client records for up to twenty years or more, after which they are destroyed.

Sessions

Each session will be 50 minutes long and will be at the same time and on the same day each week. If you arrive late for an appointment, the counsellor will not be able to extend the time of the session. Regular reviews are held to make sure counselling is helpful and appropriate.

Missed or Cancelled Appointments

If you need to cancel an appointment, or you are going to be late, please ring or text your counsellor or the Counselling Administrative team at Service Six as soon as possible. If you don't turn up for your booked counselling session and don't let us know, we will assume you don't want counselling anymore and we will not arrange another appointment for you for the following week.

Personal conduct

Counselling cannot take place if the client arrives at the session under the influence of alcohol or illegal drugs, nor will sessions continue if a client becomes threatening or violent towards the counsellor.

If you are satisfied with the boundaries we have discussed, we will both sign this contract. Service Six will keep a copy of this for our records and provide you with a copy for your information.

Client's Name: Signature:

Counsellor's Name:..... Signature:

Date:

Service Six has a Complaints Policy. This can be accessed on our Website or by leaflets at Rock Street, Wellingborough. Any complaint is responded to within a five day period. Please contact the Counselling Manager if you require any further information.