

Terms and conditions

Please read this information and ask the counsellor or office manager if you are unsure about what the content of this contract means. It is essential that you understand the conditions of our Counselling Services before you agree to commit to undertaking the therapeutic counselling sessions.

Please note:

- It is essential that mobile phones are switched off during the counselling session.
- All missed appointments will be charged for unless you give notice of absence within 24 hours.

The aim of Wellbeing Solutions Counselling Service is:

- To provide a therapeutic counselling service where clients can discuss their issues and concerns in a safe and confidential environment with a professional counsellor. This will empower clients to develop a greater sense of resourcefulness and self-determination that will assist them in overcoming or managing a variety of concerns more effectively.
- Our counsellors will not provide the answers to clients' issues but will help the client to explore the affects of their problem situation: this will include exploring the client's feelings associated with their circumstances. The counsellor's role is to help facilitate greater understanding of what the client is experiencing and support the client when working towards their chosen goal.
- The counselling sessions will be a talking therapy where together the client and counsellor will explore in depth what the client would like to change. There may be times when the client is asked to keep a diary and engage in a small amount of homework especially when receiving cognitive therapy.

Your Counsellor

- When you make your appointment with our Counselling Service, you will be appointed a professional counsellor who will undertake an initial assessment and then set up a contract with you.
- You will normally see the same counsellor on each contracted visit. However, please note that if the counsellor is on long term sick, or leaves the organisation, you will be offered the services of another counsellor within the team.
- If you find it difficult to talk to the counsellor appointed to you, you may request a change to a different counsellor after discussing your reasons with your counsellor.

Counselling Sessions

- The counsellor will contract with you for a set number of one-hour sessions over a period of time and mutual agreement. Your counsellor will also explain the boundaries set by Wellbeing Solutions Counselling Service. You are required to contact the Counselling Service if you cannot keep an appointment.

A fee will be charged for any missed appointments or cancellations without 24 hours notice.

Confidentiality

Confidentiality is an important part of counselling in order to provide a safe place for you to talk about personal issues. However, in certain circumstances, this confidentiality is limited in accordance with the Ethical Framework of the British Association for Counselling and Psychotherapy.

These circumstances are as follows:

- If the counsellor believes that you may be involved in drug trafficking, money laundering or terrorism, he/she is required by law to report this to the appropriate authority without informing you.
- If the counsellor believes that you may harm yourself or maybe harm another person, including physical or sexual abuse of a child, the counsellor will discuss the matter with you but may report it to the appropriate authority.
- The counsellor will receive professional supervision and will discuss your circumstances with their supervisor.

Supervision

All Wellbeing Solutions counsellors are required to receive professional supervision of their work to ensure the quality of practice is met. Your counselling sessions will be discussed during supervision, however your name and personal details will remain confidential. The supervisor's role is only concerned with the ethical practice of the counsellor and that he/she is providing an appropriate counselling service for their clients.

Data Protection

Keeping your personal information safe and secure is our top priority. We will use these details for running the business which includes contacting you about appointments. We will not contact you for any other reason. We will keep your records for 3 years after you end your therapy.

Access to Information

You can request access to the personal information that we hold about you. We will provide this except in the limited circumstances in which we are permitted not to. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. You may request amendments to the personal information we hold about you that is inaccurate or out-of-date. If you request that we delete your personal information, we will do so unless we need to keep it for legal, auditing or internal business purposes.

Complaints, questions, comments and access requests are welcomed and should be addressed to:

**Tracy Phillips, The Estates Office, Gold Tops, Newport, NP204PG
Tel: 01633 254646.**

Data Protection Registration reference: ZA023635.