**Counselling Client Contract**

Agreement between (list all names)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (referred to as “you”, “your” and “client”) and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Counsellor, (referred to as “I”, “me”, “my”, “therapist” and “Mental Health HQ CIC”).

**Aim of Counselling:**

The aim of counselling is to provide you, the client, with a

confidential opportunity to explore personal and relational issues in safety. Mental Health HQ CIC will support you to get your needs met in balance, providing a safe, non judgemental space. During counselling, we set goals agreed between the client and the therapist. The client agrees to work towards the agreed goals. If at any time I feel I can no longer help you, I will offer to refer you to someone who can.

**Description of therapy:**

A description of human givens therapy can be found on our website at: <https://mentalhealthhq.Co.uk>

**Confidentiality:**

To ensure open exploration of the concerns that have brought you to therapy, Mental Health HQ CIC maintains confidentiality in accordance with the Professional Standards Agency. I am a member of the HGI and bound by their Code of Ethics.

Mental Health HQ CIC keeps records of all consultations, and adheres to the Data Protection Act of 1998: www.legislation.gov.uk/ukpga/1998/29/contents and the General Data Protection Regulation (GDPR) (EU) 2016/679: www.ico.org.uk

Your Counsellor receives supervision in line with the recommendations from the Human Givens Institute in order to provide the best possible service to you.

**Exceptions to Confidentiality:**

 Mental Health HQ CIC must pass on any information to the relevant authorities in cases where human safety is concerned including the following cases:

1. If you threaten harm to yourself or to another person

2. If we believe a child or protected adult is at risk of harm or abuse

3. If the courts instruct us to give information.

4. If you share information about a proposed act of terrorism or other illegal act

If Mental Health HQ CIC feels that either you or someone else is in danger or at risk of harm I would first endeavour to discuss with you my decision for breaking confidentiality. Depending on the circumstances this may be your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police.

However, I retain the right to break confidentiality without prior consultation with you should I consider that the urgency of the situation requires me to act immediately to safeguard the physical safety of yourself or others.

In certain cases, you, the client, may request that Mental Health HQ CIC share information concerning you. In these cases I require written permission from you before I can carry out your request.

**Safeguarding Children and Young People**

As a therapist I offer 1:1 support to young people aged 9 and up. I will not discuss the contents of the session with the parent / care giver unless I have express permission from the young person.

I use the principles of Fraser Competence to assess the level of competence of the young person during our sessions.

I have additional level 3 training in Safeguarding Children and Young People.

I have a safeguarding policy available through my website <https://mentalhealthhq.Co.uk> which I will follow at all times. If there is anything of concern I will share with yourself and / or relevant professionals as required in accordance with The Children’s Act (1989) and Working Together to Safeguard Children among other documents.

**Confidentiality for Couples, Families and Groups:**

When couples, families or groups meet for relationship counselling at Mental Health HQ CIC, sometimes the clients will meet all together for counselling and sometimes they may meet individually with the therapist. When individuals attend counselling sessions the therapist will not reveal any confidential information shared in an individual session with partners, other family or group members involved in relationship counselling without the prior written permission of that individual.

**Sessions:**

Sessions last approximately an hour and will be arranged according to your needs. It is expected that the session will begin at the agreed time. Any session that begins after this time due to late client arrival for whatever reason cannot be extended beyond the agreed finish time. If you do not arrive or call within 15 minutes of the agreed appointment, this will be considered a cancellation and the therapist will not be available for the remainder of the session.

Address for consultations 9 Balliol Road, Welling, DA16 1PQ

**Working with another Counsellor**

I will not undertake work with you while you are receiving therapy from another source. We can discuss working together further once the work with the initial therapist has been completed.

**Contact between sessions:**

In instances where you need to contact me between sessions, calls can be made to (0208) 3060817. If I am unable to take your call, please leave a message. Calls and messages will be responded to as time permits between sessions within normal operating hours. Mental Health HQ CIC is not a crisis or emergency service. If you need to speak to someone immediately, please contact your GP, NHS 24 (08454 242424) or the Samaritans (08457 909090).

**Cancellations:**

If for any reason I have to cancel a session I will aim to provide you with 48 hours’ notice, and you will not be charged for the session. Likewise I will expect you to give me 48 hours’ notice if you are unable to attend. You will not be charged for

appointments missed due to illness provided you give me at least 24 hours’ notice.

In an instance where no or insufficient notice is given on your part, I reserve the right to charge the full fee for the session. In the event of a serious accident, emergency, or other similar situation outside your control, please deal with your situation first and notify me at the earliest convenient time.

**Number of Sessions:**

Mental Health HQ CIC does not require commitment to any specific number of sessions. I understand that your life circumstances may suddenly change. You may at any point discontinue therapy.

**Session Fees:**

Sessions last an hour and fees are £40 for a young person/£50 for an adult. The fee for couple counselling is £55.

**Method of Payment:**

By card, BACS, or cash at the conclusion of each session. There is an online payment method if you prefer and specials from time to time on our website.

**Complaints:**

Should you wish to make a complaint about the service you have been offered please contact the Human Givens Institute at [www.hgi.org.uk](http://www.hgi.org.uk)

I, Print Name............................................................... hereby agree to receive counselling provided by Mental Health HQ CIC and give consent for them to process my client data according to the requirements of GDPR

Signed.................................................................................... Signed................................................................................................... Date....................................................................................... Date.........................................................................................................

How did you hear about us (tick box)? □ Internet Search, □ HGI website, □ a friend, □ an advert, □ ...........................

Telephone........................................................................... Mobile................................................................................................... Mobile phone .....................................................................

Would you like text reminders about your appts? □ yes □ no Email.................................................................................... Email...................................................................................................... Therapist Signature....................................................................................................................................