



Counselling Agreement

Why Sian-Claire Counselling?

My name is Sian-Claire. I am a qualified Counsellor and member of the British Association for Counselling and Psychotherapy (BACP), I am also a qualified teacher. I work in private practice currently offering both short term and long term online and telephone counselling, and walking therapy. An outline of what is involved in either telephone and online counselling or walking therapy can be found on my website www.sian-clairecounselling.com or provided on request. I have worked with clients from age 14 up to and beyond retirement. I have experience of working with issues including, but not limited to, abuse, anxiety, bereavement, eating disorders, depression, suicide ideation, relationship problems and work-related stress. I have the fullest commitment to offering a service which is welcoming to all backgrounds in a supportive and non-discriminatory manner. My working hours are Monday – Tuesday 9.30am – 21.00pm, Wednesday 5.30pm – 21.00pm, Friday 6pm – 9pm and Saturday 9.00am – 12.30pm.

BACP ethical framework

As a member of the British Association of Counselling and Psychotherapy (BACP), I work within their Ethical Framework for Good Practice. As such, I will respect your right to be self-governing, will commit to promoting your well-being and avoiding harm, and will strive to treat you fairly and impartially. As a registered member of the BACP, I am subject to its complaint's procedure. In the event that you are unhappy with the service you receive from me, I would encourage you, if possible, to speak with me in the first instance so that we can try to resolve the issue. Details of the BACP complaint procedure can be obtained at www.bacp.co.uk, if you wish to file a formal complaint.

Confidentiality and Security

In accordance with the BACP ethical frameworks and best practice guidelines, everything you say in counselling sessions remains between you and Sian-Claire, with the exception of:

- Where you give consent for the confidentiality to be broken
- If you inform Sian-Claire that you have evidence of current child abuse
- If you indicate a serious and imminent intention to harm yourself or others
- If you are involved in or know of any terrorist activities
- If you are involved in or know of any drug trafficking or money laundering
- Where Sian-Claire has received a Court Order to appear and give evidence

As a Counsellor, Sian-Claire's work is subject to clinical supervision. Anything you say during your counselling session will be confidential to your counsellor (Sian-Claire) and her clinical supervisor (details will be provided on request). To ensure good practice, Sian-Claire will discuss the counselling work on an anonymous basis to preserve confidentiality.

Sian-Claire may make brief counselling notes of the sessions as an 'aide memoir' and these electronic records will be kept securely, in accordance with GDPR regulations for as long as



is necessary. I am a registered Data Controller and abide by GDPR regulations. My registration number is:ZA774054

Further Information regarding how I ensure privacy and security is available on my website:

www.sian-clairecounselling.com

Appointments & cancellations:

I offer an initial free 30-minute online consultation to all new clients where we can assess which counselling medium (online/telephone/walking) is right for you at the moment and ensure that we feel a therapeutic connection which is key for our work together. If you do not want to continue with counselling with Sian-Claire counselling following this consultation, any information you have provided will be destroyed immediately.

An online or telephone Counselling session will last for 50 minutes and is charged at a rate of £40.00 per session, walk and talk sessions are 50-60 minutes dependent on route and is charged at a rate of £45.00 per session. Payment is to be sent by BACS (see details below) before the start time of the session. You are expected to arrive in time to start your appointment and not to be under the influence of drugs and/or alcohol. Counselling sessions are arranged at either weekly or fortnightly intervals and can continue until you bring them to a close with two weeks' notice (see also 'Endings' below). If for any reason you are unable to attend your appointment you will be charged for the session unless Sian-Claire has been given 24 hours' notice by email (sianclairecounselling@gmail.com) or phone/text (07516312843).

Fees are reviewed once a year, and any change will take place on 1st January. If no attempt has been made to cancel a session and you have not arrived/ logged in after 5 minutes of agreed start time, I will contact you via you preferred contact number once. If there is no response the fee payment will be incurred.

Counselling Process: What to be prepared for

While the aim of counselling is to work with you through the difficulties you are experiencing and to help you to develop new ways of coping, some people find that they feel worse for a short time before they start to feel better. In these circumstances it is best to discuss how you are feeling rather than abruptly end counselling, in order to have the chance to discuss the decision and to complete the process adequately. The client is always in charge of the decision to continue or to stop counselling, and will not be under any pressure to continue at any point.

Endings:

When you want to stop coming to counselling sessions it is important to let Sian-Claire know and to attend a final session.