



Counselling Agreement

Aim of Counselling

As a Person-Centred counsellor, I strive to provide a space to explore personal issues that are affecting you, where you can process feelings, and find your own way forward. A confidential space where you are free and not judged. I will walk with you through a path of self-awareness and understanding.

Acceptance is key in my sessions and, while I might be open to give you a perspective, my approach is non-directive, allowing you to choose where you want to move towards. Reflecting is another important component in therapy, during sessions and in between. During counselling, we may set goals agreed between the client and the therapist.

The service provided through is not intended for crisis situations and urgent needs. In a crisis situation, please call local emergency services or visit the nearest emergency room.

Sessions, Cancellations & Payment

I provide a talking therapy service through online sessions that are 50 minutes long and will typically occur on a weekly basis. Sessions are conducted online, via Microsoft Teams, either video or only audio to the client preference. I will provide you with a link to access the meeting.

It is expected that the session will begin at the agreed time. Any session that begins after this time due to client being late will not be extended beyond the agreed finish time. I will wait up to 15 minutes after the agreed time, after this time the session will be cancelled.

If you cannot attend for any reason, please give as much notice as possible. Sessions cancelled with less than 48 hours' notice will still be charged at a full rate or will not be rescheduled. Likewise, I will aim to give you as much notice as possible if, for any reason, I must cancel a session.

Please note that sessions will not commence if you present under the influence of non-prescription drugs/alcohol.

Sessions will be charged at a fee of **£50/60€ per session or £160/190€ for a pack of 4 sessions**, to be paid in advance by credit/debit card through the booking system on <https://app.simplymeet.me/insightfulmindgrowth> or via bank transfer to:

Payee Name: Insightful Mind Growth Account Number: 32596318 Sort Code: 04-03-33	GBP	Beneficiary: Insightful Mind Growth IBAN: GB46REVO00996907053848 BIC: REVOGB21	EUR
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*I reserve the right to cancel a session if payments have not been made. Invoices can be provided upon request.

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Endings & Referrals

You may choose to end our work together at any time, we may also find that our work comes to a natural end, either way it is important that we have an ending session as this is an integral part of the therapeutic process.

Occasionally, after discussing it with you, I may refer you onward to another service. This would usually be due to your needs being better met elsewhere, we would always discuss why this might be before making any decisions.

Confidentiality

To ensure open exploration of the concerns that have brought you to therapy, our sessions together are confidential, in accordance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions – see <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>. I am a member of the BACP and abide by their Ethical Framework.

Under the following circumstances I may have to break this confidentiality:

1. If I am concerned for the safety of yourself or others.
2. If I believe a child or vulnerable adult is at risk of harm or abuse.
3. It is a legal obligation to disclose acts of terrorism or other illegal acts.

It is an ethical obligation that I attend regular supervision in which I may discuss topics brought up in our sessions. However, you will remain anonymous in these sessions.

Record Keeping & Data Protection

Before our sessions commence, I will need to know your contact details, availability, GP details and other relevant personal information. I will make brief case notes at the end of each session to monitor my work. Notes are anonymous.

I hold an ICO certificate and ensure your personal data is protected by complying with the terms of the General Data Protection Regulation (GDPR).

You can access my privacy notice on: <https://insightfulmindgrowth.com/privacy-policy/>

Contacting me

If you need to contact me outside of our session, please email to: francisco@insightfulmindgrowth.com or message on **07840111393** and I will get back to you ASAP.

If you need to speak to someone immediately, please contact your GP or other services such as:

Samaritans - free helpline, open 24 hours, 365 days of the year.
Call **116 123** (free) or email: jo@samaritans.org (response time 24 hours)
<https://www.samaritans.org/how-we-can-help/contact-samaritan/>

If you are in an **emergency** and there is risk to life, call **999 / 112**