Contract for Counselling

Code of Ethics
As members of the British Association of Counselling and Psychotherapy, the undersigned is bound by the ethical framework for good practice and subject to the Professional Contact Procedure therein (www.bacp.co.uk). We agree to respect you, your values and belief systems and work with you in a way that best suits your needs at the time.

Confidentiality
Everything discussed in the session will remain confidential. However, we are required to seek further advice if it appears you are at risk of harming yourself or others, if this is the case the counsellor will discuss this with you prior to reporting the concern. If the Counsellor is concerned you are at risk of harming yourself, he/she may refer you to your GP for further support.

Record Keeping
In accordance with the BACP ethical framework, Counsellors keep records to assist in recalling circumstances and to help clarify the progress and direction of the counselling. Once the counselling has ceased, the notes will be kept securely by the counsellor for a period of three years. After this period of time the notes will be shredded. The records of the counselling process may be seen by the client. We use a secure online system for booking and confirming appointments, producing receipts and storing client data and statistics, not notes from the session. This system is only accessible by the account holding counsellor and senior management. All information remains confidential and is securely stored.

Boundaries
No contact is permitted with the Counsellor outside the therapeutic relationship of the counselling room. Physical contact is inappropriate at any time. In order to respect your privacy, the Counsellor will discuss with you in the first session how you might interact if there is a chance meeting in a social setting. Counsellors are not qualified to help or advise clients in respect of certain practical aspects of the presenting issues, such as housing, entitlement to statutory benefits, or legal advice. It is not your counsellors’ responsibility to provide reports in support of litigation.

Supervision
Good therapeutic practice requires all counsellors to have regular supervision to monitor their practice. Novo Counselling our counsellors undertake regular supervision by another experienced colleague where client issues and practice interventions are discussed. You remain anonymous and identifying details are not revealed.

Reciprocal Commitment and Continuity
Continuity of therapy is very important and your counsellor is committed to providing you with a regular weekly session at the same time in the same location. This is a reciprocal commitment between you and your counsellor, where your commitment to your sessions matches your counsellors’ commitment. If you are unable to attend your session the following terms apply:

- Please inform your counsellor or the Novo Counselling appointments team as soon as possible; it may be possible to provide you with an alternative session close to your regular session and avoid a cancellation.
- Planned absence, with 7 or more days’ notice, will be charged at 50% of the normal fee.
- Absence with less than 7 days’ notice, will be charged at the full fee.
- If your counsellor is unable to attend a session, we’ll inform you as soon as possible and you will not be charged.
Occasionally your Counsellor may suggest tasks for you to work on between sessions. This should be seen as important and not treated lightly, it is another element of the ongoing commitment to therapy.

Fees
The fee depends on the tier of service you require and is for a 50 minute session, unless stated otherwise in advance. The fee is subject to annual review. Fees are paid directly by Credit or Debit card held on the Novo Counselling 'Point of Sale' system and can either be paid weekly at the end of your scheduled appointment time, or six weekly in advance.

Ending Counselling
If you decide to end your sessions, please make this known within a session in order that an end date can be agreed and worked towards. Whilst this agreement can be terminated, either verbally or in writing with 7 days' notice, we recommend that you discuss ending your sessions with your counsellor and agree a final date. Terminating this agreement ends the Reciprocal Commitment and Continuity but does not release the counsellor or Novo Counselling from the terms relating to confidentiality.

Concerns
Your counsellor welcomes you to discuss any difficulties that may arise about the session and will work with you to resolve this. If your situation is unresolved, please raise any concerns with Lucy Payne, who can be contacted on 0800 612 4426 or via email; lucy.payne@novocounselling.co.uk. We understand that raising concerns about the counselling is not always easy and we can assure you of a sympathetic response. If you are dissatisfied with our response you can seek advice from the British Association of Counsellors and Psychotherapists www.bacp.co.uk

As the entire therapeutic relationship is built on trust and openness between the client and the counsellor, a binding contract will not be effective until you have had an opportunity to read, consider and query any aspects of these terms and conditions. Only then will you be invited to sign a copy for our records.

I agree to the terms set out above and will collaborate, to the best of my ability with my therapist.

Fee per session agreed: ______________

Client A signature: ___________________________  Client B signature: ___________________________

PRINT Name: ___________________________  PRINT Name: ___________________________

Do you agree to communicating electronically to confirm appointments: YES/NO

On behalf of Novo Counselling, I agree to work with the above mentioned client to the best of my ability, adhering to the highest ethical guidelines of the counselling profession.

Therapist signature: ___________________________  PRINT Name: ___________________________  Date: __________