

**Counselling Service Contract – Counselling For You**

This is an agreement between Compass Counselling Services and \_\_\_\_\_\_\_\_ .

**CODE OF ETHICS**

Compass is a charity that provides quality, affordable counselling. Compass and our counsellors adhere to, and work within the British Association of Counsellors and Psychotherapists (BACP) Ethical Framework. A copy of this can be found on their website at [BACP Ethical Framework for the Counselling Professions](https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/). If you have any queries or concerns with regards to your counsellor’s practice please address these with your counsellor first then if you wish, you may contact one of the Counselling Service Managers via [enquiries@compass-counselling.org.uk](mailto:enquiries@compass-counselling.org.uk).

**FREQUENCY, CANCELLATION AND LENGTH OF SESSIONS**

Compass offers short- and longer-term counselling. Regular reviews between client and counsellor will decide on the focus of work and number of sessions required. Sessions will be usually held weekly and will each last for 50 minutes.

Your sessions will take place: face-to-face/online/by phone٭ as agreed with the Counselling Service Manager.

٭ Please see attached information regarding how your agreed counselling will be delivered.

* **Sessions take place weekly at the same time/day each week**
* **Sessions can be booked in blocks of x 4 for £200 (£50 per session)**
* **Or single sessions for £55**
* **We provide Phone Taster sessions for you to talk to your counsellor, the week before counselling sessions begin.**
* **Refunds will be given for blocks of sessions, in exceptional circumstances on a case-by-case basis.**

It is important for both parties to commit to regular sessions:

* **If you wish to cancel an appointment please contact us on 0151 237 3993 or email at** **[enquiries@compass-counselling.org.uk](mailto:enquiries@compass-counselling.org.uk) as soon as you can; we request at least 24 office hours’ notice.**
* **Our office hours are Monday-Friday 9.30am-4pm. If you are unable to speak with anyone, please leave a message on the answering machine.**
* **Payments for sessions are taken by card, in advance over the phone. We kindly ask you to complete a *Payment Authorisation Form*, which enables us to take payment for your session without having to phone you every week to do so. *Please note we do not take cash payments.***
* **If you do not attend your counselling session, and do not cancel with 24 hours’ notice, you will still be charged the £50 fee for the session. This is to help us cover the costs of our counsellors.**
* **In addition, if you miss two consecutive sessions without contact, we will assume that you no longer wish to attend, and your file will be closed.**

If Compass needs to cancel your planned counselling appointment, we will try to give you as much notice as possible. Contact is usually made by telephone, respecting any instructions you may have given us with regards to confidentiality. Your counsellor will let you know in advance of any breaks to your planned counselling sessions due to holidays or meetings.

**All communication outside of your session is to go via the admin department on** [**enquiries@compass-counselling.org.uk**](mailto:enquiries@compass-counselling.org.uk) **not directly to your counsellor. Your counsellor is not available to contact you outside of your allotted session time. If you email your counsellor, they will not respond and will forward the email to our admin department who will respond directly to you. If you have a question that is of a confidential nature please wait until your session to ask your counsellor directly.**

**CONFIDENTIALITY**

Anything that you say to your counsellor is confidential and kept within Compass with the following exceptions:

* If your counsellor is concerned that you intend to end your life - your counsellor will request your consent to contact your General Practitioner or other mental health professional. Should you refuse to give consent, your counsellor will break confidentiality according to Compass guidelines in order to liaise with others.
* If you divulge any information with regard to a child or vulnerable adult who is being harmed or at current risk of harm from you, your counsellor will request your consent to contact the relevant authorities. Should you refuse to give consent your counsellor will break confidentiality in line with Compass guidelines and they will explain the reasons why they were required to break confidentiality.
* If you disclose information that you know or suspect a child is being abused by someone else, we will discuss the best course of action with you. This may include the counsellor contacting the relevant authorities. Should you not give consent to this your counsellor will break confidentiality in line with Compass guidelines and your counsellor will explain the reasons why they were required to break confidentiality.
* If you tell your counsellor that you are involved in anything that they are legally obliged to divulge, including acts of terrorism, drug trafficking or money laundering, Compass will be unable to maintain confidentiality.

Compass will endeavour to support a client through any breach of confidentiality.

**INFORMATION HELD**

All Compass counsellors receive monthly supervision in line with BACP requirements to oversee their work and to ensure the service that we provide to clients is of the highest standard. Your identity in this process is not revealed.

Compass keeps records of your initial assessment and attendance. These notes are kept in accordance with the General Data Protection Regulations 2018. They are kept securely. Our current policy is to keep very brief records for 7 years. A copy of our Privacy Policy is available for you if you wish.

**AGREEMENT**

I (print name)………………………………………………….have fully understood and agree to undertake counselling in accordance with the terms outlined above and agree to a fee of £50 per session.

Client’s signature……………………………………… Date……………