**CLIENT AGREEMENT**

I Alison Pluck hereby undertake to offer you counselling in accordance with the following agreement. I am a qualified counsellor and I adhere to the ethical framework provided by the British Association for Counselling and Psychotherapy, and I am a registered and fully insured member (reg.378873). Should you wish to see a copy of these guidelines, they are available on the BACP website [www.bacp.co.uk](http://www.bacp.co.uk). My insurance covers professional indemnity and personal liability.

**Confidentiality and Data Protection**

All sessions are confidential with the following exceptions where I have a legal responsibility to report to relevant authorities:

* + - The Children’s Act 1989/2004 – you abuse/you disclose that you have abused a child under the age of 18
    - The Terrorism Act 2000 – you disclose that you are involved in or are aware of any form of terrorism
    - The Drug Trafficking Act 1994 – you disclose that you are involved in any form of drug trafficking

The other exception to confidentiality is where I believe you or somebody else is at significant risk of harm. In all incidents how we manage this would be discussed with you during the session to ensure that ultimately you are kept safe which may mean discussing your wellbeing with a third party. I have a supervisor who I may refer to for guidance.  Supervisors ensure the best interest of the client and adhere to the same principles and confidentiality.

Your personal information is held in compliance with the ICO guidelines, see separate Privacy Statement. I make brief factual electronic notes about the content of your sessions and these will be securely filed on a password protected device and are only accessible to me. They will be deleted once you have ended counselling. There will be no personally identifiable information kept with these notes. The personally identifiable information contained on the Privacy Statement will be kept in a separate locked cabinet.

**Appointments**

Appointments will last for one hour between the agreed times.

**Online Working**

The Covid-19 (Coronavirus) pandemic has resulted in Government advice regarding essential travel and social distancing. In order to minimise the risk for you and your family, I may need to offer a phone or Zoom support service should personal circumstances or legal regulations dictate.

Zoom is a safe secure internet platform on which we can see each other and talk in a face to face way. I recommend when using on-line Zoom face to face sessions you use headphones.

I also recommend you have a pen/colours and paper/journal available when we have your sessions.

You will need to download Zoom to your laptop/pc or install the app on your phone or tablet.

To have face to face sessions, your pc/laptop will need to have a camera.

When we book your session this way, I will send you a secure link for you to join me at the agreed time.

[www.zoom.us](http://www.zoom.us)

Please see their privacy policy.

<https://zoom.us/legal>

**So, what does this mean for your counselling sessions?**

**You will receive the same emotional support and understanding during your sessions.**

**You will still have the safe space to explore your thoughts and feelings in regard to any issues you may have.**

**You should be aware that I cannot guarantee confidentiality from your location.**

**The responsibility for this rests with yourself.**

**Payment and Cancellation**

Unless other arrangements have been previously agreed, it is expected that you will pay for each session by cash or 24 hours in advance of the session by bank transfer to my Starling Bank Account:

**Account No: 69778802 Sort Code: 60-83-71**

Any sessions that are missed with less than 24 hours’ notice are due in full.

The agreed fee for a one hour session is **£**  (initial assessment appointment is **£**)

If you wished to purchase a block of 6 sessions, then this would be **£** when paid in advance. If for any reason you required a refund prior to the end of the block of sessions, this would be made on a pro-rata basis calculated on the basis of the full cost of **£** per session

We will regularly review therapy sessions. These are your sessions and to gain the maximum benefit from them please raise any concerns with me should they arise.

You agree that you will not attend any counselling sessions if you are under the influence of drugs or alcohol.

**By signing the attached Consent Agreement, Privacy Statement and Data Protection Form, you are agreeing to the terms of this contract.**

Signed……………………………………………………(Counsellor) Date………………………………..

