



Network Counselling – terms and conditions for clients

Our commitment to you:

- Network will offer you confidential, weekly counselling of 50-minute sessions for up to 24 weeks and you are free to withdraw from counselling at any time. You will review your sessions with your counsellor periodically over this time to ensure it is meeting your needs.
- A low-cost fee of £25 for initial assessment and subsequent sessions.
- Counsellors in their final stage of their counselling training on a three-year advanced diploma accredited by the British Association of Counselling and Psychotherapy (BACP) and the National Counselling and Psychotherapy Society (NCPS). In addition to their training, our counsellors have a wealth of life experience that they bring to their work.
- Our counsellors receive regular clinical supervision. These are sessions with another experienced counsellor or a group of fellow counsellors which facilitates exploration of client work and practice development. Care will always be taken to protect your identity and any information the supervisor or supervision group members have about you will be treated in confidence.
- We will not share details of your counselling sessions with third parties except in cases of money laundering, drug trafficking and terrorism, where we have a legal obligation to break confidentiality and file a report with the police.

We may need to contact an appropriate professional if your counsellor becomes seriously concerned about your physical or mental welfare or that of another person connected to you. Your counsellor will discuss this with you if they feel this is a necessary step.

- We keep client records on our secure system for 6 years after which they are destroyed. You can request to see your records at any time, but we require notice to prepare the files.
- Your counsellor will inform you if they intend on taking a break and discuss options with you should you be unhappy with this break.
- Network Counselling is an organisational member of the BACP and we adhere to its Ethical Framework for the Counselling Professions and the BACP guidelines for online counselling and psychotherapy.

Our privacy policy for clients and Ethos & Values Statement can be viewed on our website.

Network Counselling and Training Limited

Elm Park, Filton, Bristol, BS34 7PS

Tel 0117 950 7271 Email info@network.org.uk www.network.org.uk

In return we ask our clients:

- To attend counselling sessions on a regular, weekly basis which is important for gaining the most from your therapy.
- To be respectful and considerate to Network staff, volunteers, counsellors and premises; anger or aggression will not be tolerated. We will not counsel you if you are under the influence of drugs or alcohol and Network Counselling and Training reserve the right to terminate your counselling contract if we consider your behaviour to be inappropriate.
- To give your counsellor as much notice as possible if you intend to miss a session. If you cancel with less than 24 hours' notice, sessions are charged at the normal rate and deducted from the total number of sessions available.
- To pay for missed sessions prior to attending your next session – further sessions will not be offered until we have received payment.
- To take breaks of no longer than 2 weeks to maximise the benefit of counselling and enable consistency in sessions. Any further breaks, planned or not, will be deducted from the total number of sessions we can offer you.
- To discuss planned, longer breaks, for instance working away or a hospital stay, with your counsellor well in advance of the break. They will refer the matter to the Clinical Lead for review.
- To keep contact with your counsellor outside of sessions to a minimum, and only when you need to cancel a session. Please discuss planned cancellations and other session-related admin within your sessions.

If you are in distress and need to speak to someone immediately, please contact your GP, health professional or the Samaritans (116 123).

- To not record counselling sessions or post direct information, recordings or verbatim transcripts from counselling sessions on the internet, professional forums or to third parties. Please note that such action is a breach of law.
- To confirm the following if you wish to receive your counselling online:
 - You have a private and confidential space where you will not be disturbed.
 - You have a stable and reliable internet connection.
 - The difficulties you wish to explore are not related to someone you live with.
 - You can seek support outside of sessions should you become distressed due to counselling.

Please note, time will not be added to sessions in the event of technical difficulties on the client's end.

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- To raise any concerns about your therapy with your counsellor first. If you feel your sessions are not meeting your needs, we may be able to offer you one change of counsellor, but only after you have spoken to your current counsellor. If you feel unable to speak to your counsellor about these concerns, please ask to speak with a member of staff.

Some important information

- We may need to contact an appropriate professional if your counsellor becomes seriously concerned about your physical or mental welfare or that of another person connected to you. Your counsellor will discuss this with you if they feel this is a necessary step.
- We welcome any constructive comments you may wish to make and will treat any complaints seriously and confidentially. A copy of our complaints policy is available upon request.

Alternatively, complaints can be made to the BACP and NCPS directly, information available on their respective websites or speak to your counsellor who can provide you with contact details. We would appreciate you speaking to your counsellor or a member of Network staff before making a complaint to the BACP or NCPS to facilitate learning and service development.

Summary of key points

This information sheet outlines the terms under which Network can offer you counselling. It is important to recognise that in undertaking counselling with Network, you are committing yourself to the following:

- **Paying £25 weekly for each counselling session**
- **Attending counselling sessions on a regular weekly basis**
- **Giving your counsellor at least 24 hours' notice if you are unable to attend a session**

I agree to the terms of counselling outlined above.	
Name: (CAPS)	
Signature	
Date	

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