



CLIENT AGREEMENT

This contract expresses the commitment each of us makes to the other from the beginning of our sessions. Please read it through so we can discuss any questions or difficulties before we begin our work.

About the sessions:

- The sessions are guided by you as a client. You do not need my permission to discuss a different topic, nor is there an expectation from me of progress, successes, or expected content or level of disclosure from you.
- The pace and content of the session(s) are individualised. If you feel uncomfortable approaching a topic of discussion, or would like more direction towards a particular topic of instruction, please inform me.
- I do not set 'homework'. It might be that as a natural part of our work, tools or books may naturally come up in conversation, but their incorporation into our work is entirely at your discretion.
- I am open to feedback at all times. I may periodically ask you for feedback directly, and the approach to our work may alter as a result.
- It's possible that issues may arise in our therapeutic relationship. These are not unusual and working on resolving those can be an important part of the therapeutic process.
- You may at times have some uncomfortable feelings about therapy, or me as a therapist. These can be brought to our sessions and will be heard without judgement.
- I sometimes find it useful to draw on lived experience to highlight a point of discussion, commonly referred to as 'self-disclosure'. Self-disclosure is opt-in, not opt-out. Please inform me if you feel I am using this too much, not enough, or if you have found it helpful or otherwise.
- Clients are able to contact me by email, text or WhatsApp outside of the sessions. Where possible, I will read and acknowledge what is sent, but (save for the rearrangement of appointments) will address their content only in our sessions.



Counselling Venue: 12 Queens Avenue Whetstone, N20 0JE; via Zoom

Access: Repeating Zoom link.

Method of payment: By debit/credit card, online payment via iZettle, or bank transfer, to be paid at the end of each session unless otherwise agreed.

Bank details:

Account Number: 92190019

Sort Code: 040004

Bank: Monzo Bank

Account Name: DJL Counselling Services

PLEASE NOTE: If paying by bank transfer, please include your initials as a reference

Contact number: 07901 992206

Email: contact@adhdcounselling.uk; talk@n20counselling.co.uk

Sessions: Each session will last 50 minutes from the appointed time. Please note that if you arrive late, the session will still finish at the scheduled time.

Sessions are offered online via Zoom. Sessions unattended are chargeable as missed sessions.

Client code of conduct: Clients should not, at any time, be under the influence of alcohol or non-prescription drugs, or bring those onto the premises.

Cancellations: Unless by prior agreement, all missed sessions are chargeable. In the event you are unable to attend your regular session, every effort will be made to accommodate you at an alternative time. If an alternative arrangement is unable to be reached, sessions remain chargeable.

If you do not attend for two consecutive weeks without notice or payment, I will consider that you no longer wish to attend counselling and your scheduled sessions will be cancelled. Unpaid sessions will be pursued through collection if payment is not received.

It is my responsibility as your counsellor to keep healthy and fit for work, and I will only cancel a session at short notice due to an unforeseen circumstance or illness.

Holidays and training: I may take holidays or training days each year but will inform you of any dates with at least four weeks' notice.



Confidentiality and ethical practice: Everything that happens within our therapy sessions is strictly confidential. I aim to provide a safe, welcoming space that is non-judgemental and where you can bring difficult issues affecting your life or mental well-being.

As a member of the British Association of Counselling and Psychotherapy, I am required to have my work supervised by a qualified supervisor. This means I may discuss our work in a supervision context, although your identity will not be disclosed.

If you discuss acts of terrorism or other serious crime, I am required by law to report this to the police. If you reveal information about children being at serious risk of harm or neglect, I am required by law to report this to the relevant authorities.

I may also be required to break confidentiality in the event your life or the life of someone else is in imminent danger.

Our work together will be conducted in accordance with the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy, which can be viewed at <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>

Therapeutic relationship and contract: Clients are asked to note that contact outside of sessions – such as via text, social media, or email – will be acknowledged, but only engaged in a therapeutic context.

Referrals: The work undertaken may highlight the need for you to seek another agency, partner or more specialised service, or we may mutually decide that I am not the right counsellor for you. Wherever possible, I will try and help in the context of our sessions for a more appropriate service. During this time, I may discuss the overarching themes of our work but your identity will not be disclosed and the confidentiality of our work respected.

Notes: I am required to keep brief anonymous notes on all clients for a period of six years. As appropriate to the Data Protection Act of 1998, these notes are accessible to clients should you require them. I do not take notes during the session except during our initial intake consultation, when it is important that I record some practical details and the reasons you are seeking counselling.

Privacy policy: Full details of my privacy policy are available on my website. I adhere to all laws and policies in regards to GDPR and am registered with the Information Commissioner's Office, reference **C1114073**.

End of counselling: it is hoped that our therapeutic work together will have helped to overcome some of the presenting difficulties and issues which brought you to seek counselling. If you feel that counselling is not helping you and would like to terminate your contract, it is best if you come and discuss the difficulties you are experiencing. I ask that you give one week's notice for cancellation, and strongly recommend attending a final session as endings have significant psychological resonance. In final sessions, reasons for terminating are explored and decisions to leave counselling are respected.



Complaints Policy: In the event you are concerned about my professional conduct, please inform me directly either during a session or in writing.

If you wish to make a formal complaint, The British Association for Counselling and Psychotherapy (BACP) is able to support you through the process.

<https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

Therapeutic Executor: In the event of my death or incapacitation, I have appointed a therapeutic executor Ms Alison Greenaway to contact my clients and destroy client files.