



Therapeutic Counselling & Life Coaching

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## E-MAIL COUNSELLING CONTRACT

### COUNSELLING APPROACH

In a friendly relationship of acceptance, respect and non-judgement, my hope is that we can work together through private e-mail so that you can feel accepted for what you are feeling, and build in yourself a new strength and clarity of vision, to face the road ahead, stronger and more aware of yourself and who you really are and what your own values are, and what you want to change or accept. It's important that we recognise that I'm not here to give advice or as a helpline. However I am here to talk to and to provide you with e-mail counselling and to walk with you. We will be working together on finding ways to make progress and move forward.

### ETHICS AND CODE OF CONDUCT

I am a fully qualified counsellor and member of the British Association for Counselling and Psychotherapy (BACP) and the British Psychological Society (BPS) and work within their ethical framework for good practice in Counselling and Psychotherapy. A copy of the ethical framework for good practice in Counselling and Psychotherapy can be found on the BACP's web site at [http://www.bacp.co.uk/ethical\\_framework/](http://www.bacp.co.uk/ethical_framework/)

### CONFIDENTIALITY

Everything you share with me will be treated as highly confidential. However the exceptions to this would be the following:

- In accordance with the (BACP), I am required to undertake regular supervision with an appropriately qualified and experienced therapist/supervisor. For this purpose, I may disclose some details of our work to my supervisor, but this does not require the name of the client.
- I may be legally or ethically obliged to break confidentiality, for example where I consider your welfare or the welfare of others to be seriously at risk.

Wherever possible, I will consult with you before breaching confidentiality.

## DATA PROTECTION

For e-mail counselling we will be working through ProtonMail which is a free, secure and encrypted electronic mail service. I have used due diligence and taken time to check that they are GDPR compliant and I try very hard to make this process secure but it is your decision as a client to use their secure electronic mail services and to read their terms and conditions. As required by the General Data Protection Regulation (GDPR) any hard copies of your name and contact details will be kept in a secure, locked cabinet and electronic material will be kept securely in devices which are password protected and encrypted. I will not keep data any longer than is necessary and it will be destroyed securely at the end of the recommended period of retention.

## STEPS TO TAKE FOR SETTING UP E-MAIL COUNSELLING

1. When you first make contact with me I will ask you to set up a secure e-mail address through ProtonMail.
2. I will then e-mail you the E-mail Counselling Contract which is our working agreement and the GDPR document both for you to complete and to return by secure e-mail.
3. I will then ask you for payment (Sort code 090129 Account no 30253300 made payable to Counselling Choices, with your own name as reference). You can choose to pay for each therapeutic e-mail of approximately 500 words or more, or to pay for a group of 6 e-mails. For individual therapeutic e-mails the fee would be £25 and for a group of 6 therapeutic e-mails the fee would be £125.
4. You would then send your first counselling e-mail and I will acknowledge receipt then write a therapeutic response within three days (I will contact you if this is not possible for any reason). Please briefly acknowledge that you have received this therapeutic e-mail so that I know you have received it!

Each of my therapeutic responses will be in a labeled Word document (T1, T2 etc) attached to your e-mail. You can either send your responses in Word format or in the body of the e-mail itself. I will take at least one hour (in line with the BACP therapeutic hour) to read your e-mail and to write a therapeutic response, attending to the issues that are coming over as important to you and important in terms of therapy according to my training and experience as a counsellor. If there is any misunderstanding, this can be clarified through the Person Centred main core conditions of empathic understanding, non-judgement and unconditional positive regard.

## FEES

Fees are due at before you send your first counselling e-mail by BACS (Sort code 090129 Account no 30253300 made payable to Counselling Choices, with your own name as reference). You can choose to pay for each therapeutic e-mail or to pay for a group of 6 e-mails. For individual therapeutic e-mails the fee would be £25 and for a group of 6 therapeutic e-mails the fee would be £125.

## TECHNICAL PROBLEMS

At peak times there could be a possibility of being disconnected from the internet which would be beyond our control. If you are unable to get online you might want to leave me a text message on 07951 776813 and I will do the same for you on the number you have provided should I not be able to get online temporarily.

## ENDING COUNSELLING

Normally the ending of the counselling contract would be by mutual prior agreement and will draw to a natural close as the sessions go on. However you have the right to end your counselling at any time. I would appreciate if you could let me know if you feel you would like to end the receiving your therapeutic e-mails and that will be no problem. In the event of an e-mail not being acknowledged by either party within 72 hours of sending it, we will agree to resend it. If I haven't heard from you after 7 days of receiving my response, I will send you a brief e-mail to help prompt you or remind you. If however you do not respond to my e-mail within a further 3 weeks of sending it I will assume that you feel the therapy is complete for now and that you do not wish to continue.

**I understand and agree to the terms and conditions of the above contract.**

Type of payment (Please add YES as appropriate):

Payment for individual e-mails:                      **or**                      Payment for 6 e-mails:

Client name:    Client signature:

Therapist name:    Therapist signature:

Date: