



Therapeutic Counselling & Life Coaching

Estar Wells BSc Psych (Hons) Dip.Couns MBPsS Reg MBACP

## ONLINE AND TELEPHONE COUNSELLING CONTRACT

### COUNSELLING APPROACH

In a friendly relationship of acceptance, respect and non-judgement, my hope is that we can work together 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. We will be working together on finding ways to make progress and move forward. It's important that we recognise that I'm not here to give advice or as a helpline. However I can be here to talk to and to provide you with online counselling or telephone counselling and to walk with you.

### 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

I have used due diligence and taken time to check that electronic platforms used are GDPR compliant and I try very hard to make this process secure but it is your decision as a client to use their 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.

## SESSIONS

Normally we will meet online through the secure Zoom platform or via telephone on a weekly basis at a regular time for the 50 minutes counselling hour. Total privacy will be provided from here and the session will require you to have privacy for yourself in a quiet room. Some clients prefer to do sessions every two weeks and should you need or want extra counselling sessions during the week, this can be arranged, but this depends on my availability. It may be helpful to attend for 6 weekly sessions, after which we can review the counselling process and negotiate further sessions as appropriate.

## FEES AND MISSED OR CANCELLED APPOINTMENTS

Fees are due at before the appointment by BACS (Sort code 090129 Account no 30253300 made payable to Estar Wells, with your own name as reference) Your fee will be £40 per session. Whereas scheduled breaks such as holidays will not be charged for, my normal fee will be charged for non-attendance or cancelled sessions, unless you are able to give me at least 48-hours notice. Wherever possible if I need to cancel an appointment with you, I will give you at least 48-hours notice.

## ARRIVING LATE OR TECHNICAL PROBLEMS

If you arrive late for a session, I will not be able to extend the session beyond the allocated time. This is because other clients would be affected. However I also understand that it can be difficult for technical reasons to connect sometimes online. I will do my best to adjust to any delay because of this, within reason, due to technical problems at either end, but I need to be mindful of the next client who needs their session at the designated time. 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. If necessary we may need to either continue the session via telephone, or reschedule the session, should we continue to have technical difficulties. Similarly, should there be any difficulty gaining a signal for telephone counselling, we may need to reschedule again due to circumstances beyond my control.

## 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 sessions and that will be no problem.

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

Client name:

Client signature:

Therapist name:

Therapist signature:



Registered Member 374327  
MBACP

Date: