

## ONLINE WORKING CONTRACT

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This Online Working Contract is between: Counsellor: *Patch Welling* and \_\_\_\_\_

### Counsellor responsibilities

- To be available at the agreed time, unless notice was given in advance.
- To start and end on time, within the 50-minute session slot.
- To offer a quiet, appropriate and undisturbed space.
- To maintain safe, professional boundaries.
- To regard all contact and information as confidential unless she has reasonable doubt concerning the actual safety of the client and others.
- To encourage the client's autonomy.
- To work with the BACP/NCPS Ethical Framework, including regular supervision.
- To review the therapeutic work and relationship regularly.
- In the unlikely event that the therapist cancels the session, an alternative appointment is offered as soon as possible.

### Client responsibilities

- To attend the session punctually at the agreed time.
- To give a minimum of 24 hours' notice when cancelling/changing an appointment (or the full £60 fee becomes payable).
- To pay for the session in full before or on the day of each appointment, via Stripe Online, PayPal or BACS transfer.
- Communicate with the counsellor outside the agreed session to be limited to the portal regarding making changes or cancelling the session within the required notice period.
- To agree to give permission to contact your GP if the counsellor has serious concerns about risk to self (the client) or others.
- To discuss with the counsellor when you feel you are ready to end therapy. See the notice required to end therapy in the Online Working Agreement.
- To let the counsellor know if you are in or are considering entering into another therapeutic relationship.

### Complaints

If you are not getting the service you need, I want to hear about your concerns so that I can offer the best possible services. If you can, please speak to me directly.

I am a member of the BACP and NCPs governing bodies. They operate a complaints procedure and can be contacted at [www.bacp.co.uk](http://www.bacp.co.uk) or [www.ncps.co.uk](http://www.ncps.co.uk)

Signed Client: \_\_\_\_\_ Date: \_\_\_\_\_

Counsellor: \_\_\_\_\_ Date: \_\_\_\_\_

## **What does the counsellor offer**

I practice counselling services using the transpersonal approach, specifically psychosynthesis techniques. This means that you are entering into the right relational therapeutic relationship where you are encouraged to explore and discover your challenges in a supportive setting. It could help empower you to reflect on the past, present, and future through exploration. I work holistically with the whole of you to help you achieve your therapy goals.

As a counsellor, I offer warm, positive regard, transparency, honesty, and acceptance while we explore the challenges that brought you to me. I aim to work with you to help you find what you need from therapy.

## **Confidentiality**

There are ethical boundaries and limitations to confidentiality in some instances. I will discuss my concern with you when it arises.

Confidentiality may be broken if:

- You or others are in danger or at serious risk of harm. I will discuss my concern with you when it arises.
- If I am subpoenaed (by Court order or instructed by other authority such as the Coroner).
- If you infer an involvement in or know an act of terrorism or money laundering.
- If you infer an involvement in or have knowledge of current or in-progress drug trafficking.
- If you infer an involvement in or know behaviours that may lead to harm or neglect to children and vulnerable adults.

## **Supervision and Confidentiality**

All counsellors are regularly monitored within the profession by a supervisor. I regularly attend supervision for my professional practice to ensure ethical standards and promote continual professional development. There are aspects of our sessions that may be taken to supervision to monitor my working approaches. During supervision, at no time will your personal details be disclosed or identifiable information be mentioned, and my supervisor is also committed to our contracted confidentiality.

## **Records of Sessions**

I keep notes related to our sessions for my own record of supervision, and these are available to you upon request. Please note that a retrieval administration fee applies for retrieving the documents.

## **Contacting you**

I will only contact you if necessary, e.g. to rearrange an imminent appointment. Where and how would you prefer to be contacted in the unlikely event?

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If you are unable to attend on time, would you like me to contact you? If so, how?

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### **Contacting me**

You can reach me by phone using the number listed on my website. You can leave me a message if I'm unavailable to answer the phone. You may send me an email to [patch.welling@patchoulitherapy.com](mailto:patch.welling@patchoulitherapy.com), or you may message me on the portal.

It is possible to leave a voicemail on my phone, so if I am unable to answer, please leave a message, email, or text via the portal. I will get back to you as soon as I can.

### **Fees**

I charge £70.00 - £99.00 per session for individual therapy and group therapy sessions.

Payment is taken automatically by Stripe Online on the portal at the time of your appointment.

### **Non-attendance (No Show)**

Should you cancel with less than 24 hours' notice or fail to attend your appointment, the full session fee will be charged.

Where did you hear about my service? \_\_\_\_\_