Vicky Williams Counselling Client Agreement

Email: VickyCounselling@protonmail.com

Please read the information below carefully as it forms an agreement as to how we will work together and outlines my professional obligations regarding confidentiality. At our first session I will set some time aside for us to discuss this agreement and answer any queries that you may have.

Counselling is a collaborative process and we will work together to explore what has brought you to therapy and what you hope to achieve. You remain free to decide the focus of our work and whether counselling continues to meet your needs. I encourage you to raise any questions, concerns, or feedback at any stage of our work together.

Confidentiality

While confidentiality is a fundamental part of counselling, there are circumstances in which I may be required to share information with or without your consent.

- Where there is a serious risk of harm to yourself or others. If appropriate we may need to take certain measures such as but not limited to getting in touch with your GP or mental health crisis team
- Where there are safeguarding concerns involving a child, young person or vulnerable adult
- Where information relates to serious crime or terrorism and disclosure is required by law. This may include informing relevant agencies such as the police or social services.
- If I am legally compelled to share information by a court order or other legal obligation

Wherever possible I will aim to discuss any necessary disclosure with you beforehand, unless doing so would increase risk or prevent me from meeting a legal obligation.

If we encounter each other outside of sessions, whether in person or online, I will not initiate contact in order to protect your privacy. You are welcome to acknowledge me if you choose, and I will respond in a way that maintains your confidentiality.

Supervision

To support safe, ethical and effective practice, I attend regular clinical supervision and may also seek professional consultation when appropriate. Information discussed is anonymised wherever possible and shared only for the purposes of ensuring good practice, ethical decision-making and client welfare.

In keeping with the requirements of BACP's Ethical Framework I have appointed a trusted colleague to take over the administration of my practice in the event of my death or incapacity, and to deal with my appointments and destroy my notes in a confidential manner.

Technology and AI

I use secure digital systems to support the administration of my practice, including appointment scheduling, record keeping, invoices and secure communication.

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I do not use artificial intelligence to record or transcribe counselling sessions. I may use technology to support some administrative aspects of my practice, but this will never replace my professional judgement or responsibility for your care.

Any use of technology will be undertaken in accordance with professional ethical standards and UK data protection legislation. Whilst I use secure systems to protect your information, no online platform can guarantee absolute security I cannot be held responsible for any breaches caused by failures in this technology.

Fees

I charge a fee of £60 per 50 minutes. You can pay via bank transfer. Please ensure that you make payment within 24 hours of making the booking. In the absence of payment your session may be cancelled.

My bank details - Monzo Bank
Vicky Williams
Sort code 04-00-05
Account number is 41650159

Cancellation policy

I require 24 hours' notice of a cancellation via Kiku secure messaging or email to avoid an invoice being produced. If you arrive late, unfortunately I will not be able to extend the session.

Duration and notice of termination

I provide both short and long-term therapy, we can discuss the planned duration of our work together during our initial session. We will review our work together every four sessions to consider how counselling is progressing and whether it continues to meet your needs. Your feedback is welcomed and encouraged throughout our work together.

Endings are an important part of the therapeutic process and, where possible, we will discuss and plan them together. If you choose to end therapy, I ask for one week's notice where possible. We will also try to give one week's notice of any holiday arrangements.

Contact between sessions

I can only see you by prior appointment. Any discussions between sessions will be relating to appointment logistics via the Kiku platform or email.

If you feel that you are experiencing feelings you can't cope with, or are experiencing a crisis, you may want to consider-

- Contacting your local mental health crisis team on 111
- Making an emergency GP appointment
- Contacting the Samaritans on 116 123
- Contacting C.A.L.L. Helpline on freephone 0800 132 737 or email call@helpline.wales

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If your life is at risk, you need an emergency service and should call 999 or attend your local A&E department.

Working online

If you are accessing sessions online, I will use an encrypted communication link via Microsoft Teams, I will be in a confidential space where your session cannot be overheard. It is your responsibility to ensure that the device you access these sessions on is secured against unauthorized viewing by third parties, and that you are attending sessions from a quiet, confidential space where you will not be disturbed. Please note that I cannot be held responsible for any breaches caused by failures in this technology.

Location

In-person sessions take place in a community space that I rent from a local church. My practice is not affiliated with any religion. Your comfort and sense of safety are important, so if you have any concerns about the setting, we can discuss this during the assessment before our first session.

Attending under the influence

I am unable to deliver effective therapy to clients who try to attend sessions under the influence of non-prescribed medication or alcohol. In such a case I would discuss the issue with you and we would agree a period of abstinence prior to the session from the non-prescribed medication or alcohol, and add this period to the contract.

The way that I work

There are a variety of approaches to the way practitioners work with their clients. I have been trained in a therapeutic approach called Humanistic Existential with further training in Integrative therapy.

This method of therapy believes there isn't just one therapeutic approach that can help a client in all situations. Instead, they take into account you as an individual and your circumstances, and use elements of different approaches to help you explore and cope with your problems.
I am a member of the British Association for Counselling and Psychotherapy (BACP) and as such abide by their Ethical Framework. Please see - www.bacp.co.uk/ethical-framework for more information.

My practice is guided by the BACP Ethical Framework. If difficult situations arise, I may seek support through supervision or professional consultation and, wherever possible, involve you in decisions that affect our work together. Wherever possible, I will seek to involve you in discussions relating to decisions that affect our work together.

Use of Client Management System

By entering into counselling with me, you consent to the use of Kiku as my secure practice management system for appointments, record keeping, invoicing and client communications.

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Your information is processed and stored in accordance with UK GDPR requirements and Kiku's privacy procedures.

Record keeping confidentiality

As a member of BACP I am required to keep accurate and appropriate notes of our work together. Notes are stored securely within the password protected Kiku system. I do not hold any paper copies. In line with industry standards, your information must be kept securely for up to 5 years after your therapy comes to an end, after which they will be confidentially destroyed.

Records consist of assessment information, contact details, brief clinical notes and administrative information relevant to our work together.These records are maintained to support continuity of care, professional accountability, supervision requirements and legal obligations. You may request access to personal information held about you, subject to applicable legal limitations

I am registered with the Information Commissioner's Office (ZC113165). All confidential information is held in accordance with UK data protection laws, using the secure & encrypted Kiku system (please see their Privacy Policy for more information at https://www.wearekiku.com/privacy-notices).

Website Enquiries

Submitting an enquiry through my website does not establish a counselling relationship or therapeutic contract.

Information provided through the website will be processed in accordance with my Privacy Notice and used for the purpose of responding to your enquiry, determining whether counselling is appropriate for your needs, and arranging an initial consultation where appropriate.
A counselling agreement will only come into effect once counselling has been offered, accepted and a counselling contract has been agreed

Complaints

If there is anything that you don't understand about this agreement, or if you would prefer it in a different format, please let me know.

Similarly, if you are not happy with any of our sessions or the standard of my work, I hope that you would feel able to talk to me about this. If you feel unable to talk to me or in the event of a serious complaint, please contact BACP's Get help with counselling concerns service, which provides confidential telephone and email guidance on what to do if you have concerns about your therapy or therapist. Phone 01455 883300 or 07811 762114 or 07811 762256. Please leave a message or email gethelp@bacp.co.uk, or write to BACP, 15 St John's Business Park, Lutterworth LE17 4HB.

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Please sign to confirm you have read this contract carefully, understand and agree to its contents.

Signed Print
Date