

Client Agreement

Thank you for making contact with the Living Life Counselling. We hope this agreement will answer any questions you may have about the service. If you have any questions not covered in this document or any queries regarding anything outlined below, the counselling staff will be happy to address them when you meet for your initial appointment.

The Centre

Living Life Counselling is a charitable organisation providing counselling to those who could not otherwise afford it, specifically the unemployed, marginalised and disadvantaged in the community.

Basis of Relationship

Living Life offers up to six months of counselling. The service is designed to provide you with support and counselling to help you address your issues at this time. Once you are matched with a counsellor/therapist s/he will meet at an agreed convenient time. We usually recommend you see your counsellor for up to six sessions before you decide whether to stop or continue. The duration of counselling can vary, but you can discuss this with your counsellor once you have become established in the relationship.

There are times where we may not be the most appropriate service or where we may not be able to provide the specific area of expertise requested. In such cases Living Life reserve the right to refuse or direct an individual to other services deemed more suitable to their needs.

Confidentiality

Confidentiality is of primary concern to us, to help maintain confidentiality you will be given a coded reference number. This number is unique to you. Living Life provides funding agencies with statistics concerning the uptake of counselling, issues arising in counselling and the socio-economic profile of our clients. However, these statistics are reported collectively, they do not contain names and there is no way any individual can be identified. You have the right to access any personal data concerning you held on computer in the Centre. All such requests should be made in writing to the Clinical Lead at the address above. The Clinical Lead will respond to your request with a copy of any such data within 30 days of receiving such a request.

Any information given by you will be kept confidential Living Life Counselling. Sometimes it is helpful to share information with other service providers that work with you. However, information will not be shared by us unless you give us written permission to do so. If you have been referred by a third party, your referral source may be confidentially advised with your written consent, that you are attending sessions with us i.e. that you attended X number of sessions. Again, no personal information will be disclosed by us unless you request in writing that this be done.

Please note the Centre does not provide reports for court purposes or to resolve medical or legal disputes.

All conversations you have with your counsellor are confidential. While the counsellor may discuss aspects of their client work with their counselling supervisor, your identity is not revealed. There are some exceptional circumstances, where we may have to break confidentiality such as where there is a risk of serious harm to yourself or others, especially a child, or your behaviour may pose a threat or a risk to others. In these cases we will consult with you. Under the Children First Bill 2012 and Withholding of Information on Offences against Children and Vulnerable Persons 2012, Living Life Counselling has a statutory obligation to report a concern or allegation of child abuse to the HSE.

Your counsellor will also keep confidential session notes while you are attending the Centre. You have the right to access a copy of these notes if you wish. All such requests should be made in writing to the Clinical Lead at the address below. The Clinical Lead will respond to you within 30 days of receiving such a request.

From time to time, we ask clients for feedback on the work of the Centre such as your views on our facilities and service we provide. Participation in these surveys is entirely voluntary and all replies are treated with the utmost confidentiality.

Missed Appointments & Short Notice Cancellations

In general, appointments will be on a weekly basis at a fixed time. Your counsellor will discuss this with you. To get the full benefit from counselling it is important that you attend regularly. We ask that if you feel it necessary to miss or cancel an appointment you inform the Centre **at least 24 hours in advance** at: 01 286 6729 (Bray and Arklow). **If however you do not give the minimum 24 hours notice of cancellation, you will be asked to make your weekly donation for the missed session.**

Queries & Complaints

Our goal is to provide you with the best possible service. If, after a few sessions, you feel the therapeutic relationship is not working well or if you have any complaints, you should first discuss your concerns with your counsellor. If having spoken to your counsellor you still have some concerns or if you feel you cannot bring your concerns up with her/him, you are also welcome to discuss any difficulties you may have with the Clinical Lead. You may make an appointment to meet the Clinical Lead by contacting the office in Bray. If after raising the matter with the Clinical Lead you are still dissatisfied, you may lodge a formal complaint with the Ethics Committee of the Centre. You may do this by writing to the Committee at Madeley, Eglinton Road, Bray, County Wicklow. We hope this information has been of help to you. Your counsellor should be able to answer any more detailed or specific questions you might have.

I _____ have read this document, understand its contents, and agree to attend the Living Life Counselling for counselling services.

Signed: _____ Date: _____

Counsellor's signature: _____

Parental/Guardian Consent for Minors (Under 18 years of age)

Name of Minor: _____

Parental/guardian signature: _____

Parental/guardian signature: _____

Counsellor's signature: _____ Date: _____