

## Client Agreement

Thank you for contacting Living Life Counselling. We hope this agreement will answer any questions you may have about the service.

### **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.

### **Counselling Service**

Living Life offers up to six months of counselling but may conclude earlier depending on your needs. Face to face, online and telephone counselling is available, and this will be discussed with you at your initial meeting. The service is designed to provide you with supportive counselling to help you address your issues at this time. Respect and dignity is a core value of our service and is expected to be observed by all. Once you are matched with a counsellor, they will meet you at an agreed time. The duration of counselling can vary, but we recommend you see your counsellor for up to six sessions before you decide whether to stop or continue.

### **Scope of Service**

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 service or direct an individual to other services more appropriate to their needs.

### **Confidentiality**

Confidentiality is of primary concern to us, to maintain this you will be given a coded reference number. 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 and do not contain names or identifying information. 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. Counsellors are required to keep very brief notes about

counselling sessions. These notes are confidential and held in a secure location within the centre.

Sometimes it is helpful for us to share information with other service providers that work with you such as your doctor. However, information will not be shared by us unless you give us written permission to do so.

### **Limits to Confidentiality**

There are some exceptional circumstances where we may have to break confidentiality. Under the Children First Act 2015, Living Life Counselling is legally mandated and has a statutory obligation to report any concern or allegation of physical, sexual, emotional abuse or neglect of a minor to the HSE both current and retrospective. Also, if there is a risk of serious harm to yourself or others, or if your behaviour may pose a threat or a risk to others.

### **GDPR, Access and Correction**

General Data Protection Regulation (GDPR) came into effect on 25 May 2018. As an organisation we comply with this EU directive. By signing this agreement, you are giving consent for us to retain your details. You have a right to access and a right to correct your personal details that are held by us. Your details will be kept for a period of seven years once counselling has ended and will not be released to any third party without your consent. To access your personal data, please send a request in writing to the Clinical Manager of Living Life Counselling at the address below. Requests will be responded to within thirty days. Our Data Protection/Privacy statement is available on request or on our website.

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

### **CORE**

As a way of evaluating and providing the best service to our clients Living Life use CORE, (Clinical Outcomes in Routine Evaluation). Core is a questionnaire which is

used during your sessions to assess how beneficial our service is to you.

### **Missed Appointments & Short Notice Cancellations**

Appointments will be on a weekly basis at a fixed time. To get the full benefit from counselling it is important that you attend weekly. We ask that if you feel it necessary to miss or cancel an appointment you inform the Centre at least 24 hours in advance by calling: 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 & Complaint**

Our goal is to provide you with the best possible service. If, after a few sessions, you feel the service is

not working well or if you have any complaints, you can discuss your concerns with your counsellor. If you still have some concerns after this, or if you feel you cannot discuss your concerns with your counsellor, you are also welcome to discuss any difficulties you may have with the Clinical Manager. You may make an appointment to meet the Clinical Manager by calling: 01 286 6729. If at this point you still have concerns, you may lodge a formal complaint with the Ethics Committee of the Centre. You may do this by writing to the Committee at: Chairperson, Ethics Committee, Living Life Counselling, Madeley, Eglinton Road, Bray, Co. Wicklow. We hope this information has been of help to you.

I \_\_\_\_\_ have read the client agreement, understand and agree to its contents, and will attend Living Life Counselling for counselling services as described above.

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

**Parental/Guardian Consent for Minors (Under 16 years of age).** Please note consent from both parents or legal guardian is required for service. Online and telephone counselling is not available to minors.

Name of Minor: \_\_\_\_\_

Parental/Guardian signature: \_\_\_\_\_

Parental/Guardian signature: \_\_\_\_\_

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