

If you are taking any regular medication, please list below

Name and address of GP: .....  
.....  
.....

I agree that in exceptional circumstances, if I am at risk of causing harm to myself or others, or if I am unable to make rational decisions regarding my personal safety, that my counsellor may break confidentiality and contact my GP with the agreement of the Executive Director of Willows.

Whilst Willows will work with anger in a therapeutic setting it will not tolerate aggression directed towards individuals, including yourself. Counselling will not take place if you are under the influence of alcohol or drugs. Willows reserves the right to limit, withdraw or refuse a service, as stated in our Withdrawal of Service policy document . View at Willows or our website.

**To indicate that you have read, and agree with the points on this form, we would ask you to sign both copies (keep one for your records) and return one with the Application for Counselling Form and the Registration Fee to Willows.**

**Terms of Counselling**

I agree with the terms set out on this sheet and will co-operate to the best of my ability, with Willows and my counsellor.

Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Counsellor \_\_\_\_\_

Willows operates a Complaints Policy which is displayed in all counselling venues.



# Willows Counselling Service

# Terms of Counselling

The Willows Centre  
11 Prospect Place, Old Town  
Swindon, SN1 3LQ  
Tel: 01793 426650

**Christian Caring in the Community**

Charity No 1037677

## **Information for Clients**

We believe that it is important that the counselling we offer is as helpful and effective as possible. In order to help the understanding between our clients and Willows we would like to offer you the following points for your consideration. (The term 'client' refers to those who come to us for help.)

1. Most counselling sessions last for 1 hour, on a weekly basis. Your counsellor will review the counselling with you after 6 sessions and if it continues, again at 12 and 24 weeks. How many sessions you require will largely depend on your situation. Counselling may continue for up to one year after which it may be extended in exceptional circumstances only. You are free to stop your counselling at any time.

2. If you or your counsellor feel that there would be no benefit in extending the period of counselling then the arrangement will end. Clients making another referral straight after counselling has finished will be re-considered after a 3 month period has elapsed, although we cannot guarantee you will be able to see the same counsellor.

3. We receive many requests for help. "If you fail to keep an appointment or cancel after 4.30 pm the previous day, you will be charged a fee equivalent to the Registration Fee you have paid". Persistent non attendance may mean that counselling will cease so that the time can be offered to someone else.

4. Counselling gives you the opportunity to look at issues in your life which are causing you concern, and to explore ways and means to bring about positive change. Most Willows counsellors work in a Person-Centred non-directive approach using an Integrative model; enabling them to draw on insights from Psychodynamic and Cognitive Behavioural Therapy and creative methods.

As a client, you are responsible for any choices and decisions you make, although your counsellor will offer you appropriate support and encouragement.

5. As part of a counsellor's continuing professional development they may, from time to time, need to draw on their experience of working with clients and you may be asked for consent to tape a counselling session. If you agree, a separate agreement would be made. Client identity will always be protected; your name and personal identity details will not be revealed in any way.

6. Anything you share with your counsellor will be treated as strictly confidential within the agency. Although counsellors will discuss your case within their Supervision, as required by the BACP Ethical Framework for Good Practice, counsellors will not reveal who their clients are.

The only exception to the confidentiality rule is if your counsellor considers you or someone else to be 'at risk'. This is very rare. However, if we are concerned that there is a serious risk to yourself or others we may need to consult outside of the service, such as your GP or other mental health practitioner. Your counsellor will usually, if at all possible, discuss his/her concerns with you. In serious situations a counsellor will need to consult with a senior colleague. Wherever possible we would seek your written consent.

The Law requires us to report if you are benefiting from the proceeds of crime i.e. benefit fraud etc, or any involvement with or knowledge of terrorism. In such situations counsellors will not discuss this with you and are required to take some form of action. In the event of this happening, your counsellor will consult with the Executive Director of Willows.

7. Your personal details are kept securely within the agency and protected under the Data Protection Act (1998) and remain the property of the agency. Your counsellor may wish to take some notes during the counselling session. This is simply for the counsellor's own use and will not include anything that can identify you. These notes will be kept confidential and will be destroyed six years after your counselling has ended.

Clients may make a request to view their records via their counsellor who will consult with the Executive Director.

8. A Registration Fee of £10 (£5 concessionary rate) is requested before we arrange your first appointment.

9. We encourage everyone to contribute towards their counselling sessions; between £15 - £45.

10. If you are unhappy with any part of your counselling with Willows, and are unable to discuss this with your counsellor, you may wish to speak with the Counselling Co-ordinator.