

Momentum Counselling Client Contract

Agreement between (list all names) _____
(referred to as “you”, “your” and “client”) and _____,
Counsellor, (referred to as “I”, “me”, “my”, “therapist” and “Momentum CS”).



Aim of Counselling: The aim of counselling is to provide you, the client, with a confidential opportunity to explore personal and relational issues in safety. The role of Momentum CS is to help you through this process without judgement or telling you what to do. I may on occasions give information or offer suggestions. During counselling, we set goals agreed between the client and the therapist. The client agrees to work towards the agreed goals. If at any time I feel I can no longer help you, I will offer to refer you to someone who can.

Description of therapy: A description of therapy is at: www.dundeecounselling.com/about/our-therapy.php

Confidentiality: To ensure open exploration of the concerns that have brought you to therapy, Momentum CS maintains confidentiality in accordance with the British Association of Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice in Counselling & Psychotherapy (Code of Ethics) - see www.bacp.co.uk. I am a member of the BACP and bound by their Code of Ethics.

Under the same BACP Code of Ethics, Momentum CS keeps client records (short summaries about what happens in session). We adhere to the Data Protection Act of 1998: www.legislation.gov.uk/ukpga/1998/29/contents and the General Data Protection Regulation (GDPR) (EU) 2016/679: www.ico.org.uk and our full Privacy Notice is found at: www.dundeecounselling.com/about/privacy-notice.php

Counsellors and therapists of Momentum CS receive regular supervision in accordance with the BACP Code of Ethics to provide the best possible service to you. Supervisors of Momentum CS counsellors and therapists abide by the same standards for confidentiality and data protection.

Exceptions to Confidentiality: Momentum CS must pass on any information to the relevant authorities in cases where human safety is concerned including the following cases:

1. If you threaten harm to yourself or to another person
2. If we believe a child or protected adult is at risk of harm or abuse
3. If the courts instruct us to give information
4. If you share information about a proposed act of terrorism or other illegal act

If Momentum CS feels that either you or someone else is in danger or at risk of harm I would first endeavour to discuss with you my decision for breaking confidentiality. Depending on the circumstances this may be your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police. However, I retain the right to break confidentiality without prior consultation with you should I consider that the urgency of the situation requires me to act immediately to safeguard the physical safety of yourself or others.

In certain cases, you, the client, may request that Momentum CS share information concerning you. In these cases I require written permission from you before I can carry out your request.

Confidentiality for Couples, Families and Groups: When couples, families or groups meet for relationship counselling at Momentum CS, sometimes the clients will meet all together for counselling and sometimes they may meet individually with the therapist. When individuals attend counselling sessions the therapist will not reveal any confidential information shared in an individual session with partners, other family or group members involved in relationship counselling without the prior written permission of that individual.

Sessions: Sessions last approximately 50 minutes and will be every week typically on the same day and time, suitable to you and within my hours of operation (refer to www.dundeecounselling.com). It is expected that the session will begin at the agreed time. Any session that begins after this time due to late client arrival for whatever reason cannot be extended beyond the agreed finish time. If you do not arrive or call within 15 minutes of the agreed appointment, this will be considered a cancellation and the therapist will not be available for the remainder of the session.

Contact between sessions: In instances where you need to contact me between sessions, calls can be made to (01382) 214 496. If I am unable to take your call, please leave a message. Calls and messages will be responded to as time permits between sessions within normal operating hours. Momentum Counselling is not a crisis or emergency service. If you need to speak to someone immediately, please contact your GP, NHS 24 (08454 242424) or the Samaritans (08457 909090).

Cancellations: If for any reason I have to cancel a session I will aim to provide you with 48 hours' notice, and you will not be charged for the session. Likewise I will expect you to give me 48 hours' notice if you are unable to attend. You will not be charged for appointments missed due to illness provided you give me at least 24 hours' notice. In an instance where no or insufficient notice is given on your part, I reserve the right to charge £10 for the first instance and 50% of the session fee for further instances. In the event of a serious accident, emergency, or other similar situation outside your control, please deal with your situation first and notify me at the earliest convenient time. Reducing missed appointments is the most effective method for us to maintain low client session fees. To help avoid missed appointments we offer a free text reminder service. Please enquire.

Holidays: I will give you a minimum of 3 weeks' notice of any planned holiday dates when I will be unavailable. I require (where possible) at least 2 weeks' notice from you.

Number of Sessions: Momentum CS asks that you commit to 4 sessions before realistically evaluating the effectiveness of therapy. After this, the contract can be renewed verbally for an additional 4 sessions. A review is given every 8th session (or sooner if desired) and may include changes in frequency of sessions. If both therapist and client collaboratively agree that more sessions are necessary to reach your goals, then more sessions (usually 3 - 8) are agreed upon before ending therapy or reviewing the process again.

I understand that your life circumstances may suddenly change. You may at any point desire or be obligated to discontinue therapy. Whatever the reason, I respect your decision but ask that you give one weeks' notice before finishing so that we have the chance to discuss your decision.

Session Fees: Sessions last 50 minutes and fees are £35/£30 concession. The fee for couple counselling is £40. Fees are reviewed yearly and any changes take effect on 1st Jan. and apply to new or renewed contracts.

Method of Payment: By card, cash or by cheque at the conclusion of each session. Multi Session Purchase discounts are available. There is an online payment method if you prefer and specials from time to time on our website.

Complaints: Should you wish to make a complaint about the service you have been offered please contact the BACP at www.bacp.co.uk if your counsellor is a member of BACP or likewise with COSCA at www.cosca.org.uk.

I, Print Name..... Name, hereby agree to receive counselling provided by Momentum Counselling Services and give consent for them to process my client data according to their Privacy Notice found at: www.dundecounselling.com/about/privacy-notice.php.

Signed..... Signed.....

Date..... Date.....

How did you hear about us (tick box)? Internet Search, BACP website, a friend, an advert,

Telephone..... Mobile.....

Mobile phone Would you like text reminders about your appts? yes no

Email..... Email.....

GP name(s).....

Surgery Name..... Surgery Telephone.....

Goals for therapy.....

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Therapist Signature.....