



The Working Agreement

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Please take some time to read the information in this working agreement carefully as it outlines how we will work together and provides detail on my professional obligations regarding confidentiality.

We will spend some time during our first session discussing the agreement and I will be able to answer any queries you have.

I will ask you to sign the agreement to show you understand the contents.

My Approach.

I offer Person-Centred counselling. Information on this approach can be found here - <https://www.bacp.co.uk/about-therapy/types-of-therapy/person-centred-counselling/>

To give a feel for this approach I ask my clients to imagine bringing a tangled ball of wool to our sessions. It's their wool, they get to say who can hold it and what they want to do with it, but I am there with them, encouraging them to gently examine the knots and begin to tease them apart, starting to notice how they became tangled. It can be difficult, and confusing at times, but I aim to make the process as positive and comfortable as possible.

My Qualifications & Professional Membership.

- Diploma in Therapeutic Counselling.
- I am a member of the British Association for Counselling and Psychotherapy (BACP) and as such abide by their ethical framework. Please see [BACP Ethical Framework for the Counselling Professions](#) for more information.
- BSc Psychology (hons).

Session details.

- Fee - £55 per session.
- Session duration – 50 minutes.
- Location: online or in-person (SL4 6).
- Open ended: weekly, fortnightly or monthly – regular reviews will be conducted to ensure you are getting the most out of your counselling. You are not tied into any commitment and can end sessions any time.

Payment.

- Payment to be made in advance of our session.
- By bank transfer (details provided in session), or cash.
- I review my fees annually and will give 1 calendar months' notice of any proposed increase.

Attendance and Cancellation Policy.

- I require 48 hours' notice of a cancellation, via text or email, to avoid a charge.
- Cancellations with less than 24 hours' notice will incur the full fee.
- If you arrive late, I am unable to extend the session, as this impacts my other appointments.
- I will provide, and ask of you, 2 weeks' notice of any upcoming holidays or dates you cannot attend.

Out of session contact.

- I can take admin/appointment queries via email or text message and will endeavour to reply to you as soon as possible.
- I am unable to discuss your personal counselling needs outside of our scheduled sessions.
- If you require urgent professional assistance, please contact NHS Direct on 111, your GP, the emergency services or the Samaritans freephone 116123.
- There have been times I have seen clients when out in public. This can understandably feel uncomfortable and as such I make it my policy not to acknowledge you, unless you do so first, to retain confidentiality.

Supervision.

- All members of BACP are required to have regular supervision.
- Supervision ensures my work with you is safe, ethical and effective.
- Aspects of our work may be discussed during these sessions – no full names are used and identifiable features removed to retain your anonymity.
- My Supervisor is a member of the BACP and as such is bound by the same confidentiality rules as myself.

Confidentiality.

- As a member of BACP I am bound by the Ethical Framework to protect your confidentiality. Therefore, everything we discuss is confidential except in certain circumstances:
 - Harm to self or others- I reserve the right to break confidentiality if I think you have become a danger to yourself or other people.
 - For legal and ethical reasons, I am not bound by confidentiality if in good faith I feel I can assist in the prevention of a serious crime, including safeguarding issues relating to children or vulnerable adults.
- If I believe breaking confidentiality is required, I will attempt to discuss this with you and my supervisor first, but this may not always be possible.

Record keeping.

- As a member of BACP I am required to keep accurate and appropriate records of our work together.
- Records are held securely on a laptop using password protection.
- Paper records are held in a locked cabinet.
- I am registered with the Information Commissioner's Office (ICO NUMBER) and any information I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation UK-GDPR.

Complaints and concerns.

- If there is anything that you do not understand about this agreement, or if you would like 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 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
- Email: gethelp@bacp.co.uk