

# Adam Goward Counselling

*Dip. Couns. Mbacp*

## Information & Agreement

### Welcome

It is my hope that as a qualified Humanistic Integrative Counsellor, you experience a safe, supportive and confidential environment in which to explore your thoughts and feelings. The first meeting is a chance to talk about what brings you to counselling right now. If at the end of the first session you wish to continue, we can discuss how our time together will be organised. There is a small amount of paperwork to be completed, in which I will take some assessment details. If we agree to work together further, you will be required to sign page 2 of the *Agreement Between Counsellor & Client* form, which is agreeing on details of our meetings, including costs and terms & conditions.

### Confidentiality

What is discussed during our meetings is confidential. However, there is an exception to this. If there is a risk of you causing serious harm to yourself or others I may ask you to inform your GP or other relevant authority, or I will work with you to do this. I will always discuss this with you first.

As you would expect from your Counsellor, privacy and confidentiality are paramount in our work together. So too is compliance with the General Data Protection Regulation [GDPR]. See website for full details.

It is my duty to keep brief notes about our meetings, these are kept in a secure place and you cannot be identified. The purpose of keeping notes is to assist myself in helping you through regular supervision. The focus of these meetings is the work I am doing with you. Supervision is to ensure that you get the best possible service. The content of these supervision sessions are confidential and your identity is protected. Supervision is a BACP requirement.

### Payment

Payment is required before each session. Bank transfer and cash is accepted. If paying by bank transfer, please use the date of the session as payment reference.

### Cancelling A Session

If either yourself or I have to cancel a session, at least 24 hours notice by email should be given. If you miss a session without giving 24 hours notice, the session fee will still apply. If I have to cancel a session, any credit will be carried forward.

### Contact

I will reply to emails during office hours, Monday to Friday.

### Complaints

As a member of BACP, I abide by their ethical framework. If you are dissatisfied with my work or services, you are free to contact the client Help Desk on 01455 883316. They can also be contacted by email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) marked 'For the attention of the Information Services'.

Page 1 of 2

