



COUNSELLING WORKING AGREEMENT

This document outlines how we will work together. Please read it carefully. This agreement applies to all types of sessions.

Professional information

I hold a BA (Hons) in Person-centred counselling from Middlesex University. I am an accredited member of the British Association for Counselling and Psychotherapy (BACP) and adhere to its [ethical framework](#). If you have any professional concerns, please raise them with me first, and I will do my best to resolve them.

Confidentiality

All sessions will be conducted in the strictest confidence, and this confidence will be maintained and applied to any records, including brief clinical notes I am legally required to keep for 5 years, per GDPR. There are some caveats to this confidentiality, and I endeavour to speak to you first where possible:

1. Serious and imminent risk to yourself or another person
2. Disclosure of terrorism, human trafficking, or money laundering
3. Where production of material is compelled by an order of a court

Therapeutic Principles

I value building a therapeutic relationship built on trust, respect, and autonomy. I will emotionally support you through whatever you bring to sessions. I offer you a safe space to be your authentic self with an opportunity for reflection and change. The counselling relationship does not provide solutions or guarantee a resolution of the issues discussed.

Attendance Agreement

Once agreed, your session day and time are reserved exclusively for you. There can be some flexibility to the time, which we will agree on at the end of every session. All sessions are weekly (unless otherwise agreed) and last fifty minutes.

Client Cancellations

If you need to cancel or change a session, please let me know via email at caroline@counsellingforwomen.co.uk or by phone / WhatsApp at [REDACTED] at least 48 hours in advance.



Less than 48 hours' notice means the full session fee will be charged. Undiscussed missed sessions will be charged the full fee.

Communication

The contact details provided are for appointment changes only. Other issues should be kept for the sessions. In case of emergency, please call the UK Samaritans on 116 123 or the emergency services on 999.

Late Attendance

Late starts must still end on time. Where possible, please provide notice of lateness. If no notice has been provided, I will attempt to make contact 10 minutes into our session to ensure you are safe and well.

Caroline Cancellation of session

In the unlikely event that I need to cancel our session, I will inform you as soon as possible and offer another slot at no extra charge. If payment for a session has already been made, payment shall be carried forward for the next session or the newly arranged session that's offered as the alternative.

Caroline on Leave

I aim to communicate my leave and non-session dates with 2-4 weeks' notice, and make further arrangements to either reschedule or set a return date for sessions to resume. There may be some rare instances where less than 2 weeks' notice is provided of my absence, although all efforts will be made to communicate this in advance.

Review of Frequent Cancellations/Missed Sessions

If a pattern of missed or cancelled sessions begins to emerge, our work together will be reviewed. If the frequency of missed sessions is affecting the quality or continuity of the therapeutic process, it may be that we pause sessions for a period of time until you feel ready to continue.

In such cases, I may remove your sessions from the calendar and make the time slot available to others. This will be communicated to you in advance, and we can discuss this. When you feel ready to resume, you are welcome to contact me so that we can arrange future sessions, depending on my availability.



Use of Artificial Intelligence (AI) and digital support tools

Some clients choose to use AI-based apps or chat tools that offer emotional support or therapy-like conversations. These are separate from, and not part of, the counselling I provide.

AI tools do not know you as a person over time, do not hold a duty of care, and cannot reliably recognise risk or crisis.

They may sound confident even when they are inaccurate. Anything you share with them may be stored or used in ways that fall outside our confidentiality and my control.

I retain full professional responsibility for the care I provide. My decisions are made through professional judgement and ethical training, and are not handed to AI systems.

If you use AI tools for personal support, you are warmly encouraged to bring this into our work, so we can safely explore and reflect together.

In-person sessions

There is a fire action plan to be aware of. The information is clearly labelled on the right as you enter the building. We will discuss this together in the first session.

Online sessions

You will require a comfortable, private space where you will not be disturbed. I will be in a confidential room with only myself. In the event we have technical difficulties, I will reach out by phone. Online sessions will be offered using Google Meet, unless we agree otherwise.

Supervision

This is a vital, ongoing support for therapists to ensure safe, ethical and best practices. I anonymise anything discussed with my BACP-registered supervisor.

Fees Online / Phone **£70** In-Person **£80**

Online sessions are paid with Stripe™ before your session.

In-person sessions are to be paid with cash / Stripe™ payment link on the session day. Concessions are to be discussed individually. I charge different fees for private health insurance, which I invoice each insurer for. Insurance clients are liable to pay for any missed sessions and any excess on their policy.



Therapy Duration

Everyone's therapeutic journey is different; thus, unless you are using insurance, there is no set number of sessions. We will periodically co-review to ensure you are getting what you need. Working towards a planned ending can be helpful; therefore, in ending, please give as much notice as possible, and ideally, have at least one session to reflect and bring our therapeutic work to a close.

Governing Law

This agreement and any non-contractual obligations arising in connection with it shall be governed by English law. The courts of England and Wales shall have exclusive jurisdiction to determine any dispute arising in connection with this agreement, including disputes relating to any non-contractual obligations. I reserve the right to vary these contract terms from time to time; I will endeavour to give good notice. Fees are revised on an annual basis.

Consent to Working Agreement

By engaging in sessions together, it is assumed you have read, understood and agree with this working agreement, even if you do not sign this document.

Client

Date