



Client Counselling Service Agreement

Welcome to the Family Centre Counselling Service. It is our hope that you will find the service helpful and supportive. We request everyone attending counselling to read this agreement and indicate your understanding and acceptance of it by signing below. Any questions or concerns you have should be discussed with your counsellor.

Counselling:

Counselling is a skilled and ethical relationship which enables clients address difficulties in their lives. The counsellor's role is to help clients develop their own resources and to work towards personal growth.

Confidentiality:

The Family Centre is committed to protect the privacy of clients attending the Centre. **Confidentiality** is central to the counselling relationship. We give our assurance that what is discussed in counselling is held as confidential to this service. **There are, however some limits to confidentiality which we need to make you aware of.** In particular if someone poses a serious **threat to themselves or others, or where a child or vulnerable person might be considered at risk, we are duty bound to consult with appropriate authorities and or report said concerns.** We can also be required by a court order which would be a very rare exception.

The Family Centre Counselling service works in compliance with the requirements of relevant legislation including the **Child Care Act of 2015** and also with the **Children's First National Guidance for the Protection and Welfare of Children** as may be amended. We are also be mandated to report to the Child & Family Agency **retrospective allegations of child abuse where the alleged perpetrator is identifiable.**

It is important that you are in a position to give informed consent when entering into counselling.

Counsellors at the Centre are **professionally qualified** or some may be at an advanced stage of training and working under supervision toward full professional qualification. All Counselling staff work under **clinical supervision.**

Records:

All client files are managed in a way consistent with **Data Protection** requirements. Counsellors keep brief notes of counselling sessions to plan and review the work and to ensure best service to the clients. The Centre uses a secure encrypted computer system to maintain client details. The Centre also uses an **optional** standard evaluation system called CORE, to assess client need and to assess the benefits or otherwise of counselling. Anonymised data from this system is used for routine evaluation of the service.

Files are held securely for a period of 5 years after completion of counselling and then destroyed. You have a right to review information held about you by the Centre and to have it corrected should there be any inaccuracy. Please ask your counsellor or at Reception if you require further information.

Family Centre policies include a **grievance procedure**, a copy of which is posted on the notice boards in the Centre. Relevant comments, complements or suggestions can be made directly to the Centre on by using the suggestion box at Reception.

Fees:

The Family Centre charges a reduced standard fee of €30.00 per session. In the event of a client not being able to afford this, an affordable fee can be agreed with your counsellor. Payment is receipted and is made at Reception.

Attendance:

It is important that you honour appointments. If you are unable to attend, please contact the Family Centre as early as possible so that the appointment time can be allocated to another client.

Agreement:

I have read and understand the details above and agree to consent to avail of the Family Centre Counselling Service as outlined above.

Signed: _____ **Date:** _____

Optional Consent to use of information for Research purposes:

The Family Centre is committed to participating in and facilitating clinical research. To that end, from time to time we may allow researchers and trainees to access your file for the purpose of completing research, either as part of our own internal research or to facilitate research being completed as part of academic or professional training. Such research will be confidential and anonymous and you will never be identified or be identifiable through this research. In addition to accessing your file, we may also contact you to follow up on your experiences using the service. In such circumstances, contact will be made by a member of the service in the first instance and you may be asked to consent to being contacted by a researcher/trainee. Consent to this aspect of our service is optional and is not a requirement of accessing the service, but will allow us to be active participants in building knowledge and evidence in the field of therapy.

I Consent

I do not Consent

(Please circle as appropriate)