

# protem...

## Online / Phone Counselling Contract

Welcome to *Protem*, this contract is set out to clarify our basis of counselling.

You should also have received the 'Information we hold about you' sheet.

1. The *Protem* Counsellor will not divulge any information given by the client without the client's permission outside his/her Counselling Supervision except:
  - a. Where there is a specific legal requirement for *Protem* to do so
  - b. Where there is an ethical duty for *Protem* to do so, for example, to avoid serious harm to the client or another person/people, including the safeguarding of children or vulnerable adults, or to prevent serious and imminent harm to public health or national security.
2. The *Protem* Counsellor will, where appropriate, work in conjunction with the Client's G.P. and any other agencies (listed on this form where applicable) whom the Client authorises the *Protem* Counsellor to contact, for the purpose of promoting the Client's well-being & safety.
3. The *Protem* Counsellor will host/initiate the counselling session and will, when it is an online session, send the client a separate Meeting ID and Password for each session arranged. The next session date and time will be agreed at the end of the current session. For online sessions meeting IDs for the next session will be sent out via email/text (agree preference) at least 24hrs before the next session is due to begin.
4. The Client will be ready and on time for sessions that have been pre-arranged with the *Protem* Counsellor during the period of this contract (normally an agreed number of sessions followed by a review/re-negotiation.)
5. The *Protem* Counsellor and Client agree to log in/conduct phone calls from quiet and private environments, to be appropriately dressed and to not eat during the session (both may like to have a soft drink to hand.)
6. The counselling sessions will not be recorded by either party unless this has been discussed in detail previously.
7. Some technology interruptions are minor and right themselves as the session continues. If the counselling session is interrupted by technology problems that makes the session unviable, both parties should log out of the system/end the call. The Counsellor will attempt to restart the meeting. If this is successful, the session will continue. If it is not, the



Counsellor will rearrange the session via email/text (agree preference.) The Client will not be charged for a session that is unviable due to technological difficulties.

8. At the end of the counselling session, the Client should end the videocall/ hang up when both parties have said goodbye. The Client will be reminded when it's time for the session to end. The Counsellor will end the session if, after prompting, the Client has not 'left the meeting'/hung up. Both Counsellor and Client should ensure all internet pages relating to the session have been closed.
9. As much notice as possible, and a minimum of 24hrs notice, will be given by the Client if s/he is unable to 'attend' an appointment. If an appointment is broken without this notice, subject to circumstances, the agreed payment will be expected. To cancel an appointment, please contact your counsellor directly (they will give you a mobile number/email address).
10. The Protem Counsellor and the Client have the right to terminate this agreement, subject to the following: the Client will give at least one week's notice, and attend at least one further counselling session so that a proper ending of the counselling relationship can be made. An ending will not release the Protem Counsellor from the terms relating to confidentiality contained in the agreement.
11. Protem or the Counsellor shall not be liable to the Client for the death or injury of the Client unless due to negligence or other failure of the Counsellor or Protem to perform its obligation under this agreement or under general law.
12. Protem reserves the right to reassign a client to another Counsellor if this is considered to be in the best interest of the Client or the Counsellor.
13. If the Client is concerned about any aspect of the service they receive from Protem, they should first raise this with their Counsellor and then, if unresolved, with the Counselling Manager ([manager@protem.org](mailto:manager@protem.org) or 07421 767304)
14. Protem Counselling Service is an organisational member of and abides by ACC & BACP codes of ethics and is subject to regular Professional Supervision. Some Counsellors also may be affiliated to UKCP, and include UKCP ethical boundaries.
15. Counselling Fees; Protem is a Charitable Trust, which relies on donations and gifts to cover costs and overheads. There is no fixed charge for this service. Protem operates a sliding scale of payments from £10 - £40+ per session; a suitable amount is agreed with the Counselling Manager before sessions commence (occasionally, in cases of financial hardship, a lesser amount may be agreed.) This amount should be transferred online to Protem's bank account after each session: **Protem Trust, xxxxxxxxx, entering your Counsellor's first name in the reference box.** (An alternative arrangement should be agreed with your counsellor if this method is not viable.)



**Client name:**

Address:

Phone number:

Email:

GP practice:

**Counsellor name:**

Phone number:

Email:

**Other agencies, a applicable (referred to in point 2):**

Name:

Phone number:

**No of sessions agreed today:**

Review Date 1:

Review Date 2:

Review date 3:

Review date 4:

**Amount per session:**

***These agreed and stated conditions form the basis of this Online Counselling Contract.  
I sign, indicating my agreement.***

**Client:**

**Counsellor:**

**Date:**

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