

Willow & Olive Counselling

CLIENT COUNSELLING AGREEMENT

Professional, Ethical and Confidential Practice

This agreement outlines how we will work together and is designed to help create a safe, professional and supportive counselling relationship.

PROFESSIONAL INFORMATION

Olivia Ozmeral MBACP is a registered member of the British Association for Counselling and Psychotherapy (BACP) and works in accordance with the BACP Ethical Framework.

MBACP Registered Member 420733

My work is supported through regular clinical supervision and ongoing professional development.

COUNSELLING SESSIONS

Sessions are 60 minutes in length and may take place online, by telephone or in person. The frequency of sessions will be agreed collaboratively and reviewed as needed. In exceptional circumstances, home visits may be arranged at my discretion where this would support accessibility and enable clients to engage in counselling more comfortably.

FEES AND PAYMENT

Individual counselling sessions are £60. Reduced-fee sessions (£45) may be available for young adults aged 18–24 and those in further education. Payment is required before each session. Payment details will be provided when sessions are arranged.

CANCELLATION POLICY

If you need to cancel or rearrange a session, please provide at least 24 hours' notice by telephone or email. Sessions cancelled with less than 24 hours' notice, or missed appointments, will be charged at the full session fee unless there are exceptional circumstances.

CONFIDENTIALITY AND SAFEGUARDING

Everything discussed within counselling is treated as confidential. However, there are circumstances where confidentiality may need to be broken. As a registered member of the BACP, I have an ethical and professional responsibility to take appropriate action if I believe there is a serious risk of harm to yourself or another person, or if there are concerns relating to the safety and welfare of a child or vulnerable adult. Wherever possible, I will aim to discuss any concerns with you before sharing information.

CONTACT BETWEEN SESSIONS

Brief email contact between sessions is available where appropriate. Where a therapeutic response is requested, emails are charged at £10 per email. This allows additional support between sessions whilst maintaining appropriate professional boundaries. Text messages may be used for appointment arrangements but are not intended or appropriate for therapeutic support.

CRISIS AND EMERGENCY SUPPORT

Email and text communication should not be used in an emergency or crisis situation. If you feel at immediate risk of harm to yourself or others, please call 999 or attend your nearest Accident & Emergency Department. For urgent mental health support, you can contact NHS 111 and select the mental health option, available 24 hours a day. You can also contact the Samaritans 24 hours a day on 116 123. If you are already under the care of a Community Mental Health Team or Crisis Team, please contact them directly using the emergency numbers provided to you.

ONLINE COUNSELLING

Clients are asked to attend sessions from a private and confidential space wherever possible. If technical difficulties interrupt a session, alternative arrangements will be discussed.

DATA PROTECTION AND RECORD KEEPING

Willow & Olive Counselling is committed to protecting your privacy and handling your personal information securely and in accordance with UK data protection legislation.

Personal information and brief counselling records may be collected and retained where necessary to provide counselling services, manage appointments, process payments, maintain appropriate professional records and meet legal, ethical or safeguarding responsibilities.

Information will be stored securely and will not normally be shared with others without your knowledge, except where disclosure is required by law or where there is a serious concern regarding your safety or the safety of another person, as outlined in the confidentiality section of this agreement.

Further information about how your personal data is collected, used, stored and retained, and about your data-protection rights, is available in the Willow & Olive Counselling Privacy Policy at willowandolivecounselling.com.

ENDING COUNSELLING

You are free to end counselling at any time. Where possible, a final ending session is strongly encouraged to review the work undertaken and bring the counselling relationship to a safe and appropriate close in line with professional and ethical guidelines.

Counselling endings are an important part of the therapeutic process, whilst providing an opportunity to reflect on progress, acknowledge achievements, and consider future support where appropriate.

COMPLAINTS PROCEDURE

If you have concerns about any aspect of our work together, I encourage you to discuss them with me in the first instance. If we are unable to resolve the issue, you may make a formal complaint. As a registered member of the BACP, you may also contact the BACP regarding concerns about professional conduct.

AGREEMENT AND SIGNATURES

I have read and understood this counselling agreement and agree to the terms outlined above.

I confirm that I have been provided with access to the Willow & Olive Counselling Privacy Policy and understand how my personal information will be handled.

Client Name: _____

Client Signature: _____ Date: _____

Counsellor: Olivia Ozmeral MBACP

Counsellor Signature: _____ Date: _____