



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

BACP Membership Number: 01017975

My work is supported by 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 help clients 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 prior to 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 you 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 communication 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 Samaritans free of charge, 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.

RECORD KEEPING AND DATA PROTECTION

Client records are stored securely and handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal information is collected only where necessary for the provision of counselling services and will be stored securely and confidentially. Further information can be found within the Willow & Olive Counselling Privacy Policy.

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.

The ending of counselling is an important part of the therapeutic process, providing an opportunity to reflect on progress, acknowledge achievements and consider any future support that may be helpful.

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, understood and agree to the terms outlined above.

Client Name: _____

Client Signature: _____ Date: _____

Counsellor: Olivia Ozmeral

Counsellor Signature: _____ Date: _____