ONLINE FAMILY THERAPY AGREEMENT

Agreement

This note is written confirmation of the agreement entered into by the clients ("the family") and Shine Counselling ("the counsellor"), pertaining to online family therapy sessions. Online and telephone counselling is undertaken in accordance with the law in England and Wales and under the ethical guidelines of the British Association for Counselling and Psychotherapy (BACP).

Treatment Period and Fees

An initial 1-hour session is provided free of charge. Each further session will last 90 minutes and cost £90 inc VAT unless agreed otherwise. Treatment can be terminated by either party at any time.

Unexpected Breaks in Provision of Counselling

In the event of short-term illness or other absence, your counsellor will discuss with you the suspension of counselling or provision of alternative services. In the event of the death or other permanent incapacitation of your counsellor, you will be contacted by their Clinical Executor who will advise you of your options.

Data Protection

The family gives permission for necessary records and personal information to be kept in accordance with the Data Protection Act 1988 and the General Data Protection Regulation (GDPR) 2018. The client understands that these records may be provided to the authorities if required, e.g., by subpoena.

Confidentiality

All information disclosed by the family is treated confidentially by Shine Counselling. **However, your counsellor reserves the right to disclose to one family member, information provided by another family member.**

Your counsellor is bound by the BACP Ethical Framework and has regular supervision with an accredited supervisor. Your counsellor may discuss your case in confidence with their supervisor. Confidentiality may also be broken if your counsellor believes that one or other family member's or someone else's life is at risk; there is a risk of serious harm to one or other family member or someone else; a child or vulnerable adult is at risk; or you disclose information regarding a serious crime or act of terrorism. This may involve contacting your GP or other relevant authorities. Wherever possible, your counsellor would discuss any breach of confidentiality with you in the first instance.

Privacy

Please ensure you have a quiet, appropriate and undisturbed space for online counselling sessions. Your counsellor will do the same. Please do not record or take screenshots or otherwise share the content of our online sessions with any third party.

Interruptions

If your counsellor is unable to establish an online session, or if an online session is disconnected or otherwise interrupted, please hang up and your counsellor will attempt to re-establish a connection. If this is not possible, your counsellor will contact you by phone to either rearrange or, if appropriate, continue the session by phone.

ONLINE FAMILY THERAPY AGREEMENT

Artificial Intelligence

Shine Counselling does not knowingly use AI in its therapeutic work and would encourage clients to carefully consider the benefits and risks of using AI therapeutically themselves. The risks include the potential for incorrect information or advice being provided and for the inadvertent disclosure of confidential client information.

Current Support Measures

Please advise us of any medication or other support you are receiving, including any other therapeutic relationships, and do not change your medication or support measures without consulting your GP or support provider.

Substance Misuse

If you are under the influence of alcohol or drugs we may terminate and/or rearrange the session.

Cancellations

Please advise cancellations at the earliest opportunity, and at least 24 hours in advance, by calling/texting 07899 985190 or emailing cancel@shine-counselling.co.uk. **Should you cancel within less than the 24 hours' notice agreed or fail to attend an appointment the full session fee will be charged.** Missing two appointments without notice will lead to counselling being withdrawn.

Contact Between Sessions

Contact between sessions should normally only be to cancel or reschedule sessions. If you are in a crisis situation, you may text, and your counsellor will ring you for a maximum of 10 minutes at the next available opportunity. If you are in an emergency situation, please contact Samaritans on 116123.

Complaints

Please discuss any complaints with your counsellor in the first instance. In the event of your complaint not being resolved, you may contact the BACP either in writing at BACP House, Unit 15, St. John's Business Park, Lutterworth, LE17 4HB, email at professional_conduct@bacp.co.uk or by phone on 01455 883300.

ONLINE FAMILY THERAPY AGREEMENT

Disclaimer

Every reasonable precaution is taken to ensure a client's privacy online, as per GDPR and current legislation, using password protection for meetings and secure software platforms. However, clients should be aware that due to use of third-party software, it is never possible to be 100% secure. Clients will always be informed at the earliest opportunity of any data breeches, security concerns regarding third-party software used, or changes to relevant legislation.

Electronic Signatures

Name _____ Signed _____ (client) Date _____

Name _____ Signed _____ (client) Date _____

Name _____ Signed _____ (client) Date _____

Name _____ Signed _____ (client) Date _____

Name _____ Signed _____ (counsellor) Date _____