



COUNSELLING IN BRISTOL

– WITH JAKE VOELCKER –

CLIENT AGREEMENT

Confidentiality

Everything that you discuss with me is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or I am instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

I will always ensure that sessions are conducted in a confidential setting, and if we work online I will use video calling software that uses a secure connection to further protect your privacy. However, please note that I cannot be held responsible for any breaches caused by failures in this technology.

I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality and you will only be referred to by your first name.

I normally write brief notes at the end of each session. These are anonymised and are stored securely on a password protected file within the system of my therapy management software, Kiku. These notes are for my use only and help me to keep a track of everything that we discuss. In line with industry standards, these notes must be retained for up to 7 years after your therapy comes to an end, after which they will be confidentially destroyed.

You have the right to view these notes at any time. To make this request please contact me directly, or discuss it with me in one of your sessions.

All confidential information is held in accordance with the GDPR, 2018 using the secure and encrypted Kiku system (please see their Privacy Policy for more information at www.wearekiku.com/privacy-notice).

My full Terms & Conditions and Privacy Policy can be found on www.counsellinginbristol.uk. Please see the Privacy Policy for more details about how data is used and stored, as well as your rights under the GDPR guidelines.

Appointments

All appointments last for 50 minutes and we will usually meet on a weekly basis unless otherwise agreed.

Please ensure that you choose a quiet and private location to conduct your online or telephone sessions and that you log in on time to make full use of the appointment. Please note that sessions cannot be extended beyond the agreed time.

Should either you or I experience any technical difficulties, I will endeavour to switch to an alternative session format (e.g. another video calling platform, telephone or alternative phone line) so the session can continue with minimal disruption.

Outside of your agreed therapy sessions, it is usually not possible for you to have any contact with me. If you think that you may need extra support, please discuss this with me so that we can explore other sources of help and assistance.

Payment

Payment for your sessions is made at the point of booking by card using the Kiku system. If you are paying using your Kiku account, please ensure that you make payment within 24 hours of making the booking. ***In the absence of payment your session may be cancelled.***

Payments will show up on your account statement in the name of my service provider "We Are Kiku".

Making changes to your appointments

If you need to cancel or rearrange an appointment, you can do this via your Kiku account. Alternatively, please call [07454 662 291](tel:07454662291) or email jake@counsellinginbristol.uk to let me know.

I ask that you give at least **48 hours notice** of any changes to be eligible for a refund. This gives me the opportunity to reallocate the time to someone else.

The **full session fee** will be charged for cancelled sessions, where two working days notice has not been given and for non-attended sessions, where no prior notice has been given.

Illness

If you have a cold, flu, Covid or similar, but you would still like to go ahead with your session, please consider asking me to see you online instead so that I can avoid becoming ill and passing it on to other clients, some of whom may be vulnerable. Likewise, if I am slightly unwell but still able to work I will offer you the option of meeting online to avoid the risk of you catching anything from me.

Breaks in Therapy

For counselling to be effective, regular and consistent attendance is essential. It is also important that you and I are both aware of any planned breaks so that we can prepare. I will endeavour to give you at least 4 weeks' notice of any holidays and I ask that you try to do the same.

Duration

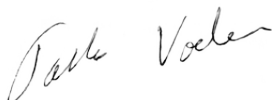
I offer both short- and long-term therapy and you can choose how long you would like to continue. Normally we will discuss this at the outset, but it can be difficult to predict so at first we can simply work in an open-ended way. Usually I recommend a discussion around the 6th session to review progress, and we can also continue to review as the therapy goes on. When the time comes to end your therapy, I recommend planning this at least 2 or 3 sessions in advance, to give us both a chance to prepare.

Raising Concerns

Should you have any problems at all with the service that you receive, please let me know. If possible, let me know during your session and we can discuss the issue. If this is not possible, please contact me by phone or send me an email.

You can view my full Terms & Conditions on my website www.counsellinginbristol.uk/terms-conditions/

I hope that your time with me will be a really positive experience and I look forward to working with you.



Jake Voelcker