

COUNSELLING AGREEMENT

Version: 1.0

Effective Date: 01 July 2026

Review Date: 01 July 2027

This agreement outlines the basis on which counselling will be offered and the responsibilities of both counsellor and client.

Please read it carefully and ask any questions before signing.

1. COUNSELLING

Counselling provides a confidential and supportive space to explore thoughts, feelings, behaviours, relationships, and life experiences.

The aim of counselling is to support greater self-awareness, emotional wellbeing, understanding, and positive change. While counselling can be highly beneficial, no guarantees can be made regarding specific outcomes.

Counselling is a collaborative process and its effectiveness is influenced by a range of factors, including attendance, engagement, readiness for change, and circumstances outside of sessions.

2. CONFIDENTIALITY

Everything discussed during counselling sessions will be treated as confidential.

Confidentiality may only be broken in exceptional circumstances, including:

- Where there is a serious risk of harm to yourself.
- Where there is a serious risk of harm to another person.
- Where there are safeguarding concerns involving a child, young person, or vulnerable adult.
- Where disclosure is required by law or court order.

Where possible, I will discuss any concerns with you before sharing information with another person or organisation.

3. SAFEGUARDING AND RISK

As a counsellor, I have a legal and ethical responsibility to take appropriate action where there are concerns regarding the safety or welfare of a child, young person, vulnerable adult, or any person at significant risk of harm.

If concerns arise regarding suicide risk, self-harm, abuse, exploitation, safeguarding, or serious harm to self or others, additional information may be sought, risk assessments may be completed, and appropriate support services, emergency contacts, healthcare professionals, or emergency services may be contacted where necessary.

By entering into counselling, you agree to provide accurate emergency contact information and understand that this information may be used if there is serious concern for your safety.

4. PROFESSIONAL SUPERVISION

To ensure safe, ethical and effective practice, I attend regular professional supervision.

During supervision I may discuss aspects of our work together. Every effort will be made to protect your identity and maintain confidentiality.

5. RECORD KEEPING AND DATA PROTECTION

Client records are maintained in accordance with UK GDPR, the Data Protection Act 2018, and the Path to Balance [Privacy Notice](#).

Records may include:

- Registration forms
- Assessment forms
- Session notes
- Risk assessments
- Appointment records
- Relevant correspondence

Records are stored securely and access is restricted to the counsellor.

Records will normally be retained for seven years following the end of counselling unless legal, safeguarding, insurance, or professional requirements indicate a longer retention period.

You have the right to request access to your personal information and to request corrections to inaccurate information.

6. PROFESSIONAL STANDARDS

I am a member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with the BACP Ethical Framework for the Counselling Professions.

I work within the limits of my training, competence, and experience and undertake regular professional supervision and continuing professional development (CPD) to support safe, ethical, and effective practice.

Where appropriate, I may discuss alternative forms of support or referral options if another service would better meet your needs.

7. SESSIONS

Counselling sessions are 50 minutes in duration.

Sessions may take place:

- Face-to-face
- Online via Zoom
- By another mutually agreed method

The frequency of sessions will be agreed between counsellor and client and reviewed as appropriate.

8. FEES AND PAYMENT

The current counselling fee is:

£60 per 50-minute session

Payment is required prior to the session unless otherwise agreed.

Payment may be made via bank transfer, website booking system, or another agreed payment method.

Any fee changes will be communicated in advance.

9. CANCELLATIONS AND MISSED APPOINTMENTS

A minimum of 24 hours' notice is required to cancel or rearrange an appointment. Appointments cancelled with more than 24 hours' notice will not be charged.

Appointments cancelled with less than 24 hours' notice will be charged at the full session fee.

Missed appointments ("no-shows") will be charged at the full session fee.

If you arrive late for a session, the session will still end at the agreed time.

10. ONLINE COUNSELLING

For online sessions, clients are responsible for ensuring they have:

- A private and confidential space
- A stable internet connection
- A device suitable for video conferencing

If technical difficulties occur, reasonable efforts will be made to reconnect and continue the session.

If the session cannot continue, alternative arrangements will be discussed.

At the start of online sessions, clients may be asked to confirm their current location and emergency contact details for safeguarding purposes.

11. CONTACT BETWEEN SESSIONS

Email, telephone and WhatsApp communication are intended for:

- Appointment booking
- Appointment changes
- Administrative matters

Therapeutic work will take place during scheduled counselling sessions.

Messages are monitored during normal working hours only and should not be used in emergencies or crisis situations.

12. CRISIS AND EMERGENCY SUPPORT

Path to Balance is not a crisis or emergency service.

If you are experiencing a mental health crisis, feel unable to keep yourself safe, or require urgent support, please contact:

- Emergency Services (999)
 - NHS 111
 - Your GP
 - Your local Mental Health Crisis Team
 - Samaritans (116 123)
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13. CLIENT RESPONSIBILITIES

To gain the greatest benefit from counselling, clients are encouraged to:

- Attend sessions regularly.
 - Arrive on time.
 - Engage openly and honestly where possible.
 - Inform the counsellor of any significant changes affecting wellbeing or safety.
 - Take responsibility for decisions and actions taken outside of counselling sessions.
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14. ENDING COUNSELLING

Counselling may end:

- By mutual agreement.
- At the client's request.
- Where the counsellor believes counselling is no longer beneficial, appropriate, or safe.

Where possible, a final ending session will be offered to review the work completed and bring the counselling relationship to a planned close.

15. COMPLAINTS

If you have concerns regarding the service provided, I encourage you to raise them with me in the first instance so that we can attempt to resolve the matter together.

As a member of the British Association for Counselling and Psychotherapy (BACP), I am committed to working within the BACP Ethical Framework for the Counselling Professions.

If a satisfactory resolution cannot be reached, information regarding the BACP complaints process can be found on the BACP website.

16. AGREEMENT

I confirm that I have read and understood this Counselling Agreement.

I understand the nature of counselling, the limits of confidentiality, the cancellation policy, and how my personal information will be stored and processed.

Client

Name: _____

Client Signature: _____

Date: _____

Counsellor

Path to Balance

Dr Amber Gintare Andrews

BACP Member

Email: dr.amber.mindset@gmail.com

Website: www.pathtobalance.co.uk

Counsellor Signature: _____

Date: _____

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