



COUNSELLING ● COACHING ● CONSULTANCY

Service Agreement

As a Client, I understand I will be participating in counseling with **Hanat Balimuttajjo**, MNCPS Accredited Counsellor (#NCS22-05383) and Certified Mental Fitness Coach and agree to the following terms and conditions

Services and Confidentiality

Counseling and Coaching often involve the disclosure of sensitive and personal information. In order to protect your right to privacy, the things you disclose to during your session will remain confidential between you, me, and any other permitted participant. Any documentation or information shared or useful notes taken will be managed according to the UK Data Protection Act and GDPR and the professional codes of conduct I've shared here.

There are situations in which I may have to break confidentiality without your consent:

1. Where you, the Client, consent for confidentiality to be broken and information to be shared.
2. When compelled by a court of law or case of a disclosure concerning acts of terrorism under the Terrorism Act. However, if it's okay to do that, a notice of these requests will be provided.
3. When there is an imminent risk of harm to yourself, others, and any vulnerable person, in such situations, information is of such gravity that confidentiality cannot be maintained.
4. During clinical Supervision and Consultation, aspects of clinical work are discussed. However, individual identities are not revealed during these sessions, and supervision between the counselor and their supervisor or professional consultation group is confidential.

Offering & Expectations

- **Sessions** run for 50 minutes and occur weekly, fortnightly, or per agreed frequency at the agreed time and day.
- When late on arrival, session time will not be extended and will end at the scheduled time.
- Sessions incorporating the six-week mental fitness program will include
 - Access to the PQ app available on Apple, Android, and as a desktop version
 - Focus-weekly hour-long videos and daily 15-minute app-guided exercises
 - Community-the internal social network for the PQProgram
 - Modules-lessons essential for completing the program
 - Pod- support and accountability group, to meet once a week to discuss the week's training.

I understand that consistent practice of the skills presented over the six weeks is necessary for the purpose of experiencing maximum benefit, and my progress is subject to my consistent application of these skills.



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- Sessions canceled less than 48 hours in advance and missed sessions will still be charged the full fee.
- An initial minimum of 6 sessions is recommended to allow our work to evolve. Following this, a review of progress and needs beyond the agreed issue is provided to help me decide whether to continue receiving services. Continuing work beyond the first 12 sessions becomes open-ended until a collaborative end by agreement.
- At times, Counselling can be very demanding, frustrating, and emotional. Resistance or reluctance to attend sessions may occur. This can be part of the therapeutic process. Disclosing difficulties and regular attendance are expected to help keep absences to a minimum, especially when it feels difficult.
- Termination of services will be collaboratively discussed except in extenuating circumstances.

Fees

- The session or package fee will be agreed upon at the start of our contract and will be subject to periodic review with one month's notice of any increase.
- Payment is due at the time of scheduling or before the start of each session via a securely identified mobile app or Bank transfer (BACs).
- A full fee will be charged for cancellations in less than 48 hours.

Contact outside session

- The telephone number and email address provided are for use in the case of cancellations or alterations except in exceptional circumstances and by prior agreement.
- The telephone number is not staffed continually, and messages will only be picked up on an irregular basis throughout the day from Tuesday through to Saturday.
- Services provided are not for crisis intervention. Should I experience an emergency, I will contact either my General Practitioner, the emergency services NHS 111 or 999, or if you are feeling suicidal, ring The Samaritans: 116 123 or go to the nearest emergency room.
- If this is an issue and I feel the urge to self-harm or injure myself, I agree to follow the agreed safety plan and seek additional support.
- There will be no initiating or accepting social networking 'Friends requests' from clients, as this can compromise the confidential and therapeutic nature of the counselling relationship.
- There will not be any meetings or contact made outside of the Counselling and Coaching sessions. If an unforeseen encounter occurs in a public space, the Counselling relationship will remain strictly professional. We will be clearly and thoroughly discussed during our initial meeting and reviewed in session following such an encounter.