

RS-Counselling Highland – Agreement to Counselling

What Counselling Offers

Counselling is an opportunity to explore challenges in your personal life, whether as an individual, within a relationship, or in a family. It can help you develop self-awareness, encourage open communication, and understand your role in different situations. The counselling process is voluntary, and if you are attending as a couple, you will each have the opportunity for an individual discussion before deciding to proceed.

Your Appointments

Counselling sessions last between 50-60 minutes and are usually scheduled weekly or fortnightly. Normally, you will see the same counsellor in the same location throughout your counselling journey. Every client's needs are different, but on average you will need between 10-12 sessions. We initially offer up to 16 sessions, though some may need fewer, and others may require more. We aim to be flexible and focused on your needs; therefore, your progress will be regularly reviewed, and your counsellor will work with you to agree on the number of sessions that best support your needs within our service capacity. Fully funded spaces may have a limited number of sessions, as per funds available.

Commitment to Counselling

Counselling can be a challenging process at times. Regular attendance and engagement are important to achieving meaningful change. If you decide to stop counselling, we encourage you to discuss this with your counsellor so the process can be brought to a planned ending.

Your Contribution

At RS-Counselling Highland, we are committed to providing professional relationship counselling to individuals, people in relationships, and families across the Highlands. As an independent charity, all funds are reinvested into our services to keep them accessible to those in need.

Each session costs approximately £60, but we offer flexible payment options:

- **Fixed Payment:** £60 per session.
- **Flexible Donation:** Contribute what you can afford per session based on your income and affordability.
- **Funded Sessions:** For those facing financial hardship, funded places may be available. Please speak to our Service Manager if you need assistance- we are here to help.
- **Pay It Forward:** Donate to help fund sessions for others in need.
- **Gift Aid:** If you're a UK taxpayer, Gift Aid increases your donation at no extra cost.

Ways to Pay:

- **Bank Transfer** – Virgin Money, Account Name: Relationships Scotland-Counselling Highland, Sort Code: 82-12-08, Account No: 60084935
- **Online Payment** – Visit our website or use link provided by office staff.

Cancellations & Missed Appointments

If you need to cancel, please let us know by phone 01463 712 888, text 07428 244 302, or email appointments@counsellinghighland.org as soon as possible. Cancellations made with less than 24 hours' notice may be charged the agreed session fee, payable before your next appointment. If you miss

an appointment without notifying us, we will assume you no longer require counselling, and you may need to rejoin the waiting list. Counsellors set aside dedicated time for your sessions, and demand for our services is high. If appointments are repeatedly cancelled (more than 3 times), we may need to discontinue your counselling to offer support to others on a waiting list.

Confidentiality & Safeguarding

Counselling is a confidential service, and brief factual notes are taken and stored securely. There are exceptions to maintaining confidentiality where there are safeguarding concerns or criminal activity. You should have received a copy of the Confidentiality and Privacy documents, which you are required to read, sign, and return to us.

Counselling is delivered in accordance with Relationships Scotland Code of Conduct for Counsellors, available on the Relationships Scotland website.

Respect & Safety

We are committed to creating a safe and respectful space for counselling. We will treat you with kindness and respect and ask that you do the same. We cannot hold sessions if you are under the influence of drugs or alcohol.

Exceptions

If there is a recent history of domestic abuse (and you are attending as a couple) or there are ongoing court proceedings, we might not be able to offer counselling. This will be assessed on case-by-case basis and our Service Manager will discuss this with you.

Ethical Standards & Supervision

We follow Relationships Scotland's Code of Conduct for Counsellors and are members of COSCA, Scotland's professional body for counselling and psychotherapy. All counsellors receive regular supervision, where they confidentially discuss their work with an experienced supervisor. Any client information shared is anonymised to protect your privacy.

Feedback & Complaints

We value your feedback. At the end of counselling, you may be invited to complete a feedback form. If you have any concerns about your counselling experience, please contact our Service Manager on servicemanager@counsellinghighland.org. Our complaints procedure is available on request.

The agreed contribution per session is £_____, payable at or before each appointment.

Signatures

Service Manager: _____ Date: _____

Counsellor: _____ Date: _____

Client 1: _____ Date: _____

Client 2: _____ Date: _____