

Dorset Action on Abuse

Registered Charity Number 1120060

www.dorsetactiononabuse.org.uk

Seaforth House, 176 Bournemouth Road Parkstone, BH14 9HY

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DAA COUNSELLING SERVICE

TERMS & CONDITIONS

Please read these terms and conditions before you come for your first counselling session. You will be asked to sign this agreement at your first session. You and your counsellor will both keep a copy. If you have any questions about what is in this agreement, please contact the DAA administrator, or speak to your counsellor when you attend.

Is DAA Counselling Confidential?

The DAA Counselling service is kept confidential within DAA, within the limits of UK law. We don't write your name on any notes or records we write about you. Your contact details are kept separately. There are some exceptions we might need to make to confidentiality:

- ✓ If we had serious concerns that you were at risk of harming yourself, or someone else, or the protection of a child is at stake.
- ✓ If there are particular concerns about the current protection of any children DAA may need to contact other agencies. Normally this would occur only after discussion and with the full agreement of the person concerned, but there may be exceptional circumstances where this is not possible.
- ✓ If DAA is required to submit a client's notes and records for a police investigation or court case. We have a legal obligation to comply with requests from the police and Crown Prosecution Service - and it is important that you are aware of this.

Will I be expected to tell my counsellor everything about me?

You do not have to tell the counsellor everything about you and your life, but you will find it helpful to be as open with your counsellor as you can. Your counsellor will often clarify, reflect comments back to you and encourage further exploration so that you both develop understanding of your situation.

How often will I attend DAA counselling sessions?

You will be expected to attend your counselling session every week. Sessions will be on the same day at the same time. Appointments last for 50 minutes. It is important to arrive punctually for your appointment time as your counsellor will have appointments before and after your session. To get the most of your counselling, it is important that you come regularly. Of course if you have to miss a session, do try to give your counsellor as much notice as possible. Please discuss holiday times or other essential absences with your counsellor in advance.

How many counselling sessions will DAA offer me?

Once you have been assigned your counsellor, DAA can offer you weekly counselling for up to one year if this is appropriate for your needs. We begin with offering you four to six sessions with a DAA counsellor as an introductory process. These initial sessions will allow you to explore with your counsellor:

- *Am I ready and able to make the commitment to attending counselling every week?*
- *Is this the right time in my life to experience counselling for childhood abuse?*
- *Is there anything that might get in the way of this commitment?*
- *Do I feel comfortable enough with my counsellor and able to develop a trusting relationship with her over time?*
- *What am I hoping for from counselling?*

If, by session 4, you're not sure of answers to your questions or you're just not sure, but want to keep on coming, that's fine. We encourage you to talk to us about what's going on for you. If you think that now is not the right time for counselling, for whatever reason, or you're not settling with your counsellor, try and talk it through with her.

If you feel you really can't talk to your counsellor about any concerns, then ask to speak to Zoë Pool, the DAA Service Director, who will be happy to talk to you about any concerns or questions.

Who are DAA counsellors?

All DAA counsellors are volunteers, and are members of professional counselling or psychotherapy organisations. All practice within codes of ethics. All DAA counsellors are either fully qualified counsellors or in the final stages of counselling training.

DAA provides all counsellors with:

- ✓ Regular clinical supervision of their work by another experienced practitioner
- ✓ Ongoing training & professional development for working therapeutically with survivors of childhood abuse

Can I see a DAA counsellor if I'm already seeing someone else for my problems?

No, as it would not be helpful for you to see two different counsellors at the same time, as this can be confusing. If you are offered counselling or therapy elsewhere, please discuss this with your counsellor as soon as possible.

DAA Equal Opportunities for Diverse Needs

DAA has policies for anti-discriminatory and anti-oppressive practice. We endeavour to meet diverse needs wherever possible. However, unfortunately, we do not have disabled access at Seaforth House. For those unable to attend DAA in Parkstone, telephone or Skype counselling is a possibility where appropriate. If you have a special need or disability, please let us know so we can try to accommodate this.

What is the cost at DAA for counselling sessions?

DAA is a charity and relies on fund-raising to keep going. We do not have a set fee, as we want our services to be available to everyone who needs our help. It costs DAA £65 per session to run our services, and if clients can afford to, we ask them to pay this fee. **Of course, we know that this amount is not affordable to everyone.** However, our funders expect us to ask all our clients to pay something towards the counselling and therapy they receive from DAA, according to what they can realistically afford to pay. So, at your assessment we will ask you about your finances and your household income. A weekly payment for every session will then be **agreed based on your means and genuine ability to pay.** This can be reviewed at any time during counselling. Your payments can help you to value the commitment you are making to yourself and your recovery and helps DAA to keep the service going.

How do I pay?

Please give your payment to your counsellor at the beginning of each session. Your counsellor will give you a receipt and pass on the money to DAA administration. Missed sessions, or sessions cancelled with less than 24 hours notice will be charged as usual. Client payments are vital to enable us to keep DAA services running and will be reviewed regularly. If your circumstances change and you can contribute more, please discuss this with your counsellor. Or, if there is an occasion when you cannot afford your usual contribution, discuss the difficulty with your counsellor at your session to agree a satisfactory way forward.

I have read, and I understand and I agree to the DAA terms and conditions for counselling

Agreed weekly payment £.....

Client..... **Date**.....

Counsellor..... **Date**.....