



Survivors Network

Counselling Request Form

Please complete and return this form to Survivors' Network, 6a Pavilion Buildings, Brighton BN1 1EE.

For more information contact info@survivorsnetwork.org.uk or call 01273 203380

Today's date:

Name:

Date of birth:

Address:

Post Code:

Contact phone number (we can leave a message on):

Email address:

Do you have any mobility problems that would prevent you from using the stairs? If yes please give brief details

Office use only

SN number:

Date received:

I.A.date:

Survivors' Network Counselling Service

Information sheet

Counselling - What is it?

Counselling is about helping you to develop insights into your problems and finding your own resources and strengths. It is about helping you to make your own choices and decisions and to take responsibility for your own life. Counselling is only offered at the request of the client and no one can be 'sent' for counselling.

Our service is confidential and your counsellor will explain to you exactly what this means and can answer any questions you may have about this. Your contact details are kept securely and are not available to anyone other than Survivors' Network staff.

In the counselling sessions you will be enabled to explore various aspects of your life, talking about them freely and openly in a way that is rarely possible with friends or family, to a person who neither judges nor offers advice.

You can gain self-respect and a sense of being valued by having your feelings acknowledged. The relationship between you and your counsellor is an essential part of the process.

How do I get counselling?

When you first contact Survivors' Network your name will be added to our waiting list, and once your name reaches the top we will contact you to arrange an exploratory session with the Counselling Coordinator. This is an opportunity for you to talk about what is concerning you and for us to answer any questions you may have. We decide together whether counselling can meet your needs at this time, and if it can, you will be allocated a counsellor and they will contact you to arrange a first session.

- When you meet your counsellor you will discuss how you will work together and form a contract between you, which will include; times, days, and a confidentiality agreement. The counselling relationship is a contracted one and therefore you will be asked if you agree to the contract at the initial appointment.
- 52 sessions will be offered, with review sessions every 12 weeks in order for you and the counsellor to review how things are going.
- Sessions are 50 minutes long once a week, and it's important that you can commit to this. Counselling is considered to be most effective when there is consistency, so it is important to think about what may cause problems in the future such as time, cost, travel, childcare etc.

What if I can't get to my session?

If you are unable to come to a session, please contact your counsellor as soon as possible; cancellations made at less than 24 hours notice will be charged. If you do not attend your session and do not let us know, the session will be charged.

What if my childcare arrangements fall through? What about my dog?

We regret that babies, children and animals other than assistance dogs cannot be accommodated either in a counselling session or in the waiting room.

Can I smoke?

It is against the law to smoke in these premises.

How much will I need to pay?

We will never turn anyone away for financial reasons; however, we are a registered charity and we support ourselves from the money you pay. Think about what you are able to afford, and also what value you are putting on yourself and your counselling. Your donation will help us to continue to offer our service to others in need. If your circumstances change you will need to discuss this with your counsellor.

The amount you can offer will be discussed at your initial appointment and a manageable rate will be negotiated.

Under 18 year olds don't pay for the service.

Confidentiality

The counselling relationship aims to provide you with the opportunity to explore whatever issues you want to, in a space that is safe where you can feel accepted and supported. Part of creating this space relies on you being able to trust that whatever you talk about will be treated with sensitivity, respect and confidentiality.

Important!

All counsellors must have regular supervision from an independent supervisor (this is also a confidential relationship), and in certain circumstances a counsellor may feel a client is at risk of harming themselves or someone else, in which case they will discuss with you the best way to help you. This may in very rare cases mean contacting your GP or other medical advisor, and/or the Counselling Coordinator, but if possible your counsellor will always discuss this with you first and would encourage you to participate in any further action taken.

Below is a list of concerns that we are legally bound to breach confidentiality on. If possible we only do this with your knowledge. **Only in an extreme emergency would any action be taken without your consent.**

- Where there are concerns about a child's safety.
- If your counsellor is concerned that you may endanger your own, or another person's life.
- If we are ordered by a court of Law to breach confidentiality.
- If we gain knowledge of an act of terrorism.
- If both parties are in agreement that confidentiality can be broken in a particular instance.

Please note:

If you are accessing counselling because of a recent incidence of rape or sexual assault and are considering reporting this to the police, please be aware that there will be limitations to the confidentiality that we can offer in order to protect you in the event of any investigation or court case. Please discuss this further with your counsellor if you have any questions or concerns.

How will my counselling end?

We believe that you are the best person to decide when your counselling seems to be reaching a satisfactory conclusion or equally when you feel you need to take a break. Please talk to your counsellor about this so that together you can work towards a satisfactory ending. Although this might feel difficult, your counsellor will appreciate being able to discuss this with you and will not pressurise you to continue against your wishes. A planned ending is an important part of therapy and although it may feel easier to phone or email your wish to end, we hope that you will only do this if it is impossible to make an appointment.

What happens to my notes?

Your contact details and records of appointments are kept securely and are not available to anyone other than Survivors Network staff. Please ask your counsellor if you are concerned about what records are kept and how they are stored.

Survivors Network is an organisational member of the British Association for Counselling and Psychotherapy (BACP). This means that we work to the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy. A copy of this is available on the BACP website at www.bacp.co.uk.

Our Counselling Coordinator has overall clinical responsibility for work done with clients and for maintaining and supporting good practice. If you have any concerns, please contact her on the number below.

What if things go wrong?

If you have a complaint, please discuss this with your counsellor or the Counselling Coordinator. If this seems difficult or you are still not happy, please ask for a copy of our Complaints Procedure. This is available from our Reception staff (admin@survivorsnetwork.org.uk) and is also displayed in the waiting room.

Referrals

If the counselling service isn't appropriate for you at this time we will endeavour to refer you on to a more suitable service.

What other services do you offer?

We have a helpline, drop-in and advocacy service. Details are published on our website www.survivorsnetwork.org.uk, or you can call our office on 01273 203380 or email admin@survivorsnetwork.org.uk for more information.

With kind regards

Wendy Snell

Counselling Co-ordinator