

Terms & Conditions

Initial consultation: This is an opportunity for you to talk about your difficulties and the reasons you are seeking help. The initial session is also for us to decide whether we think we can offer you the help you need or whether we think that you might be better helped by another psychologist or organisation, in which case we will discuss this with you. If we agree to work together then we will discuss arrangements for on going sessions.

Regularity of sessions and cancellation policy: Session continuity is important in intervention in order for it to be effective, so it is important that sessions are regular. Once you have agreed to our service, we will reserve a weekly time slot (60 minutes) for you. We charge for any missed or cancelled sessions unless 48 hours notice is given. If insufficient notice of cancellation is given the missed session will be charged for, unless a mutually agreed alternative arrangement can be made.

We will give you as much notice as possible of holidays and other absences we foresee. If we need to cancel a session in the event of an emergency, we will make arrangements to replace this missed session where possible with minimum inconvenience to you.

Confidentiality: Overall, what is said between you and the service sessions is strictly confidential. However, there are some exceptional circumstances under which confidentiality may be breached, even without your permission, and they are:

If we feel that you are a danger to yourself or to others, or if there is sufficient evidence to raise concern about the health, welfare or safety of children or vulnerable adults with whom you have a connection.

In these circumstances, we will encourage you to contact an appropriate source of support/help. However, if we feel that you are unable to do so we will have to make this contact ourselves, but we will discuss this with you before we pass any information on to others and explain to you why we are taking this course of action.

If the danger is sufficiently acute, for example if you are not able to make rational decisions regarding your personal safety or that of others, then discussing a potential breach in confidentiality with you may not be possible.

Anything you do or say may be used as part of assessment process in our duty to the courts.

We are in supervision as part of our commitment to good practice as this is in keeping with our professional duties as outlined by the British Psychological Society and the Psychological Society of Ireland. The duty of confidentiality extends to the supervisor/s who is/are also qualified and accredited professional(s).

In addition to this, by way of respecting your privacy, if we see you outside of the office premises, we will not approach or acknowledge you unless you do so first.

Fees: We will send you an invoice that must then be paid either with cheque (payable to CS Aistear Ltd) or by bank transfer to CS Aistear Ltd, BIC No: AIBKIE2D, IBAN Number, IE55AIBK93334145310182, within 30 days. We also provide payment by card.

Alternatively, if you wish, you can make the payment in full at the end of each session by either cash, card or cheque. If Aistear does not get paid the full amount by the due date and invoices remain unpaid for more than 30 days additional interest charges will apply. This does not apply to assessments, which will be paid for prior to the release of the report.

Arrival and late attendance: We regret that we cannot make up time if you are late. However, if you wish to arrive earlier than your appointment time there is a waiting room at Aistear that you are welcome to use.

Non-attendance of sessions: If you do not attend two consecutive sessions and you have not contacted me beforehand to inform me that you are unable to attend, we will assume that you no longer wish to continue with the intervention.

Progress of intervention: As intervention involves talking about your concerns, you might experience some difficult feelings as the intervention progresses. It is also likely that you might find some sessions challenging or painful as you remember certain events in your life history.

It is quite normal to experience these kinds of feelings during the course of intervention and this is not a sign that intervention is not working. You are encouraged to persevere with the process and discuss these difficult times with us. As the intervention progresses you will hopefully feel a greater sense of acceptance and enhanced understanding of yourself.

Ending therapy: There may be times when intervention seems difficult, and you wish to discontinue. It can be beneficial to work through these challenges; however, if either you or we think it is time to end the intervention then we will discuss a mutually agreed time to finish. If you foresee that you may need to terminate your intervention in the near future, please try and give us as much notice as possible.

Complaints: We work to the code of ethics set out by the professional organisations with whom we are registered: the British Psychological Society ([BPS:www.bps.org.uk](http://www.bps.org.uk)) and the Psychological Society of Ireland (PSI: www.psihq.ie). If you are unsatisfied with our clinical work you are encouraged to raise this with us directly in the first instance. If you feel this is not possible then you can make a complaint to the BPS (www.bps.org.uk/eservices/findapsychologist/complaints.cfm) or the PSI (<http://www.psihq.ie/boardofprofessionalconduct>)

Emergency: Regrettably, we are unable to offer emergency support as we cannot guarantee our availability to you. If you are in danger in any way please contact the emergency services, your GP or the Samaritans (08705 62 72 82) or at their new Freephone number (116123).

I have read the above terms and conditions and by attending my first session I accept them.

Signature _____

Date: _____