Madeleine Rollason

MBACP (Accred) · BACP Accredited Supervisor · PNCPS (Acc.) · NCPS Approved Supervisor · ACC Accredited Counsellor & Supervisor

Counselling Agreement

A safe space to explore your thoughts and feelings, at your own pace and without judgement. I am a psychodynamic counsellor and supervisor with over 30 years' experience, offering individual counselling and couple counselling online.

What counselling offers

- A confidential talking therapy in which you can explore thoughts and feelings that are important to you without judgement.
- A respectful approach that values your individuality, supports your right to make your own choices and allows you to work at your own pace.
- Support and facilitation for individuals, couples and relationships.
- An integrated approach, grounded in psychodynamic counselling and drawing on my training in cognitive behavioural therapy (CBT) and EMDR (completed to EMDR Europe standards), tailored to your individual needs.

Next steps

We will begin with an initial meeting to discuss your circumstances, what you hope to achieve and how counselling may support you. Please contact me if you have any questions or would like further information.

My practice is online, using a secure video platform.

Online counselling

Once your appointment is arranged, I will send you a link to my virtual waiting room. Use this link at the agreed date and time to join your session.

The platform is secure and designed to meet relevant data-protection requirements. Please contact me if you are unsure about the process or need support.

Preparing for online counselling

- **Check your browser and equipment:** Use the latest version of Google Chrome or Firefox. Make sure your browser can access your camera and microphone and close any other programs using them.
- **Choose a private space:** Find somewhere comfortable where you can speak without being overheard or interrupted.
- **Check your internet connection:** Use a secure, reliable connection. If possible, sit near your router and limit the number of other devices connected during the session.

Before your first session, please provide the following information:

- Full name(s)
- Age(s)
- Address
- Current medication
- Any disabilities or long-term health conditions
- A telephone number where I can reach you if technical difficulties arise

Fees

Individuals: £60 per hour **Couples:** £65 per hour

Cancellations

If you need to cancel an appointment, please give as much notice as possible, preferably more than 24 hours. If you give less than 24 hours' notice, I may charge the full session fee at my discretion.

Session notes and use of AI

My online practice uses an AI-assisted tool to create brief, confidential summaries of our sessions. I use these summaries to support continuity and keep track of our work together. Please ask if you would like more information about how the tool is used.

The notes are stored securely, handled in accordance with data-protection requirements and kept separately from information that directly identifies you. I retain them for three years after our work ends and then destroy them securely.

Confidentiality and supervision

Like all UK counsellors, I attend regular confidential supervision. This allows me to reflect on my work and helps ensure that I practise safely, ethically and effectively.

What you discuss in counselling is confidential and is handled in accordance with the ethical frameworks of the British Association for Counselling and Psychotherapy (BACP) and the National Counselling and Psychotherapy Society (NCPS).

Confidentiality has limits. I may need to share relevant information if I believe that you or someone else is at risk of serious harm, where safeguarding action is required, or where disclosure is legally required or authorised. Wherever possible and appropriate, I will discuss this with you before acting.

Contact between sessions

I will contact you outside our usual session time only if I need to cancel or change an appointment. I prefer to contact you by text or email.

Holidays and absences

I will give as much notice as possible of planned holidays or absences, usually at least two weeks. Please also let me know as soon as you can about any breaks you plan to take.

How to contact me

Landline: 01582 472247 **Mobile:** 07715 288320
Email: enquiries@madeleine-rollason.co.uk **Website:** www.madeleine-rollason.co.uk

Professional registration

I am an accredited member of the following professional bodies, all of which hold registers accredited by the Professional Standards Authority. For more about the ethical codes I work within, you can contact them directly.

- **British Association for Counselling & Psychotherapy (BACP):** MBACP (Accred) and Accredited Supervisor. 01455 883300, www.bacp.co.uk
- **National Counselling & Psychotherapy Society (NCPS):** Accredited Professional, PNCPS (Acc.), and Approved Supervisor. 01903 200666, www.ncps.com
- **Association of Christians in Counselling & Linked Professions (ACC):** Registered Accredited Counsellor and Accredited Supervisor. www.acc-uk.org

If you need urgent support

I do not provide an emergency service. If you need urgent mental-health support, contact your GP or call NHS 111 and select the mental-health option. If you or someone else is in immediate danger, call 999 or go to A&E.

Samaritans: call 116 123 or visit www.samaritans.org **Mind:** crisis-support guidance at www.mind.org.uk

☐ **Please tick this box to confirm that you have read, understood and agree to this counselling agreement. Email the completed agreement to me together with the requested information.**

Name(s): **Date:**