

Counselling Service Policies and Procedures

Counsellors are to outline the following policies and procedures to all clients at the initial 1st session.

This policy outlines the principles and code of ethics from which Ballyspillane Family Resource Centre operates in delivering its counselling service. It also outlines procedures and practise in relation to administration, counsellors, and management.

The management of the centre and counsellors working with Ballyspillane Family Resource Centre sign up to this policy in the operation of our counselling service.

Fees: Ballyspillane CFRC operates a Low-Cost Counselling Service to clients subsidised by a limited counselling grant from Tusla Child and Family Agency and donations.

This allows BCFRC to provide low costs fees to clients who are unable to afford this rate.

Fees costs per sessions as follows,

- Adults sessions €20 per session
- Adolescents / Family Fee (€20 euros per session)

Payment Process:

Clients will pay their fee to the Counsellor at the end of each session.

The Counsellor will issue the client with a receipt of payment.

It is the responsibility of the Counsellor to lodge these fees with BCFRC administration office on a weekly basis.

Booking Policy:

To access the counselling service prospective clients should:

- Ring/call into Ballyspillane FRC on the main telephone number (064-6635589)
- Furnish staff with your first name and contact number.
- These details will be passed onto the counsellor who will make direct contact.
- The Counsellor will arrange an initial appointment at this stage if appropriate.
- At the first session the Counsellor will assess the suitability of our service for the individuals needs and, if appropriate, arrange follow on counselling sessions. If BCFRC Counselling Service is not the appropriate option Counsellors will refer to other more suitable services.

Please note: Counsellors do not have work based mobiles and contact MUST be made using the above steps.

Cancellation Policy:

To cancel or re-schedule appointment clients should:

- Give a minimum of 24 hours' notice*.
- Contact the Centre giving their first name, time and date of the scheduled appointment.
- The Counsellor will then directly contact the client to reschedule an appointment.

*A minimum of a 24hour cancellation policy is in operation. ***If the client does not give 24hours notice they will be charged the maximum fee of €25.00.*** In exceptional circumstances the cancellation fee may be reduced or waived at the discretion of Ballyspillane FRC.

Limits to Counsellor/Client confidentiality:

Ballyspillane FRC Counselling Service ensures the confidentiality of our clients. All staff of Ballyspillane CFRC sign up to confidentiality and it is a disciplinary offence if this broken. Counsellors will also guarantee clients confidentiality; however, there are limits to this:

- If the Counsellor believes the client or someone else's life is in danger.
- Child Protection and Safeguarding issues will be referred to the Centre's designated Child Protection Safeguarding Officer as per the Child Safeguarding Protection Policy of the Centre.
- For support and supervision purposes. (Internal support with the Manager and external clinical supervision)

Reports:

Ballyspillane CFRC Counselling Service does not provide reports to any third parties.

Community Based/Primary Care Counselling Setting:

Family Resource Centres providing a Counselling Service are considered to fit into a Community Based/Primary Care Setting. ***This is not an Emergency Service.***

Based on this Ballyspillane CFRC will:

- If an individual's counselling needs are deemed appropriate for this setting the client will be offered up to 8 counselling sessions.
- Following the completion of the initial set of counselling sessions it may be deemed appropriate to offer the client further/additional supports. These can take the form of one or all of the following:
 - ✓ Referral to other services within Ballyspillane CFRC.
 - ✓ Referral to outside agencies/supports.
 - ✓ Follow-on supports under the counselling service (to be discussed and agreed with the Counsellor, Client and FRC Project Manager).


To attend Centre Based Counsellors Privately:

In line with best practice, if a client of Ballyspillane CFRC wishes to attend a centre Based counsellor on a private basis there must be a minimum of 6 months break between attending the Ballyspillane CFRC Counselling service and attending the Counsellor privately.

Review

This policy will be reviewed in 3 years or sooner should circumstances change
This Policy was adopted at a meeting of Ballyspillane Family Resource Centre CLG

Management Committee on:

Signed:  (Chairperson) Date: 21/10/2021

