

Online Counselling Agreement

Version 2025-10-06

I individually, called the 'Client' wish to avail of the talk support services of Cork Counselling Clinic, hereafter called the 'Therapist.'

Confidentially

Everything spoken about and taking place during any sessions shall be in strict confidence with the following exceptions.

- If it appears that a client may cause serious harm to themselves or others.
- There are reasonable grounds for concern for a child's safety, including the risk that another person may abuse a child or place in danger the child's safety.
- The client declares that they are about to or planning to harm another.

In such cases, the therapist will do the utmost to clarify the client's position and seek ethical advice on what action to take. The therapist will seek the client's consent if practicably possible. The therapist may need to proceed without the client's consent and contact the relevant authority about the nature of the disclosed information.

When receiving professional supervision or in discussion with a case manager, the therapist may discuss the client's case and protect the client's identity within reason at all such times.

Appointments & Cancellations

The client will attend appointments at the agreed time and designated place. A session is for 50 minutes to 1 hour unless agreed otherwise. Should the client cancel an appointment, it shall be within 24 hours before the appointment. Failing to do so, the client agrees to incur the cost of the missed appointment, payable before the next session.

Note-taking & records

Notes may taken and be brief after or during any appointment, only for the purposes of the therapist helping the client and may not be dated or chronologically ordered.

Notes are NOT taken to assist any legal entity or service in any way whatsoever. In taking any notes, they will only reflect the information given by the client from the client's subjective viewpoint and shall not be requested by the client for any purposes without the agreement of the therapist and a court order.

The client understands that the therapist may at any stage form the opinion that the client's needs may be better served by being referred to a professional, which may or may not necessitate a temporary or complete ending to the client attending at Cork Counselling Clinic. It will be determined by the therapist based on the presenting situation. The therapist or client may end the contract at any time if they so choose.

Qualifications & Ongoing Training

Therapists will undertake continuous professional supervision. Be enrolled for training through a recognised university as a student and be approved to carry out counselling and psychotherapy to complete the clinical hours of their qualification.

Online (Remote) sessions

The therapist and client may agree to have sessions online (remotely), and the terms of this agreement will cover both face-to-face and online (remote) therapy equally. In such cases, the client will, after having the contract discussed, send an email confirming that they agree to the contract as set out below.

The therapist and client agree that there will be no recording of any session without prior agreement, and there will not be any other person observing or hearing the session at any time. The online (Remote) counselling environment will be undisturbed, free from being overheard and a secure network used.

Fees

The cost of fees will be discussed with the client and agreed. Any change of fees will be notified to the client before such changes come into effect.

Medical and Mental health issues

Should the client experience a medical or mental health concern, the client agrees to contact their G.P. or Hospital A&E department for professional treatment.

Both the client and therapist agree that any dispute shall be progressed and processed in the jurisdiction of Ireland, regardless of where the client received therapy, particularly in online (remote) counselling. Any legal proceedings will be between the client and the therapists university and not Cork Counselling services or its representatives.

Services

Cork Counselling Clinic offers only supportive talk and listening services to the client. The nature of the therapeutic relationship we build with all our clients has at its core the philosophy that any person is a complete person who has a natural desire to grow personally. We support and nurture such growth in a compassionate, understanding, and emphatic approach without offering advice. Our modalities are entirely non-directive. We offer no diagnosis, medical or legal advice to the client at any time.

AffordableCounselling.ie is an affiliated service of **Cork Counselling Clinic**, which provides and manages all counselling services covered by this agreement.

All therapists, practice policies, and data protection procedures operate under **Cork Counselling Clinic**, based at *The Atrium, Blackpool Business Park, Cork, County Cork, Ireland, T23 T2VY*.

By proceeding with online counselling through AffordableCounselling.ie, you acknowledge that **Cork Counselling Clinic** is the organising and contracting practice responsible for delivering and managing your counselling sessions, including confidentiality and data protection.