

Any information that you share with your counsellor is held safely within a small clinical team. This includes the counsellor's supervisor and up to two peer counsellors in our weekly supervision groups. Every attempt is made to preserve your anonymity within these meetings, and any conflicts of interest are carefully monitored and your confidentiality always protected. The purpose of supervision is to make sure that your counsellor's work with you is properly supported and appraised. Our aim is to safeguard your privacy and progress.

COMPLAINTS

Catalyst Counselling has an active complaints policy and procedure in place which may be accessed initially through the centre administrator.

EQUAL OPPORTUNITIES

As an inclusive and accessible community based counselling service we are committed to equal opportunities and welcome everyone without discrimination as to religion, age, disability, gender, marital status, sexual orientation, race, colour, nationality, ethnic or national origin.

November 2020



ASSESSMENT FOR COUNSELLING

Thank you for contacting CATALYST COUNSELLING

These notes explain what will happen in your first/assessment appointment. The counsellor who undertakes your assessment with you will be happy to clarify and discuss any points that you may wish to raise.

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YOUR FIRST APPOINTMENT

The first appointment you attend at CATALYST is an assessment. This is an invaluable part of the therapeutic process because it enables you to decide if counselling can help you at this time. In a safe and confidential setting, we will gather with you a detailed background about you, your life and your personal story.

The aim by the end of your assessment is to have agreed the best way forward for you and your future sessions with us. We offer a range of counselling services and seek to match your individual needs with the service that will be the most appropriate. We understand that opening up and sharing information about yourself can leave you feeling sensitive, and with this in mind, we aim for you to start your individual counselling sessions as soon as possible.

WHAT YOU NEED TO KNOW

- Assessment appointments generally take up to an hour and a half and subsequent individual sessions will last 50 minutes.
- The cost of the assessment appointment is £25 unwaged/£40 waged.
- During the assessment, you will have opportunity to discuss how much you will pay for your weekly sessions.
- The counsellor who carries out the assessment may not be the counsellor who becomes involved in your on-going counselling.

THE COST OF ONGOING COUNSELLING

CATALYST COUNSELLING is a not for profit Social Enterprise that aims to offer affordable counselling based on what you can realistically afford.

Ongoing counselling sessions following assessment currently cost £35- £40 to provide. The amount per session you are able to pay is negotiated initially between you and your assessor, then checked and agreed again in the first session with your counsellor. The amount you pay is dependent upon your income, circumstances and commitments, and we ask that you contribute as much as you can towards these costs.

Session fees are usually paid weekly either by cheque or cash, and should your financial situation change over the course of your counselling then it may be possible for you to renegotiate your fee.

CONFIDENTIALITY POLICY

Knowing who has access to the information you share with us is important for you to know and understand. During your assessment appointment, you will be given a confidentiality statement to read and sign, and prior to this there will be opportunity for you to discuss its content and what this may mean to you.

CATALYST COUNSELLING is an organisational member of the British Association of Counselling and Psychotherapy and all our work is governed by their Ethical Framework.