

<sup>1</sup>counsellor. It may be possible to renegotiate your fee.

- Please be aware that any appointments you miss or cancel will need to be paid for, any exceptions to this will need to be discussed with your counsellor beforehand.
- Your counsellor will give you as much advance notice of their breaks as possible, you will not be charged for these.
- If you miss 3 consecutive sessions this will be considered a break in the contract with us. We will then write to you to confirm that no further sessions will be offered and to request payment for the missed sessions.
- If you need to cancel an appointment, please telephone the office and give as much notice as you can. If a member of staff is unable to take your call, please leave a message with the following information - your name, your counsellor's name and the date and time of the session you are unable to attend.
- It is Catalyst policy that counsellors will review your fee with you on an annual basis. You will be reminded of this by letter in advance.

## 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.



BACP Membership No: 101953

## OPEN ENDED COUNSELLING

44 Alexandra Road  
Lowestoft  
NR32 1PJ

TEL: 01502 516957

## WHAT IS OPEN ENDED COUNSELLING

Open ended counselling means that counselling sessions are open to you and ongoing for as long as you feel you need them. Your identified and dedicated counsellor will be available to work with you on a weekly basis on a day and at a time agreed with you at the outset. The pace at which we work will be set by you and we understand that it can take time to build a safe and trusting relationship. We will respect your individuality and respond with compassion, empathy and honesty.

## WHAT IS OUR COMMITMENT TO YOU

We aim to carefully match your counsellor to your needs based upon their individual experiences and wider professional backgrounds. All counsellors are supported and appraised by Catalyst which works within the ethical framework and is a member of the British Association of Counselling and Psychotherapy (BACP). Your counsellor will sensitively and carefully work with you in a safe and confidential setting.

## A FOCUS ON THE PSYCHODYNAMIC APPROACH

The mainstay of the counselling approach we offer at Catalyst is psychodynamic and all our counsellors work within this orientation. Many also bring to the counselling relationship a wide range of other experiences and skills that complement and enrich the process.

The psychodynamic approach aims to help us understand our behaviour, thoughts and feelings and make links with earlier experiences that may be influencing us now. This approach also considers how our unconscious mind may be driving these behaviours, thoughts and feelings and impacting on how we relate to ourselves and others around us. Becoming aware of how our past affects the

present and understanding better how our unconscious may be working we believe creates the possibility for change and enables us to move towards a more comfortable way of being. Developing greater self-awareness and insight allows us to make more informed choices and fulfil our potential.

Within sessions, your counsellor will listen unconditionally & without judgement and work together with you to unfold your personal story and help you gain a greater understanding and acceptance of your issues and difficulties.

Key to the process also, is how patterns of relating from the past can re-emerge in the present. These can then be explored and understood within the counselling work.

## ENDING YOUR COUNSELLING

It is widely acknowledged that planned endings are more beneficial than unplanned ones and we would encourage you to talk through with your counsellor any thoughts and feelings you may have about ending your counselling. Doubts about continuing with your sessions are not unusual as the work can be challenging but the open-ended approach gives you opportunity to explore these difficulties at any time should they arise.

## WHAT YOU NEED TO KNOW...

- We are a not for profit Social Enterprise that aims to offer affordable counselling based on what you can realistically afford. The amount per session you are able to pay is discussed at your initial assessment appointment and then checked and agreed again in the first session with your counsellor.
- It is usual that fees are paid weekly and these can be paid either by cash or cheque (please make cheques payable to “Catalyst Counselling”). If you are paying by cash we ask that you kindly bring the exact amount as counsellors do not have access to change.
- If your financial situation changes for whatever reason then please discuss this as soon as possible with your