

Sea Change Therapies

Counselling Agreement

This agreement applies to all clients receiving therapy at Sea Change Therapies.

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Agreement and Consent

By booking and attending therapy with Sea Change Therapies, you're agreeing to the terms below. We send this document in advance, so you have time to read it carefully before your first session. We don't ask for a signature — we trust that if you choose to work with us, you've read and understood how we work together.

If anything is unclear or you have questions, please ask. Your therapist will also check in with you about this when you first meet.

1. What Therapy is For

Therapy gives you a confidential space to work through personal challenges, explore what's going on for you, and support your own wellbeing and growth. It's different from talking with friends or family — it's a place set aside just for you, where you can explore things at your own pace and in your own way.

Our counsellors are experienced trainees working under regular supervision from qualified supervisors. This means they may discuss aspects of your work together with their supervisor to ensure they're providing you with the best possible support — but confidentiality is always maintained within that process. If you'd like to know more about what supervision involves, just ask your therapist.

2. Confidentiality

What you share in your sessions stays confidential. There are a small number of situations where we may need to share information, and we want to be clear with you about what these are:

- Your therapist has concerns about your safety or someone else's safety — for example, risk of serious harm or child protection concerns
- You disclose that you have committed a serious crime
- You share something that the law requires us to report to relevant authorities

If any of these situations arise, your therapist will usually talk with you about it first, wherever that's possible. Any decision to share information beyond your therapy sessions involves Sea Change's Clinical Lead.

If you have any questions about confidentiality, please raise them with your therapist at any point.

3. Fees and Payment

Your agreed fee per session will be discussed with you before you begin. Payment is due at least 24 hours before your session, unless we've agreed something different with you. We use GoCardless via Go Get Paid to process payments.

If payment isn't received, we may need to pause sessions until this is resolved. We understand that financial circumstances can change — if you're concerned about payment at any point, please talk to your therapist as early as possible so we can work something out together.

4. Cancellations and Missed Sessions

We know that life doesn't always go to plan. If you need to cancel, please give as much notice as you can — ideally 24 hours or more. This helps your counsellor make the best use of the time they've set aside for you.

If your therapist needs to cancel, we'll aim to give you at least 48 hours' notice and offer you an alternative time wherever possible. In exceptional circumstances such as illness or emergency, we'll discuss the options with you.

5. Session Times

Counselling sessions are typically 50–60 minutes. EMDR sessions are up to 90 minutes. We'll discuss together how often you'd like to meet — weekly, fortnightly, or at a different interval can all work, depending on what suits you best.

Sessions begin at the agreed time. If you arrive late, we're not always able to extend beyond the scheduled finish time, as your therapist may have another client afterwards.

For phone sessions, your counsellor will try calling 2–3 times within 10–15 minutes of your start time. If there's no answer, they won't try again — please contact us to rebook.

For video sessions, your counsellor will wait up to 10 minutes from your start time. If you haven't joined or been in touch by then, they'll leave the session. Please contact us to rebook.

6. Professional Boundaries

Your therapist will maintain professional boundaries throughout your work together, and won't engage in personal relationships with you outside of therapy. They're committed to offering you a safe, respectful, and non-judgmental space.

Please make sure you're in a fit state to engage with your session, whether it's by phone, video, or face to face. If your counsellor has concerns that you may be under the influence of alcohol or substances, they may need to end the session — not as a judgment, but because experience tells us that therapy doesn't work effectively in those circumstances.

7. Your Records

Your case notes are held securely on Google Workspace. They're a brief record of what you've shared and what you and your counsellor have explored together.

We keep counselling records for five years after your sessions end. Under the Data Protection Act and UK GDPR, you can request a copy of your records by making a written request — please talk to us and we'll explain the process.

8. Between Sessions and Emergencies

Sea Change Therapies is not an emergency or crisis service. If you're in crisis or there's an immediate risk to your safety, please contact 999 or go to your nearest A&E.

For the Samaritans, you can call 116 123 at any time — free, 24 hours a day. You can also call Breathing Space on 0800 83 85 87 (Mon–Thu 6pm–2am, Fri 6pm–Mon 6am).

If you have questions about the therapy process between sessions, please use the contact details your therapist has provided.

9. If Something's Not Right

We're committed to providing a professional, supportive, and effective service. If something isn't working for you, please talk to your therapist if you feel able — it can often be the most useful thing you can bring into the room.

If that doesn't feel possible, or it doesn't resolve things, you can contact us directly:

- Email: seachangeeastneuk@gmail.com
- Contact form: www.seachangetherapies.co.uk

Our Clinical Lead is always happy to speak with you if you have concerns about any aspect of your experience with us.
