



**Wexford Rape Crisis (WRC)  
Counselling Agreement Form:  
Agreement for Counselling Services between:**

I.D. No. \_\_\_\_\_

**And Wexford Rape Crisis, The Rocks, Maudlintown, Wexford.**

**Welcome:** Welcome to Wexford Rape Crisis. Our mission is to provide a client-centred counselling for those who may have been affected by domestic, sexual or gender-based violence, including women, men, young people and all persons of different sexual or gender identities”.

**Confidentiality:** Information that is disclosed to a representative of WRC is confidential, however there are some exceptions for both ethical and legal reasons where information may have to be passed to another agency, as follows:

- Children First (2011). If a counsellor becomes aware from a client that a child (under 18 years) is at risk of abuse **in any manner** they are obliged to notify Tusla, The Child and Family Agency.
- Safeguarding Vulnerable Persons at Risk of Abuse (2014). If a counsellor becomes aware from a client that a vulnerable person is at risk of abuse, they are obliged to notify Tusla, Child & Family Agency.
- If a counsellor becomes aware of any incidents of historical child abuse, regardless of when this was, this may have to be reported to Tusla, the Child and Family Agency as there may be children currently at risk.
- If a client indicates that they intend to harm themselves, the counsellor will support him/her, however may have to inform their G.P./Mental health services.
- If a client discloses that they have committed a crime – or will commit a crime in the future – that causes harm to another person, the service may have to report it to the appropriate authorities.
- If a client discloses illegal activity, WRC maintains the right to cease counselling.
- If a client indicates that they have perpetrated abuse to a child, recently or historically, the service is obliged to inform the authorities.
- If a client presents under the influence of alcohol or illicit drugs, an assessment/counselling session is not viable and will not take place.
- Organisational confidentiality policy i.e. all team members abide by strict confidentiality procedures.
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**Wexford Rape Crisis may need to communicate with you in writing and as such would like to clarify which method of communication best suits you:**

**Hard copy to your home address**

**Digitally by email**

Signed (Client): \_\_\_\_\_ Date: \_\_\_\_\_

Signed by WRC: \_\_\_\_\_ Date: \_\_\_\_\_

All our counsellors are accredited with and adhere to the ethical guidelines of the IACP/IAHIP. Under the IACP/IAHIP guidelines, all counsellors are required to attend regular clinical supervision and in line with Wexford Rape Crisis policy & practice are required to attend regular case management meetings. Furthermore, during the referral and assessment process and at times during the course of therapy, information is shared within the Adult Counselling team. In all of the above situations, all staff are bound by confidentiality code of practice.

**Counselling Sessions:** The centre offers weekly one to one counselling sessions. The number of sessions offered may vary from person to person. This will be discussed in counselling with your counsellor.

Counselling sessions are **50 minutes** in duration. Once an appointment has been offered, this will be allocated to you on a weekly basis until a decision is made to end counselling. Reviews will take place regularly to allow you and your counsellor talk about the therapeutic process together.

**Counselling Fees:** Counselling sessions are charged at €20 per session. Any difficulties with payment, please talk to your counsellor when commencing counselling. A receipt will be issued for all fees.

**Time-keeping:**

- Good time keeping is a vital aspect of the therapy process. If a client is late for an appointment, the session will be shorter and conclude at the pre-arranged time.
- Due to a lack of space/rooms we kindly ask that clients arrive at the appointment time and not before it.

**Communication with WRC and your counsellor:** All contact regarding your counselling is via the centre on the following numbers:

**(Freephone number) 1800 33 00 33** or you call **(053) 9122722** or call and text to **086 1724608**. These lines are managed Monday-to Friday 08.30am – 5.30pm.

**Cancellations:** If you need to change the date/time of your appointment please contact the centre on the numbers above.

**If you are due a face-to-face appointment and you wish to change to a phone session or online face to face, where possible a minimum of 48 hours is requested.**

**\*\*\*Please note: Attendance at weekly appointments is imperative. If the client is unavailable for any reason, where possible, advance notice must be given to the centre. If you reschedule an appointment /cancel an appointment /don't show for an appointment, 3 times in an 8-week period you will be offered a closing session and will revert to the waiting-list. You will be offered a further apt when a space becomes available (this time-frame may vary depending on the demand for the service).**

If 2 cancellations/reschedules/no shows are noted, a formal letter will be written to you as a reminder of the 3 in the 8-week period). If you miss an appointment and there is no contact from you with the service for 2 weeks or more your counselling will end. If you make contact thereafter you will be put on the waiting list. If there is no contact made with the service then a formal letter will be sent (by post) to formally close the therapy.

**It can be psychologically harmful to end therapy prematurely or abruptly. After an initial intake assessment meeting and prior to making a first appointment, it is recommended that the client considers and feels very sure that they are in a position to commit to the frequency of the therapy. In the event this changes, please discuss this with the therapist or Manager as soon as possible.**

**Additional Support:** It is often beneficial for a partner/friend/family member to also access counselling support whilst their partner/son/daughter is engaging with the centre. Please contact the centre manager to discuss this option.

**Data Protection:** WRC is a Data Controller and complies with the rights of individuals under the General Data Protection Regulation (GDPR). WRC is committed to the principles of Data Protection as follows:

- We collect and process your personal data fairly so that we can fully assess your requirements for our services and will only use it for these purposes.
- We commit to keep your personal data secure, up to date, and only for as long as is necessary.
- We may in certain circumstances share your personal data with third parties i.e. Tusla, General Practitioners, or an Garda Siochana, due to our legal obligations.
- We keep a record of your assessment including your name, address, phone number and record of number of sessions attended.
- We keep separate counselling notes that are brief, anonymised and confidential unless requested by the court system. If this happens, we invite you in to review before sending them to any relevant party.
- All information is kept secured. Client records/notes are kept for 7 years, after which all records/notes are shredded. If notes are required for legal or personal reasons they are released through the Manager of the WRC.
- We process your personal data including sensitive personal data in a lawful manner as required by GDPR legislation.

**Under GDPR legislation, you have the right to:**

- Be informed about any of your personal data held by WRC.
- Access this data through a Subject Access Request.
- Rectify, erase, restrict processing of your data, or withdraw consent.
- The right to Data Portability
- The right to object to the processing of your personal data

Details on your rights can be accessed from the Data Protection Commissioner or at [www.dataprotection.ie](http://www.dataprotection.ie) (we are also happy to provide you with a copy of this handbook if you so wish).

**Feedback:** We strive to provide the best service that we can and as such we value your opinion on what we do and how we do it. Feedback forms are available to you at any stage and we would love to hear your opinion.

**Gifts:** If a client would like to express their gratitude, then we would be grateful to receive a gift in the form of a donation to our service to enable us to continue the work rather than gifting a present to individual therapists. If a gift is received it will go to the organisation.

**If you are not happy:** If you are not happy please speak to your counsellor and if this is not possible please contact the Manager on (086)1724608. Our complaints policy and procedures can be accessed on our website [www.wexfordrapecrisis.com](http://www.wexfordrapecrisis.com) or we are happy to give you a hard copy of the policy and procedure.

**I/We, .....have read the above terms and consent to the processing of my personal data as described. I understand I may withdraw my consent at any time by notifying WRC.**

Signed (Client): \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_