



CLIENT CONTRACT

Welcome to the therapeutic practice – My Psychological Well-Being (My-PWB), of **Simon A Agnew** (MPsych, MBPsS), BPS Membership No. **430167**; Torgate Insurance No. **AGSA01IN01**.

This document contains important information about professional services and practice modalities. It also contains information about processes and policies to ensure client confidentiality and ethical engagement. Please read this document carefully and respond should you have questions or concerns. By signing this document, you will be stating that you were provided with this information, representing a binding agreement between us.

Please read the information below carefully. It forms an agreement regarding how we will work together and outlines my professional obligations regarding confidentiality. At our first session, time will be set aside to discuss this agreement and answer any queries you may have. You will be asked to sign the agreement to show that you understand its contents.

About me

Hello, I'm Simon Agnew. My professional journey has been a dynamic blend of experiences, ranging from my time spent in the military and the United Nations to my current pursuit of ensuring equitable access to essential Mental Health and Psychological Support for Humanitarian Aid Workers (HAWs), enabling them to function effectively and flourish within the demanding and often challenging humanitarian contexts in which they operate. With a Master of Science in Psychology and accreditation from the British Psychological Society (BPS), coupled with continued professional development and training in Applied Positive Psychology, Psychological Well-being and advanced Life Coaching, my passion lies in bridging my professional expertise from working internationally as a HAW with the transformative power of Mental Health and Psychosocial Support.

I hold a membership with the British Psychological Society (BPS) and, as such, abide by their Ethical Framework. Please see - <https://www.bps.org.uk/guideline/code-ethics-and-conduct>.

As an MHPSS practitioner, I continually expand my knowledge through Humanitarian Mental Health Research, which further equips me with the tools to guide individuals toward achieving their personal and professional goals. In January 2024, I commenced further post-graduate training in Cognitive-Behavioural Therapy (CBT), enhancing my ability to provide comprehensive and evidence-based therapeutic support. I am committed to advancing mental health support, including developing virtual-based services that align with the British Association for Counselling and Psychotherapy Online Therapy (BACP OPT) framework.

Virtual-based services offer convenience and accessibility, allowing clients to engage in secure and confidential counselling sessions at a time and place of their choosing. My-PWB adheres to the highest privacy and protection standards, ensuring a safe and supportive environment for all counselling needs.

My one-hour sessions are charged at £75, providing an accessible opportunity for dedicated support and care.

More information can be found on the [My-PWB](#).

What to Expect

Before the first session, we will have a 30-minute discovery session, during which we will meet to better understand your needs and requirements. This session's main goal is to better understand your motivation for seeking mental health support, your recent emotional state, and your objectives for engaging in mental health support. We will also ask in-depth questions to ensure we can provide you with the best possible support.

During the first session, an evaluation will be conducted, including your needs, goals, and objectives. MHPSS can demand a significant investment of time, energy, and money, so choosing a therapist with whom you feel comfortable is important. If you have any questions regarding therapy, please feel free to raise them in session or through email. If you decide not to continue working together, and if required, you may be provided with referrals to other therapists or appropriate resources.

Sessions

Sessions are scheduled for 50-minute sessions. If you would like longer sessions, the cost will be pro-rated according to the length of appointment we agree upon. If you arrive late for an appointment, the remaining time scheduled for the session is available to you, and if you have called to state that you will be late. If you have not called, I may not be available after 15 minutes from the scheduled start time. It may be appropriate to meet more or less than once weekly if that is consistent with the agreed-upon treatment plan.

Appointments must be cancelled 24 hours in advance, excluding holidays and weekends. For instance, if you are calling to cancel a Monday appointment, the cancellation must be made by Friday. If cancelling over a holiday, the holiday itself does not count as normal business hours. In the case of a late cancellation or non-attendance, you shall be charged a full session. Special consideration, of course, shall be given to extenuating circumstances, such as personal emergencies or factors out of your control.

Fees, Billing and Payments

Invoices will be generated and emailed on the last Monday of every month. Please carefully review the invoices for accuracy and proceed with payments or, at the very least, confirm a pending transfer within five business days. Payments can be made via bank transfer or PayPal and shall be invoiced in Great British Pounds. However, invoices can be converted to Euros or US Dollars, with the exchange rate of the billing day being used to convert from GBP to the desired currency.

Submitting invoice queries pauses payment submission within the timeframe. Once resolved, the timeframe restarts the five business days for settling invoices.

If payment is not made within 30 days of closing/suspending a client contract, an organisational representative (HR and/or Administration) will be contacted to raise the issue of an unpaid invoice.

If other professional services are requested, payment schedules will be agreed upon at that time.

Insurance

To provide you with the most personal and confidential therapy services, there is no option for direct billing with medical insurance or your organisation. Your insurance provider may pay for out-of-network therapy services, depending on your plan. Consult with your medical insurance provider for more information.

Confidentiality and Security

Confidentiality and security are fundamental aspects of My-PWB's ethical framework, Code of Conduct, and client privacy policy, which can be found at this link: [My-PWB](#).

Confidentiality:

Virtual counselling occurs in a secure, encrypted environment to ensure confidentiality and safety. Individuals are encouraged to use email correspondence through a secure mail server. Encrypted services such as Zoom, Google Meet, or MS Teams are utilised for Virtual-Based Sessions.

Confidentiality is paramount. My-PWB adheres to the highest standards of data security and client confidentiality. The communication platforms used for virtual-based sessions employ end-to-end encryption, ensuring that all data shared remains secure and private. Additionally, strict guidelines are followed to safeguard client information, and access to this data is limited to authorised personnel only.

Confidentiality is required per the My-PWB Ethical Framework and Code of Conduct. However, should there be any disclosure of involvement or knowledge of any act of terrorism, money laundering, drug trafficking, or child abuse, there is a legal obligation to break confidentiality. Additionally, if there is any instance of harm to you or others, or if a minor or vulnerable adult is abused, there is a requirement to have this report. In the unlikely event of such disclosure, contact shall be made with your organisation's Chief Counsellor, Head of Security, or Head of HR/Administration.

Personal information will only be shared with other parties with the client's explicit consent, except in cases where legal or ethical obligations require disclosure. If confidentiality is breached, clients shall be informed immediately, and appropriate actions should be taken to minimise any harm caused.

Data Security:

All necessary measures shall be taken to ensure the security of your personal information and data, including client notes, electronic records, and other forms of documentation. This is detailed in the Client Privacy Policy. All data is stored securely and in accordance with relevant UK legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act. All appropriate steps shall be taken to protect against unauthorised access to client records, including using strong passwords, secure networks, and encryption technologies. If there is any data security breach, you shall be informed immediately, and a report will be shared with the appropriate authorities.

In an emergency:

It is important to recognise that virtual-based sessions may not provide adequate support for individuals going through a crisis. If you are having suicidal or self-harming thoughts or feel like you or someone else is in danger, it is crucial to contact either the nearest hospital's accident or emergency department and speak with a crisis team member or alternatively contact your chief counsellor, Head of Security, Head of HR/Administration or Country Director, to seek professional support.

If you or someone you know is in immediate need of assistance due to a personal crisis, consider contacting a crisis centre through Befrienders Worldwide. The organisation is an international network of emotional support helplines that provide confidential support to individuals experiencing emotional distress or suicidal thoughts. Befrienders Worldwide is committed to reducing the stigma around mental health and promoting emotional well-being by offering support and education. The helplines are staffed by trained volunteers who provide non-judgmental, confidential, and supportive listening to callers in distress. [Befrienders Worldwide](#) operates in more than 40 countries worldwide and provides services in multiple languages.

All client information is treated with complete confidentiality. At the end of our work together, electronic records are stored on a password-protected memory stick and kept in a locked filing cabinet. Identifying names or materials are replaced with a client ID number; no such information is retained on these records.

Conditions of Virtual-Based Session

Below are some key session conditions that should be followed to ensure a safe, open, and supportive environment that promotes effective virtual-based sessions. These conditions have been developed to facilitate the best possible outcome for you, whereby you can achieve your personal goals and objectives. The conditions have been designed to respect your autonomy, provide confidentiality and security, and ensure that sessions are conducted ethically and professionally. Adhering to these conditions helps to foster an atmosphere of trust, empathy, and respect, which is fundamental to the success of our therapeutic relationship.

1. No session recording shall occur without prior agreement between the client and the Mental Health Professional.
2. Individuals shall take sessions in quiet and private places to maintain confidentiality and privacy.
3. Individuals shall be provided with clear information about the nature of virtual-based services, including the qualifications, professional affiliations, and any limitations of services offered.
4. The client and Mental Health Professional shall always use non-judgmental, abusive, or disruptive language and will respect each other's values, beliefs, and cultural background.
5. Clients shall have the right to terminate services at any time and be provided with clear information about the process.
6. The Mental Health Professional shall maintain appropriate professional boundaries with the client and shall avoid any dual or conflicting relationships that could compromise the therapeutic relationship.
7. The Mental Health Professional shall receive ongoing supervision and professional development to ensure they provide effective and ethical services to their clients.
8. Each virtual counselling session will be invoiced at **£70 per session** and invoiced on the last Monday of every month, with the financial information included within the invoice.

If you have any questions regarding the content of this agreement or would like further information, please contact me at HMH.Service@outlook.com or call me at +39 327 624 8694 or alternatively through WhatsApp at +44 7487 313823.

By signing the agreement to receive services through My-PWB, you also agree to abide by the following, which can also be found at [MyPWB](#).

- Ethical Framework and Code of Conduct
- Client privacy policy and
- Client virtual session conditions.

These policies and conditions have been designed to provide our clients with a safe, respectful, and effective environment and ensure that all services are conducted ethically and professionally. We encourage all clients to read these policies and conditions carefully and contact us with any questions or concerns.

‘Disclaimer’

By signing this agreement, you acknowledge that virtual therapy sessions are equivalent to in-person sessions within the UK and are governed by UK legislation.

Please ‘sign and date electronically’ here with your name if you agree to work under the points within this agreement:

Full Name:

Sign:

Date:

ANNEX ONE – ADDITIONAL INFORMATION

What is Mental Health and Psychosocial Support?

Mental Health and Psychosocial Support (MHPSS) refer to the range of actions that address the psychological and social needs of individuals, families, and communities affected by a crisis or adversity, including conflicts, natural disasters, or public health emergencies.

MHPSS aims to prevent and reduce psychological distress and mental health disorders and promote positive coping mechanisms, social connectedness, and resilience. It recognises the complex interplay between the individual, the family, the community, and the cultural and socio-political context in which they live and provides integrated and holistic support that is sensitive to diversity, gender, and age.

MHPSS can be provided by a range of professionals, including mental health specialists, social workers, educators, and community members, and may include interventions such as counselling, psychotherapy, peer support, education, and community-based activities.

What is Applied Positive Psychology?

Applied Positive Psychology is a field that focuses on utilising the principles and practices of positive psychology to enhance individual well-being, resilience, and overall quality of life. It involves the practical application of evidence-based strategies to promote positive emotions, strengths, and virtues, with the goal of fostering optimal functioning and flourishing in various life domains. Applied Positive Psychology interventions may include activities such as gratitude exercises, mindfulness practices, strengths identification, and goal-setting techniques. This approach emphasises harnessing individuals' strengths and resources to facilitate personal growth, fulfilment, and resilience.

What is Life Coaching?

Life coaching is a particular form of coaching that aims to assist individuals in setting and accomplishing personal goals related to their overall life satisfaction and well-being. This can include various areas such as career, relationships, health, personal development, and more. Life coaches often utilise a range of techniques and methods, including goal setting, visualisation, positive affirmations, and accountability, to help their clients achieve the outcomes they desire. Coaching may encompass a wide range of topics, but life coaching specifically concentrates on personal growth and fulfilment.

What is Mental Health well-being?

Mental health well-being encompasses the overall state of an individual's mental health, characterised by a sense of emotional and psychological well-being, resilience, and fulfilment in life. It involves the presence of positive mental health factors, such as the ability to cope with stress, maintain satisfying relationships, and experience a sense of purpose and meaning. Mental health well-being is not merely the absence of mental illness but rather a dynamic state where individuals can thrive, adapt to challenges, and enjoy a good quality of life.

What are Virtual Based Services

Virtual-based services offer numerous benefits that can significantly enhance the therapeutic experience for clients. Beyond the convenience and accessibility of virtual sessions, they also offer a heightened sense of comfort and security, encouraging clients to open up more freely. Clients can engage in therapy from their preferred location, creating a familiar and comfortable environment that promotes a deeper level of trust and emotional exploration. Furthermore, virtual-based sessions eliminate geographical barriers, enabling clients to connect with a wider range of experienced professionals, including those who may not be accessible locally. The flexibility of virtual counselling allows clients to schedule sessions at their convenience, encouraging consistent engagement and progress within the therapeutic process.

HOW IT WORKS

Virtual sessions are conducted through platforms such as Zoom or Google Meet. Virtual client sessions offer an interactive and personal counselling experience using webcams to enable face-to-face interaction between the client and the counsellor/coach. Encrypted platforms such as Zoom, Google Meet, or MS Teams facilitate these sessions. Virtual sessions eliminate the need for in-person appointments and offer greater convenience, flexibility, and accessibility with more scheduling options. Additionally, virtual sessions provide a comfortable and anonymous environment, allowing individuals to open up and discuss sensitive topics with ease. The use of webcams facilitates nonverbal communication, such as facial expressions, and enables the counsellor/coach to convey empathy through tone of voice, creating a more complete communication experience, even when physically distant.

Ten (10) benefits of virtual-based therapy:

1. **Convenience:** Clients can attend counselling/coaching sessions from the comfort of their own homes or any other private location.
2. **Greater accessibility:** Online counselling/coaching eliminates the need for clients to travel to a counselling location, making it easier for individuals who live in remote or rural areas to access mental health support.
3. **Flexibility:** Online counselling/coaching sessions can be scheduled at times that are more convenient for clients, allowing for greater flexibility in scheduling appointments.
4. **Anonymity:** Online counselling/coaching provides a level of anonymity that can make it easier for clients to open up and discuss sensitive topics.
5. **Reduced stigma:** Online counselling/coaching can reduce the stigma associated with seeking mental health support, as clients can attend sessions without fear of being seen by others.
6. **Cost-effective:** Online counselling/coaching is often more affordable than traditional in-person counselling, as it eliminates the need for clients to travel to a counselling location.
7. **Greater choice:** Online counselling/coaching provides clients with access to a wider range of counsellors/coaches, including those who are not located in their immediate area.
8. **No geographical boundaries:** Virtual and online counselling allows individuals to receive therapy regardless of their location, eliminating geographical boundaries that may limit access to in-person services.
9. **Enhanced communication:** Online counselling can enhance communication between clients and therapists, allowing for more frequent check-ins and support outside of traditional session times.
10. **Safe during pandemics:** Online counselling provides a safe and effective way for individuals to access therapy during times of crisis, such as pandemics or natural disasters, when in-person services may be limited or unavailable.

Five (5) things to consider.

1. **Internet connection:** Ensure access to a stable and reliable Internet connection to avoid connection issues during sessions.

2. **Technology compatibility:** Check that the computer, phone or tablet is compatible with the online platform being used for the counselling or coaching session and that there is adequate battery or access to the power supply.
3. **Confidentiality and privacy:** Ensure that the online platform being used provides a secure and private environment for counselling or coaching to protect your personal and sensitive information.
4. **Method of communication:** Consider the method of communication that works best, whether it is video, phone, chat or email.
5. **Time commitment:** Consider the time commitment required for the counselling or coaching sessions and ensure enough time is available for regular sessions.