

## **Lifecentre**

### **Terms and Agreement**

Lifecentre has one aim: to be there for all survivors who have experienced unwanted sexual trauma and who need our help.

Before submitting your referral form, please read Lifecentre terms and agreement.

By accessing or engaging in Lifecentre therapy you agree to these terms and agreement. These terms and agreement govern your access and use of Lifecentre therapy. You may contact Lifecentre by email at [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com) or call on 01243 786349 if you have any questions about these terms and agreement.

You need to agree to these terms and agreement to enter our therapy services.

#### **Who can we offer counselling to?**

Lifecentre currently provides their therapy service across the whole of West Sussex. Due to the funding we receive, in order to offer free therapy, we need our clients to live within that area. If you live outside West Sussex, we can offer you therapy with the proviso that you pay the full cost of each session which is currently £82. If you are particularly wanting a Christian therapist and are unable to find one where you live, please give us a call on 01243 786349 and we can discuss any help we may be able to offer. If, for whatever reason, we are unable to offer you counselling, we will be able to signpost you to other therapy services in your area or additional services we provide.

#### **What happens in Counselling?**

Our therapists aim to come alongside you and support you through whatever you are facing. This is your time, and we are here for you. Sometime therapists use creative ways to help you express how you are feeling. Sometimes you may need help to cope with going to court. You can book extra sessions before and after your court case, if you have one, to support you through this.

We belong to a professional body called the British Association for Counsellors and Psychotherapists (BACP). We will work to a remarkably high standard in caring for the safety of all the people who come to us.

#### **What is confidentiality?**

Confidentiality means that anything you tell your therapist will stay strictly within the Lifecentre team, which includes your therapist and their supervisor. Our therapists regularly attend supervision with a qualified supervisor to make sure they are giving you the best support they can.

There are exceptions in breaking confidentiality during counselling such as;

- If you tell us information about a child who is at risk or being abused (this child/teen may be yourself).
- Any planned harm to yourself or others.
- Offences under the Terrorism or Data Protection Acts.
- In the event of a course case, the Judge has the power to subpoena your counselling notes or request a report as evidence for the case.

In all these cases we want to work with you and have your agreement. We never want to go behind your back as your wellbeing matters to us. Lifecentre therapists are required to report any risk management issues (harm to yourself or a child/vulnerable adult) and seek further advice. This might be referring or contacting other agencies e.g. Children's Social Care, your GP and /or mental health services.

### **We ask you....**

Please keep our address strictly to yourself. We keep it confidential to protect the privacy of all our clients. If you get upset during counselling, please do not just end sessions suddenly. Please come back and talk about it with your counsellor. Safety is important. We will not allow you wilfully to damage our staff, counsellors, our premises, or our equipment. Please keep us and yourself safe!

### **What happens after I have sent my referral in?**

Once we have processed your referral, our Clinical Lead will need to determine whether we require any other information from other professionals supporting you. Once that has been gathered, you will be booked an Initial Assessment where the Assessor will talk with you and determine whether Lifecentre can offer you the help you need. If, for any reason, it is decided that Lifecentre cannot offer therapy sessions, we will let you know via letter and signpost you to other services that can help. If Lifecentre is the right avenue, you will be put on our waiting list, and we will be in touch as soon as a session is available. We will keep you updated about where you are on the waiting list, and you are welcome to ring the office for information.

### **Can you offer me support whilst I am on the waiting list?**

We work hard to ensure your wait for ongoing therapy is as short as possible. Whilst you wait, we encourage you to access the telephone and text helplines which operate each week. These have been a valuable source of support before, during and after many of our client's journeys. You will also be offered a free app resource called 'Thrive' which has helpful ways of tracking how you are feeling and offers videos and tips for keeping grounded and healthy. We would also encourage you to use our website which has lots of excellent resources and is updated regularly.

### **Drug and alcohol use**

We understand it is not unusual for our clients to turn to drugs or alcohol as a way of coping with their trauma. To make sure you can get the best from your therapy, we would ask that you do not attend sessions whilst under the influence of drugs or alcohol. Ask your counsellor about making the timings of your sessions suit your needs. If this becomes impossible for you, we may suggest that we pause your sessions whilst you get some support from a local drug and alcohol team.

### **How often do I have counselling?**

You will see your therapist on the same day and time each week. You can have up to 18 sessions and they last for up to 1 hour.

### **Who do I tell if I am unhappy with anything about my counselling?**

If possible, start by talking it through with your therapist. They want you to be honest, so please do not be embarrassed. If you want someone else to go to, you can chat it through with our Clinical

Lead, DJ Holman. Please call the office on 01243 786349 or email [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com) to get in touch with her. The office can give you a Service Users Complaints Procedure if you want more information.

### **Who pays?**

Our therapy service is provided free to all clients. As we are an independent charity, we rely on donations and fundraising to ensure that we can continue to offer a free service.

Each therapy session costs Lifecentre £82 so if you are able to contribute to your ongoing therapy, this would be gratefully received. We recommend a contribution of £34. However, if this is too much, please consider another amount as your donation, no matter how small makes a big difference. You could also consider setting up a long-term standing order or fundraising for us in other creative ways. There will be an opportunity for you to discuss this further with the Assessor if you are invited for an Initial Assessment.

### **What if I can't make a session?**

- Please let your therapist know as soon as possible.
- Call 01243 786349
- **If you do not attend 2 counselling sessions** throughout the duration of your therapy, without giving us any warning, we will assume you do not wish to continue with therapy. You are welcome to use our helplines or re-refer in 6 months' time.

### **Ending Counselling**

If you are planning to end your sessions, please make this known to your therapist to facilitate a positive planned ending. Alternatively contact Lifecentre on [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com) or ring the office on 01243 786349.

### **Complaints**

Your therapist welcomes you to discuss any difficulties that may arise about your sessions and will work with you to resolve this. If your situation is unresolved, please put your concerns in writing to [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com) or ring the office on 01243 786349.

We understand that raising concerns about therapy is not always easy and we can assure you of a sympathetic response. If you are dissatisfied with our response you can seek advice from the British Association for Counselling and Psychotherapy (BACP) of whom Lifecentre is an organisational member

Complaints must be submitted within 2 years of the issue that is being raised.

### **GDPR and Privacy Policy**

We take your privacy very seriously, we do not share information with anyone outside the charity, and it is only used for the purpose it was collected. We keep client records for 7 years.