

# Renewal

## Renewal Listening Service Client & Listener Agreement

The purpose of the agreement is to lay a good foundation and a clear understanding between the Listener and the person receiving the service (client). Both parties will have a copy of this after the first session.

The Listener will be trained to Level 3 in counseling practice and theory but. This is not therapy but all Listeners will seek to comply with the BACP ethical framework and practice standards. B.A.C.P. British association of Counseling and Psychotherapy.

We offer acceptance without judgement regardless of your beliefs or lifestyle. We agree that the contents of our session will remain confidential unless there is a disclosure or risk for the client or a third part especially if that third party is a child, or a disclosure of criminal activity or intent.

The Listener attends confidential supervision – where the listener can get support, help and advice to ensure the best service is provided to the client. In some cases the Listener may feel (after discussion with their supervision) that the client would benefit from counselling or therapy. The client would then be offered the option of a referral to another appropriate service.

At the end of each session, the theme of the discussion will be recorded on a tracking sheet. (for example 'family issues' or 'loss'). This will be agreed by the listener and the client.

Most clients will have six sessions with the understanding that this can be extended if the service is proving useful to the client and agreed by the listening service supervisor.

Both parties will respect time keeping and the sessions will last up to an hour. Both the listener and the client will contact ahead of time (as much time as possible) if the session needs to be cancelled.

If training as counsellors, Listeners will from time to time be required to write, or record, a case study for learning purposes. These will not be personal in their content and will never have any personal details included in them about you. If you are not in agreement with this taking place do let us know.

The Renewal Listening Service adheres to General Data Protection Regulations (GDPR) guideline for data storage. Any data we keep is know by you and is kept enclosed in a secure storage areas. Your data is stored for the legal requirement of 3 years during which time a complaint against Listening Service personnel can be address to the service manager. The complaints process is through Renewal Christian Centre address to Pastor Justyn Towler.

All communication will take place through the Office and contact outside appointments will be limited for the duration of the listening agreement. If your allocated Listener does have a renewal mobile number they will give this to you on your first session. Contributions can be handed into reception.

Signed by the Listener \_\_\_\_\_ Date \_\_\_\_\_

I have understood the above and agree:

Signed by the Client \_\_\_\_\_ Date \_\_\_\_\_

