

Your Counselling Agreement

We're pleased that you've found Youth Talk and look forward to supporting you. This agreement explains how we'll work together.

Coming to Sessions

Your sessions are your time — a safe and confidential space to talk about whatever's on your mind. We're here to listen without judgement. **We won't share what you say** with anyone outside Youth Talk **unless we're worried** that you or someone else may be at risk of serious harm.

Our Commitment to You

We'll offer you a regular weekly session on the same day and time each week, giving you access to **up to 44 counselling sessions**. You may not need or want to use all of these, and that's completely fine — your counsellor will support you to decide what's right for you. **If your counsellor is unavailable**, we'll let you know in advance, and **this will not count as one of your sessions**.

Your Commitment to Us

Being here every week helps you get the most from counselling. Please commit to attending your agreed sessions. If you can't make a session, let us know as soon as possible — ideally with at least **5 days' notice** — so this cancelled session could be offered to another young person waiting for an Initial Consultation.

You're allocated up to 44 sessions and may miss up to **4 weeks** for holidays. Please **try not to take these all at once** or cancel too often.

If You Miss a Session

If you miss a session without letting us know, your counsellor will contact you to check in and confirm whether you plan to attend next time. If attendance is challenging for you, then it may be deemed best to pause the work until the timing is better, as you can re-refer up until your 24th birthday.

If we don't hear from you after a missed session and follow-up contact, we'll assume you no longer wish to continue and will no longer hold this space. Please **check your texts and emails** regularly for any messages from us.

Your Information and Privacy

To provide counselling, we need to keep some details about you. These are stored securely and used only for your care. You can read more in our **Data Policy** on our website.

By signing this agreement, you consent to Youth Talk securely holding your information in line with our policy.

I understand and agree to the terms above.

Signed: _____ Name (print): _____

Date: _____

Preferred contact details whilst in counselling:

Email address: _____

Phone number: _____