Client Agreement

Human Givens Therapy | Northern Ireland and Republic of Ireland

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This agreement sets out how we will work together. Please read it carefully and ask me about anything you are unsure of before signing. It is between Alan Leckey ("I", "me") and the client named at the end ("you").

I work with clients in Northern Ireland and the Republic of Ireland. Where the two differ, this agreement sets out both.

If you need urgent help

I do not provide an emergency or crisis service, and I may not see messages straight away. If you are in crisis or your safety is at risk, please use these services:

Service	Northern Ireland	Republic of Ireland
Emergency	Call **999** or **112**, or go to your nearest emergency department	Call **112** or **999**, or go to your nearest emergency department
Crisis support	**Lifeline:** 0808 808 8000, free, 24 hours a day	**Pieta:** 1800 247 247, free, 24 hours a day, or text HELP to 51444 (standard rates apply). **Text About It:** text HELLO to 50808, free, 24 hours a day
Listening support	**Samaritans:** 116 123, free, 24 hours a day	**Samaritans:** 116 123, free, 24 hours a day
Medical support	Your GP or the GP out-of-hours service	Your GP or GP out-of-hours service, or your HSE mental health team if you have one

1. My approach

I am a Human Givens psychotherapist and a registered member of the Human Givens Institute (HGI), a UK professional body. I follow the HGI Code of Ethics and Conduct and receive regular professional supervision.

The Human Givens approach starts from the understanding that we all have innate emotional needs, such as security, connection, control and meaning, along with natural resources to help us meet them. When those needs are not being met, distress can follow. Our work will be practical and focused on your goals. It may include guided relaxation and imagination techniques, which I will always explain and agree with you first.

Neither jurisdiction currently has a statutory register for psychotherapists. In the Republic of Ireland, CORU is due to regulate counsellors and psychotherapists, but its registers are not yet open. I hold my professional registration with the HGI, wherever you live.

2. What to expect

- Therapy is a collaborative process. It works best with your active involvement and honest communication.

- I will review your progress with you regularly so that we can agree whether the work is helping.
- I cannot guarantee a particular outcome. Talking about difficult experiences can sometimes feel uncomfortable before it feels better. Please tell me if this happens.
- This agreement is for adults aged 18 and over.

3. Sessions

- **Length:** Sessions last 50 minutes.
- **Frequency:** We will agree how often to meet, based on what you need.
- **Location:** Sessions take place in person in Northern Ireland, in your home by arrangement, online or by phone. Clients elsewhere in Ireland and the UK are seen online or by phone.
- **Lateness:** If you arrive late, the session will still finish at the agreed time and the full fee will apply.
- **Alcohol and drugs:** We cannot hold a session if you are under the influence of alcohol or non-prescribed drugs. The full fee will apply.

4. Online and telephone sessions

- Please find a quiet, private space and use a secure internet connection.
- At the start of each session, please confirm where you are, including whether you are in Northern Ireland, the Republic of Ireland or elsewhere. Emergency services differ, and I need this to arrange help if you need it.
- If the connection fails, I will try to reach you by phone.
- Neither of us will record a session, in person or online, without the other's written agreement.

5. Fees and payment

- **Fee:** The fee is **£75 per session** if you pay in sterling, or **€80 per session** if you pay in euro. We will agree your currency before we start and record it at the end of this agreement.
- **Payment:** Please pay by bank transfer before the session or within 24 hours of it. I will give you the payment details separately.
- **Fee changes:** I review fees annually and will give you at least 30 days' notice of any change.
- **Home visits:** Home visits in Northern Ireland may carry an additional charge for travel. We will agree this before we start.

6. Cancellations and missed sessions

- Please give at least **48 hours' notice** if you need to cancel or rearrange a session.
- The full fee applies to cancellations with less than 48 hours' notice and to missed sessions.
- If I have to cancel because of illness or an emergency, I will let you know as soon as I can and you will not be charged.

7. Your health providers and health insurance

Health services. This is an independent private service. It is not part of Health and Social Care (HSC) in Northern Ireland or the Health Service Executive (HSE) in the Republic of Ireland, and you do not need a GP referral.

- Therapy does not replace medical care. Please do not stop or change any medication without speaking to your doctor.
- Please tell me if you are under the care of a GP, psychiatrist, community mental health team or other therapist, so that we can avoid any conflict in your care.
- I will only contact your GP or another health provider with your consent, unless one of the exceptions in section 8 applies.

Health insurance. Some health insurers contribute towards therapy, but each sets its own rules.

- Cover varies by insurer and plan. Some only pay for therapists who belong to professional bodies they recognise, and these may not include the HGI. Please check with your insurer before we start.
- I do not bill insurers directly. You pay me in full and make any claim yourself, and your fee remains due whether or not your claim succeeds.
- I can give you a receipt showing your name, the session dates and the fees paid. I will only give an insurer any further information with your written consent.

8. Confidentiality

What you tell me is confidential. I will only share information with others, including your GP, with your consent. There are limited exceptions:

- **Risk of harm:** I believe there is a serious risk of harm to you or to someone else.
- **Court orders:** A court orders me to provide information or records.
- **Legal reporting duties:** The law requires me to report something, as set out below.

Issue	Northern Ireland	Republic of Ireland
Children at risk	I report concerns about a child to social services at the local Health and Social Care Trust or to the PSNI.	I report child protection concerns to Tusla, in line with the Children First Act 2015.
Adults at risk	I report concerns about an adult at risk of abuse or neglect to the Health and Social Care Trust or the PSNI.	I report concerns about a vulnerable adult to the HSE or An Garda Síochána.
Serious offences	Section 5 of the Criminal Law Act (Northern Ireland) 1967 requires people to report certain serious offences to the police unless they have a reasonable excuse.	Section 9 of the Offences Against the State (Amendment) Act 1998 requires people to give Gardaí information that may help prevent a serious offence or bring an offender to justice, unless they have a reasonable excuse.
Offences against children or vulnerable people	Covered by section 5 above where the offence is serious enough.	The Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012 requires people to tell Gardaí about certain offences unless they have a reasonable excuse.

Issue	Northern Ireland	Republic of Ireland
Terrorism	The Terrorism Act 2000 requires me to report certain information about terrorism.	Covered by section 9 above.

Which rules apply can depend on where the people involved live and where the events took place, so both columns may be relevant.

These duties can apply to past events. This includes abuse that happened to you as a child, even though you are now an adult. Your wishes matter, and we will talk them through first wherever possible, but I may still have to report.

Where possible, I will talk to you first before sharing anything and will share only what is necessary.

I discuss my work with a professional supervisor to maintain the quality of my practice. I do not share details that would identify you, and my supervisor is also bound by confidentiality.

9. Your information and records

- I keep brief session notes and the contact details you give me, stored securely.
- My practice is based in Northern Ireland, so your records are held in the UK. I handle them in line with UK GDPR and the UK Data Protection Act 2018. If you live in the Republic of Ireland, I also follow the EU GDPR.
- I keep records for 7 years after therapy ends and then destroy them securely, in line with HGI's records retention policy.
- You can ask to see the information I hold about you. If you are concerned about how I handle it, you can complain to the Information Commissioner's Office (ICO) in the UK or the Data Protection Commission (DPC) in the Republic of Ireland.

10. Boundaries and contact between sessions

- Please keep calls, texts and emails between sessions to practical matters, such as arranging appointments or payments.
- Email and text messages are not fully secure, so please avoid sending sensitive details this way.
- I will not connect with current or former clients on personal social media.
- If we meet by chance, I will not acknowledge you unless you greet me first, to protect your privacy.

11. Ending therapy

- Either of us can end therapy at any time.
- Where possible, we will use a final session to review your progress and plan for the future.
- If you agree to this contract online, by phone or by email, rather than face to face, you can cancel within 14 days without giving a reason. If you ask to start within those 14 days, you will still pay for any sessions you have received.

12. Concerns and complaints

If you are unhappy with any part of our work, please tell me so that we can try to resolve it. If you would rather not do this, or we cannot resolve it, you can contact the Human Givens Institute under its complaints procedure, wherever you live:

Human Givens Institute, Chalvington, East Sussex, BN27 3TD | +44 (0)1323 811662 | www.hgi.org.uk

13. Which law applies

If you live in the Republic of Ireland, this agreement is governed by Irish law. Otherwise, it is governed by the law of Northern Ireland. Nothing in this agreement affects your legal rights as a consumer where you live.

Client details

I will use these details to contact you and, if I believe your safety is at serious risk, to arrange help.

Full name _____

Date of birth _____

Address _____

Phone _____

Email _____

Emergency contact _____

Emergency contact phone _____

GP and practice _____

I usually live in: ☐ Northern Ireland ☐ Republic of Ireland ☐ Elsewhere

My fee per session is: ☐ £75 ☐ €80

Agreement

I have read and understood this agreement and agree to its terms.

Client

Name _____

Signature _____

Date _____

Therapist

Name Alan Leckey MHGI

Signature _____

Date _____