



## Counselling at BOSP

BOSP can offer a counselling service.

Simona is an Integrative Psychological Therapist and Family Counsellor with many years' experience of supporting children with disabilities and their families.

Who can access the counselling:

- You or your partner (individuals)
- Grandparents and other family members
- Siblings
- Child or young person with a disability

Please note that if you and your partner/family members would like to seek counselling as individuals, this would have to be with different counsellors.

Sessions for children under 16 years of age generally take place face-to-face.

Client / Session Type	Session Duration	Fee from April 2024 to March 2025
Under 16 Face to Face	50 minutes	£ 12.00
16 years + (Online)	50 minutes	£ 12.00
Adult Face to Face	50 minutes	£ 26.00

**Sessions will be invoiced monthly, or you can pay up front in blocks of 6 sessions.**

**Bookings will be subject to a 24-hour notice for cancellation, or the fee will become payable.**

### **If you would like to go ahead**

1. Complete the attached consent form(s) and return to BOSP. Either complete this on-line if emailed or complete a paper copy. You can email or post back to us. This will allow us to pass your name and telephone number to the Counsellor.
2. Counselling will be delivered by Simona via Zoom, telephone or face to face, at **myplace, 343 Dagnam Park Drive, Harold Hill, Romford, Essex, RM3 9EN** (just off the A12/A127).
3. Simona will then contact you via telephone for an initial assessment.

4. You will be emailed or posted initial assessment and counselling agreement forms. These are to be completed, then scanned or photographed and sent to Simona directly.

### **Counselling Services – Payment and Cancellation of Sessions**

- Invoices are issued in arrears to the email address provided on your registration form. If no email address is provided, invoices will be posted to the address provided on your registration form
- Payments can be made by bank transfer, cheque, or in cash at The BOSP Office. Full details can be found on your invoice. Payments cannot be accepted at BOSP sessions
- Responsibility for payment remains with the person who made the original booking. BOSP may suspend service if you have failed to pay any fees due
- The cancellation period for these sessions is **24 hours**
- **Notice of cancellation must be given to your counsellor, not BOSP**
- Sessions cancelled with more than 24 hours' notice will not be invoiced
- Sessions cancelled with less than 24 hours' notice will still be invoiced and will need to be paid for
- If BOSP services are no longer being used, it is the responsibility of the person making the booking to reclaim any credits within 12 months

### **BOSP PAYMENT POLICY**

As a small charity delivering numerous services, regularly supporting over 400 people, our aim is to reduce costs in order that we may support as many families as possible and ensure our sustainability. Our payment and cancellation terms, although they may appear rather formal, help us to achieve this.

Please call the BOSP Office if you should have any queries.