

## **Nexus Client Engagement Policy for Paid Counselling**

At Nexus, we understand that there may be various reasons for clients needing to cancel or being unable to attend counselling sessions. However, to maintain the efficiency of our services and minimise delays for other clients, we require at least **24 hours' notice** for any cancellations. This policy ensures that clients, staff, parents, caregivers, and colleagues are aware of our processes when sessions are cancelled without adequate notice or missed entirely without communication (Do Not Attend - DNA).

The primary goal of this policy is to support consistent engagement with our counselling services, manage our waiting list effectively and ensure that clients receive counselling as promptly as possible.

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### **1. Cancelled and DNA'd Sessions:**

#### **Assessment Appointment:**

- If you do not attend your scheduled assessment, or you cancel your assessment session with less than 24 hours' notice you will be charged for the missed session.
- We will attempt to schedule a new assessment session which will incur an additional assessment fee. However, if we are unable to contact you, we will assume you no longer require the service, and you will be discharged.

**If you cancel your assessment session with at least 24 hours' notice** by calling **028 9032 6803** or emailing [Belfast.admin@nexusni.org](mailto:Belfast.admin@nexusni.org) you will not be charged for this session, and we will support you to schedule an alternative assessment at no additional cost

### **2. Ongoing Counselling Sessions:**

#### **a) Cancelling with Less than 24 hours' Notice:**

- If you do not attend a counselling session, or you cancel a counselling session with less than 24 hours' notice, the session will be counted as a lost session and deducted from your overall session allocation. **You will be charged the full fee and would not be eligible for a refund for this session.**

- Cancelling **two or more sessions** with less than 24 hours' notice during your therapy may result in a review of your engagement with the counselling process, to be discussed between you and your therapist.

#### **b) Not Attending Without Contacting Us (DNA):**

- Missing **two or more sessions** without contacting us may result in your discharge from the service. These sessions will be charged and deducted from your prebooked sessions.

#### **c) Sessions Cancelled with at least 24 hours' Notice:**

- If you provide at least 24 hours' notice that you are unable to attend a counselling session, there will be no charge for the missed session, and it will not be deducted from your session allocation. Your next session will take place the following week on the scheduled day and time\*.

\*Except in the instance of Bank and/or Public Holidays

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## **4. Remote Counselling:**

### **a) Disrupted Sessions**

- For remote appointments, it is essential to have a **quiet, comfortable, and private space**. Sessions cannot proceed if you are in an inappropriate environment, such as driving or in a space with significant disruptions.
- If a session cannot proceed due to such disruptions, it will be cancelled and deducted from your session allowance. You will therefore be charged for this session and unfortunately not eligible for a refund.

### **b) Session Safety**

- If your therapist determines that it is unsafe to deliver sessions remotely for any reason, they will discuss this with you.

In such cases, they may recommend transitioning your sessions to **face-to-face delivery** for the safety and effectiveness of the therapy process.

- This decision will be made to ensure that the therapeutic environment is secure and conducive to your well-being and engagement in the counselling process.

## **5. Sessions Cancelled by Nexus:**

- If your therapist is unable to attend a session due to unforeseen circumstances, Nexus will notify you through your agreed communication method (text, telephone, or email), providing as much notice as is possible.
  - In such cases, the session will **not** be deducted from your overall session entitlement, and you will not be charged. Where you have prepaid for this session, the cost will be allocated to your next session.
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This policy is designed to support the effective use of Nexus' counselling services and ensure clients are seen in a timely manner. Please ensure to follow the guidelines to avoid unnecessary charges and disruptions to your therapy sessions.