

 MCAST		DOC_215_CORP_REV_H_MCAST COUNSELLING PSYCHOTHERAPY AGREEMENT						
		Document Owner		Director, Outreach Services and Student Affairs		Document Approver		VPC
		DCN	22/2025	Revision	H	Date Released	18/06/2025	
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MCAST COUNSELLING/PSYCHOTHERAPY AGREEMENT

1. Introduction

The aim of this agreement is to outline the rights and responsibilities of both the practitioner and the client in counselling/psychotherapy

2. Definitions

- i. Practitioner – a Counsellor/Psychotherapist providing counselling/psychotherapy at the MCAST Wellbeing Hub
- ii. Client – an MCAST full-time student availing of counselling/psychotherapy at the Wellbeing Hub

3. Agreement

The Practitioner and the Client agree:

- to keep client confidentiality within the Wellbeing Hub team;
- that confidentiality cannot be maintained in instances when the client talks about serious harm to self, harm to others, or harm done to them. In such cases, the best course of action will be discussed with the client when it comes to informing third parties;
- that the information held by the Wellbeing Hub may be legally requested by court if the practitioner is summoned during a court case;
- to keep the identity of other clients at the Wellbeing Hub anonymous;
- that client anonymity is to be maintained by the practitioner when taking simple notes or discussing issues that emerge during counselling/therapy with their supervisor;
- that when applicable, and if beneficial for the therapeutic process, information/documents are shared with other MCAST Wellbeing Hub services;
- that personal information saved in the department's database is held solely for the use of the Wellbeing Hub;
- that the client will inform the practitioner of any other professionals/services they are availing themselves of; on a maximum of 15 therapy sessions with an addition of 2 extra sessions in particular cases, in agreement with the Counselling/Therapeutic team;
- to hold sessions either in person or, at the practitioner's discretion, online in a private setting via Microsoft Teams, within the jurisdiction of Malta;
- to maintain regularity and commitment in therapy;
- that they will continue with sessions during the summer months. If the client opts not to attend during this period, the service will be terminated and the termination date noted;

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- on the importance of punctuality; the session shall be cancelled if the client is more than 15 minutes late and noted as **one missed session**;
- that if the client requires cancelling/rescheduling, they are to inform their assigned practitioner by latest 8am on date of appointment. Failing to do so will be considered as **one missed session**,
- that if the client is reporting sick, they need to send a scanned copy of medical certificate to their assigned practitioner within 3 days from appointment. The client is excused from the session and no deduction of sessions will take place. Failing to present a scanned copy of the medical certificate within 3 days from appointment will result in **one missed session**
- that when a client does not turn up for the session, an email will be sent to remind them of their absence and to check about re-scheduling. Should no contact be made within 7 days, another email will be sent informing them that if no contact is made within 3 days from the client's end, their case will be closed
- that after **3 missed sessions**, consecutive or non-consecutive, therapy will be terminated and the termination date noted;
- that in the case of termination, sessions will not be reactivated before 12 months from the termination date. Should the client experience a crisis during such period, the Wellbeing Hub will assess and direct accordingly. If beneficial, one follow-up session will be provided
- that if due to unforeseen circumstances the practitioner is unavailable, the client shall be informed at the earliest and the session shall be rescheduled. This will not be considered as a missed session. Furthermore, the practitioner agrees to keep the rescheduling of sessions to a minimum
- that clients who are no longer attending MCAST will be provided with one or two sessions to explore other options for therapy if this appears necessary;
- that clients may raise any complaints about the service with their respective practitioner, or with the Wellbeing Hub Director, in person, by phone or via email;
- that if the practitioner realises that the client is using the services with the sole intention of having a witness in court, sessions will be immediately terminated;
- that in case of an urgent need, the client may contact the assigned practitioner or else make use of the Wellbeing Hub's generic number 23987188.

The following National Support Services may be utilised when the need arises, as a form of interim support and/or outside office hours:

- Mental Health Helpline 1579 (24/7)
- Supportline 179 (24/7)
- Kellimni.com Chat (24/7)
- Emergency Services 112 (24/7)
- Malta National Poisons Centre Helpline 1774 (Monday to Sunday 0800 to 2000hrs)
- Richmond Foundation Helpline 1770 (Monday to Friday 0800 to 2000hrs, Saturday 0800 to 1600hrs. Closed on Sundays and Public Holidays)
- Olli Chat (Monday to Friday 0800 to 2000hrs, Saturday 0800 to 1600hrs. Closed on Sundays and Public Holidays)

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4. Signatures

Client Signature

Signature of Wellbeing Hub Practitioner

Client Full Name

Full Name of Wellbeing Hub Practitioner

Designation

Date:

Date

This information will be retained for not longer than 5 years from the end of the academic year during which the last session would have been held.

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Ftehim dwar il-*Counselling*/Psikoterapija fil-MCAST

1. Introduzzjoni

L-ghan ta' dan il-ftehim hu li jidentifika d-drittijiet u r-responsabbiltajiet kemm tal-prattikant kif ukoll tal-klijent fil-*counselling*/psikoterapija

2. Definizzjonijiet

- i. Prattikant – il-*Counsellor*/Psikoterapista li jipprovdi *counselling*/psikoterapija fil-*Wellbeing Hub*
- ii. Klijent – student tal-MCAST *full-time* li jagħmel uzu mill-*counselling*/psikoterapija fil-*Wellbeing Hub*

3. Ftehim

Il-professjonist u l-klijent jaqblu:

- li l-kunfidenzjalità tal-klijent tinżamm fit-tim tal-*Wellbeing Hub*
- li l-kunfidenzjalità ma tistax tinżamm f'każijiet meta l-klijenti jtkellmu dwar ħsara lilhom infushom, ħsara lill-oħrajn, jew ħsara li ssir lilhom. F'dawn il-każijiet, il-professjonist u l-klijent jiddiskutu x'inhi l-aħjar għażla li tista' tittieħed biex partijiet terzi jiġu infurmati dwar is-sitwazzjoni u b'hekk tingħata l-aħjar għajnuna possibli
- li l-informazzjoni miżmuma mill-*Wellbeing Hub* tista' tintalab legalment mill-qorti jekk il-professjonist jiġi msejjaħ waqt kawża tal-qorti
- li l-identità ta' klijenti oħra fil-*Wellbeing Hub* tinżamm anonima
- li l-anonimità tal-klijent tinżamm mill-professjonist meta jieħu noti sempliċi jew jiddiskuti kwistjonijiet li joħroġu waqt il-*counselling*/terapija mas-superviżur
- li meta applikabbli, u jekk ikun ta' benefiċċju għall-proċess terapewtiku, l-informazzjoni/dokumenti jiġu mgħodijja lil servizzi oħra tal-MCAST *Wellbeing Hub*
- li l-informazzjoni personali miżmuma fid-database tad-dipartiment tinżamm biss għall-użu tal-*Wellbeing Hub*
- li l-klijent jinforma lill-prattikant dwar kwalunkwe professjonisti/servizzi oħra li huma prezentement involuti
- fuq massimu ta' 15-il sessjoni ta' terapija b'zieda ta' 2 sessjonijiet żejda f'każijiet partikolari, bi qbil mat-tim ta' *Counselling*/Terapija

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- li jorganizza sessjonijiet wicc imbwicc, jew fid-diskrezzjoni tal-professjonist anki onlajn fi spazju privat permezz ta' Microsoft Teams, fil-ġurisdizzjoni ta' Malta
- biex tinżamm ir-regolarità u l-impenn fit-terapija
- li s-sessjonijiet ikomplu matul ix-xhur tas-sajf. Jekk il-klijent jagħżel li ma jattendix matul dan il-perjodu, is-servizz jintemm u tiġi nnutata d-data tat-terminazzjoni
- dwar l-importanza tal-puntwalità; is-sessjoni tkun ikkanċellata jekk il-klijent ikun aktar minn 15-il minuta tard u nnutata bħala **sessjoni mitlufa**
- li jekk il-klijent ikun jehtieg li jikkanċella/jiskeda mill-ġdid, għandu jinforma lill-professjonist sa mhux aktar tard mit-8am fid-data tal-appuntament. Fin-nuqqas li jagħmel dan, din titqies bħala **sessjoni mitlufa**
- li jekk il-klijent ikun qed jirrapporta marid, ikun meħtieġ li jibgħat kopja skennjata taċ-ċertifikat mediku lill-professjonist tiegħu fi żmien 3 ijiem mill-appuntament. B'hekk il-klijent ikun skużat mis-sessjoni u ma jsir l-ebda tnaqqis min-numru tas-sessjonijiet. Fin-nuqqas li tiġi ppreżentata kopja skennjata taċ-ċertifikat mediku fi żmien 3 ijiem mill-appuntament, dan jirriżulta f'**sessjoni mitlufa**
- li meta klijent ma jattendix għall-appuntament, il-professjonist jinnota dan bħala **sessjoni mitlufa**, jibgħat imejl lill-klijent biex ifakkru fl-assenza tiegħu u jiċċekkja dwar l-iskedar mill-ġdid. Jekk il-klijent ma jirrispondix fi żmien 7 ijiem, il-prattikant jibgħat tfakkira biex jinfurmah li jekk min-naħa tiegħu ma jsir l-ebda kuntatt fi żmien 3 ijiem, il-każ tiegħu jingħalaq u d-data tat-terminazzjoni tiġi nnutata
- li wara **3 sessjonijiet mitlufa**, konsekuttivi jew mhux konsekuttivi, it-terapija tintemm u d-data tat-terminazzjoni tiġi nnutata
- li meta jintemm il process, is-sessjonijiet ma jerġgħux jiġu attivati qabel 12-il xahar mid-data tat-terminazzjoni. Jekk il-klijent jesperjenza kriżi matul dan il-perjodu, il-*Wellbeing Hub* jevalwa u jidderiegi lill-klijent skond il-bżonn. Jekk ikun ta' benefiċċju, tiġi pprovduta sessjoni waħda ta' segwitu
- jekk minħabba ċirkostanzi mhux previsti l-professjonist ma jkunx disponibbli, il-klijent ikun infurmat mill-aktar kmieni u s-sessjoni tkun skedata mill-ġdid. Din ma titqiesx bħala sessjoni mitlufa. Barra minn hekk, il-professjonist jaqbel li jżomm l-iskedar mill-ġdid tas-sessjonijiet għall-minimu possibli
- li klijenti li m'għadhomx jattendu l-MCAST jingħataw sessjoni waħda jew tnejn biex jesploraw għażliet oħra għal terapija jekk dan ikun meħtieġ
- li l-klijenti jistgħu jqajmu kwalunkwe ilment dwar is-servizz mal-professjonist rispettiv tagħhom, jew mad-Direttur tal-*Wellbeing Hub*, wicc' imbwicc, b'telefonata jew permezz tal-imejl

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- li jekk il-professjonist jirrealizza li l-klijent qed juża s-servizzi bl-intenzjoni unika li jkollu xhud fil-qorti, is-sessjonijiet jintemmu immedjatament
- li f'każ ta' bżonn urġenti, il-klijent jista' jikkuntattja lill-professjonist assenjat jew inkella jagħmel użu min-numru ġeneriku tal-*Wellbeing Hub* 23987188

Is-Servizzi Nazzjonali ta' Sapport li ġejjin jistgħu jiġu utilizzati meta jkun hemm bżonn, bħala forma ta' support interim u/jew barra l-ħinijiet tal-uffiċċju:

- Mental Health Helpline 1579 (24/7)
- Supportline 179 (24/7)
- Kellimni.com Chat (24/7)
- Servizzi ta' Emergenza 112 (24/7)
- Malta National Poisons Centre Helpline 1774 (mit-Tnejn sal-Ħadd mit-0800 sat-2000hrs)
- Richmond Foundation Helpline 1770 (Mit-Tnejn sal-Ġimgħa 0800 sat- 2000hrs, is- Sibb mit-0800 sal- 1600hrs. Magħluqin fil-Ħdud u l-Festi Pubbliċi)
- Olli Chat (Mit-Tnejn sal-Ġimgħa 0800 sat- 2000hrs, is- Sibb mit-0800 sal- 1600hrs. Magħluqin fil-Ħdud u l-Festi Pubbliċi)

4. Firem

Firma tal-klijent

Firma tal-professjonist mill-*Wellbeing Hub*

Isem sħiħ tal-klijent

Isem sħiħ tal-professjonist mill-*Wellbeing Hub*

Nomina

Data

Data

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Din l-informazzjoni tinżamm għal mhux aktar minn 5 snin mit-tmiem tas-sena akkademika li matulha kienet tkun saret l-aħħar sessjoni.