



## Information for clients

### The Affinity programme offers:

- Time-limited, goal orientated support up to (a maximum of) 10 sessions of up to (a maximum of) one-hour duration.
- As part of this we will work with you to identify (up to) three issues to focus on.
- Online or telephone contact as agreed with your Affinity Team Member.
- A means of supporting you to develop your confidence and capacity in resolving issues that you identify as important.

### The Affinity programme:

- **Is not** a substitute for mental health or other support you may have received or are awaiting.
- **Is not** a programme for 'fixing' things – It is more about listening to you and working with you in helping you to identify, clarify and resolve issues.
- **Does not** offer legal advice or detailed advice on entitlements or benefits.

### Please note:

- We do our best to match your needs to the Affinity Team member we consider best suited to work with you.
- We aim to put you in control of this process. We will offer you the contact details of the Affinity member we have nominated. It is up to you to make first contact with them if you wish to proceed. It would be appreciated if you could contact them within two days of us notifying you.
- Appointments are made directly with your Affinity Team Member. For logistical and budgetary reasons, any cancellations of less than **24 hours** are counted as part of your 10 sessions.
- The confidential sessions are an opportunity for you to reflect on the issues impacting your life and to develop a plan for dealing with these.
- You may withdraw from Affinity at any time.
- If, during your sessions with Affinity, you begin any other programme of support please advise your Affinity Team Member immediately.
- If you have any concerns, please contact us on [jackytowells@atautism.org](mailto:jackytowells@atautism.org)
- At the conclusion of the programme, you will be asked to complete a short evaluation on your experience of Affinity. This is confidential and it would be appreciated if you could complete this as soon as possible after completion of the programme. It is to help us to improve and to gauge the effect of Affinity.
- Should an Affinity Team Member become concerned about any risk to the health or safety of any person, they are required to bring this to the immediate attention of their supervisor in confidence.