

## Pro Bono & Access Policy

**Effective from:** 14 June 2025

**Review date:** 14 June 2026

**Approved by:** Dr. Sharryn Gardner, Director



### 1. Why This Policy Exists

At Caramocare, we believe therapy and trauma healing should be available to those who need it most, not just those who can afford it. Our model is built on **access, not exclusivity**. We also recognise that we are a small company and that there is an unlimited need.

We have formalised this through a clear pro bono and low-cost access system, grounded in dignity, mutual respect, and sustainability.

This policy exists to:

- Make our offers **transparent** to clients, funders, and partners
- **Protect healthy boundaries** around giving
- Demonstrate **how we balance access with quality and safety**



### 2. Our Commitment to Access

We commit to offering **at least 5% of our time to pro bono work, some training places pro bono or at significantly reduced cost:**

The 5% is the minimum provided for charities, which include Bebe's Hive, The Standing Tall Foundation, 4Louis and other birth trauma and veteran's charities.

In addition, we offer pro bono sessions in the NHS for patients, carers and staff who also suffer significant trauma. This will become a reducing part of our pro bono work as we contract with the NHS.



### 3. How Access Is Offered

Access is offered in three ways:

**1. 2. 3. Pro Bono** — completely free of charge, typically 1:1 therapy or urgent interventions

**Pay-What-You-Can** — for those who can contribute something small

**Sliding Scale / Subsidised Spaces** — especially for group or training programmes and not yet embedded

No income proof or personal paperwork is required. We operate on **trust, conversation, and needs-led judgment**.



## 4. How We Decide Who to Offer Pro Bono To

While we don't believe in rigid eligibility checks, we use clinical and ethical judgment to offer pro bono spaces to those who:

- Could not otherwise access this type of care
- Are in urgent need (e.g. recent trauma, unsafe systems)
- Would benefit significantly from early or targeted intervention
- Align with our mission of healing healthcare-related trauma

We may also reserve some pro bono places for:

- Partner charity referrals
- Frontline workers
- Pilot or research programmes



## 5. What We Don't Offer

- Unlimited or open-ended free sessions with no structure
- Guaranteed access to the same therapist long-term
- Free therapy as a substitute for clinical risk management in place of statutory services

We work **ethically, not endlessly** — pro bono doesn't mean boundaryless.



## 6. Reviewing & Sustaining Our Offer

We track:

- % of pro bono work delivered each year
- Outcomes and impact (where appropriate)
- Requests we couldn't fulfil — to learn and adapt

This offer is sustained through:

- Cross-subsidised paid work
- Donations and voluntary contributions
- Income from training and organisational partnerships
- Careful caseload management and therapist wellbeing monitoring



## 7. How to Access It

If you're in need of pro bono support:

- Contact us directly or via a partner organisation
- You'll be offered a free call or email exchange to check fit and safety
- We'll always be honest about availability and may suggest waitlists or alternatives if needed

We aim to **respond kindly and clearly** to every request — even if we can't say yes.

### Contact

Dr. Sharryn Gardner  
hello@caramocare.com  
07860838737