



## TERMS & CONDITIONS

### CONFIDENTIALITY

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- As a counsellor, I endeavour to maintain confidentiality with regards to all client information and details, disclosed in session discussions.
- Confidentiality exceptions: Clients should please understand that this confidentiality might be broken if there is risk of harm to self or others, child or elder abuse, or genuine threats made thereof.
- Information might be shared during emergencies, but only with the greatest consideration and prioritising the client's well-being.
- Client information is stored digitally, minimal in content, and password protected against unauthorised access.

### INTAKE

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- Indemnity and intake forms will be sent before the first session, as part of the intake process. This will need to be signed by the client and returned before the commencement of the 1<sup>st</sup> counselling session.
- Payment is required upfront, and POP received, a minimum 48 hours before the session booking.
- If, within 48 hours, after the intake session, a client decides that the counsellor client fit is incompatible with their requirements, then they may terminate the relationship and all future sessions. If a package of 5 sessions was purchased, then the 1<sup>st</sup> session fee will be deducted at the standard rate, and the rest of the package payment will be refunded to the client.

### SESSION DETAILS, DURATION AND FREQUENCY

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- All online sessions are conducted over MS Teams or WhatsApp. Online sessions will require two-way video communication for the duration. Inability to accommodate camera access will drastically impede the effectiveness of the session and may result in cancellation.
- Face-to-face sessions are by appointment only, in counselling rooms, no walk-in clients are accepted.
- Sessions are approximately 50 minutes each with an additional allowance for 10 minutes of subsequent administration, including digital communications.
- Late arrivals to appointments will proportionately reduce the duration of that session, as unfortunately timeslots are fixed.
- Sessions are booked a week apart unless otherwise required, at the discretion of the counsellor.
- The nature of the provided counselling is non-clinical, non-diagnostic, supportive, facilitative and short-term. 5 to 10 Sessions are recommended within a 3-month period, with the exception of complex or qualifying circumstances, at the discretion of the counsellor.
- If a package of 5 sessions is purchased, then a period of 6 months will be allotted for the use of those sessions. Allotted sessions not redeemed within this 6-month period, will unfortunately not be refunded.
- Couples sessions will require both parties to be present for each session, and all communications will be mirrored and sent to both parties.
- Session bookings are subject to availability and may require a wait period of approximately 2 weeks. The utmost effort will however be made to accommodate urgent or pressing appointments.



## FEES AND PAYMENT TERMS

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- Payment for sessions is required upfront, with proof of payment required a minimum 48 hours before the session booking.
- Individual sessions are billed at R280 (Online) / R320 (face to face), per hour, which includes 50 minutes of online counselling, and 10 minutes of subsequent administration and digital communications. A package of 5 sessions can be purchased at a discounted rate of R1,150 (Online) / R1,440 (face to face).
- Couple's sessions are billed at R300 (Online) / R350 (face to face) per hour, which includes 50 minutes of online counselling, and 10 minutes of subsequent administration and digital communications. A package of 5 sessions can be purchased at a discounted rate of R1,250 (Online) / R1,580 (face to face).
- If a package of 5 sessions is purchased, then a period of 6 months will be allotted for the use of those sessions. Allotted sessions not redeemed within this 6-month period, will unfortunately not be refunded.
- Please note that counselling with an ASCHP registered counsellor, is not reimbursable through medical aids, and is considered a private service.

## BANKING DETAILS

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### PRIMARY DETAILS:

Private / normal beneficiary  
Tarren Turner  
ABSA Bank Credit Card  
Branch : Sandton  
Branch Code : 632005  
Account # : 5471190218745014

**Ref: Client's Name and Surname or Invoice Number**

### ALTERNATIVE DETAILS:

Private / normal beneficiary  
Tarren Turner  
Nedbank  
Account # : 1761008528

**Ref: Client's Name and Surname or Invoice Number**

- Please email proof of payment to [turnertarren@gmail.com](mailto:turnertarren@gmail.com). Alternatively, please WhatsApp proof of payment to (+27) 067 448 9152.
- Kindly note that Tarren Turner does not accept liability for missing or lost payments due to the incorrect reference or account number being used; please refer to the above with care.

## CANCELLATION AND RESCHEDULING

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- Cancellation or rescheduling of a session is accepted on a zero-penalty basis, provided notification, via email, or WhatsApp, is given no later than 24 hours before the session appointment.
- Cancellations requested within less than 24 hours of the session appointment, or failure to attend a booked session without cancellation, will result in forfeiture of the full session fee.
- Provision for emergency cancellations within less than 24 hours of the session appointment, or failures to attend, will be made with discretion and consideration of prior session attendance, cancellations and on a case-by-case basis.



## SCOPE OF PRACTICE AND ETHICAL GUIDELINES

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- COUNSELLOR DETAILS:

*Tarren Leigh Turner*

*Specialist Wellness Counsellor*

*ASCHP Registration No. SWC24/8013*

*Contact number: (+27) 067 448 9152*

*Email: turnertarren@gmail.com*

- The role of a supportive counsellor is to provide a confidential and safe counselling space, unconditional positive regard, empathy and congruence, with the intention of facilitating the client's own agency. The limitations and responsibility of confidentiality are superseded when and if, there is risk of harm by the client to self or others, child or elder abuse, or genuine threats made thereof.
- Counselling is a non-clinical, non-diagnostic and supportive process that aims to provide a safe and confidential space for a client to share their experience of general or particular difficulties. Through counselling, a client can gain perspective on challenges, and work together with the counsellor, on developing healthy strategies and practical toolsets to empower themselves.
- Holistic wellness is the healthy balance achieved and maintain across the biological, psychological, social and environmental aspects of a client's daily life. It understands that we are a complex synergy of parts, intricately connected with the world and each other. True balance and wellness require careful consideration of each of these aspects.
- The client counsellor relationship is one of trust and transparency, and relies on these two factors to be present at a minimum, to be successful.
- It is vital for a professional relationship to be maintained during the course of counselling and therefore, no personal or romantic relationships, outside of that professional counselling relationship, are permissible, for the duration of counselling.
- If it becomes obvious that the client requires a greater level of support, other than that of supportive counselling, or the client's requirement exceeds the appropriateness of the provided counselling, client referrals will be advised. Referrals remain solely the responsibility and decision of the client. Referral does not necessarily terminate the supportive counselling, but rather is to ensure the clients best interests are taken into consideration and adequate support is provided in all areas.
- A wellness counsellor supports a client's agency with regards to daily functioning. Clients in need of psychotherapeutic or psychiatric intervention or medical attention, when suspected of having serious mental disorders or illness, will need to be referred to a more appropriate level of professional assistance, in the best interest of the client.
- Wellness Counsellors do not diagnose pathology, use psychometric testing and do not provide medical or psychological treatment protocols. A wellness counsellors assess client specific needs and works collaboratively with the client to enhance their wellbeing and own agency.
- The scope of practice of a wellness counsellor does not include psychotherapy and consideration is placed on it not overlapping or interfering with the roles or requirements of registered professions such as medical doctors, psychologists, therapists or social workers registered with the HPCSA.



- ASCHP registered Specialist Wellness Counsellors, are not psychologists, although some may be psychology graduates, they are specifically wellness counsellors.
- The ASCHP is registered as a professional body with SAQA, subject to regular audits and obligated to comply with all the requirements set out by the NQF legislation and SAQA rules and regulations.
- The term “Wellness Counsellor” is in line with the policies of the World Health Organization (WHO).

## TERMINATION AND SUBSEQUENT COUNSELLING

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- The nature of the provided counselling is non-clinical, non-diagnostic, supportive and facilitative. 5 to 10 Sessions are recommended within a 3-month period, with the exception of complex or qualifying circumstances, at the discretion of the counsellor.
- Counselling is usually concluded due to meeting the original goals collaboratively agreed upon in the first session or for discretionary reasons.
- Subsequent counselling can be commenced after the, herein referred to, 3-month period limitation.

## EMERGENCY REQUIREMENTS

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- Supportive counselling is not an emergency or crisis service. The following South African details are provided in the event of emergencies or in a crisis:
  - Aids Helpline: 0800 012 32
  - Bureau For Missing Persons: 021 918 3512 / 3449 / 3452
  - Childline: 0800 055 555
  - Crime Stop: 0860 010 111
  - Emergency & Ambulance: 10177
  - Emergency (from cell phone): 112
  - GBV Command Centre: 0800 428 428
  - National Shelter Movement: 0800 001 005
  - Netcare 911: 082 911
  - Poison Control: 0861 555 777
  - Police Flying Squad & Emergency: 10111
  - SADAG / Suicide Crisis Helpline: 0800 567 567
  - SADAG SMS: 31393
  - Substance Abuse Helpline: 0800 12 13 14
  - WhatsApp Cipla Chat Line: 076 882 2775

## LEGAL AND FORMAL REPORTING

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- Personal particulars are disclosed voluntarily during the counselling process, by the client, and are recorded in the form of minimal session notes, digitised, secured against unauthorised access and subject to the regulations of confidentiality. These session notes remain the property of the counsellor and are not for the purpose of formal assessment or report writing.
- This confidentiality has exceptions and may be broken if there is risk of harm to self or others, child or elder abuse, or genuine threats made thereof. Information might also be shared during emergencies, but only with the greatest consideration and prioritising the client’s well-being.
- The counsellor cannot be requested to provide any formal assessments or reports, including but not limited to session notes, psych-legal assessment reports, psychologically evaluative statements, psychological assessments or reports and cannot participate in any legal proceedings.