



TERMS & CONDITIONS

CONFIDENTIALITY

- 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 breached if there is risk of harm to self or others, child or elder abuse, or genuine threats made.
- Information might be shared during emergencies, but only with the greatest consideration and prioritising the client's well-being.
- Client information is stored digitally, and password protected against unauthorised access.

INTAKE

- An indemnity and intake form will be sent before a clients first session, as part of the intake process. This indemnity and intake form will need to be signed and returned before the commencement of the 1st session.
- Payment for sessions is required upfront, with proof of payment required 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 1st session fee will be deducted at the standard rate, and the rest of the package payment will be refunded to the client.

SESSIONS, DURATION AND FREQUENCY

- All sessions are conducted as online sessions over Zoom or WhatsApp. The session 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.
- 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 generally booked a week apart unless extenuating circumstances require the interim period to be increased or decreased on exception.
- The nature of the provided counselling is supportive, facilitative and short-term. 5 Sessions are recommended for supportive counselling and should not exceed 10 sessions within a 6-month period.
- 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 accommodation urgent or pressing appointments.



FEES AND PAYMENT TERMS

- 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 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.
- Couple's sessions are billed at R300 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.
- 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

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. 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

- 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

- 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 this ethos 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.
- Counselling is a short-term 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 not beings in isolation, but rather 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 short-term counselling, client referral will be advised. Referral remains 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.
- A wellness counsellor supports clients with day to day needs and problems. 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.
- 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

- The nature of the provided counselling is supportive, facilitative and short-term. 5 Sessions are recommended for supportive counselling and should not exceed 10 sessions within a 6-month period.
- Counselling is usually concluded due to meeting the original goals collaboratively agreed upon in the first session or for extenuating reasons.
- Subsequent counselling can be commenced after the, herein referred to, 6-month period limitation.

EMERGENCY REQUIREMENTS

- Supportive counselling is not an emergency or crisis service. The following South African details are provided in the event of emergencies or 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

- Personal particulars are disclosed voluntarily during the counselling process by the client and are recorded in the form of 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 breached if there is risk of harm to self or others, child or elder abuse, or genuine threats made. 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.