

Client Consent Form

Dear Recipient,

Thank you for choosing to engage in counselling. This form provides important information about your participation in face-to-face sessions. Please take a moment to read through it and feel free to ask questions if anything is unclear.

General information

Face-to-face counselling sessions are held at a designated practice location and are designed to offer you a safe, confidential, and professional space to explore personal challenges. Sessions are scheduled in advance and start and end punctually.

My operating hours are Monday to Friday between 9 AM and 5 PM. Please arrive on time for your session and notify me if you are feeling unwell or need to reschedule. If you are feeling unwell, particularly with a contagious illness such as COVID-19, please inform me as soon as possible. In such cases, your session can be rescheduled or conducted online as an alternative to ensure the health and safety of all clients and staff.

Cancellations must be made at least 24 hours before the scheduled session. Failure to cancel within this timeframe will result in the full session fee being charged. If you arrive late, the full session fee will still apply, and the session will end at the scheduled time. No additional time will be provided beyond the agreed session slot.

Confidentiality

Any information provided to me will remain confidential and will not be given to a third party unless you give me specific permission to release the information or in the following circumstances. The only exceptions are as follows:

- Where/If I am subpoenaed by the court.
- Disclosure of Abuse towards a minor, elderly, and/or disabled person, I am obligated to inform a social worker.
- If there is a significant risk of you seriously harming yourself or another person, I am obliged to act to prevent harm, which may involve giving information to a third party.

Billing information

My services are billed by time. The fee for a 60-minute consultation is R500 and R250 for 30 minutes. This practice is not eligible to be claimed from medical aid. Please take note that clients are accountable for paying their own consultation fees as per the normal tariffs charged by this practice.

Invoices will be sent to you via email, and you can pay for services via electronic funds transfer, before or after the session.

If accounts are not settled 30 days after the session, further sessions will be on hold until payment is made. POP can be sent to info@wellnessco.co.za or 076 733 6597

Record-keeping

I keep brief records, noting that you have been here, what interventions occurred during your session, and the topics we discussed. These records are kept confidential and in compliance with ethical and legal standards.

Contact and Emergencies

You may contact me via phone, text, or email for general enquiries. If you are experiencing an emergency when I am not available, or outside of my regular office hours, please call Lifeline on (012) 804 3619 or go to the nearest hospital emergency room for assistance.

Consent

I confirm that I understand and agree to the terms of participating in face-to-face counselling. I acknowledge the confidentiality conditions, session fees, cancellations, and emergency procedures outlined above. I also confirm that the information I provide is accurate. In the case of a minor, one or both legal guardians sign on behalf of the minor in acknowledgement of consent. I confirm that the following identifying details are correct:

First Name	
Last Name	
Date of Birth:	
Phone Number	
Client Signature	
Date	
Place	

Note: if the threat of harm applies to you, please fill out the section below.

I agree that in the case of an emergency where I am a threat of harm to myself, or I am to others, or someone is a threat to me the following persons can be contacted:

Family/Friend Name	
Phone Number	
Medical Practitioner	
Phone Number	

Additional information

Please add any additional information you would like to share, such as why you would like counselling, and what your goals and objectives are. If there are any trigger topics you would like to avoid during the session, please mention these.

