



CHRISTINE COPLEY

REGISTERED COUNSELLOR
BA Hons (BPsych Equivalent) Cum Laude
Reg. No. PRC0037095 Pr. No. 0867977

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11 Tester Street, Vierlanden,
Durbanville, 7550

GENERAL COUNSELLING INFORMATION LETTER

Welcome to my practice!

This document contains important information about my professional services and business policies. Please read through the document carefully as you will be required to sign a consent form to indicate that you have received and agree to this information. If you have any questions, this will be discussed in your first session.

FEE STRUCTURE 2024

This Practice is registered with the Board of Healthcare Funders (Practice No: 0867977), so if you are registered with a medical aid scheme that covers counselling with a Registered Counsellor, you should be able to claim back a portion of the fee charged. This Practice charges the fees it regards as appropriate in terms of the experience, services, and training of the service provider, as well as the cost-base of the Practice. The fees charged may not have the same rand value as your relevant medical aid scheme. It remains at all times your responsibility to familiarise yourself with your specific coverage at your medical aid scheme as medical schemes and plan types differ.

Individual Counselling Session: **R700 (50 minutes)**

Couples Counselling Sessions:

- Intake couple session: **R1050 (90 minutes)**
- Ongoing couple sessions: **R850 (60 minutes)**

Family Sessions:

- Intake family session: **R1050 (90 minutes)**
- Ongoing family sessions: **R850 (60 minutes)**

BWRT Transformational Coaching Programme:

(Note: life coaching sessions are not covered by medical aid)

- 90-minute session **R1100**
- 60-minute session **R750**

Longer sessions will be charged at a higher proportionate rate. Both in-person and online sessions are charged at the same rate.

Fees are increased on an annual basis, and you will be notified of this accordingly.

THE COUNSELLING PROCESS

I offer both **in-person** and **online** sessions. Please note that online sessions are **only** applicable to persons residing in South Africa.

Scheduled sessions begin at the appointed time and run for 50 minutes. The last 5 minutes will be used to set your next appointment and close off the session. The frequency of sessions will be discussed and agreed upon, depending on your request and needs.

Sessions will not extend beyond the stipulated time to avoid encroaching into another client session. Should any new issues be raised by the client towards the end of a session, it will be addressed in a subsequent appointment.

Please note that the first session (whether for an individual, couple, or family) is an **Intake Session** where I will ask some questions to acquire background information, context and establish your hopes and goals for counselling. This will then assist in deciding on a treatment plan going forward. Often the assessment process may stretch over more than one session.

Prior to counselling sessions with children under the age of 14 years, an initial session with the parents, without the child present, is necessary. During this session there will be an opportunity for parents to express their concerns and provide important background and biographical information. A feedback session can be requested by parents or guardians upon termination of counselling, but please be aware of the conditions of confidentiality detailed below.

Couples Counselling Sessions:

- The initial intake session will be *90 minutes*, and thereafter sessions will be *60 minutes* in length.
- Each partner/spouse will be required to complete a ***Confidential Couple's Questionnaire*** beforehand as part of the assessment process.
- An **Individual Session** with each partner/spouse may also be scheduled as part of the intake assessment process. Thereafter, sessions will continue as a couple.
- There is a 'no secrets' policy in that any issues revealed in either the confidential questionnaire or the individual sessions will be brought into the couple sessions.

According to my code of ethics, if I begin individual counselling sessions with a client, I cannot change over to providing couples counselling for the same client and their partner. Similarly, if I begin couples counselling with a couple, I cannot engage in ongoing individual counselling sessions with one or both partners. As mentioned above, I may conduct an individual session with each partner as part of the assessment process and for history taking with a couple, and thereafter proceed with couple sessions. This is to ensure that objectivity and confidentiality is maintained for all parties concerned. I will be able to refer you accordingly to another counsellor if the need arises.

APPOINTMENTS & CANCELLATIONS POLICY

Upon making an enquiry, you will receive an **Appointment Booking Schedule** with available time slots. Kindly indicate 2 preferred time slots and I will send you an email confirming one accordingly. I cannot guarantee that these slots will remain open, so please confirm soonest if you would like to secure an appointment.

All appointments must please be cancelled timeously via WhatsApp: 0637486079.

Please note that 24 hours' notice is required for cancellations, failure to do so will result in a cancellation fee being charged. **If cancellation is made with less than 24 hours' notice, you will be charged 50% of the full fee of your session. If you do not show up for your appointment, the full fee will be charged for the missed session.**

The required cancellation period allows me to schedule someone else in your place should you be unable to attend your scheduled appointment time.

If you are late for your appointment, even though the session will be shorter, the full fee will still be charged. Please notify me via WhatsApp if you will be late for your appointment.

It is preferable to schedule the same day and time for ongoing appointments unless your schedule requires more flexibility. If a regular time slot is not booked, then it is your responsibility to contact me to schedule your next appointment.

If you are feeling unwell or unable to attend a session in-person for whatever reason, please advise me timeously and we can consider scheduling an online session if appropriate.

NOTE: There is no waiting room at the Practice, so when you arrive for your appointment, please buzz at the intercom ONLY at your scheduled appointment time. There may be a client in session before you and if you buzz earlier this will disturb the session in progress. If the gate is not opened immediately, kindly wait a few moments for the client before you to leave before entering. I appreciate your cooperation in this regard.

PAYMENT TERMS

This is a CASH PRACTICE. Your account must please be settled immediately, and it is your responsibility to claim from your medical aid afterwards.

There is a card machine at the Practice. Payments can also be made via EFT before the session (proof of payment to be emailed to billing.christinecopley@gmail.com).

For online counselling, only EFT payments apply.

No further sessions will be scheduled unless the account for the previous session has been settled or an alternate arrangement has been agreed upon. The Practice reserves the right to terminate treatment due to non-payment of accounts.

Bank Details:

Account Name: Christine Copley

Bank: Capitec Bank

Account Number: 1683135707

Branch Code: 470010

Reference: Surname, Initials

COMMUNICATION

When I am in session with clients, I am unavailable to take a call. The best platform to reach me is via messaging (WhatsApp) or email: *chriscopleyrc@gmail.com*. I will make every effort to respond to your message or return your call within 24 hours (except on weekends, public holidays, or when I am on leave).

Please note that I do not engage in counselling via WhatsApp messaging.

For account related enquiries please email my admin assistant on *billing.christinecopley@gmail.com*.

My practice hours are from **Monday to Friday between 08:00 and 17:00**. Responses to emails or messages will be attended to during working hours.

In an emergency, if you are unable to reach me, contact your doctor (GP) or go to the nearest hospital and ask for the psychologist or psychiatrist on call.

Alternatively, you can contact:

- SADAG 24-hour Mental Health Line: 0800456789
- Adcock Ingram Depression & Anxiety Line: 0800708090
- SADAG Suicide Crisis Line: 0800 567567
- Lifeline Western Cape: 0861322322 or 021-4611111
- Childline: 0800055555 or 021-4611114
- Rape Crisis: 0832225158
- Emergency services Cape Town (from landline): 107
- Emergency services Cape Town (from cell): 112

CONFIDENTIALITY

The identity of the client and the content of the counselling conversation is private and confidential and will not be disclosed to anyone without the client's permission.

It is important to note that there are, however, exceptions to this confidentiality. As a healthcare professional, I am obliged by law and the ethical rules of the Health Professions Council of South Africa, to break confidentiality under the following exceptional circumstances:

- Should you be a danger to yourself or others, confidentiality will be broken to ensure that you receive the best help possible, and the safety of the potential victim/s considered.

- If required by law or a court order to disclose certain information.
- In the case of child abuse, I am mandated by law to report such information to the appropriate authorities.

Should such a situation arise during our sessions together, I will attempt to fully discuss it with you before taking any action.

I may occasionally find it valuable to consult other health care professionals about a case. Every effort is made to avoid revealing the identity of my client and the other parties concerned will also be legally bound to keep the information confidential.

The above aspects of confidentiality also apply to counselling sessions with minors (persons under the age of 18 years). The content of sessions will not be shared with parents or guardians without the consent of the minor. The exceptions to confidentiality, as detailed above, apply to minors as well.

A feedback session can be requested by the parents or guardians upon termination of counselling, but once again, content will only be shared to the extent that the minor has consented. I do feel that parents are an important part of the therapeutic process and I endeavour to encourage minors to share relevant information with their parents.

LEGAL REPORTS

Please note that I do **NOT** conduct assessments or reports for *legal purposes* or *custody-related matters* and by signing the consent form you waive the right to ask me to do so. Assessments and reports for legal purposes do not fall within my scope of practice as a Registered Counsellor and should rather be carried out by a clinical and/or forensic psychologist. I can refer you to an appropriate healthcare practitioner upon enquiry.

By signing the consent form, you agree to complying with all the above requirements as detailed in this letter.

Yours faithfully,

Christine Copley