



INDEMNITY FORM

Lumina Insight Counselling · Wellness Counsellor

Nature of Wellness Counselling

Wellness counselling is a supportive, non-clinical process aimed at promoting personal development, emotional well-being, and improved coping strategies. Services may include guidance on stress management, life challenges, relationships, and general wellness.

Wellness counselling does **not** include the diagnosis or treatment of mental health disorders and is not a substitute for psychological, psychiatric, or medical care.

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1. Participation in counselling is voluntary. The client may decline or discontinue sessions at any time.
 2. All information shared during counselling sessions will be treated as confidential. Only with written permission from the client will information be released to anyone outside of Lumina Insight Counselling, except as required by law.

Confidentiality may be limited under the following circumstances:

- Risk of harm to the client or others
 - Disclosure of abuse, neglect, or exploitation of a minor or vulnerable person
 - If there is reasonable expectation that the client or someone the client knows will engage in dangerous conduct
3. Client information is collected and processed in accordance with the Protection of Personal Information Act (POPIA) which will remain property of this practice. Clients have the right to request access to, correction, or deletion of their personal information where applicable.

4. Counselling sessions may be conducted via online platforms (e.g. Google Meet, WhatsApp Video) and will only be confirmed once proof of payment has been received.
5. Wellness counselling services are not suitable for emergency or crisis situations. In the event of a crisis, the client agrees to contact Emergency Services, a medical professional, or the nearest hospital.
6. A crisis intervention fee will be charged in case of emergencies and dealings outside of normal sessions.
7. The client remains responsible to ensure that he/she is attentive of all appointment dates and times. If uncertain about appointments, please phone to confirm.
8. Missed appointments and appointments not cancelled 24 hours in advance will be charged for at the applicable hourly rate.
9. This practice reserves the right to determine whether an appointment cancelled on the same day, due to unforeseen circumstances, should be charged for. Reasons for same day cancellations will only be considered if defined valid by this practice.
10. Please note that we will not, under any circumstances, participate or be involved in any legal proceedings whatsoever. We are also not available for medico-legal report writing.
11. The counsellor does not provide formal reports, psycho-legal assessments, evaluative statements or psychological assessment reports as it is not within the professional scope of the Wellness Counsellor, as determined by the ASCHP.
12. The counsellor is not liable for loss or damage because of any negligence whatsoever, either because of any treatment administered, advice given or from any medication recommended. I hereby indemnify the counsellor against any such claims as may arise from here.
13. I, the undersigned, understand that my case might be confidentially discussed with a senior counsellor/psychologist for supervisory or academic purposes. Confidentiality regarding my name and identity will be upheld.
14. I, the undersigned, take and understand that I am about to consult with a Wellness Counsellor registered with the ASCHP.

I, the undersigned, personally accept responsibility to abide by the above-mentioned conditions and by signing this document, I am acknowledging that I understand what I have read.

Name & Surname

Client Signature

Date

For any questions about this form, please contact:

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Lumina Insight Counselling

Shine From Within