



COUPLES COUNSELLING INDEMNITY FORM

Lumina Insight Counselling · Wellness Counsellor (ASCHP)

Nature of Couples Counselling

Couples counselling offered through Lumina Insight Counselling is a supportive wellness service aimed at helping partners improve communication, navigate conflict, rebuild connection, and strengthen their relationship. It provides a safe, neutral, and non-judgmental space for both individuals to be heard and to work toward shared understanding and growth.

Couples counselling does **not** constitute legal advice, mediation, divorce counsel, or clinical therapy. It is not a substitute for psychological, psychiatric, or legal services. Both partners are expected to engage willingly, honestly, and in good faith.

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1. Participation in couples counselling is entirely voluntary. Either partner may withdraw from the process at any time. Both partners are encouraged to communicate their concerns to the counsellor before discontinuing sessions.
 2. The counsellor serves as a neutral, impartial facilitator. The counsellor does not take sides, assign blame, or advocate for either partner individually. The goal is the wellbeing of the relationship and both individuals within it.
 3. All information shared during joint couples counselling sessions is visible and known to both partners present. The counsellor will not hold secrets disclosed in joint sessions by one partner on behalf of the other.

Confidentiality may be limited under the following circumstances:

- Risk of harm to either partner or another person
 - Disclosure of abuse, neglect, or exploitation of a minor or vulnerable individual
 - Where disclosure is required by law or a court order
4. Where individual sessions are held as part of the couples counselling process, confidentiality between partners will be discussed and agreed

upon in advance. The counsellor reserves the right to decline individual sessions where they may compromise the neutrality of the couples process.

5. Both partners are expected to treat each other and the counsellor with respect during sessions. The counsellor reserves the right to pause or end a session if conduct becomes abusive, threatening, or counterproductive to the process.
6. Client information is collected and processed in accordance with the Protection of Personal Information Act (POPIA). Both partners consent to their information being held by this practice for the purposes of providing counselling services. Each partner has the right to request access to, correction, or deletion of their own personal information.
7. Sessions may be conducted via online platforms (e.g. Zoom, WhatsApp Video) and will only be confirmed once proof of payment has been received. Both partners are expected to be present and in a private, distraction-free environment for online sessions.
8. Couples counselling is not suitable for emergency or crisis situations. In the event of a crisis, both partners agree to contact Emergency Services, a medical professional, or the nearest hospital immediately. A crisis intervention fee will be charged for any emergency dealings outside of normal sessions.
9. Both partners are responsible for ensuring they are attentive of all appointment dates and times. If uncertain about an appointment, please contact the counsellor to confirm.
10. Missed appointments and appointments not cancelled 24 hours in advance will be charged at the full applicable session rate. Both partners are jointly responsible for ensuring appointments are attended or cancelled timeously.
11. Same day cancellations will be considered at the discretion of the counsellor. Valid reasons for same day cancellations must be communicated as soon as possible.
12. The counsellor will not participate in any legal proceedings, court appearances, or mediation processes arising from or related to the couples counselling relationship. Session notes and records are not available for use in legal or divorce proceedings.
13. The counsellor does not provide formal reports, psycho-legal assessments, or evaluative statements. This falls outside the professional scope of a Wellness Counsellor as determined by the ASCHP.

- 14.** The counsellor is not liable for any decisions made by either partner during or following the counselling process, including decisions relating to the relationship. Both partners indemnify the counsellor against any claims arising from the outcome of the counselling process.
- 15.** Both partners understand that their case may be confidentially discussed with a senior counsellor or psychologist for supervisory purposes. Identifying details will be protected at all times.
- 16.** Both partners understand and acknowledge that they are consulting with a Wellness Counsellor registered with the ASCHP, and that this service is a supportive wellness offering and not a clinical or psychological service.

We, the undersigned, personally accept responsibility to abide by the above-mentioned conditions and by signing this document, we acknowledge that we understand and agree to what we have read.

Partner 1

Full Name

Signature

*Date***Partner 2**

Full Name

Signature

*Date***Counsellor**

Full Name

Signature

Date

For any questions about this form, please contact:

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Lumina Insight Counselling

Shine From Within