

## AGREEMENT FORM – online prayer ministry and counselling

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**This is an informed consent form that covers areas relating to the online therapeutic relationship, and issues of professional and technical confidentiality, as laid out between you and Taste Life Consultancy (Francois Mostert). You will be asked to accept this before a first session.**

### **Cancellations and Missed Sessions**

You are requested to offer a *minimum* of 24 hours cancellation notice by email, SMS or WhatsApp. In the event that you miss the session or are not able to give sufficient notice, your fee will be retained, unless either party experienced a technical problem (see below). Sessions always start and end on time; if you are not online at the agreed time, you will be offered a 20 minutes grace period to allow for eventualities, if however there is still no contact from you during this time, then the session will be considered missed and will be charged-for.

Francois book 2 hour sessions, *even though you only get charged for 90 mins* (which is much more productive than 2 individual 1 hourly sessions) Each session needs to be paid for 48 hours before the session. For Monday sessions, invoices need to be settled by 6pm (South African time) To find the exact time in South Africa you can simply type the words “current time Johannesburg South-Africa” or the following url into your internet browser <http://www.timeanddate.com/worldclock/south-africa/johannesburg>

All other invoices need to be settled by 1 pm Fridays (South African time)

### **Technical Problems and Misunderstandings**

Should either party experience technical difficulties, we both endeavour to SMS straight away and try to reconnect online within 10 minutes. If after 10 minutes we are still unable to connect, we can re-schedule free of charge via SMS or WhatsApp.

### **Confidentiality and Security of information**

No information transmitted in whatever form will be circulated to third parties. From time to time Francois might discuss aspects of the work in supervision, but your identity will be kept confidential at all times. This ensure Francois work to the best of his ability within the

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code of ethics he subscribe to. (For more information visit the webpage of the South African Council for Social Service Professions / [www.sacssp.co.za](http://www.sacssp.co.za))

Skype video sessions is encrypted and widely used for therapeutic sessions if you are however still uneasy with security you can ask to use Francois Mostert secure portal at [doxy.me](http://doxy.me)

To receive most benefit from a prayer ministry session with Francois Mostert it is equally important that your own environment allows the physical and emotional safety and privacy to express yourself freely.

## **Data protection**

Records of therapeutic exchanges are legally owned by Francois Mostert (the prayer facilitator/therapist). Posting direct information or verbatim transcripts of exchanges with Francois Mostert or of the Skype sessions conducted is a breach of law. Neither extracts nor whole copies of exchanges should be circulated to any professional or social forums, or third parties. Francois takes care to keep information secured to his own use and request that you do the same in return. For similar privacy reasons you are asked not to send extracts, in part of whole, of your own exchanges with people in your life. You are free to explore the impact of these *as you have experienced them*, during your Skype or Doxy.me session(s) with Francois Mostert.

All information transferred via a non-secure email server like ordinary email, or SMS are not encrypted. These days WhatsApp is mostly encrypted and form the safest way to make arrangements for Skype sessions while still ensuring a great degree of anonymity.

## **Dual Relationships**

While the therapeutic relationship is friendly, it is not friendship. In order to protect its boundaries and ethics, it is not appropriate to engage 'socially' through social networking sites or social/professional forums. This maintains our counselling relationship confidential and ensures that our therapeutic exchanges don't spill into a public arena.

## **Professional Conduct**

Francois Mostert approaches all Skype sessions with professionalism and respect. Clients are requested not to attend under the influence of drugs and/or alcohol, and must at all times be appropriately dressed for Skype and video sessions, e.g. not from bed and/or in your pajamas.

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## **Ethical Confidentiality**

All sessions are treated with the utmost confidentiality, professionalism and respect in a safe, non-judgmental and confidential environment. Nevertheless, Francois Mostert, is required by law to break confidentiality if he feels the client's (or someone else's) life is in danger or if the client express intent to gravely break the law.

Should you be in need of emergency support during our work, you will always be invited to explore this first, be asked your permission to contact your GP and/or be supported in doing so yourself, with a view to finding alternative forms of support to online counselling. All of this will be done to ensure the best level of care for your needs.

## **In Case of Emergency**

***Online counselling is not suited if you have an enduring mental illness or are experience extreme distress.***

As emails, sms and WhatsApp are not accessed at all times (eg during night times), it is imperative that you contact one of your emergency numbers if you are feeling acute distress. For online emergency help you can contact your countries emergency numbers for South Africans the following info might be useful during such times:

### **LifeLine Southern Africa**

24-hour crisis intervention service. "Emotional First Aid station". Free, confidential telephone counselling, rape counselling, trauma counselling, Aids counselling, and a range of other services. Not-for-profit organisation.

National counselling line: **0861-322-322**

Counsellors help callers with challenges such as trauma, suicide, and relationship issues.

Website: [www.lifeline.org.za](http://www.lifeline.org.za)

**National Aids helpline: 0800-012-322** and [aidshelpline.org.za](http://aidshelpline.org.za)

Run in conjunction with the Department of Health, this national toll-free helpline receives around 3 000 calls a day.

Other HIV/Aids support and helplines (compiled by South African Government Information)

Stop Gender Violence helpline: 0800-150-150

National toll-free helpline for survivors, witnesses and perpetrators of gender-based violence.

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Directory of Life Line centres and programmes

Children in crisis

## **Childline South Africa**

Assistance from trained counsellors for abused children, young people, and their families.  
Not-for-profit organisation.

**24-hour toll-free helpline: 08000 55 555**

Information, support and assistance to children and their families. Issues dealt with include physical and sexual abuse, substance abuse, behavioural problems, legal advice and trafficking.

Website: [www.childline.org.za](http://www.childline.org.za)

**Report neglect or abuse of a child: 0861 4 CHILD (24453)**

National: (011) 452-4110

E-mail: [info@childwelfaresa.org.za](mailto:info@childwelfaresa.org.za)

Website: [www.childwelfaresa.org.za](http://www.childwelfaresa.org.za)

**The SA Police Service's** Family Violence, Child Protection and Sexual Offences Unit Special police units investigate violent crimes against children and offer specialised services to child victims of crime. There are units around the country.

**Emergency number: 10111**

**Crime Stop: 08600 10111**

**Report cases of child abuse for police investigation: [childprotect@saps.org.za](mailto:childprotect@saps.org.za)**

IN THE EVENT THAT YOU RECOGNISE THAT ONLINE COUNSELLING IS NOT FOR YOU OR ARE IN ACUTE DISTRESS OR DANGER OF HURTING YOURSELF, PLEASE CONTACT YOUR GP OR EMERGENCY SERVICES AT HOSPITAL

## **ACCEPTANCE**

Your booking a Skype session with Francois Mostert (Taste Life Consultancy/[www.tastelifeconsultancy.com](http://www.tastelifeconsultancy.com)) constitutes your approval and acceptance of this agreement.