



Registered Counsellor BA (Hons) Psych
Jbay Therapy Hub · 16 Oosterland Street, Jeffreys Bay, 6330, South
Africa
+27 79 019 8437 · stormebrand@gmail.com
www.stormebrand.co.za



PRACTICE NO
0556858
HPCSA REG
PRC0023531

PRACTICE INFORMATION SHEET

SESSIONS

Sessions are 51-60 minutes. In-person sessions are held at Jbay Therapy Hub, 16 Oosterland Street, Jeffreys Bay. Online sessions are conducted via Zoom. Please be ready and connected at your agreed start time - sessions begin and end on time regardless of late arrival.

FEES, PAYMENT & CANCELLATIONS

Current fees and payment information are published at stormebrand.co.za/pricing and will have been confirmed with you before your first session. Cancellations are free of charge - please give as much notice as possible and get in touch via WhatsApp to reschedule.

CONFIDENTIALITY

Everything discussed in sessions is confidential. There are three situations where I am legally or ethically required to act without your prior consent:

- If there is a serious risk of harm to you or another person
- If abuse of a child is disclosed
- If required to do so by a court order

In any of these situations I will, where possible, discuss this with you before taking action.

YOUR RECORDS

I keep clinical records as required by the HPCSA. These records are stored securely and treated as confidential. They will not be shared with third parties except as required by law. To find out what information I hold about you, contact me at stormebrand@gmail.com.

GETTING IN TOUCH

WhatsApp is the easiest and fastest way to reach me:
+27 79 019 8437

You can also email stormebrand@gmail.com or find the latest contact details at stormebrand.co.za.

ONLINE SESSIONS - REQUIREMENTS & LIMITATIONS

WHAT YOU NEED

- A device with a camera and microphone (phone, tablet or computer)
- A stable internet connection (minimum 10 Mbps for video)
- A private space where you will not be overheard or interrupted
- The Zoom app installed - download free at zoom.us

DATA USE

Video sessions use approximately 300-800 MB of data per hour. Please ensure you have sufficient data available, particularly if you are not on a Wi-Fi connection.

IF THE CONNECTION DROPS

If we lose connection during a session, I will attempt to call or WhatsApp you immediately. If we cannot reconnect within 10 minutes, the session will be rescheduled at no charge.

WHEN ONLINE COUNSELLING IS NOT SUITABLE

Online sessions are not appropriate if you are currently experiencing active suicidal thoughts, are in acute crisis, or require in-person clinical support. If this applies to you, please contact one of the following:

- **SADAG crisis line:** 0800 567 567 (free, 24 hours)
- **Lifeline:** 0861 322 322 (free, 24 hours)
- **Emergency services:** 112 (or your local emergency number)

You can also go to your nearest hospital emergency room.

If you are unsure whether online counselling is right for your situation, please reach out before booking and we can discuss it honestly.

FOR CLIENTS OUTSIDE SOUTH AFRICA

I am registered with the HPCSA and practise under South African law. I am not registered with professional bodies in other countries. Please satisfy yourself that using a South African-registered counsellor is permitted in your country before booking. Any dispute arising from our work together is governed by South African law.