

What is Puzzle of my Life Online Counselling?

Puzzle of my Life Online Counselling is the only online counseling platform in Africa. We provide convenient, private and affordable access to a licensed Counsellor anytime, anywhere, through a computer, tablet or smartphone. Counsellors are licensed Clinical Psychologists, Counselling Psychologists, licensed Social Workers and licensed Professional Counsellors. Our Counsellors are specialists in specific issues, such as stress, anxiety, relationships, parenting, depression, addictions, eating, sleeping, trauma, anger, family conflicts, grief etc.

What happens next?

After you sign up, we will match you to an available Counsellor who is best qualified to handle the type of issues you are dealing with and according to any specific needs that you would have expressed. You may elect to switch to another Counsellor at any stage of the process.

When is Puzzle of my Life Online Counselling not right for you?

Online Counselling is **not** the right solution for you if any of the following is true:

- You have thoughts of hurting yourself or others
- You are a minor or you are under the care of a legal guardian
- You are in an urgent crisis or an emergency situation
- You have been diagnosed with a severe mental illness, or if you have been advised to be in psychological supervision or psychiatric care
- You were required to undergo therapy or counselling either by a court order or by any other authority
- You do not have a device that can connect to the Internet or you do not have a reliable Internet connection.

Can Puzzle of my Life Online Counselling substitute traditional face-to-face therapy?

The professionals who work through Puzzle of my Life Online Counseling are licensed and credentialed professionals who were certified to provide therapy and counseling. However, while the service may have similar benefits, it's not able to substitute traditional face-to-face therapy in **every case**. Please note that your provider won't be able to make any official diagnosis, to fulfill any court order or prescribe medication.

How does it work?

You and your Counsellor will communicate on a secure private platform where you will communicate and explore any issues that you are going through. Your Counsellor will login to the same platform, read your messages and respond with feedback, insights, and guidance. Your Counsellor will help you learn about the issues that hold you back and prepare you to move forward.

Is the conversation with my Counsellor in real time?

The conversation between you and your Counsellor is not in real-time and therefore does not need an appointment to be scheduled. You can write and/or respond at any time to your Counsellor and vice versa from your Counsellor. You will get a notification when your Counsellor has written something to you.

Can I go back and read the Counsellor's previous messages?

Yes, the conversation between you and your Counsellor is recorded and stored on the platform and you are able to go back and relook at them.

How long will I need to be on the program?

It varies, depending on the issues to be worked through and until such a time that both Counsellor and you believe you need to be on the program. You can also terminate your program at any time you wish. There are no fixed contracts to sign.

What does the R950 per month cost cover?

The R950 per month is based on a flat fee that covers both the use of the platform and **unlimited** counseling. This means that you can exchange as many messages as you like with your Counsellor at the same price so you never need to worry before interacting with your Counsellor or reaching out for help.

Can I claim back the cost from my medical aid?

Unfortunately, at this stage, you cannot claim back the cost from your medical aid

How is my privacy protected?

You don't need to identify yourself if you don't want to but you will have to create a name for yourself for the system to be able to identify you.

Everything you tell your Counsellor is treated in the strictest of confidence with a professional who is governed by law to protect the rights of their clients.

No information is shared with third parties for example employers for whatever reason.

Your login details and password ensures that no one is able to get access to your account.

Can I stay anonymous?

Yes you can. You may pick any "nick name" which will identify you in the system. When you start the counselling process, we will ask you for contact information which is kept safe in the system so it can be used if your Counsellor believes that you or someone else might be in danger.

What do i do if i want to cancel my subscription?

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