



Counselling | Mediation | Supervision

| Service Terms & Conditions

41 Constantia Main Road, Plumstead, Cape Town

www.theconnectgroup.co.za

kaylatesspattenden@theconnectgroup.co.za | 079-513-7015

charlottetinnion@theconnectgroup.co.za | 076-312-8076

PRACTICE HOURS

Monday-Thursday 3pm-8pm

Saturday 9am-4pm

CONFIDENTIALITY

All information disclosed within sessions is confidential and may not be revealed to anyone without your written permission except where disclosure is required by law. However, as a registered member of the SACSSP (South African Council of Social Service Professionals), I am required to attend monthly supervision with a more senior practitioner. This is to ensure I am working in an ethical manner and emotionally coping. When I am discussing my client work with my supervisor, I do not reveal my clients' names or other identifying information.

BREAK IN CONFIDENTIALITY

The only circumstances where disclosure is required are legal summons or where a client presents a danger to self, or to others.

WITHOUT PREJUDICE

The client and his/her affiliates acknowledge that the counselling process is without prejudice. As such, all session content and communication between the client and counsellor may not be used in the court of law against the counsellor or any other opposing party. A court order is the only instance where the counsellor may break confidentiality and report on session findings to the court in an ethical and lawful manner.

LATE ARRIVALS& CANCELLATIONS

Please inform me as a courtesy if you are running late and be aware that sessions may not extend past your specified timeslot. Lateness will reduce the length of your session without compensation. Cancellations required at least 24 hours prior to your session start. Failure to inform me of session cancellation within this time frame or at all, with result in you being invoiced for the full cost of session despite your absence.

MOBILE PHONES

Client Name

Client Signature

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Please refrain from cell-phone use within session. A cell phone basket will be used should cell phone use within session become distracting.

VIRTUAL THERAPY

The Connect Group is able to administer counselling services online or via the phone. Additional information about Virtual Therapy is available within our Virtual Therapy Indemnity Form downloadable [here](#). Alternatively, you can ask your counsellor for a hard copy of this form. Refusal to sign this form will prevent the counselling engagement from taking place on the virtual platform.

COVID-19 INDEMNITY

Please note that all clients are required to sign and adhere to a Covid-19 Indemnity Form. You can find an electronic copy of this Indemnity [here](#). Alternatively, you can ask your counsellor for a hard copy of this form. Refusal to sign and adhere to the Covid-19 health and safety procedures will result in immediate termination of counselling.

FINANCING SESSIONS

Fees should be discussed and agreed upon within the first session with your counsellor. A client's financial state is considered when deciding on fees.

The following terms & conditions apply to financing sessions:

- All fees are inclusive of tax.
- A minimum fee of R350 is required per session unless otherwise specified.
- Probono sessions are administered at the discretion of the counsellor.
- Assessment fees or once off sessions and are payable in cash only.
- Sessions may be financed upfront, weekly or monthly.
- Cash or EFT options available.
- EFT Payments payable to your practitioners account, please request bank details directly from your practitioner-either Kayla-Tess Pattenden or Charlotte Tinnion.
- A portion of your fee will be donated to a charitable cause of your practitioner's choice. For more information about the cause of choice, please speak to your practitioner directly.

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PAYMENT PLANS & PACKAGES

- Payment plans are available/ Session Packages: A discount of up to 20% apply to 8 or more sessions paid for upfront.
- Invoicing via email or whatsapp via platform called 'Wave Invoicing'- please check spam for any misplaced invoices.
- Regrettably unpaid invoices will result in the termination of any further services.

SERVICES & RATES

The Connect Group believes that access to quality mental health and therapeutic services is a human right and that no client should be denied therapeutic intervention owing to financial circumstance alone. Rates are therefore calculated on a pay scale basis. The Connect Group also acknowledges the impact of Covid-19 on our economy and will as far as possible adjust our rates even further.

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ASSESSMENT SESSIONS

An initial session to determine the cause and extent of the problem and will result in a treatment plan and/or referral to alternative, complimentary service providers.

1 hour appointment slots

Single session required to assess the problem

R500 flat-rate

**Assessments financed in CASH only

INDIVIDUAL SESSIONS

Person-centred therapy in a singular capacity

45minute- 1 hour appointment slots

Weekly or Biweekly Sessions is suggested

8-12 sessions suggested for sustainable change.

R350-R600 a session

INDIVIDUAL CHILD THERAPY (PLAY AND ART MODALITIES)

Child-centred therapy in which a child expresses themselves and heals through play and creativity.

45minute- 1 hour appointment slots

Weekly or Biweekly Sessions is suggested

8-12 sessions suggested for sustainable change.

R350-R600 a session

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PARENT/PRIMARY CAREGIVER SESSION FEEDBACK

Sessions providing feedback to primary caregivers regarding the child's therapeutic process and equipping caregivers to support the child's therapeutic process at home and/or school.

45minute- 1 hour appointment slots

Feedback session recommended half-way and at the end of the child's therapeutic process.

8-10 sessions recommended for a sustainable change.

NB: Written feedback/reports are charged additionally and subjectively.

R500

COUPLES COUNSELLING

Therapy for conflict resolution and relational and/or intimacy improvement between 2 persons

1 hour appointment slots

Weekly Sessions are suggested in addition to individual therapy for both parties with another therapist, independent to the couples therapy process.

12 sessions suggested for sustainable change.

R500-R800 a session

FAMILY MEDIATION

Conflict resolution therapy within a family unit with a maximum of 4 people within one session.

Contractually agreed upon number of sessions, ordinarily suggested at once a week if not more, depending on the degree of conflict. Contract is reviewed

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frequently and adjusted as the becomes more maneagable. Eventual reduction in sessions on a 'needs only' basis will be considered.

1 hour-1.5 hour appointment slots

Ongoing therapy- Contractually agreed upon or court ordered number of sessions

R600-R1200 a session

DIVORCE MEDIATION

Conflict resolution therapy within a statutory framework between two parties and their children, experiencing divorce.

Contractually agreed upon number of sessions, ordinarily suggested at once a week if not more, depending on the degree of conflict. Contract is reviewed frequently and adjusted as the becomes more manageable. Eventual reduction in sessions on a 'needs only' basis will be considered.

1 hour appointment slots

Ongoing therapy- Contractually agreed upon or court ordered number of sessions

R600-R1200 a session

FORENSICS AND STATUTORY REPORTS

Care & Contact Assessment | Parenting Plan | Expert Opinion

All reports are individually quoted on owing to the subjectivity of each report requirement.

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