



Terms and Conditions and Consent to Counselling

for Mercy and Manna Counselling.

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1. Purpose of Counselling

- Counselling at Mercy and Manna Counselling aims to provide emotional, psychological, and personal support in a safe and confidential environment.
- Counselling is not a substitute for medical treatment, psychiatric care, or legal advice.

2. Voluntary Participation

- Participation in counselling is entirely voluntary.
- Clients have the right to withdraw from counselling at any time without penalty.

3. Confidentiality

- All information shared during counselling sessions will remain confidential.
- Exceptions to confidentiality apply where:
 - There is a risk of harm to self or others.

- Disclosure is required by law (e.g., child protection, court order).

4. Informed Consent

- By signing this agreement, clients acknowledge that they understand the nature, purpose, and potential outcomes of counselling.
- Clients consent to engage in counselling with Mercy and Manna Counselling under these terms.

5. Counsellor Responsibilities

- Provide professional, ethical, and respectful counselling services.
- Maintain appropriate boundaries and adhere to professional codes of conduct.
- Inform clients of any limitations to the counselling process.

6. Client Responsibilities

- Attend scheduled sessions punctually or provide reasonable notice of cancellation.
- Engage honestly and respectfully in the counselling process.
- Accept responsibility for personal decisions and actions outside of counselling.

7. Fees and Payment

- Fees will be communicated clearly before counselling begins.
- Payment is paid upfront to secure the counselling session, unless otherwise arranged.
- Payment terms must be adhered to as agreed.
- Missed sessions without notice may incur charges.

8. Records and Data Protection

- Personal information, counselling notes and recordings are kept securely and used solely for professional purposes.
- Clients have the right to access their records upon written request, subject to legal and ethical considerations.
- Mercy and Manna Counselling complies with applicable data protection laws, e.g. POPIA (2013).

9. Duration and Termination

- Counselling may be short-term or long-term depending on client needs.
- Either party may terminate counselling with reasonable notice.
- The counsellor may refer clients to other professionals if pastoral counselling alone is no longer appropriate.
- Outcomes vary according to each client's needs, expectations, and circumstances, the counsellor works alongside the client to move toward meaningful and achievable goals.

10. Consent and Agreement

By signing below, the client confirms that they:

- Have read and understood these Terms and Conditions.
- Consent to participate in counselling under these terms.
- Understand their rights and responsibilities as outlined above.

11. Personal information

(Note to Developer: To be collected (Fillable form) at the time of accepting the Terms and Conditions and entering into a counselling agreement. Accepting the Terms and Conditions must be a click-agreement or scroll-through agreement.)

Personal Information

- Name and Surname: _____
- Date of Birth: _____
- ID/Passport Number: _____
- Gender: _____
- Contact Number: _____
- Email Address: _____
- Residential Address: _____

Emergency Contact Information

- Name and Surname: _____
- Contact Number: _____

- Relationship: _____

Personal Background

- Medical conditions relevant to counselling: _____

- Current medications (if any): _____
