



# TP Cares Social Services

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## Social Worker In Private Practice

### Privacy Policy

Effective Date: 15/04/2025

Practice Owner: Mrs. Thobeka Mbokazi

#### 1. Introduction

1.1 At present, Mrs. Thobeka Mbokazi is the sole owner and service provider at TP Cares Social Services (Social Worker in Private Practice).

1.2 Please note that ownership and service provision arrangements may change at any time.

1.3 By making use of our services, clients enter into a professional agreement wherein personal information is disclosed as part of service provision.

#### 2. Confidentiality and Personal Information

2.1 All personal information shared with TP Cares Social Services and its employees will be kept private and confidential.

2.2 No information will be disclosed to any third party without the client's written consent, except where legally or ethically required.

2.3 In instances where there is a substantial risk of self-harm or harm to others, the social worker is obligated to act to prevent harm, which may involve sharing necessary information with appropriate third parties.

2.4 All client records remain the property of TP Cares Social Services and are securely stored at its operating premises.

#### 3. Online Services / Teletherapy

3.1 Clients are advised that online sessions involve certain risks, and absolute confidentiality cannot be guaranteed.

3.2 It is the client's responsibility to protect their personal information and passwords.

3.3 Online sessions are conducted exclusively via Zoom, Google Meet, and WhatsApp.

3.4 Clients are encouraged to participate from a private, secure location to minimise the risk of intrusions.

3.5 Each session is limited to 40–60 minutes. Should additional time be required and be available, this will be billed accordingly.

3.6 All online services must be paid in full before the session commences.

#### 4. Employee Assistance Program (EAP)

4.1 Sessions will ordinarily be conducted at the employer's premises unless alternative arrangements have been agreed upon.

4.2 Travel costs will be charged at R4.80 per kilometer and added to the invoice.

#### 5. Fees and Payment

5.1 Clients agree to the applicable fees in advance and accept full responsibility for payment of services rendered.



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5.2 The fact that a client belongs to a medical aid scheme does not exempt them from settling their account directly with this practice.

5.3 Where additional administration is required, the associated costs will be communicated to the client and added to the account.

5.4 The social worker is registered with SACSSP:1038298 & BHF: 0760404 and is recognised by most medical aid schemes.

5.5 Clients are requested to pay cash for services and claim back from their respective medical aid schemes.

### 6. Cancellations

6.1 A confirmation of the session will be sent via email (if an address is available), meeting request, SMS, or WhatsApp.

6.2 Clients wishing to cancel a session must do so at least 24 hours in advance.

6.3 Cancellations made less than 24 hours before the scheduled session will result in a cancellation fee of R550.00, which is not covered by medical aid and is the client's sole responsibility.

Signed:

Mrs. Thobeka Mbokazi

Date: 15/04/2025