



GOLDEN DELIGHT FAR FROM OK CALL-ME-BACK SUPPORT SERVICE TERMS & CONDITIONS / USER CONSENT

1. INTRODUCTION

The Golden Delight Foundation's *Far From OK* (#FFOK) initiative aims to provide accessible emotional wellness and psychosocial support to mothers and caregivers through a structured Call-Me-Back support service.

This service is operated by [dot]GOOD in partnership with trained mental health professionals and wellness partners.

By submitting your information through the WhatsApp or USSD platform and participating in the service, you acknowledge that you have read, understood and accepted these Terms & Conditions.

2. NATURE OF THE SERVICE

The #FFOK Call-Me-Back service is:

- A psychosocial support and emotional wellness service
- A safe space for emotional support and guided conversation
- A short-term support and referral programme

The service is:

- NOT emergency medical care
- NOT psychiatric treatment
- NOT psychotherapy or formal counselling
- NOT a crisis intervention service

The programme is designed to:

- provide emotional support,
- assist mothers in navigating difficult situations,
- identify high-risk concerns,
- and refer users to appropriate professional or emergency support services where required.

3. ELIGIBILITY

This service is intended primarily for:

- Mothers
- Female caregivers
- Grandmothers acting as caregivers
- Women navigating emotional or mental wellness challenges

Additional users may be considered at the discretion of the programme team.



4. HOW THE SERVICE WORKS

Users may access the service through:

- WhatsApp
- USSD

The user journey includes:

- Completion of intake and triage questions
- Scheduling a support call
- Participation in up to four (4) support sessions
- Referral to external support services where required

5. CONFIDENTIALITY

All information shared with the programme will be treated confidentially and handled in accordance with applicable privacy and data protection laws, including

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However, confidentiality may be limited where:

- There is risk of harm to yourself
- There is risk of harm to another person
- Abuse, neglect or exploitation is disclosed
- Mandatory reporting obligations apply under South African law

Where required, information may be shared with:

- Supervisors
- Emergency services
- Lifeline
- SADAG
- Relevant support or safeguarding organisations

for the purpose of protecting life, safety and wellbeing.

6. CHILDREN & MINORS

Where users are below the legal age of consent for independent psychosocial support services:

- parental, guardian or caregiver involvement may be required,
- or the matter may be referred to an appropriate support organisation.

The programme reserves the right to determine whether direct engagement with minors is appropriate.

7. HIGH-RISK CASES & ESCALATION

The programme uses intake questions, risk assessments and trained mental health professionals to identify higher-risk situations and determine the appropriate level of support and response required.



High-risk situations may include:

- Suicidal thoughts or self-harm risk
- Abuse or gender-based violence
- Severe emotional distress
- Threats to personal safety
- Risk to children or dependents

Where high-risk concerns are identified:

- cases may be prioritised,
- escalated to supervisors,
- or referred to emergency or specialist support services.

8. USER RESPONSIBILITIES

By participating in the service, users agree to:

- Provide accurate contact information
- Participate respectfully with support professionals
- Attend scheduled sessions where possible
- Inform the programme if appointments need to be cancelled or rescheduled

Users are encouraged to:

- Ensure they are in a safe and private environment before participating in support calls
- Inform the professional if they are unable to speak freely or safely

At the beginning of each call, professionals may confirm whether the user is in a safe environment to continue the conversation.

9. MISSED APPOINTMENTS

If a scheduled appointment is missed:

- the mental health professional may attempt contact,
- and additional attempts may be made where appropriate.

Where no response is received after multiple attempts, the session slot may be reallocated to another user.

10. LIMITATION OF LIABILITY

The #FFOK Call-Me-Back service is provided as a supportive wellbeing resource only. While the programme uses trained mental health professionals and established referral processes, neither Golden Delight Foundation, [dot]GOOD, Sisonke Wellness, nor any associated partners:

- guarantee any specific personal outcome,
- nor accept responsibility for decisions, actions or outcomes arising from participation in the service.



Users remain responsible for seeking emergency assistance, medical treatment or psychiatric intervention where required.

The programme does not replace:

- emergency services,
- medical care,
- psychiatric treatment,
- or long-term therapy.

11. DATA PRIVACY & DIGITAL RISK

The programme uses digital systems including:

- WhatsApp,
- USSD,
- SMS,
- cloud-based dashboards,
- and digital case management systems.

While reasonable measures are taken to protect user information, no online platform can guarantee absolute security.

By using the service, users acknowledge:

- the inherent risks associated with digital communication,
- and consent to the electronic collection, storage and processing of information for programme purposes.

12. RECORD KEEPING

Case notes and session records may be securely stored for:

- continuity of care,
- supervision,
- referrals,
- safeguarding,
- quality assurance,
- and programme reporting purposes.

Information used for reporting will be anonymised where possible.

13. REFERRALS

Where appropriate, users may be referred to:

- Lifeline
- SADAG
- Public healthcare facilities
- GBV support services
- Other support organisations

Referral acceptance remains voluntary unless mandatory reporting obligations apply.



14. SERVICE AVAILABILITY

The Call-Me-Back support service is currently being implemented as a limited-duration pilot programme and will initially operate for a period of approximately four (4) months.

The service operates:

- Monday to Friday
- 08h00 – 17h00

Availability is subject to:

- programme capacity,
- staffing,
- scheduling,
- and operational limitations.

The programme reserves the right to:

- prioritise high-risk cases,
- pause intake where capacity is exceeded,
- amend operational processes where required,
- or extend the programme duration at its discretion.

While new intake into the programme may close at the end of the initial pilot period, support may continue beyond the four (4) months where necessary to honour the full four-session commitment for users already participating in the programme.

Continued availability of the programme beyond the pilot phase is subject to funding, operational review and programme extension approval.

15. CONSENT

By submitting your information through the WhatsApp or USSD platform, you confirm that:

- You voluntarily wish to participate in the programme
- You understand the nature and limitations of the service
- You consent to being contacted by a mental health professional
- You consent to the collection and processing of your information for programme purposes
- You accept these Terms & Conditions.