Australian Health & Education Centre

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Terms & Conditions of Therapy (Telephone, Skype & 3G Mobile Consultations) with Dr Tracie O'Keefe DCH, BHSc, ND, NSHAP ADV DIP THP, ANPA, ASOCHA, ASSERT

Length of Therapy
I assess everyone in the first consultation and will give a clear indication of how many consultations may be necessary. The initial consultation and beginning of treatment starts with a two-hour consultation, after which there is always a follow-up consultation some time later. This, I believe, is a very efficient way of checking how the treatment is working. Some clients will only need a very short treatment and other more difficult cases will naturally need sufficient time to help that person fully.

My goal is to make myself redundant as soon as possible. I assist the client to become their own self-healer, helper and motivator. I am simply a mind mechanic who can suggest which button, lever and switch might be used to effect the change required. More serious cases will obviously take
longer to treat and the client will be advised as to their progress.

Fees & Payment
Payment is required at the time of booking. For the initial booking, you are required to pay for the very first two-hour session and also for the next session which lasts one hour in advance which makes three hours. **Each session, you pay for one hour in advance if it is a one-hour session** or two hours if it is a two-hour couples session. On the last consultation, you will be one hour in credit which will be credited to your bill on that day.

Upon booking your telephone, Skype or Mobile 3G consultation, you will be given a standard hourly rate which will be applicable to everyone as well as the time of your appointment. All bookings must be paid for with a credit card at the time of booking.

If you need to change or cancel your appointment you will need to make those alterations at least 48 BUSINESS hours in advance (Mon-Fri 9am-5.00pm Australia Sydney time). So if your appointment is on a Monday, you will need to cancel it on the Thursday before during business hours. If it is on a Tuesday, you will need to cancel the Friday before during business hours and so on. **Changes or cancellations made less than 48 business hours in advance will incur the charge of the FULL rate for that session. This also applies to missed appointments.**

Clients pay for the telephone, Skype or 3G Mobile call at the prearranged time.

Homework
Many clients are given work to do at home between sessions. This is part of your treatment so it is essential you carry out those instructions. Because we generally use Brief Therapy the home tasks help cut down the time you will need in therapy and they are specially designed to help you go forward so it is very important that you carry them out as instructed.

Please note it is important if you are currently on any medication to have the names and doses of the medication so that can be considered with regard to your treatment. Also, please provide contact details of any professional you may be under at the time of booking. Please note that all information you give to me is confidential.

Because telephone, Skype and 3G Mobile counselling and psychotherapy is not face to face, you understand that we reserve the right to alert your primary clinician in your own locality if you are deemed to be suicidal or at risk from

mental disorder. Please enter in the line below the name and contact details of your general practitioner, and any psychologist, psychiatrist or therapist whose care you are currently under.

Dr Tracie O'Keefe DCH
Clinical Hypnotherapist, Psychotherapist & Counsellor

Client Declaration
I (insert name)……have read, understood and agree to the above.

Client Signature…….Date……