

**Terms & Conditions of Therapy (Face-to-Face Consultations) with  
Dr Tracie O’Keefe DCH, BHSc, ND, NSHAP ADV DIP THP, ANPA, PACFA, AHA, ASSERT**

During treatment I will decide whether the client needs counselling, psychotherapy or hypnotherapy and the appropriate method will be administered to help the client go forward. By signing this form, you agree for the appropriate treatment to be administered to you at the appropriate time.

**LENGTH OF THERAPY**

I assess everyone in the first session and will give a clear indication of how many visits may be necessary. The initial consultation and beginning of treatment starts with a two-hour session, after which there is always a follow-up session some time later to check 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 turnaround time is usually 2 to 6 sessions, and generally a maximum of 12 sessions for deep-seated problems, but normally we work so fast and effectively that the clients are seldom in therapy for long. My goal is to make myself redundant as soon as possible. If you are not suitable for any treatments, you will be informed in the consultation or first session. 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.

**FEES & PAYMENT**

Payment is required **at the time of booking**. For the initial booking, you are required to pay by credit card for the very first two-hour session to secure the appointment. **Payment will be deducted 48 BUSINESS hours before the initial appointment**, so you have up until 48 BUSINESS hours before the scheduled appointment to cancel or change the appointment, otherwise your card will be charged for the **FULL** cost of the session. If you are attending the clinic for an addiction, you are required to pay for the next session as well, which lasts one hour, in advance, which makes three hours, which will not be refundable if you cancel or do not show for your appointment. Each subsequent session, you are required to pay 48 BUSINESS hours in advance of the appointment. You can do this on your credit card or pay in advance in cash at your first appointment. On the last consultation, you will be one hour in credit which will be credited to your bill on that day. Payment is always due on the day.

**CANCELLATION POLICY**

Upon booking your appointment by telephone you will be given a standard hourly rate as well as the time of your appointment. You will need to complete a short online form confirming this and agreeing to the cancellation policy. **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 etc. **Changes or cancellations made less than 48 business hours in advance will incur the charge of the FULL rate for that session. Missed appointments or late cancellations will be charged to your credit card, or your credit will be used up if you are in advance. There are no refunds for missed appointments or cancellations for addiction.**

**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 and that I will not contact any professional without your prior permission. The law requires me to ask you to inform your doctor (GP) of any treatment you may receive from me. As a therapist I am bound by ethics to leave that decision up to you. If I am treating you for a medical condition that you are being treated for by your GP, then I do advise you to inform your doctor of any treatment you are receiving from me.

I may communicate with you from time to time, both on your specific case, as well as sending you relevant information via my email newsletter. You can unsubscribe from the newsletter at any time by clicking the ‘unsubscribe’ link at the bottom of the email.

By signing this contract I confirm that I have read and understand the patient guide, that results may vary according to the individual and that the clinic cannot legally offer any guarantees of success.

Name:.....Signature.....Date.....