



RECLAIM YOUR VOICE

Beyond Survival

PROFESSIONAL INFORMATION GUIDE Including Client Agreement & Informed Consent

This document explains how we will work together, what you can expect from me, and the important information you need before your session. Most clients find it takes around 5 minutes to read.

You are always welcome to ask questions before signing.



WHAT YOU CAN EXPECT FROM ME

- Respect
- Confidentiality
- Professional standards
- Compassionate support



WHAT I ASK FROM YOU

- Honesty
- Commitment to the process
- Listening to your personalised audio for 21 days
- Attending sessions sober and able to participate



HOW WE MAY WORK TOGETHER

Every woman arrives with a different story, goals and needs. Depending on your circumstances and the pathway selected, sessions may draw upon evidence-informed approaches including Rapid Transformational Therapy® (RTT®), hypnotherapy, guided imagery, reflective questioning, subconscious belief work and practical integration strategies.

Rapid Transformational Therapy® (RTT®) is a therapeutic approach that combines conversation, relaxation, guided imagery, hypnosis and other evidence-informed techniques to explore subconscious beliefs, emotional patterns and experiences that may still be influencing how you think, feel and respond today. The aim is to help create new understanding, update unhelpful beliefs and support lasting positive change. Many clients report feeling calmer, clearer and more confident following their session.

RTT® is a complementary therapeutic approach. It is not a replacement for medical, psychological or psychiatric care and does not provide medical diagnosis or treatment. While many clients experience meaningful change, no therapist can guarantee specific outcomes, as results vary between individuals and depend on many factors, including your circumstances, participation and ongoing integration of the work.



IMPORTANT INFORMATION



MEDICAL & MENTAL HEALTH CONSIDERATIONS

Rapid Transformational Therapy® (RTT®) is not suitable for people experiencing active auditory or visual hallucinations, psychosis, schizophrenia, schizoaffective disorder, epilepsy, dissociative disorders or bipolar disorder. Please inform me of any medical conditions, medications, mental health diagnoses or mental health support you are currently receiving. If you have any questions about whether this service is appropriate for you, please discuss your circumstances with me before booking or seek advice from your treating medical practitioner.



FEES, BOOKINGS AND CANCELLATIONS

- **Appointments** are conducted online via Google Meet. Sessions are booked through Calendly and payment is made securely online via Stripe at the time of booking, unless an approved payment plan has been arranged.
- **Your booking** will be confirmed once payment has been received and all required forms, including this Professional Information Guide and your Intake & Consent Form, have been completed and returned. To ensure appointments remain available for other clients, completed forms should be returned within 48 hours of booking. If they are not received, your booking may need to be rescheduled.
- **Payment** is required at the time of booking, unless an approved payment plan has been arranged. Where a payment plan is in place, clients remain responsible for completing all scheduled payments. Sessions and package inclusions may be paused or rescheduled if agreed payment arrangements are not maintained.
- **Current fees** are confirmed before booking and may be updated from time to time. Any changes apply only to future bookings and will always be communicated in advance.
- **Cancellations** or rescheduling require at least 48 hours' notice. **Cancellations** made within 48 hours will incur the full session fee.
- **If I need to reschedule** due to unforeseen circumstances, we will arrange another appointment at the earliest mutually convenient time.
- **Refunds are not available** for attended sessions, except where required under Australian Consumer Law. If a package has been purchased and not all sessions are used, any refund for unused sessions will be calculated on a pro-rata basis, with completed sessions charged at the standard individual session rate.



IMPORTANT INFORMATION



PROFESSIONAL CREDENTIALS

I practise in accordance with the professional and ethical standards required by my training, professional memberships and insurer.

- Certified RTT® Practitioner
- Certified Hypnotherapist
- Diploma Community Welfare Work & Community Development
- Full Membership - International Institute of Complementary Therapists
- Professional Indemnity & Public Liability Insurance



CONTACT BETWEEN SESSIONS

The level of contact between sessions will depend on the service or package selected. Clients participating in packages that include integration support may receive scheduled follow-up support via email, phone or other agreed methods to support their progress between sessions.

Open communication is an important part of our work together. If you need to contact me between sessions or scheduled follow-ups regarding your progress, or with questions or practical matters related to our work, you are welcome to email me.

I aim to respond to emails within one business day (24 hours) during normal business hours. While I do my best to respond promptly, emails are not monitored continuously, including evenings, weekends or public holidays.

Any telephone contact, if appropriate, will generally be arranged between 9:00 am and 5:00 pm (AEST) and will relate to your therapeutic work or practical aspects of your sessions.

Please note that Limitless You is not a crisis or emergency support service. If you are experiencing immediate distress, feel at risk of harming yourself or others, or require urgent assistance, please contact emergency services, your GP, your local mental health crisis service, or call Lifeline on 13 11 14. If you are in immediate danger, call 000.



IMPORTANT INFORMATION



COMPLAINTS

If you have concerns about any aspect of our work together, I encourage you to discuss them with me directly. If the matter cannot be resolved, information about external complaint pathways can be provided on request.



LIABILITY & CONSUMER RIGHTS

I will always provide services with due care, skill and in accordance with professional standards. However, as with any therapeutic approach, results cannot be guaranteed and will vary between individuals.

Nothing in this Agreement excludes, restricts or modifies any rights or remedies available under Australian Consumer Law.



CONFIDENTIALITY

All information shared in our sessions is treated with the highest level of confidentiality and will not be shared without your written consent, except where required by law.



RECORDINGS

Any personalised recordings provided are for your personal use only. Please do not listen while driving or operating machinery, and do not share, copy or distribute them.



ONLINE SESSIONS

Sessions are conducted securely online. Clients are responsible for ensuring they have a quiet, private space, a stable internet connection and suitable equipment.



PLEASE READ CAREFULLY

DISCLAIMER

RTT® can be a powerful tool for change. However, no therapist can guarantee a particular outcome. Results vary between individuals and are influenced by many factors, including your openness, willingness to participate and life circumstances.

RESULTS & PERSONAL RESPONSIBILITY

RTT® is a collaborative process and meaningful change is most likely when clients actively engage with the work, both during and after their session.

At times, you may experience emotional release as memories, feelings or insights emerge. This is a normal part of the process and you will be supported with care, respect and compassion throughout the session. Many clients find that allowing emotions to be acknowledged and expressed can be an important part of healing and change.

You may wish to have tissues and water available during your session. If tears arise, you are encouraged to allow them to flow naturally without judgement.

You remain aware and in control at all times and may pause, take a break or end the session at any point if you choose. Your wellbeing, comfort and sense of safety are always my priority.

INFORMED CONSENT

By signing this form you confirm that:

- ☐ I have read and understood this Client Agreement & Informed Consent.
- ☐ I understand what RTT® is and what it is not.
- ☐ I understand that results cannot be guaranteed.
- ☐ I am responsible for my own decisions and actions.
- ☐ I may stop or pause a session at any time if I am feeling emotionally overwhelmed.
- ☐ I will attend sessions sober and in a fit state to participate.
- ☐ I have had the opportunity to ask questions and my questions have been answered.
- ☐ I agree to the terms outlined in this agreement.



YOUR PRIVACY MATTERS

Your privacy is protected in accordance with the Limitless You Privacy Policy available on the website.



AGREEMENT & SIGNATURE



I confirm that I have read and understood this Client Agreement & Informed Consent document and agree to participate in Limitless You services, which may include RTT® where appropriate, provided by Suzi Kerr.

ELECTRONIC SIGNATURE

Typing your full name below constitutes your electronic signature and acceptance of the Agreement.

FULL NAME:

DATE:

I look forward to supporting you on your journey.

