

the life changer





PACKAGE DETAILS

THE LIFE
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SCHEDULING DETAILS + CONSIDERATIONS

- **PHASE I INTENSIVE = 5 WEEKLY REVIEWS:** Following the initial session, you will have a 5-session intensive block where you come in weekly. This intensive period is designed to help us create a trusting relationship to allow for open discussion of food behaviours - past and present. You will not experience judgement for any food behaviour that is occurring, all our practitioners operate from a place of understanding, and from there we can assist with normalising your food habits. One of these 5 sessions is a personal food/grocery shopping outing, where your nutrition coach will accompany you at an agreeable location to assist with food choices, know-how for brand substitution, and also to help you figure out how you can spend less time scouring a nutrition package, yet still make a quality choice!
- **PHASE II SUPPORT = 5 FORTNIGHTLY REVIEWS:** For the second block of 5 review sessions, we space them fortnightly to ensure ongoing support, and to build on the healthy habits that have begun to form from Phase I. Here we also focus on optimising exercise/movement/training changes that are desirable for you to achieve your best health outcome. One of these 5 sessions is to have a café meal with your nutrition coach. This meal is to facilitate discussion around eating out, and how you can begin to engage with friends & family socially over food (food that you have not prepared) while experiencing less stress and anxiety. Should you not feel comfortable with this, we can postpone to Phase III, or begin with a tea/coffee in the 'eating out' environment instead.
- **PHASE III SAFEGUARDING = 5 FORTNIGHTLY REVIEWS:** For the final phase of this package, we work on strategies to assist you with consolidating and maintaining your lifestyle changes. These sessions are again fortnightly, but you might wish to extend them out to 3-weekly. We don't recommend extending sessions further than this time frame. This is because you will have created significant change in your life, and there are many experiences that can rattle your new-found habits; and we like to be there to help you through those experiences. We recommend the extended review here is used as another shopping tour or a pantry planner. For those who see a dual-qualified dietitian + exercise physiologist or trainer, we recommend a gym / training to optimise time spent here.

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- **Most terms + conditions for nutrition packages** will start by stating “should you have condition x, y, or x, we cannot cater for you”. Our packages are completely the opposite. We are able to cater to individuals with health conditions, as we are qualified, university-trained Accredited Practising Dietitians, and Accredited Sports Dietitians. We assess you as an individual, and will tailor a program to suit your specific needs. How refreshing!
- **All packages start with an initial assessment** with your practitioner of your choice, and the cost of this session varies by practitioner. You may have had this session prior to purchasing this package, however if you have not, we will be in contact to arrange this initial session for you.
- **Payment for the initial session is due on completion of the session.** If you have private health cover for dietetics, HICAPS claims can be processed on the spot, and all you pay is the gap fee. Due to variation in practitioner fees, please note that the initial appointment fee is NOT covered in this package price. The package covers subsequent sessions only.
- **Online clients** can claim their private health rebates through their private health insurer, with the receipt provided. Please check with your health insurer to see if your cover is valid for online servicing.
- **Purchase of this package** will cause the weekly payments to commence immediately, whether you have had your initial session or not. This may mean that your payments are finished before your sessions with your dietitian do, depending on scheduling. The exception to this is for discounted upfront payments, where the full cost is incurred at time of purchase.
- **EPC/TCA plans are suitable for use in the packages.** We will add the appropriate codes to your receipts so you can make the claim with Medicare. It is your responsibility to make the claim from Medicare. Regrettably, we do not accept DVA referrals.

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SCHEDULING DETAILS + CONSIDERATIONS (CONTINUED)

- **Health fund rebates** for these sessions will be available to you AFTER the review session has been completed. The receipt provided to you upon package payment, along with your receipt from the clinic detailing the dates of your session, and your practitioner’s provider details will be required for you to make this claim (online or in person with your health fund).
- **Sessions beyond the scope of the package** will be charged a separate fee, and you are still entitled to complete your allocated number of package sessions. We regret that no changes can be made to the package structure.
- **Café meals** with your dietitian: some will choose to take this option, others not, or it may simple be a tea/coffee outing. Given this, the cost of the meal/drink is not included in the package, and you will be responsible for this, at the time of purchase. This also gives the flexibility to use this session as a regular session with no external food cost to you.
- **Seeing the same practitioner** is standard practice at Apple to Zucchini. In the case of illness at our end, you may wish to reschedule your appointment with another practitioner, and we will happily arrange that for you. If you would prefer to wait for your usual practitioner to return, we will simply add that missed session to the end of your package.
- **Online clients** may complete a virtual shopping tour in their scheduled appointment time. This package is unlikely to utilise a high frequency of anthropometric and body measures, and management for this with the online clients will occur in your first appointment. Our aim is to strike a balance between you being comfortable with an ability to track desired progress, and not placing unnecessary stress nor importance on measures, when behaviour change is the primary and desired outcome. From behaviour change, body change occurs!

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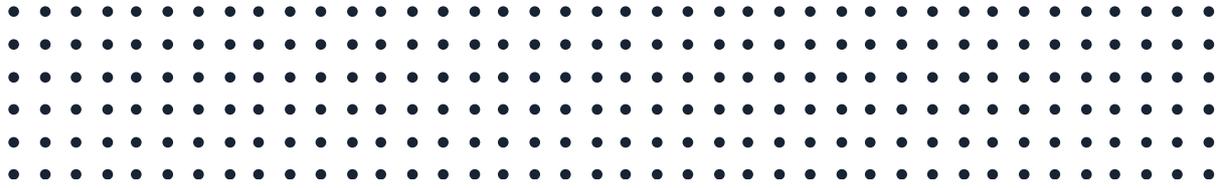
- **Rescheduling appointments:** please be aware that your appointment can always be made a Skype or phone appointment if making it to the clinic in-person is not viable. Should this not suit, we will happily reschedule your appointment when you provide more than 24hours notice.
- **Rescheduled appointments** must occur within 1 week of the original appointment. Due to practitioner popularity, it is entirely possible that no appointments will be available for rescheduling within one week. In this instance, our lovely reception staff will add your missed session to the end of your package; however this option is only available for one session on one occasion.
- **24-hour cancellation policy:** regrettably, we are unable to reschedule appointments that are cancelled within 24 hours. For those who are pressed for time or find themselves unable to visit the clinic for their appointment, we will happily do a Skype/phone/email appointment instead. All efforts will be made to fit this into your day if the original time is no longer viable for you.
- **Package cancellations:** should for any reason you wish to cancel your package (injury, change of circumstance etc), please notify us immediately in writing, and payment will only be taken to cover to those sessions which have been completed. We don't want to cause any undue financial pressure, so please let us know as soon as possible. Due to appointment scheduling, it is possible that a payment may have been processed ahead of a session completed; in this instance, and within the realm of the cancellation policy above, we will fully refund any cost incurred to you. For those who paid upfront, the unused portion of your package will be calculated and refunded.



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