

Phoenix Fees

Effective January 1st 2019

Welcome to Phoenix. Here at Phoenix our fees are kept to a minimum to ensure that therapy is affordable. Because our access to government funding is very limited we must charge fees. We rely on our fees to pay our counsellors and help keep the organisation running. Without charging fees we could not continue to remain open for business.

Effective January 1st our fees for all new clients will be based on earnings with the following schedule of fees applying.

Adult Clients

<i>Fee Category</i>	<i>Earning Per Year</i>	<i>Fee</i>
A1	Less than \$16,000	\$15
A2	\$16,001 - \$40,000	\$25
A3	\$40,001 - \$50,000	\$35
A4	\$50,001 - \$80,000	\$65
A5	\$80,001 - \$100,000	\$100
A6	Greater than \$100,000	\$130

Adult sessions last approximately 50 minutes

Child Clients (16 years and younger)

<i>Fee Category</i>	<i>Earning Per Year</i>	<i>Fee</i>
C1	Less than \$16,000	\$10
C2	\$16,001 - \$40,000	\$20
C3	\$40,001 - \$50,000	\$30
C4	\$50,001 - \$80,000	\$40
C5	\$80,001 - \$100,000	\$50
C6	Greater than \$100,000	\$65

Sessions for Children can range from 20 - 45 minutes.

Fees for Children are based on parental earnings.

Department of Communities (DOC) Child Protection and Family Support referred Clients

We have a contract to provide counselling services to DOC referred clients. Therefore, all clients who are formally referred to us from DOC are not required to pay for sessions. A formal referral consists of DOC sending a letter to Phoenix asking us to see you. Without this letter the normal fees will apply.

DOC clients please speak to the office manager before your first session to confirm that a referral has been received and that no fee applies.

Family Sessions

<i>Fee Category</i>	<i>Earning Per Year</i>	<i>Fee</i>
F1	Less than \$16,000	\$20
F2	\$16,001 - \$40,000	\$30
F3	\$40,001 - \$50,000	\$40
F4	\$50,001 - \$80,000	\$80
F5	\$80,001 - \$100,000	\$120
F6	Greater than \$100,000	\$150

Family sessions last approximately 50 minutes

Financial Hardship

If at any time during the process of attending therapy you find your circumstances change and you experience financial hardship, please discuss your situation with the Finance Officer or Office Manager. The Finance Officer or Office Manager will help you apply for Financial hardship consideration and will forward your application to the Executive Officer for approval.

Emergency Ambulance

Occasionally it is necessary for a client to be taken to hospital in an ambulance to ensure they stay safe. Should an ambulance be called to take you to hospital you will be responsible for the cost.

Please check with your health provider to ensure you are covered, or consider investigating the cost of ambulance only cover.

*If you have any queries about fees or any of the information provided above,
please speak to the Office Manager.*