

## Phoenix Counselling Fees

### Effective 1 November 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 counselling fees we could not continue to remain open for business.

Effective 1 November 2019 our counselling 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	\$125
A6	Greater than \$100,000	\$150

Sessions last approximately 50 minutes

#### Financial Hardship

If at any time during the process of attending counselling you find your circumstances change and you experience financial hardship, please discuss your situation with the Finance Officer or Office Manager and will advise on how to forward your application to the Executive Officer for approval.

#### Emergency Ambulance

Occasionally it is necessary to call an ambulance for the wellbeing and safety of a client. Should an ambulance be called to take you to hospital you will be responsible for the cost.

Phoenix will not be liable for any Ambulance Fees subsequently charged therefore, you may wish to check with your health provider to ensure you are covered or consider investigating the cost of ambulance only cover.

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

Clients who are formally referred to us from DoC are not required to pay for their counselling sessions. However, please note the formal referral required consists of DoC sending a letter to Phoenix requesting for you to be seen. Without this letter the normal counselling 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.

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