



Phoenix Counselling Fees

Welcome to Phoenix. Here at Phoenix our counselling fees are kept to a minimum to ensure the service is affordable. Because our access to government funding is limited Phoenix must charge fees. Phoenix relies on these fees to help keep the business viable and the services available and accessible.

Effective from 1 May 2020 our counselling fees for all new clients will be based on earnings with the following schedule of fees applying regardless of whether the counselling is provided via an E-Service or in person at the office.

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

Payment arrangements

It is a requirement of the service that you pay, any fees due, on the day of the service. Payment can be made via (a) Electronic Funds Transfer (EFT) to a nominated Phoenix account or via (b) our online system 'Halaxy'. Please discuss and nominate an option with your counsellor. You can obtain banking details from our administration.

Financial Hardship

If at any time during the process of attending counselling you find your circumstances change and you experience financial hardship, please advise Phoenix Reception staff of your situation and they will advise you on how to make application to the Phoenix CEO for consideration of your circumstances and approval of any change to your fees.

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

Clients who are formally referred to us from DoC are not required to pay for their counselling sessions. However, please note the formal referral process require a letter to Phoenix from DoC requesting for you to be seen. If a referral letter from DoC is not provided, then the normal counselling fees will apply.

DoC referred clients need to speak with Phoenix Reception staff before your first counselling session to confirm the referral letter has been received by Phoenix and therefore no counselling fees will apply.

*If you have any queries about Phoenix fees or any of the information outlined above,
please speak to Phoenix Reception staff.*