



## Phoenix Counselling Fees

Welcome to Phoenix. Here at Phoenix our counselling fees are kept to a minimum to ensure the service is affordable. Access to Government funding is limited therefore, Phoenix must charge fees for counselling sessions and for groups. Phoenix relies on fees to help contribute to the viability of the business, and to keep services available and accessible.

Counselling session fees for all new clients will be based on household earnings with the following fee schedule applying regardless of whether counselling is provided via an E-Service (phone and/or online) or in person at the office.

### Adult Clients

| Fee Category | Household Earnings Per Year | Fee   |
|--------------|-----------------------------|-------|
| F1           | Concession & Student Cards  | \$25  |
| F2           | Less than \$26,000          | \$25  |
| F3           | \$26,000 - \$45,000         | \$35  |
| F4           | \$45,000 - \$65,000         | \$55  |
| F5           | \$65,000 - \$85,000         | \$85  |
| F6           | \$85,000 - \$115,000        | \$125 |
| F7           | \$115,000 - \$180,000       | \$150 |
| F8           | Greater than \$180,000      | \$175 |

**Counselling sessions are usually 50 minutes. The FIRST initial session is a standard rate of \$25, then fees apply.**

### 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 for an EFT payment from reception staff. The processes listed above are the preferred payment method. EFTPOS facilities are available. No cash is preferred.

### 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 Phoenix by DoC are not required to pay for their counselling sessions. However, please note the formal referral process requires a letter to Phoenix from DoC requesting for you to receive counselling. If a referral letter from Department of Communities is not provided, then the normal counselling fees above 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.

***Please speak to Phoenix reception staff if you have any payment concerns or queries about the information above.  
Please be aware as per Phoenix Policy a Cancellation fee applies when notice of less than 48 hours is provided.***