



Cancellations and Non-Attendance Terms & Conditions

Phoenix requests that you provide 48 hours-notice when cancelling your appointment.

We appreciate that sometimes events happen that make it necessary for you to cancel your counselling appointment at short notice. However, when you cancel your appointment with less than 48-hours or do not attend your appointment, you will be charged a cancellation or non-attendance fee of \$25.

Providing Phoenix with notice of 48-hours allows for the possibility of clients on the Phoenix waitlist to be offered the cancelled appointment time that was scheduled.

Client Non-Payment of Fees

It is a requirement of the service that you pay, any fees due, on the day of the service. Clients with outstanding fees will not be seen until all arrears are paid.

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 or your counsellor 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.

Payment Options

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, or if you choose the 'Halaxy' online option instructions on how to access this system can be provided on request.

Phoenix is a Not for Profit Organisation and payment of your fees assists us to maintain services to the community.