



Phoenix Support and Advocacy Service Inc.

# Phoenix Counselling Fees

Effective from April 2026

Welcome to Phoenix. Phoenix is committed to providing affordable and equitable counselling services. Due to limited government funding, Phoenix relies on client contributions to assist with maintaining the service. Fees are structured so people with lower incomes pay less, while those who can contribute more do so. The fee applied is the same regardless of whether counselling is provided in person or via an E-service (e.g., online and/or by phone).

## How counselling fees are worked out

Counselling fees are calculated as a percentage of an individual client’s gross annual income. Fees are calculated using the following approach:

1. Fees are set at **1.5%** of a client’s gross personal annual income (estimated)
2. This amount is based on an average of **20** fortnightly counselling sessions per year rounded up to \$5
3. The annual amount is divided across the 20 sessions to determine the per-session fee
4. Fees may be reviewed annually and adjusted in line with the Consumer Price Index (CPI)
5. The minimum fee charged for counselling sessions is \$25.00 (exceptions outlined below)

## Examples of fee rates calculated against income

**Session length** Counselling sessions are 50 minutes

CLIENT GROSS ANNUAL INCOME ESTIMATE	ANNUAL FEE (1.5%)	APPROXIMATE COST PER SESSION
\$33,000 or less	\$495	\$25.00
\$50,000	\$750	\$40.00
\$90,000	\$1,350	\$70.00
\$125,000	\$1,875	\$95.00
\$175,000	\$2,625	\$135.00

## Payment arrangements

It is a requirement of the service that you pay any fees due on the day of the service prior to your appointment.

Payment can be made via an Electronic Funds Transfer (EFT) to:

**Phoenix Support & Advocacy Service Inc.**

**Account 221778558**

**BSB 633 000**

If **paying by direct deposit**, please forward a copy of the payment remittance via email to [info@phoenix.asn.au](mailto:info@phoenix.asn.au)

Alternatively, Phoenix can also take **payment over for the phone on (08) 9443 1910** or use our **Halaxy Portal**. Clients can request to be sent a login for Halaxy from our admin staff so you can manage your **payments safely online using credit/debit card** (Please Note: staff are not able to see any credit card details).

## Financial hardship

If your financial circumstances change or you experience financial hardship, please speak with admin staff or your counsellor. Applications for reduced fees may be referred for consideration by the Chief Executive Officer for approval.

## Ambulance costs

If an ambulance is required for your safety or wellbeing, you will be responsible for any associated costs. Phoenix is not liable for ambulance fees charged.

## Department of Communities referrals

Clients formally referred to Phoenix by the Department of Communities (Child Protection and Family Support) are not required to pay counselling fees, provided Phoenix has received written confirmation of the referral.