

COUNSELLING / FAMILY THERAPY FEE SCHEDULE

Income Bands (Gross Household Income)	Standard Session (60 minutes) *	Extended Session (90 minutes) **
Below \$30k	\$40	\$60
\$30k - \$69,999	\$60	\$90
\$70k - \$99,999	\$90	\$135
\$100k - \$149,999	\$130	\$195
\$150k - \$249,999	\$190	\$285
\$250k +	\$250	\$375

We're a not-for-profit organisation, and our goal is to make support as accessible as possible. Government funding helps us keep fees low, and we offer a sliding scale based on your income.

Fees are charged **per session**:

- + For **individual and couple sessions**, the fee is based on your total household income.
- + For **family sessions**, or **couples living at different addresses**, we use the combined income of everyone attending.
- + If those attending prefer to pay separately, we'll calculate a **separate per-session fee** for each person, based on their individual income.

Sessions outside of business hours (before 9am, after 5pm on weekdays, or any time on Saturdays) have a **minimum fee of \$90 per session**.

If paying the full fee would cause financial strain, please speak with your Centre Manager – we're always open to discussing options.

As our services are subsidised, fees aren't eligible for Medicare or private health rebates.

Counselling is **free for Aboriginal and Torres Strait Islander clients**.

If a third party (such as a service provider or employer) is covering the session cost, the standard fee is **\$250 per hour**.

Cancellation Fee Policy

We often have waitlists, so cancelling late means someone else misses out and our staff time goes unused.

If you need to cancel or reschedule, please let us know at least **two business days** in advance. Late fees are charged as follows:

- + Less than two days' notice: **50% of the session fee**
- + No contact / no-show: **100% of the session fee**

Centre Managers can waive or reduce cancellation fees in some circumstances – just let us know.

*Rates effective from 1 July 2025