



## FAMILY RELATIONSHIP COUNSELLING – FEES (Effective from 1 July 2018)

Centacare provides a low cost professional counselling service for the community. The fees which you pay enable us to continue to provide a quality service to a larger section of the community. Fees are based on gross (before tax) household income. Proof of income may be requested by staff but will be kept strictly confidential.

### FEE SCHEDULE

#### FIRST APPOINTMENT

Family Relationship Counselling	Household Income Bracket
\$10	Concession Card * or under \$20,000
\$25	Individual
\$15	Child

#### SUBSEQUENT APPOINTMENTS

Fee	HOUSEHOLD Income Bracket
<b>Family Relationship Counselling - Individual</b>	
\$10	Concession Card * or under \$20,000
\$35	\$20,000 - \$35,000
\$50	\$36,000 - \$45,000
\$70	\$46,000 - \$70,000
\$85	\$71,000 - \$100,000
\$100	Over \$100,000
<b>Family Relationship Counselling - Child</b>	
\$10	Concession Card * or under \$20,000
\$25	\$20,000 - \$35,000
\$35	\$36,000 - \$45,000
\$45	\$46,000 - \$70,000
\$65	\$71,000 - \$100,000
\$85	Over \$100,000
<ul style="list-style-type: none"> <li>• Further Information over page</li> </ul>	



<b>Family Relationship Counselling - Couple</b>	
\$20	Concession Card * or under \$20,000
\$40	\$20,000 - \$35,000
\$60	\$36,000 - \$45,000
\$80	\$46,000 - \$70,000
\$95	\$71,000 - \$100,000
\$110	Over \$100,000

## **Concession**

Health Care Card - Health Benefit Card - Pensioner Concession Card - Student Card Holders

**(To be sighted by your counsellor)**

### **Are there any circumstances when a lower fee can be paid?**

If your current financial circumstances are such that you would have difficulty paying the nominated fee you will need to discuss this with your Counsellor during your **First Appointment** and negotiate a lower fee. In most cases this would be **the fee charged for the household income bracket immediately below your current HOUSEHOLD income bracket.**

In **very exceptional** circumstances the fees may be waived completely. If your financial circumstances change in either direction during the time when you are accessing our counselling services please discuss the changed circumstances with your counsellor.

### **How do I pay the fees?**

Your counsellor will accompany you to Reception at the end of your appointment so that you can book your next appointment if appropriate and pay your fees. \*Reception will receive a payment notification slip indicating the required fee which will then be recorded on file\*. **Fees can be paid at Reception via cash, cheque or Credit Card.**

### **Cancellation Fees**

If you are unable to keep your appointment we ask that you **provide us with at least 24 hours' notice.** If there has been no contact and the appointment has not been kept you may incur a Cancellation Fee. Our counselling appointments are in demand and if you are not able to attend a booked appointment we would like to be in a position to offer the spot to someone else.

### **Failure to attend 2 consecutive appointments with no contact from you**

In the above circumstances we will assume that our services are no longer required and appointment slots will be offered to other clients.