

Firebird Psychotherapy



S.A. Phoenix (PACFA Reg. 27171) Income Equity Fee Structure

In order to provide equitable service to people across varying income brackets, I use an income equity fee structure with three tiers. That is, I offer a sliding scale to ensure that participant fees are proportional to participants' financial circumstances. All rates are in Australian dollars and are apply from 14th October 2024.

A clinical hour is 50 minutes with 10 minutes set aside for clinical planning and record keeping. For individual therapy I offer either 50 or 65 minute sessions. The most effective session duration for you depends on your personal communication style(s), needs, and wishes. For relationship therapy, I offer 65 minute sessions to allow enough time for effective therapy with multiple participants.

A. Higher income rates: These apply to sessions where the *combined* annual income of all adults attending is over AU\$120,000 per annum. Higher income places make an important contribution to therapeutic equity, by enabling Firebird Psychotherapy to offer reduced-fee places to clients who might otherwise be unable to access suitable care.

1 person	2 or more people
1 clinical hr (50 min): \$229 1.25 clinical hr (65 min): \$287	1.25 clinical hr (65 min): \$287

B. Middle income rates: These apply to sessions where the *combined* annual income of all adults attending is under AU\$120,000 per annum.

1 person	2 or more people
1 clinical hr (50 min): \$199 1.25 clinical hr (65 min): \$249	1.25 clinical hr (65 min): \$249

C. Concession rates: A limited number of concession places are available to people with a Health Care Card or Pension Card, and self-supporting full-time students (i.e. paying for their own housing and living expenses and not financially supported by partner(s) or family members). Please check whether any concession places are available if this applies to you. For relationship or family therapy, concession rates apply only if all members meet these criteria.

1 person	2 or more people (if all meet the concession criteria)
1 clinical hr (50 min): \$169 1.25 clinical hr (65 min): \$212	1.25 clinical hr (65 min): \$212

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Cancellation policy

- If you wish to cancel or change a session you must do so in writing by email.
- No cancellation fee will apply if you give at least 5 days notice. If you have already paid, the session fee will be refunded or credited to your next session.
- Fees apply for cancellations or changes to bookings with less than 5 days notice , as follows:
 - Less than 5 days notice but more than 48 hours notice: \$50
 - Less than 48 hours notice but more than 24 hours notice: 50% of the session fee.
 - Less than 24 hours notice, or non-attendance of a booked session without prior notice: full session fee applies.
- If you have already paid for the session, that payment will be used for the cancellation fee, and any amount above the cancellation fee will be credited to your next session.
- If you have not yet paid for the session, we will process the cancellation fee payment using the credit or debit card details you have provided. This will be done at the time we receive your request to cancel. A processing fee equal to the fee charged to us by the processing software will also apply (see details above). If we cannot process the cancellation fee we will contact you to arrange payment. If we cannot reach you within a reasonable time frame, any future bookings will be cancelled.
- If Phoenix needs to cancel a session for non-medical reasons with less than 48 hours notice, there will be no fee for that session, and a 50% discount on your next session will be offered to compensate for the inconvenience. If you have already paid for the session, the payment will be refunded or credited towards your next session.