



Fees, Payment & Cancellation Policy

Effective 1 July 2024.

Fee for Services Structure

Description of Service	Fee
Counselling session by telephone call, video (zoom) or live text chat.	\$84 – for counselling session up to 55 minutes in length.
Official written correspondence requests Includes but not limited to letters to other professionals, support letters or other activities as determined by the counsellor.	\$158 per hour or part thereof, minimum charge is 1 hour.

Cancellation Policy for Counselling Sessions

Timeframe prior to session	Cancellation Fee
Greater than 48 hours before session commencement time.	Full refund – no fee charge.
Between 48 hours and 24 hours before session commencement time.	50% refund.
Less than 24 hours before session commencement time.	No refund.

Payment Policy

Payment Purpose	Requirements
Counselling session	Payment due at time of booking or within 24 hours of making booking. If payment is not made within this timeframe session may be cancelled. Payment must be received in full prior to session commencement.
All other services	Payment due based on estimate before commencement and final payments made on completion.

Refund Policy

Where a refund is required, it will be processed within 2 working days. Please allow up to a further 1-3 working days for it to be processed by your financial institution.