

FEES SCHEDULE

Thoughtful Connections aims to provide high-quality, evidence-informed support while keeping our services transparent and accessible. Our fees reflect the time, preparation, and professional expertise involved in delivering safe, effective care. A standard transport fee applies for in-home sessions to cover travel time, distance and accessibility - see our Payment Terms & Conditions for more information.

Thoughtful Connections provides clear, accessible fees for all face-to-face, telephone, or online counselling and support services. Clients with a valid Mental Health Treatment Plan (MHTP) may be eligible for a Medicare rebate.

New clients are eligible for one introductory 30-minute session via phone or online, and subsequent sessions are charged at the following rates:

1. **THERAPEUTIC COUNSELLING**

*** Individual over 18 yrs: \$ 180 per hour**

Counselling sessions offer a calm, compassionate space to explore your experiences, deepen insight, strengthen coping skills and support your emotional wellbeing.

*** Couples: \$ 285 per 75-90-minutes**

Couples sessions provide a supportive, structured space to strengthen communication, connection and understanding.

*** Young adult 13-18 yrs: \$ 140 per hour**

These sessions provide a supportive space for teens to talk, learn practical coping skills and to feel understood.

*** Child 7-12 yrs: \$ 125 per 45-50 minutes**

Gentle, play- or art-based sessions, developmentally appropriate to help children learn to express emotions and build resilience.

2. **GROUPS:**

- a. **Family / friend groups:** Groups are designed to be accessible for families while still providing structured, evidence-informed support. Groups are facilitator-led with a minimum of 4 members.

Fees include session materials, preparation and follow-up resources, and are per group session, face-to-face or online. Time frames: 4-6 members up to 90 minutes; 7-10 members up to 150 minutes.

*** Per adult (over 18 yrs): \$ 55 per person per session**

Sessions provide structured therapeutic support in a safe, guided environment.

*** Per young adult (13-18 yrs): \$ 40 per person per session**

Sessions give teens a safe space to build confidence, learn practical coping tools, and connect with others facing similar challenges.

- b. **Therapy groups:** Groups are designed to offer a supportive, guided space for shared psychoeducational learning, emotional connection and resolution, and to learn practical coping skills. Groups are facilitator-led with a minimum of 4 members.

Fees include session materials, preparation and follow-up resources. Fees are payable per group session, face-to-face or online, for adults and young adults over 13 yrs. Medicare rebates may be available for clients with valid Mental Health Treatment Plans.

*** Per 60-minute session: \$ 55 per person**

*** Per 90-minute session: \$ 75 per person**

*** Per 120-minute session: \$ 90 per person**

3. **PROFESSIONAL SUPERVISION** (sessions attract 10% GST and not eligible for Medicare rebates)

*** Per individual adult, face-to-face, online or via phone: A\$150 per session**

A 60-minute session providing a safe, reflective and supportive space to explore your work, refine your skills and grow as a confident practitioner.

*** Per person per group, face-to-face or online: \$ 55 per person per group session**

Group Sessions offer a supportive, reflective space where practitioners can learn together, strengthen their skills, and grow in confidence. Groups are facilitator-led with a minimum of 4 members. Time frame for facilitator and between 4-6 members is up to 90 minutes; for facilitator and between 7-10 members is up to 150 minutes. Fees are per group session, face-to-face or online.

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4. SOCIAL WORK

Face-to-face, telephone or online, per person or family group:

- * **Initial assessment:** \$ 260 per 90 minutes
- * **Per ongoing session:** \$ 240 per hour
- * **Assessment & report writing:** From \$ 289 per hour or part thereof
- * **Attendance at Court / specialist briefings:** From \$ 433 per hour or part thereof

What these services include: Sessions may be delivered face-to-face, online, or by phone, for individuals or family groups. These fees include session preparation, documentation and follow-up, coordination with other services (where relevant), professional communication and advocacy, development of plans, recommendations or resources tailored to your needs. Our goal is to ensure you receive support that is structured, purposeful and aligned with your goals.

Why clients choose this service: People often seek non-clinical support when they need help navigating complex systems; advocacy during stressful or overwhelming situations; structured guidance and clarity; coordinated care across multiple services; wellbeing support that complements therapy; professional input for family, school or workplace needs. These services are designed to help you move forward with confidence, with someone in your corner who understands the system and can support you through it.

5. OTHER SERVICES

Please contact Thoughtful Connections to discuss your needs for support-coordination, case management, advocacy, community services, non-clinical wellbeing, coaching, training/workshops or consultancy. We will be happy to provide a quotation for in-person or online services (all non-clinical services attract 10% GST).

REFERRAL PATHWAYS

At Thoughtful Connections, there are several ways to access support and reduce out-of-pocket costs. Each pathway has its own eligibility criteria and referral process. The information below outlines the most common options available to clients.

Self-funded: Clients can self-refer and access services without a referral. Standard session fees apply.

Medicare Rebates:

- **MHTP:** Eligible clients may access Medicare rebates through a Mental Health Treatment Plan (MHTP).
- **Referral:** You need to be referred by your GP, psychiatrist or paediatrician and must bring it to your first appointment.
- **Sessions:** Clients can access up to 10 rebated sessions each calendar year. After your initial block of 6 sessions, your practitioner will send a brief progress report to your referrer. You then return to your referrer for a review, and they may approve additional sessions.
- **Payment:** Sessions are paid in full at the time of your appointment, and you can claim your rebate afterward.

Motor Accident Insurance Commission (MAIC) / CTP Claims:

- Thoughtful Connections provides psychological services for clients with approved CTP claims.
- **What you will need:** provide your claim details so we can apply for a mental health treatment plan on your behalf and confirm your approved sessions.
- **How it works:** If your claim is accepted, there is no out-of-pocket cost for sessions. If the insurer declines coverage, you are responsible for the session fee.
- **Cancellation fees:** are not covered by MAIC CTP.

National Disability Insurance Scheme (NDIS):

We welcome NDIS participants. Services can be paid for through your NDIS funding, depending on your plan and supports.

- **Self-Managed NDIS Plans:** If your NDIS plan is self-managed, you have complete flexibility in choosing your mental health provider. You simply book sessions directly, pay the invoice, and then claim reimbursement through the NDIS participant portal. Self-management allows you to select the practitioner who best fits your needs and preferences, and to negotiate fees and appointment times that work for you.
- **Plan-Managed NDIS Plans:** After booking your session, invoices are sent directly to your plan manager, who processes payment using the appropriate funding category (usually Improved Daily Living). This option offers flexibility similar to self-management, with the added convenience of not having to handle payments or claims yourself.
- Thoughtful Connections is not registered with the NDIA.

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Private Health Insurance (Extras Cover/Allied Health):

Depending on your level of cover, you may be able to claim a rebate through your private health fund. Please check directly with your insurer regarding your eligibility for counselling and mental health support, and rebate amounts.

- **AMHSW recognition:** Private Health Funds recognized via the AASW professional body include HCF, Bupa, Teachers Health, Doctors' Health, St Lukes, Phoenix Health Fund, TUH, Medibank, Mildura Health Fund, GMHBA.
- **What you will need:** Check your fund's app or member portal to confirm your fund's inclusions and annual limits. Depending on the insurer and level of cover, the following may attract rebates - individual counselling / social work; couple or family therapy; group therapy; telehealth sessions (varies by fund).
- **Generally not covered:** Cancellation fees; court attendance; reports; clinical or professional supervision.
- **How it works:** Thoughtful Connections offers HICAPS online claiming. You will be requested to pay the full session fee then you can choose to claim your rebate directly through the insurer's app / member portal, or by submitting your receipt to your insurer - or you can request that we process your refund. Refunds generally take 24-48 hours to be processed.
- **General:** Private Health Fund members must choose whether to claim from their Health Fund or Medicare - you cannot claim a rebate from both, for the same session.

WorkCover Queensland:

Thoughtful Connections provides psychological services for clients with approved WorkCover claims.

- **What you will need:** You will need to provide your claim number and case manager or referring GP's details so we can confirm your approved sessions.
- **How it works:** If your claim is accepted, there is no out-of-pocket cost for sessions. If the insurer declines coverage, you are responsible for the session fee. Thoughtful Connections will then send reports directly to your referrer or case manager.
- **Cancellation fees:** are not covered by WorkCover.

Please bring upload your referral documentation via email prior to your first session, or bring this with you to your first session.

Accessibility: Please ask about rebates available for Concession / Healthcare Card holders. Please contact us if you are experiencing financial difficulties, do not let this be a barrier to seeking support - we are always happy to discuss your situation. Fees are reviewed annually in line with professional development, experience, and practice costs.