



The Australian Centre for Grief and Bereavement is a not-for-profit organisation established to provide a range of education, counselling, research and clinical services for those working in, and affected by experiences of, grief and bereavement.

How are fees paid?

If the counselling service is delivered at the Mulgrave office, fees are paid to the receptionist at the conclusion of each appointment. In regional Victoria and the wider metropolitan Melbourne area, fees are billed on a monthly basis via invoice. The invoice is raised and processed by the Mulgrave office.

Who do I talk to if I need more information?

Further information about fees and assessment of income will be given to you when you make your first appointment.

If you would like more information about the Australian Centre for Grief and Bereavement fee structure, please contact us on (03) 9265 2100 or email counselling@grief.org.au

Australian Centre for Grief and Bereavement

253 Wellington Road
Mulgrave VIC 3170

(03) 9265 2100

Freecall: 1800 642 066

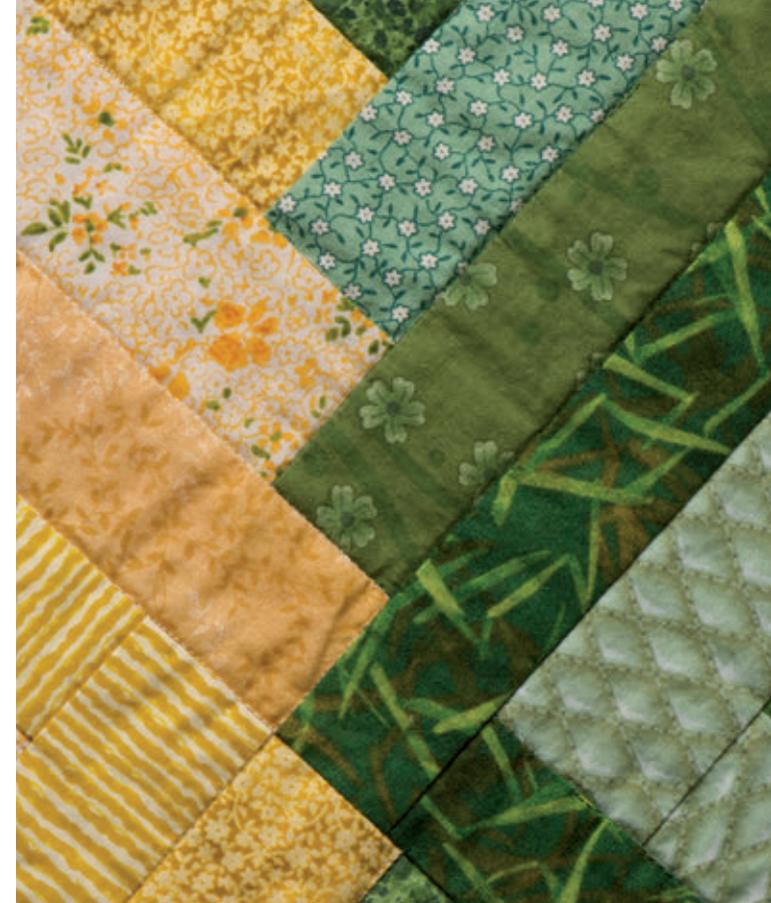
Fax: (03) 9265 2150

Email: info@grief.org.au

Web: www.grief.org.au

ABN: 22 038 903 478
ACN: 159 297 444

The statewide Specialist Bereavement
Counselling and Support Service is supported
by the Victorian Government Department of Health



Counselling Service Fees and Charges





How much does it cost?

The fee for service payable is dependent upon income level.

Clients will be asked to self-declare as high, medium or low income when making their first appointment.

The Australian Centre for Grief and Bereavement (ACGB) delivers a specialist bereavement counselling and support service throughout Victoria. We generate a component of income from this service via a fair and transparent fee-for-service process.

What are fees for service?

Fees for service is the money paid by the client for counselling sessions delivered by the Australian Centre for Grief and Bereavement.

Why are fees for service charged?

The Victorian Government Department of Health provides funding towards the operation of a statewide Specialist Bereavement Service. State government guidelines have been developed that guide ACGB in the implementation of a fair and consistent approach to client contributions towards the cost of services provided. Income generated from client fees is used to provide additional services.

How is the fee calculated?

To enable us to determine what fee to charge for the service/s that you receive, information will be provided to you when making your first appointment. This information will guide you through the following steps:

Step 1: Calculate your income level

Income levels are based on the definitions and determinations made by Centrelink. You will be asked to declare whether you are at a low, medium or high-income levels.

Step 2: Subtract any additional costs of disability or other factors affecting your ability to pay

Once you have identified your income level, any additional costs of disability or other factors affecting your ability to pay will be subtracted.

Further information regarding income brackets and associated fees can be found at www.grief.org.au

Do all clients pay fees?

The majority of clients accessing the Australian Centre for Grief and Bereavement Counselling Service are expected to pay a fee that contributes to the cost of the services provided to them. Exemptions from fees are made to people receiving bushfire bereavement-related services and those attending bereavement support groups. Those attending bereavement support groups are encouraged to make a gold coin donation, which is put toward the cost of providing refreshments.

What if the fee for counselling services is not affordable?

ACGB is committed to ensuring that no client is disadvantaged based on inability to pay a fee for service. Clients are encouraged to speak to administration/reception staff at the time of the first appointment if payment is an issue. A fee adjustment may result in a percentage reduction of the standard fee for service.

