

DRUMMOND STREET SERVICES FEE INFORMATION

drummond street services (ds) and its' entities, **Stepfamilies Australia** and **queerspace** is committed to providing quality services equally to all individuals and families in our community. Our fee structure, therefore, is based on the principle of client 'capacity to pay'.

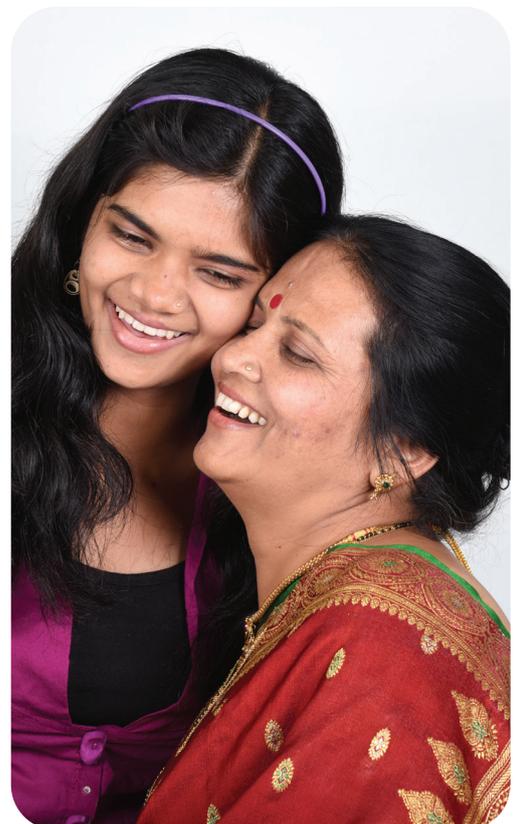
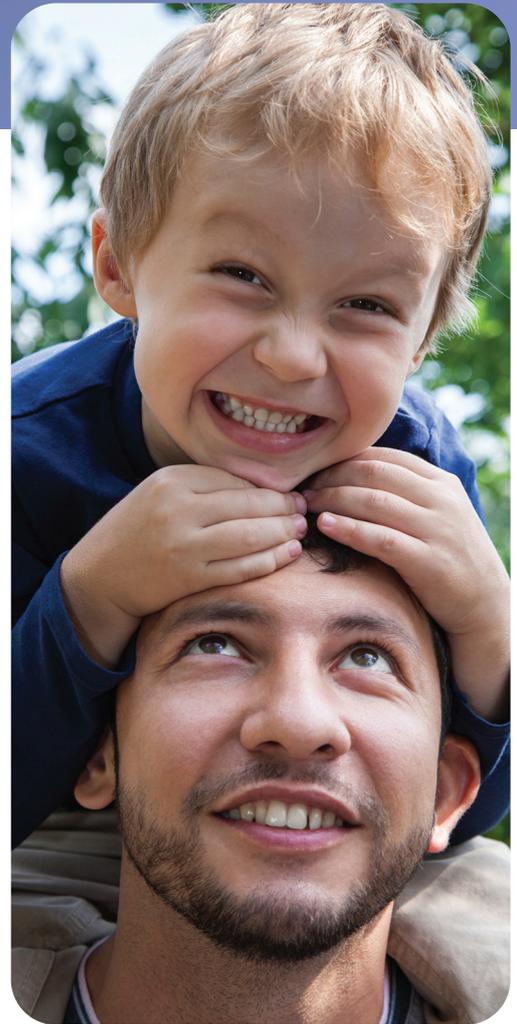
ds fees vary across our different services and are important to contribute to the ongoing improvement and delivery of our services to support all our children adults and families. The following is a guide on our fees.

PARENTING AND RELATIONSHIP SEMINARS AND GROUPS

- » All ds community education seminars are FREE for all clients.
- » Any groups provided under our Family Mental Health Support Services funding are free of charge for all participants.
- » Any groups provided under Targeted Psychological Strategies are Medicare-funded, so are free of charge for **eligible** participants.
- » Other family relationship and parenting group programs have affordable fees, some with a nominal amount and others with a sliding scale depending on income. All groups have concession rates for pensioners, students and Health Care Card holders, and we ensure these fees are clearly stated on our website and all promotional material.

COMMUNITY & FAMILY SERVICE PROGRAMS

- » **Family Mental Health Support Service – No cost**
This includes; Assessment, Referrals, Case-management, Counselling and Groups for these clients under this program are free of charge.
- » **Royal Commission Clients – No cost**
All programs provided under the Royal Commission Support Services are free of charge.
- » **Clinical Mental Health Services – this program is free of charge to those clients eligible**
Targeted Psychological Strategies (Child, Adult & Queer specialist)
These sessions are targeted to low-income clients so are free of charge for eligible participants (those with Health Care Cards).
- » **Better Access – Fees based on a capacity to pay** and may be eligible for Medicare subsidies for up to 10 sessions each calendar year – ask our intake for more information.
This program is based on annual income.
- » **Family and Relationship Services – Fees based on a capacity to pay**
During our Family Intake Service, clients will be asked their annual family income, and will be advised of the fee for their sessions.



We acknowledge the traditional owners of the land where we work and pay respects to elders past, present and future.

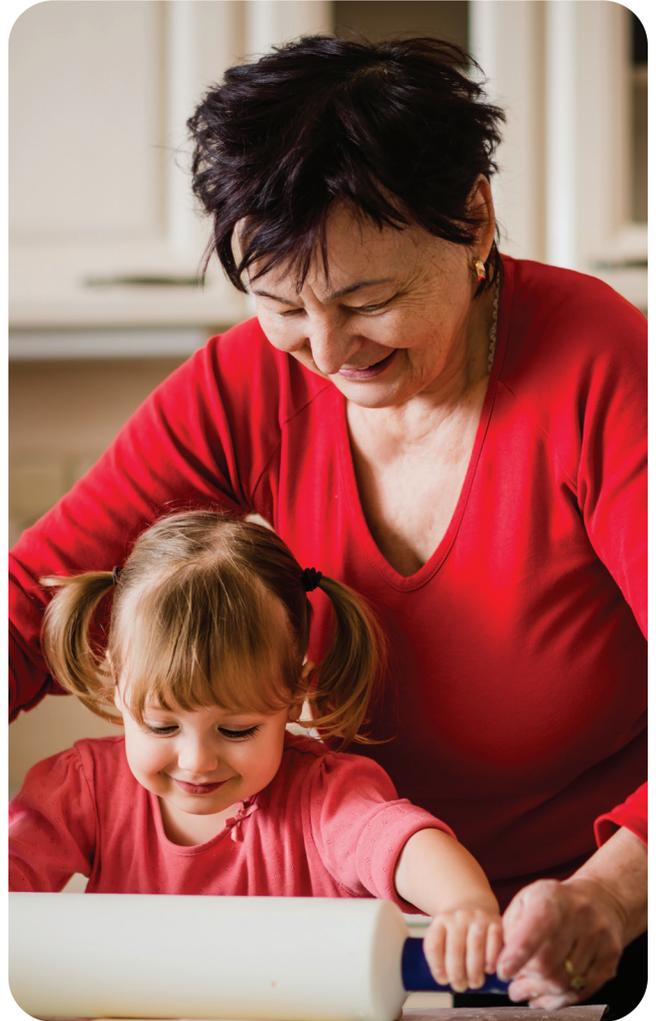
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We use the following criteria when discussing fees with our clients.

1. If your **only** source of income is a Centrelink benefit, the session(s) will be free. Client are advised that if they can do so, they can make a small donation at reception.
2. If you have a health care card (or are entitled to one) then the minimum amount of **\$10** per session is charged.
3. If you receive an income from employment, then the fee is calculated based on the annual gross income.

We will ask you the following when establishing your fee:

- » Your family income. This is to be based on 0.1% of the family's gross income. For example, if the family's combined gross income is \$50,000, they will pay \$50 per session. This applies to all sessions regardless of who in the family attends the session, including adults and children. Note: our fees are capped at \$120 per session.
- » There are times when combined family income is unsuitable to use as criteria, for example, in some cases where domestic violence is present, or where the parents are separated. In these situations, a decision can be made to charge per client – with each client charged at 0.1% of their **individual** gross annual income for any session they attend.
- » Capacity to pay means that in some circumstances the standard fee based on income is not appropriate, for example, due to financial hardship: high mortgage, chronic illness, caring for someone with a disability, unusual circumstances including debt, small businesses with little income etc. In these circumstances, the fee can be reduced/waived with approval of our Family Services Manager.
- » A fee may be reduced or waived in special circumstances. We ensure that services will not be refused based on inability to pay. We can adjust fee rates during times of hardship rather than having a situation of arrears.



**If you are unable to pay a fee you will not be denied service.
Just speak to one of our staff and let us know.**