



Australian Government

Open Arms – Veterans & Families Counselling

OUTREACH PROGRAM COUNSELLOR – SCHEDULE OF FEES PSYCHOLOGIST AND ACCREDITED MENTAL HEALTH SOCIAL WORKER EFFECTIVE 1 July 2026

Guidelines for service provision

- Services provided on behalf of Open Arms must be carried out in professional premises that ensures privacy and confidentiality.
- It is the responsibility of Outreach Program Counsellors (OPCs) to record all client activity including appointments, attendance, clinical notes, reports and outcome assessments within the Open Arms Client Management System (OA-CMS).
- Attendance must be marked in the OA-CMS within 48 hours of completing the session, and clinical notes recorded in accordance with best practice.
- Where OPCs are required to cart for payment, a 60-day timeframe applies for recording all chargeable counselling, group program facilitation and supervision services.
- Further information is available in the Outreach Program Provider Notes ([Provider resources | Open Arms](#)) and Open Arms Procedures and Instructions.

Face-to-Face Services

Cart Item No.	Service	Fees	GST Status
OPC-01	Consultation (US01) – not less than 30 minutes but less than 50 minutes	\$123.35	GST free
OPC-02	Consultation (US04)– lasting not less than 50 minutes but less than 90 minutes	\$181.00	GST free
OPC-03	Client did not attend - not less than 30 minutes but less than 50 minutes (for appointment not cancelled up to 24 hours prior to appointment)	\$74.05	GST free
OPC-04	Client did not attend – not less than 50 minutes but less than 90 minutes (for appointment not cancelled up to 24 hours prior to appointment)	\$108.65	GST free

Telehealth Services

- Telehealth Services should be provided in accordance with the Open Arms Online Video Counselling and Support Instruction.
- An assessment of client suitability should be undertaken as telehealth services may not be suitable for all clients.
- Health Direct is the default video counselling platform used by Open Arms. OPCs that provide telehealth services can request a Health Direct profile by submitting a request to OPENARMS.OUTREACHPROGRAM@dva.gov.au

Cart Item No.	Service Description	Fees	GST Status
OPC-11	Telehealth Consultation (US01) – not less than 30 minutes but less than 50 minutes	\$123.35	GST free
OPC-12	Telehealth Consultation (US04)– lasting not less than 50 minutes but less than 90 minutes	\$181.00	GST free
OPC-03	Client did not attend - not less than 30 minutes but less than 50 minutes (for appointment not cancelled up to 24 hours prior to appointment)	\$74.05	GST free
OPC-04	Client did not attend – not less than 50 minutes but less than 90 minutes (for appointment not cancelled up to 24 hours prior to appointment)	\$108.65	GST free

Exposure Therapy (EMDR | PE)

- Extended 90+ minute sessions can only be provided by Outreach Providers who are acknowledged by Open Arms as trained, competent and supported to provide this type of therapy.
- Therapy item number (US50) can only be claimed for the provision of prolonged exposure (PE) therapy or eye movement desensitisation reprocessing (EMDR) that requires a 90+ minute extended consultation, as determined by the appropriate treatment manual. If consultations (including trauma focused treatment) are less than 90 minutes, the appropriate item should be claimed (i.e. a 50+ minute consultation or 30-50 minute consultation).
- Therapy is to be provided in accordance with the *Australian Guidelines for the Treatment of Adults with Acute Stress Disorder and Posttraumatic Stress Disorder* (2013).
- The therapy item is not to be claimed for other treatments provided to a person with PTSD, such as psycho-education and anxiety management, drug and alcohol counselling, interpersonal therapy or psychodynamic therapy. All service delivery may be subject to Open Arms quality assurance processes, including audit.

Cart Item No.	Service Description	Fees	GST Status
OPC-05	*EMDR PE Consultation (US50) - 90+ minutes exposure therapy consultation	\$271.50	GST free
OPC-06	*Client did not attend (US50) exposure therapy consultation (for appointment not cancelled up to 24 hours prior to appointment)	\$162.95	GST free

Reports and Risk Assessment Management Plan (RAMP)

- A Care Plan is required within the first three (3) sessions.
- A Case Review should be completed throughout the episode of care at regular checkpoints and is required and must be completed within one week of case closure, as per OPC Referral Letter.
- A RAMP must be completed and documented in the OA-CMS as part of every Clinical Assessment or additionally where risk is identified.
- The Care Plan, Case Review and RAMP are generated in the OA-CMS.

Cart Item No.	Service Description	Fees	GST Status
OPC-07	Reports - Care Plan and/or Case Review	\$123.15	GST inclusive
OPC-09	Risk Assessment and Management Plan (RAMP)	\$61.65	GST inclusive

NOTE: Outreach Program Counsellor Report and RAMP fees attract GST

Case Management

- This item may only be undertaken by Outreach Program Counsellors (OPC) with **prior approval**
- The case conference must be organised by Open Arms, the OPC or from an approved provider.
- The case conference must include at least two allied health providers, in addition to the Open Arms clinician/s. It does not generally include the client.
- A maximum of one (1) Case Management Item may be approved per set of approved sessions or as required, providing prior approval is obtained.
- Case Management is intended to facilitate coordination of treatment between clinicians and other allied health providers during counselling, not to provide care coordination.
- Case management activities include: Multidisciplinary case conferences; Participation in Open Arms Critical Incident Reviews; Administrative functions related to case management such as preparation of reports, consolidation of documentation to bring to a case conference and pre-approved travel, if required.

Cart Item No.	Service	Fees	GST Status
OPC-13	Case Management – lasting more than 15 and less than 20 minutes	\$56.50	GST free
OPC-14	Case Management – lasting more than 20 and less than 40 minutes	\$96.90	GST free
OPC-15	Case Management – lasting more than 40 and over	\$161.15	GST free

Family Therapy Sessions

- Family Therapy sessions can only be provided by Outreach Providers who are acknowledged by Open Arms as trained, competent and supported to provide this type of therapy.
- If consultations are less than 90 minutes, the appropriate item should be claimed (i.e. a 50+ minute consultation OPC-02 or 30-50 minute consultation OPC-01).
- All service delivery may be subject to Open Arms quality assurance processes, including audit.

Cart Item No.	Service Description	Fees	GST Status
OPC-16	Consultation - 90+ minutes Family Therapy	\$271.50	GST free
OPC-17	Client did not attend (for appointment not cancelled up to 24 hours prior to appointment)	\$162.95	GST free

90+ Minute Sessions

- Prior approval is not required for an initial 90+ minute session however, clinical justification should be documented within the client's Care Plan, Case Review, and clinical record as appropriate.
- Further 90+ minute sessions require prior approval and supporting clinical justification.
- 90+ minute sessions can be provided for Initial appointment, Couples counselling, Complex presentations.
- If consultations are less than 90 minutes, the appropriate item should be claimed (i.e. a 50+ minute consultation OPC-02 or 30-50 minute consultation OPC-01).
- All service delivery may be subject to Open Arms quality assurance processes, including audit.

Cart Item No.	Service Description	Fees	GST Status
OPC-18	Consultation - 90+ minutes	\$271.50	GST free
OPC-19	Client did not attend (for appointment not cancelled up to 24 hours prior to appointment)	\$162.95	GST free

For any questions or assistance relating to client care, the use of OA-CMS or clinical practice, please reach out to your regional contacts.

For any other questions or assistance, please contact the Open Arms OPC Engagement and Escalations Team at OPENARMS.OUTREACHPROGRAM@dva.gov.au