

# Commercial & Cost Structure

Our pricing model is transparent and structured around two components: an **Annual Program Retainer** that supports the infrastructure required to operate a compliant national EAP program, and **Utilisation-Based Service Fees** for counselling and wellbeing services accessed by employees. This approach ensures organisations only pay for services when they are used while maintaining the systems necessary for safe, reliable and professionally governed service delivery.

## Annual Program Retainer

The Annual Program Retainer supports the core infrastructure required to deliver a compliant, responsive and professionally governed EAP program. It does not represent pre-purchased counselling sessions. The retainer contributes to:

- 24/7 intake and triage capability
- National coordination and clinician allocation
- Secure digital platforms for bookings and case management
- Cybersecurity and confidentiality safeguards
- Clinician credential verification and onboarding
- Clinical governance and quality assurance processes
- Contractor compliance oversight
- Structured program reporting and benchmarking
- Dedicated account coordination

These systems remain operational regardless of utilisation levels and form the backbone of a safe and reliable EAP program.

## Annual Retainer Structure

### • Small Organisations

Up to 100 staff

**\$5,500 per year**

### • Medium Organisations

100–500 staff

**\$9,500 per year**

### • Large Organisations

500+ staff

**\$16,500 per year**

- ☐ For large national organisations, government agencies or multi-site employers, customised enterprise retainers may apply. Retainer levels may also vary depending on the depth, complexity and frequency of reporting requested. All retainers are reviewed annually and will increase in line with the **Australian Consumer Price Index (CPI)**.

## Utilisation-Based Service Fees (AUD, GST Incl.)

Service	Rate
Counsellor, Social Worker, Psychotherapist	\$330 per session
Psychologist	\$440 per session
Conflict Resolution (1 clinician)	\$550 per hour
Yarning Circle (2 clinicians)	\$1,100 per hour
Adhoc – Face to Face	Depends on location & time; travel per ATO rates
Annual Retainer	TBA – dependent on reporting frequency & org size

Service fees may also be subject to annual CPI adjustments.

# Commitment to First Nations Economic Empowerment & Flexible Program Design

BilaEmpower is a First Nations-led public benevolent institution committed to strengthening the economic participation of First Nations clinicians and allied health professionals. As a priority, we contract sovereign First Nations businesses across Australia to deliver our services. Most clinicians operate their own private practices and maintain independent professional registration. Unlike many providers, the majority of counselling fees are directed to clinicians themselves in recognition of their specialist cultural and professional expertise. This model strengthens community capacity while ensuring employees receive culturally integrated care.

## First Nations & Community Organisation Discount

In recognition of the important work undertaken by Aboriginal Community Controlled Organisations, First Nations businesses and not-for-profit organisations, BilaEmpower offers a **10% discount** on the annual program retainer and service fees. This reflects our commitment to strengthening community-led wellbeing initiatives and supporting organisations working directly with community.

## Existing Client Agreements

Organisations that currently hold EAP agreements with BilaEmpower will retain their existing pricing arrangements. To support the long-term sustainability and growth of the program, these agreements will transition gradually toward the updated pricing structure through modest annual adjustments. These increases will occur at a reasonable percentage each year and will include CPI adjustments where applicable. Changes will always be communicated transparently with existing partners.

## Flexible Program Design

BilaEmpower recognises that every organisation has unique workforce needs. Programs can be tailored to include:

- Specific session allocations
- Culturally integrated wellbeing programs
- Leadership support and coaching
- Critical incident response capability
- Cultural capability training
- Research and evaluation partnerships

When organisations partner with BilaEmpower they are not simply purchasing an EAP service. They are investing in a nationally coordinated, culturally grounded wellbeing model that strengthens employee wellbeing while creating meaningful economic opportunity for First Nations clinicians and businesses. Together we build stronger workplaces and stronger communities.