

CatholicCare Children's Contact Service FEE POLICY

CatholicCare Children's Contact Services (CCCS) charges fees for our services in line with the Department of Social Services guidelines. All fees will be used to extend service availability to clients. Fees and administration costs will be reviewed annually to remain consistent with contact services nationally.

CCCS has two services available to all clients. Please refer to the table to determine which fees and terms are associated with the service you are seeking.

GOVERNMENT-FUNDED SERVICE			
	Intake Assessment	Supervised & Supported Contact (two hour contact)	Changeover & Supported Changeover
Concession*	\$40 per parent	\$30	\$15 per changeover
Non-Concession	\$80 per parent	\$40	\$20 per changeover
*Concession or Healthcare Card will be required at intake. If not provided, non-concession rates will apply. Refer to CatholicCare Fees policy.			
CCCS requires at least TWO business days notice for cancellations inclusive of intakes, supervised contact or changeovers. If illness is the reason CCCS must be informed ASAP and a medical certificate is to be provided. Failure to comply with these conditions will result in both contact fees being charged to the cancelling parent. Collection proceedings may be instigated. Failure to comply may lead to the withdrawal of service.			
Fees are payable by EFTPOS or credit card only. Fees are payable on the day of your appointment/contact. CCCS reserves the right to instigate collection procedures if a client refuses to pay the nominated fee.			

SELF-FUNDED SERVICE (incl GST)			
	Intake Assessment	Supervised & Supported Contact (two hour contact)	Additional hours
Weekday	\$185 per parent	\$180	\$60 p/h
Saturday	\$275 per parent	\$215	\$70 p/h
Sunday	\$330 per parent	\$260	\$80 p/h
Report		Visit up to 3hrs \$50	Visit more than 3hrs \$100
The issuing of reports for SFS will be considered by the service on an individual basis.			
Contacts are charged for a minimum two hours. Additional hours can be requested. Payment of intakes, supervised contact or changeovers is required FIVE business days before service is to occur, otherwise the service will be cancelled. Fees are payable by electronic funds transfer (EFT). Confirmation of payment needs to be emailed to: CCCSAccounts@catholiccare.dow.org.au			
If the contact ends early for any reason, no refunds will be provided.			
A minimum two hour contact fee will be incurred, unless CCCS is informed of any cancellations within three business days prior to the scheduled contact. An admin fee of \$50 will be charged. In addition to the Fee Policy you will be given the Self-Funded Fee Payment Policy for further information.			

The following information relates to both Government & Self Funded Services

1. Payment of telephone intake fees

Clients who have been authorised by the CCCS Co-ordinators to complete their intakes by telephone, must pay their fees at least 5 working days before their intake appointment. Payment is to be made via electronic funds transfer (EFT) to a CatholicCare account which will be provided if required.

Clients must email their receipts to CCCSAccounts@catholiccare.dow.org.au. If confirmation of payment is not received, the service reserves the right to cancel and clients will need to re-schedule their intake appointments by calling (02) 4254 9316.

2. Late Fee

\$40 per 15 minute increment will be charged if CCCS staffs are required to wait after closing hours for parents to drop off/collect children.

3. Subpoena

File notes are confidential and can only be accessed through a subpoena from the court. There is a non-negotiable fee of \$198 (incl GST) per subpoena. The subpoena must be addressed to:

The Proper Officer for Children's Contact Service
PO Box 1174
Wollongong NSW 2500

Please state the site where the Children's Contact Service occurred, e.g. Campbelltown; Nowra or Wollongong. If CCCS staff are subpoenaed, a non-refundable fee of \$1,000 is payable by the party instigating the subpoena, and conduct costs of \$180 per hour must be guaranteed in writing and met by the party instigating the subpoena.

4. Fee Review

The CCCS reserves the right to review the fees for our services as required. CCCS will endeavour to inform parents/caregivers 2 weeks prior to any changes to our fees when they attend our centre. The CCCS does not take responsibility for parents/caregivers who are unable to receive this information in a timely manner due to circumstances out of our control.

5. Change of conditions

The service reserves the right to change any conditions, assessment criteria or procedures at any time. Clients will be notified of changes.