

CatholicCare Children’s Contact Service FEE POLICY

CatholicCare Children’s Contact Services (CCCS) in line with the Department of Social Services guidelines charges fees for our services. 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.

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

GOVERNMENT-FUNDED SERVICE			
	Intake Assessment	Supervised & Supported Contact (two hour contact)	Changeover & Supported Changeover
Concession	\$35.00 per parent	\$20.00	\$10.00 per changeover
Non-Concession	\$70.00 per parent	\$30.00	\$15.00 per changeover
SELF-FUNDED SERVICE			
	Intake Assessment	Supervised & Supported Contact (two hour contact)	Additional hours
Weekday	\$185 per parent	\$180.00	\$60.00 p/h
Saturday	\$275 per parent	\$215.00	\$70.00 p/h
Sunday	\$330 per parent	\$260.00	\$80.00 p/h
Report		Visit up to 3hrs \$50.00	Visit more than 3hrs \$100.00

SELF-FUNDED SERVICE ONLY: - Contacts are charged for a minimum two hours. Additional hours can be requested. Payment of each contact is required 48 working hours before contact is to occur otherwise the contact will be cancelled. 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 by 5pm on the business day prior to the scheduled contact. An admin fee of \$50.00 will be charged. In addition to the Fee Policy you will be given the Self-Funded Fee Payment Policy for further instruction.

2. Late Fee

- a. \$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. Cancellation

GOVERNMENT-FUNDED SERVICE ONLY: CCCS requires 48 hours notice for cancellations. 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.

4. Subpoena

- a. File notes are confidential and can only be accessed through a subpoena from the court. There is a non-negotiable fee of \$198.00 per subpoena. The subpoena needs to be addressed to:

The Proper Officer for Children's Contact Service

PO Box 1174

Wollongong NSW 2500

- b. Please state the site where the Children's Contact Service occurred, e.g. Campbelltown; Nowra or Wollongong.
- c. If CCCS staff are subpoenaed, a non-refundable fee of \$1000 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.

5. Inability to Pay

GOVERNMENT-FUNDED SERVICE ONLY: - Any exemptions must be discussed with the Coordinator prior to service commencing.

6. Collection

GOVERNMENT-FUNDED SERVICE ONLY: - CCCS offer two methods for fee collection, Direct Debit or CASH/EFTPOS. Please inform the service if your prefer method of payment. CASH/EFTPOS 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.

7. 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.