



Children's Contact Service

CLIENT FEES & CONTRIBUTIONS SELF-FUNDED SERVICE

POLICY

Families seeking to use the Self-Funded Service at the Children’s Contact Services (CCS) will be charged the full fee for all services scheduled and delivered. Fees collected will cover the full cost of service provision. Fees and administration costs will be reviewed annually in line with current CatholicCare policy

SELF-FUNDED SERVICE

FEE RATES (incl GST)	Intake assessment (per parent)	Supervised or Supported Contact*	Changeover/change-back (per service)	Summary	Significant Change**
Weekday*	\$296	\$258	\$142	\$109	\$54
Saturday*	\$410	\$353	\$194	\$109	\$76
Sunday*	\$524	\$449	\$245	\$109	\$96

*min 2-hour session available per booking. Additional cost for 4 or more children.

**Significant Changes include but are not limited to cancellation and rescheduling of a session, change in court orders, interaction with legal professionals or other agencies, etc.

PAYING YOUR FEE

Payments can be made one of two ways:

Electronically (EFT): Directly into the CatholicCare bank account using the account details provided. Proof of payment must be sent to the service via email 48 hours before the appointment/contact occurring:

Account name	CatholicCare
BSB	066-711
Account no	001358
Reference	Your Full Name – Contact
Nowra & Wollongong clients	contactish@catholiccare.dow.org.au
Campbelltown clients	contactmsh@catholiccare.dow.org.au

EFTPOS: Card payments can be made over the phone by contacting our client service officer on 4227 1122. Please inform the client service officer that you are a Contact client seeking to pay your advised service fee.

TERMS OF USE

- All service fees must be paid at least two business days prior to any scheduled service i.e.: Intake assessment/supervised contact/changeover.

- Failure to make payment in full within the specified timeframe will automatically result in the cancellation of the scheduled service. Notification will be provided to both parents.
- Cancellation notice must be provided before 3:00pm the day prior to the scheduled service.
- Cancellation notice must be provided before 3:00pm the Friday prior for service scheduled to occur on a Monday.
- Credit will be forfeited if cancellation notice (inclusive of illness) is not received within the specified timeframes.
- Credit is not provided for visits ending early.
- Late fees will be charged at \$40 per 15 minutes should CCCS staff be required to wait additional time after service conclusion. Any such costs will require payment by the party causing the delay prior to proceeding with the next contact visit.
- All service fees will be shared equally between the parties unless alternate advice is provided to the service, as per court documents or a mutual agreement is in place.
- Fees are subject to change. A two week notice period will be provided for any change to fees.

SUBPOENA

The Contact Summary cost is for the provision of the Contact Summary only. This is a record of observations recorded during the contact session. This fee does not include provision of the client file including file notes.

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 to obtain documents. The subpoena must be addressed to:

The Proper Officer for Children's Contact Service
enquiries@catholiccare.dow.org.au

Hard copy subpoena requests should be sent to: PO Box 1174, Wollongong NSW 2500

Requests should state the service location, e.g. Campbelltown, Nowra or Wollongong. If CCS staff are subpoenaed to attend court in person, a non-refundable fee of \$1,000 is payable by the party initiating the subpoena and conduct costs of \$180 per hour must be guaranteed in writing and met by the party initiating the subpoena.

FEE REVIEW

The CCS reserves the right to review the fees for our services as required and will provide parents/caregivers with at least two weeks prior to the change taking place. The CCS does

not take responsibility for parents/caregivers who are unable to receive this information in a timely manner due to circumstances beyond our control.

CatholicCare are a not-for-profit organisation and are committed to maintaining fees in accordance with organisational values. Any requests for financial hardship including fee reduction will require evidence, are assessed by management and are determined strictly on a time limited basis for extenuating circumstances.

CHANGE OF CONDITION

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

DECLARATION

By signing this policy, I:

- Read and understood the policy.
- Agree to the directions and conditions set out in this policy.

Name

Date

Signature of applicant