

# SUPERVISED CONTACT + TRANSPORT SERVICES PRICELIST 2017



<p><b>Target Group:</b> Children/young people with parents, family and friends or as determined by appropriate person/authority.</p> <p><b>Description:</b> Supervision with focus on the well-being and safety of the child/young person and a pro-active supportive approach provided to parents, to ensure caregiving is appropriate to each child's needs.</p> <p>Observation/monitoring are conducted in a supportive and positive way in settings conducive to an enjoyable and safe visit. In most instances the contact venue is within the local community, this is determined and agreed upon by the referring parties.</p> <p>A one off initial intake fee is charged per client family referral. This payment covers accepting the referral documents, client liaison confirming the details of the requested service, administrative time and allocation of the referral to a family contact supervisor.</p> <p>A 3 hour minimum charge is required per service + GST. Each additional hour is charged at the day hourly rate.</p> <p><b>Public Holidays:</b> The Phoenix Rising office is closed on public holidays however our field staff are available to provide supervision services. Public holidays attract a higher rate per hour.</p>	Initial intake of client forms	\$75 + GST
	Monday – Friday (3hr min) 7am-8pm - each additional hour	\$70/hr+GST \$231.00
	Saturday (3hr min) 7am-8pm - each additional hour	\$80/hr+GST \$264.00
	Sunday (3hr min) 7am-8pm - each additional hour	\$90/hr+GST \$297.00
	Public Holidays (3hr min) 7am-8pm - each additional hour	\$140/hr+GST \$462.00

\* NB: Hourly rates are exclusive of GST

<p><b>Reports:</b> A written report is provided per date of the contact and is a compulsory part of the service provision.</p> <p>PRFC provide a comprehensive written report suitable for court filing. The preparation time for a report is dependent on the visit duration and the number of supervisors required.</p> <p><b>Court attendance &amp; preparation:</b> PRFC personnel required to attend Court or prepare and respond to correspondence of a legal nature will incur a fee charged to the relevant party.</p> <p><b>Mileage:</b> Travel is charged per kilometre, charges commence at the time of pick-up of the child and conclude when the child/young person is returned to their carer/parent at an agreed upon location. There is a minimum of 3 hours charged for each contact and transportation service required.</p> <p>Travel outside the metro area will incur additional charges. Those charges include travel time and mileage charged from when the allocated supervisor leaves the greater metro area to arrive at the venue/or collection of child and return to the greater metro area at completion of the contact visit.</p> <p>Charges are for services delivered on the day of the requested visit and preparation time in accepting a referral and other work and facets of the service.</p> <p>Payment is accepted by bank deposit / transfer. Additional charges may apply for tolls, entry fees, parking etc. They are to be agreed upon in advance of the visit date.</p>	<p>Reports are charged per supervisor attending the visit. Charges are dependent on the duration of the visit.</p> <p>Contact visit duration 1-3hrs Contact visit duration 3hrs+</p>	<p>\$50.00+GST \$100.00+GST</p>
	<p>Court Attendance + Preparation Preparation of additional reports including responses to letters of a legal nature Hourly Rate</p>	<p>\$132.00/hr+GST</p>
	<p>Mileage - charged per km</p>	<p>\$1.10/km+GST</p>

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<p><b>Late Cancellation of service:</b> Late cancellation fees are charged for services that do not proceed and are either cancelled on the same day of the scheduled visit or after <b>5pm</b> the previous weekday (<b>Monday – Friday</b>).</p> <p>Late cancellations must be communicated by phone. Emails and text messages are not received by the administration team after business hours.</p> <p>The person financially responsible for contact payments as per the Service Agreement form is responsible for payment of a late cancellation. The referring parties should ensure an arrangement is in place to avoid such charges due to late cancellations.</p> <p>PRFC encourage all parties to advise the case coordinator asap to ensure a late cancellation fee isn't charged.</p>	<p>A 3 hour cancellation fee is charged when a visit cancels on the same day or after 5pm the previous weekday/business day.</p> <p>Weekend cancellations by Friday 5pm.</p> <p>The fee charged will be at the applicable day rate as shown.</p>	<p>3hr minimum charged</p> <p>Weekday \$231.00</p> <p>Saturday \$264.00</p> <p>Sunday \$297.00</p> <p>Public holidays \$462.00</p>
<p><b>Additional Information:</b> PRFC understands there may be conflict between the parties; and whilst seeking to maintain positive relationships with all, we focus on maintaining a neutral position.</p> <p>PRFC have policies and procedures aimed at limiting our involvement in any conflict issues between the parties.</p> <p>The PRFC focus is facilitation of a positive visit for the child and those with whom they are interacting.</p> <p>We require the referring parties provide factual background information, issues of concern + brief Court Order documentation. This information will ensure our service matches the needs of the client.</p> <p><i>Area(s):</i> Metro + greater metro, subject to negotiation. Quotation for a service can be provided on request.</p> <p><i>T:</i> 02 9873 3992; <i>F:</i>9875 2123; <i>E:</i><a href="mailto:jane@phoenixrising.org.au">jane@phoenixrising.org.au</a> + <a href="mailto:accounts@phoenixrising.org.au">accounts@phoenixrising.org.au</a></p>	<p>All fees and charges are required in advance of the service taking place. A booking is not secured unless payment has been made and the accounts team are notified by phone or email: <a href="mailto:jane@phoenixrising.org.au">jane@phoenixrising.org.au</a></p> <p>Cancellation of a service should be addressed to the administration team <a href="mailto:scheduler@phoenixrising.org.au">scheduler@phoenixrising.org.au</a></p>	

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