

## SUPERVISED CONTACT + TRANSPORT SERVICES PRICELIST 2020

<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 a focus on the well-being and safety of the child/young person, with a pro-active, supportive approach to parents, where this is required. Such support will be relevant to the individual care needs of each child.</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, and this is determined and agreed upon by the referring parties.</p> <p><b>Intake fees</b> are charged per parent for each 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><b>Supervision services:</b> 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 field staff are available to provide supervision services. Public holidays attract a higher rate per hour.</p>	<p>Initial Client/s Intake Forms + processing per parent.</p> <p>Intake services include processing forms and a phone intake session with each parent.</p> <p>After intake is completed, parents are provided a schedule of confirmed contact dates.</p>	<p>\$90 per parent +GST</p>
	<p><b>Supervision services:</b></p> <p><b>Monday-Friday:</b> 7am-8pm Minimum charge per session: 3hrs</p>	<p>\$75/hr +GST = \$247.50</p>
	<p><b>Saturday:</b> 7am-8pm Minimum charge per session: 3hrs</p>	<p>\$90/hr +GST = \$297.00</p>
	<p><b>Sunday:</b> 7am-8pm Minimum charge per session: 3hrs</p>	<p>\$90/hr +GST = \$297.00</p>
	<p><b>Public Holidays:</b> 7am-8pm Minimum charge per session: 3hrs</p>	<p>\$140/hr +GST = \$462.00</p>

<p><b>Administration Fees:</b> Fees are charged at PRFC's discretion if work undertaken on behalf of the family falls outside standard scheduling and administration tasks, that is relevant to arranging and facilitating contact supervision.</p> <p>This also includes late requests and after-hours changes to contact arrangements.</p> <p><b>Reports:</b> A written report is provided for each contact session and is a compulsory component of PRFC's service provision.</p> <p>PRFC provides 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>The duration of the visit is the time the child/ren are with the supervised parent, under supervision of PRFC personnel.</p> <p><b>Court attendance &amp; preparation:</b> Fees will be incurred where PRFC personnel are required to attend Court or prepare and respond to correspondence of a legal nature. Fees will be 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 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>Administrative Fee (1hr min @ day rate)</p> <p>Charged for additional work required outside normal service requirements</p>	<p>Mon-Fri \$70 + GST</p> <p>Sat + Sun \$90+ GST</p>
	<p>Reports are charged per supervisor attending the visit. Charges relate to the duration of the visit.</p> <p>Contact visit duration 1-5hrs Contact visit duration 5 hrs Contact visit duration 8 hrs</p>	<p>\$70.00 +GST \$120.00 +GST \$150.00 +GST</p>
	<p>Court Attendance + Subpoena Preparation</p> <p>Preparation of additional reports including responses to letters of a legal nature</p> <p>Hourly Rate</p>	<p>\$132.00/hr +GST</p>
	<p>Mileage - charged per km</p>	<p>\$1.10/km +GST</p>

**Late Cancellation of service:**

Late cancellation fees are charged for services that do not proceed and are either cancelled on the day of the scheduled visit or after **5pm** on the previous weekday (**Monday – Friday**).

Late cancellations must be communicated by phone or email (during Office Hours with response) to relevant personnel. This means either to Office Personnel during business hours or After-Hours personnel on the After-Hours mobile.

Emails, text messages and voice messages left on the office phone (outside of business hours) will not be received by the Administration Team until the next business day i.e. Mon-Fri, 9- 5pm.

The person/s financially responsible for contact payments (per Service Agreement form) is responsible for payment of late cancellation fees. The referring parties should ensure an arrangement is in place to avoid these fees. PRFC encourages all parties to advise the Administrative Team ASAP to avoid where possible, such fees.

**Additional Information:**

PRFC understands there may be conflict between the parties, that we will seek to maintain positive relationships and our focus will be on maintaining a neutral position.

PRFC has policies and procedures aimed at limiting our involvement in conflict issues between the parties.

We require the referring parties to provide factual background information, issues of concern + brief Court Order documentation. This information will assist PRFC to match our services to the needs of the client/s.

Additional fees will include venue entry, tolls, parking, and other expenses incurred during the service provision.

Area(s): Metro + greater metro, subject to negotiation. Quotation for a service can be provided on request.

T: 02 9873 3992

E: [jane@phoenixrising.org.au](mailto:jane@phoenixrising.org.au) + [accounts@phoenixrising.org.au](mailto:accounts@phoenixrising.org.au)

A 3-hour cancellation fee is charged when a visit cancels on the same day or after 5pm the previous weekday/business day.

Weekend cancellations by Friday 5pm.

The fee charged will be the minimum 3 hours at the days applicable day rate as shown.

Weekday  
\$247.50  
Saturday  
\$297.00

Sunday  
\$297.00

Public holidays  
\$462.00

\* these Late Cancellation fees include GST

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 informed by phone or email to: [jane@phoenixrising.org.au](mailto:jane@phoenixrising.org.au)

Cancellation of a service should be addressed during Office Hours (9-5pm M-Fri) to the Administration Team on 02 9873 3992 and [scheduler@phoenixrising.org.au](mailto:scheduler@phoenixrising.org.au)

Please note if you are cancelling a service on the weekend, emails, phone calls and voice messages to the office number are not received until the next business day.

Out-Of-Hours + weekend cancellations can be made to personnel on the Out-Of-Hours mobile number. The OOH mobile number can be obtained by calling the office landline, and the OOH’s mobile number will be given during the message on that number.