



## CONTACT SERVICE PAYMENT INSTRUCTIONS

The person/s responsible for payment of the contact service is identified in the **Family Contact Service Agreement, Financial Agreement**.

Phoenix Rising For Children (PRFC) require payment in advance for each service date. Payment is required a minimum 2 working days prior to the arranged visit. When the service arrangement has been finalised, the accounts department will issue an invoice to you. Payment is accepted by bank deposit or internet transfer.

PRFC require internet transfers to be in advance of the scheduled service to allow for the funds to arrive in the PRFC account. For visits scheduled on a Saturday or Sunday, payment is required no later than the Thursday prior; by 5pm. Payment in advance will ensure the booking is confirmed and ready to proceed.

Charges that occur on the day of the visit may include mileage, tolls, venue entry fees, parking etc. These charges will be agreed upon with Phoenix Rising For Children (PRFC) in advance. Additional charges may be billed after the visit if a change occurs without notice affecting the costs of the service.

### **Bank deposit or internet transfer account details:**

Account Name: Phoenix Rising For Children  
Bank: St George Bank  
BSB: 112 879  
Account: 066797702

When making your payment please reference with either child/family name, invoice number or some other reference number so we can clearly identify your payment and allocate to your account.

Once you have completed the transfer please notify the PRFC office by emailing a receipt to the following address: [jane@phoenixrising.org.au](mailto:jane@phoenixrising.org.au)

### **If we have not received your advice of payment, the visit may not proceed.**

PRFC will respond to your email confirming we have received your payment. If you do not receive a response, please make contact with the PRFC office to ensure we are aware of the funds deposit.

Should you require more information please contact our offices:  
P: 02 9873 3992 during business hours (9am-5pm Monday Friday).

In cases of emergency only, outside of business hours, please call our after-hours support:

M: 0416 234 588 or 0411 477 472