



SUPERVISED CONTACT + TRANSPORT SERVICES PRICELIST 2022

<p>Intake Fee The Initial intake fee is charged per parent per 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>Description: 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 3hour minimum charge is required per contact and transport service, rates are inclusive of GST. Each additional hour is charged at the day hourly rate.</p> <p>Public Holidays: 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 per parent.	\$108.90 per parent \$217.80 per family
	Intake to the service includes processing of forms and a phone intake session per parent. On completion of the intake parents are provided a confirmed schedule of the booked dates.	
	Monday-Friday: 7am-8pm Minimum charge per session:3hrs	\$93.50/hr \$280.50 - 3hr min
	Saturday: 7am-8pm Minimum charge per session:3hrs	\$110/hr \$330.00 - 3hr min
	Sunday: 7am-8pm Minimum charge per session:3hrs	\$110/hr \$330.00 - 3hr min
	Public Holidays: 7am-8pm Minimum charge per session:3hrs	\$165/hr \$495.00 - 3hr min

* Prices are inclusive of GST

<p>Administration Fee at PRFC's discretion if the work undertaken on behalf of the family falls outside the standard scheduling and administration obligations for arranging and facilitating contact supervision. This includes late requests and after hours changes to contact arrangements.</p> <p>Reports: 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>The duration of the visit is the time the child is with the supervised parent, under the supervision of PRFC personnel.</p> <p>Court attendance & preparation: 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>Mileage: 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>Administrative Fee (1hr min @ days rate)</p> <p>Charged for additional work required outside the normal service requirements</p>	<p>Mon-Fri \$93.50 Sat \$110.00 Sun \$110.00</p>
	<p>Reports are charged per supervisor attending the visit. Charges are dependent on the duration of the visit.</p> <p>Contact visit duration 1-5hrs Contact visit duration 5hrs+ Contact visit duration 8 hrs</p>	<p>\$88.00 \$140.00 \$170.00</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>\$150.00</p>
	<p>Mileage - charged per km</p>	<p>\$1.32 per klm</p>

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<p>Late Cancellation of service: 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 5pm the previous weekday (Monday – Friday).</p> <p>Late cancellations must be communicated by phone. Emails and text messages are not received by the administration team outside business hours (Monday-Friday: 9-5pm).</p> <p>The person financially responsible for the service is responsible for payment of a late cancellation. The referring parties should ensure an arrangement is in place to avoid late cancellations fees.</p> <p>PRFC encourage all parties to advise the administrative team asap to ensure a late cancellation fee isn't changed.</p>	<p>A 3hour cancellation fee is charged when a visit cancels on the same day or after 5pm the previous weekday/business day.</p> <p>Saturday, Sunday and Monday cancellations must be received before Friday 5pm, otherwise a late cancellation fee is charged.</p> <p>The fee charged will be the minimum 3 hours at the days applicable day rate as shown.</p>	<p>Weekday \$280.50</p> <p>Saturday \$330.00</p> <p>Sunday \$330.00</p> <p>Public holidays \$495.00</p> <p>* Late cancellation fee including GST</p>
<p>Additional Information: 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>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>Additional fees include venue entry, tolls, parking and other expenses incurred during the service provision.</p> <p>Area(s): Metro + greater metro, subject to negotiation. Quotation for a service can be provided on request.</p> <p>PH: 02 9873 3992 E: jane@phoenixrising.org.au + accounts@phoenixrising.org.au</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: jane@phoenixrising.org.au</p> <p>Cancellation of a service should be addressed to the administration team scheduler@phoenixrising.org.au</p> <p>Please note if you are cancelling a service on the weekend, emails are not received and a phone call to our team is required: 02 9873 3992.</p>	

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