

CONTACT CENTRE CANBERRA

ABN: 63 827 725 419

ORIENTATION AND FAMILIARISATION SESSIONS:

At Contact Centre Canberra (CCC) we want each visit to run as smoothly as possible. We offer orientation and familiarisation sessions. These sessions are conducted at an agreed location where the child, and parent they reside with, meet with a supervisor prior to contact commencing. Here, children can become familiar with where contact might take place and who will be supervising them. Children can ask questions and get to know the supervisor. This is a recommended service prior to attending supervised contact with the non-residential parent for children who may be anxious about seeing their parent.

SUPERVISED VISITS:

Contact Centre Canberra (CCC) provides parents and children with opportunities to build positive relationships. During a contact visit, staff can, if necessary, assist and facilitate interactions between family members. Staff role model good behaviours and encourage parents to interact with their children when a little extra help is needed. Staff always remain with the child/children during contact visits. Name shaming of the custodial parent is discouraged during contact. CCC aims to make the contact visit a positive experience for all parties.

FEES:

Monday – Sunday (7 days a week)

\$160.00 x 1 hour visit

\$260.00 x 2 hour visit

\$360.00 x 3 hour visit

- GST is 10% of the total costs.

Any hours after 3 hours will be decided on a case-by-case basis and is at the discretion of the Director, CCC.

** Public Holidays will incur a \$50.00 surcharge on top of the hourly rate.

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CANCELLATION FEES:

Once you have set the date and time of a Supervised Contact visit, CCC will advise both parties that the visit is confirmed and booked, either by SMS or email. A one-off cancellation fee applies if either party cancels the confirmed booking with no less than 48 hours' notice of the cancellation. Whoever makes the cancellation will be invoiced for the fee. Cancellation Fee: \$85.00

- GST is 10% of the total costs.

LETTERS/REPORTS:

A Letter of Support in relation to changeovers and visits can be requested in writing. This letter is a summary of the extensive case notes taken during a visit and can be used in court proceedings. The Letter includes any observations and interactions that occurred before, during and after each visit. Letters can be requested by you, the other parent, or by your solicitor/lawyer.

Fees: \$85.00 for a short letter (1-2 pages) \$120.00 for an extended letter (2-3 or more pages).

- GST is 10% of the total costs.

*Business hours are strictly 9:00am – 5:00pm – 7 days a week (unless there is an Emergency).