

NACC – THE RISE TRUST

Child Contact Centre Charging Policy

Purpose

As a Trust we rely on donations and fundraising to continue to provide our services. We also wish to ensure that parents value our service by enabling them to contribute towards costs.

Fees

The fees that are charged are intended to be paid by the non-resident parent and the level of the fee is the same as for other Contract Centres nationally. If parents wish to share the cost we need to agree this arrangement in advance of contact.

The fees are as follows:

- £20 initial referral fee. (This is to cover the admin costs of setting up contact and getting families organised. It will be used in the administration of the Contact Centre.
- £10 session fee. (This is for parents who work and do not receive benefits).
- There is no session fee for parents who are in receipt of benefits such as Employment and Support Allowance and Job Seekers Allowance. (Proof of benefits is required).
- £5 Supported handover fee. (Parents on benefits do not pay the handover fee).

These fees are to be paid each time, but if it is more convenient to pay for example at the end of the month, then this can be agreed.

Missed Sessions

If a parent fails to attend a contact session for any reason, and we are informed of this in advance (at least 15 minutes before the Contact Centre session is due to start) then the Contact Centre will not charge the fee. The parents will still be liable for payment if the Contact Centre is not informed of the non-attendance in advance.

Discretions

If a parent's circumstances lead to them being unable to pay their session fees, this can be discussed discreetly with either the Co-ordinator or Assistant Co-ordinator to ensure monetary problems do not get in the way of the contact taking place.

Contributions from families in receipt of benefits, however small, would still be appreciated. Although every effort will be made to reach an agreement with you about arrangements for the continuation of contact, we reserve the right to bring the arrangement to an end in the event of a non-payment of fees.

Confidentiality will always be paramount for both the Contact Centre and parents regarding the circumstances and arrangements for contact sessions

The RISE Trust
December 2014