

Private Children's Contact Centre Fees Policy

Purpose

This policy outlines the responsibility for payment of private supervised contact and visitation services, and explains the rationale for associated fees. Private Contact Centres operate as independent, neutral services focused on ensuring safe, child-focused contact between children and parents or family members.

Responsibility for Payment

Fees may be paid by one parent, shared between both parents, or allocated in accordance with Court Orders or private agreement. The most common arrangement is shared payment between parents. In some cases, the Court may direct one parent to pay all or a greater portion of the fees, particularly where supervision is required due to identified risk, safety concerns, or other specific circumstances.

Where no Court Order exists, payment arrangements are determined by agreement between the parties. Each party is typically responsible for their own intake fees, with visit fees shared or allocated as agreed.

Reason for Fees

Private Contact Centres are professional services that operate independently of either parent. Fees support the provision of qualified supervisors, objective observation, professional documentation, safe environments, insurance, compliance requirements, and administrative coordination. These services ensure contact occurs in a structured, safe, and child-focused manner.

Independence and Neutrality

Private Contact Centres remain impartial and do not act for either parent. The service works alongside families, legal representatives, and the Court, maintaining objectivity at all times. Fees are not a penalty, but reflect the professional resources required to facilitate safe and appropriate contact in the best interests of the child.

Best Interests of the Child

All services are delivered with the child's safety, wellbeing, and emotional security as the primary consideration. The structured and professionally supervised environment ensures that children can maintain relationships safely, while protecting their welfare and supporting family stability.

This policy applies to all private supervised contact services.