

National Office – Fees for Service

International Parental Child Abduction

No charge – funded by Federal Govt

General Enquiries

- Information, advice and referral (short matters)
- Information, advice and referral (long matters)
- Advice to Government and NGO partners

Standard fee

- No charge -
\$100 per hour
\$100 per hour

Concession*

\$75 per hour
n/a

Intercountry Casework – Child Welfare

- Overseas enquiries by phone, fax or email
- One-off contact and report on facts
- Overseas police, child protection or related checks
- Support / counselling (per hour)
- Assistance locating a child / conducting a welfare check
- Conducting a kinship placement assessment
- Facilitating a kinship placement overseas

\$100
\$800
\$400
\$100 per hour
\$800
\$2,500 plus expenses
\$2,500 plus expenses

\$75
\$600
\$300
\$75 per hour
\$600
n/a
n/a

Intercountry Casework – Family Welfare

- International family mediation
- Facilitating residence or contact arrangements for children
- Supervised contact visits (per hour)
- Support / counselling (per hour)
- Contact facilitation (“post box” service)

\$100 per hour
\$1,200 - \$1,800
\$100 per hour
\$100 per hour
\$50

\$75 per hour
\$900 - \$1,350
\$75 per hour
\$75 per hour
\$40

Intercountry Post-Adoption Tracing

- Obtaining and sharing birth records from overseas
- Post-adoption tracing, outreach and family reunification

\$100
- \$200 flat rate -

\$75

Intercountry Tracing and Family Reunification

- Intercountry tracing & outreach to immediate family members
- Family reunification, support and counselling
- Contact facilitation (post-box service)

- \$200 flat rate -
- \$200 flat rate -
\$50

\$40

Other Services

- Adult welfare assistance, assessment or report
- Family crisis assistance involving overseas family members
- Family welfare including facilitating contact and residence arrangements
- Support and counselling (per hour)

\$400 - \$2,000
\$400 - \$1,000
\$1,200 - \$2,000
\$100 per hour

\$300 - \$1,500
\$300 - \$750
\$900 - \$1,500
\$75 per hour

Fees for services not listed above are available on enquiry.

Disbursements / Out of Pocket Expenses

ISS Australia requires reimbursement (at cost) for any additional charges incurred for travel, accommodation, interpreting, obtaining certificates, lodging documents or other unforeseen costs.

Disclaimer: limited resources of ISS network members in some countries may result in delays or limited services.

* Concession rate is available to those on low or statutory incomes on production of appropriate documentation.

Explanatory Notes

International Social Service (ISS) Australia is a not-for-profit organisation and registered charity providing professional intercountry casework services in situations where families are in two or more countries. All staff providing casework services are qualified and experienced Social Workers, eligible for membership of the Australian Association of Social Workers.

Funding is currently provided by the Commonwealth Attorney-General's Department for nationwide services focusing on International Parental Child Abduction (IPCA), and by the NSW Department of Family and Community Services for a range of services in NSW. These funded services are free to clients.

Other services are currently not funded by government and it is therefore necessary to charge fees for service. We acknowledge that for clients on low or statutory incomes payment of full fees may be difficult and we therefore offer a concession rate on provision of appropriate documentation.

In exceptional circumstances such as severe hardship ISS Australia may agree to waive some or all fees. Requests for fee waiver must be discussed with a Social Worker and will be considered on a case-by-case basis.

ISS Australia forms part of the international ISS network and usually operates by referring cases to qualified caseworkers working for ISS network members overseas. Some ISS network members operate with very limited resources and there may be delays or limitations on services in some countries as a result.

Notes on fees for service

- All fees are inclusive of GST and are in Australian dollars
- Invoices are payable strictly within 14 days
- Fees are not refundable (except when no service is provided)
- Fees may be reviewed from time to time and may change without notice
- A 3% surcharge applies for all payments made by credit card

For assistance, referrals and further information

If you require one or more of the services provided by ISS Australia, wish to make a referral or need further information, please contact ISS Australia's National Office:

National Helpline:	1300 657 843 (local call cost only)\
Ph:	(03) 9614 8755
Fax:	(03) 9614 8766
Email:	iss@iss.org.au
Web:	www.iss.org.au