

NSW Office – Fees for Service

General Enquiries (relating to funded services)

- Information, advice and referrals
- Advice to Government and NGO partners
- Overseas inquiries by phone, fax or email

No charge – funded by NSW Govt

Child Welfare

- Obtaining child protection or police checks overseas
- Conducting a welfare check on a child
- Facilitating a kinship placement overseas

No charge – funded by NSW Govt

International Parental Child Abduction

- Prevention of abduction / retention
- Information, support, advice and referrals
- Facilitating contact or residence arrangements for children

No charge – funded by NSW Govt

Intercountry Post-Adoption Tracing

- Obtaining and sharing birth records from overseas
- Intercountry post-adoption tracing, outreach and family reunification, including support and counselling

No charge – funded by NSW Govt

Child Welfare

- Conducting a kinship placement assessment

\$2,500 plus expenses

Intercountry Tracing and Family Reunification

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

Standard fee

Concession*

- \$200 flat rate -

- \$200 flat rate -

\$50

\$40

Other Services

- International family mediation
- 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)

\$100 per hour

\$75 per hour

\$400 - \$2,000

\$300 - \$1,500

\$400 - \$1,000

\$300 - \$750

\$1,200 - \$2,000

\$900 - \$1,500

\$100 per hour

\$75 per hour

Disbursements / Out of Pocket Expenses

- Additional charges may be incurred for travel, interpreting, accommodation, lodging documents and other unforeseen costs.

Cost only

Fees for services not listed above are available on enquiry.

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 NSW Department of Family and Community Services for a range of services in NSW, including intercountry post-adoption tracing, child welfare and international parental child abduction matters. These services are free to all clients.

Other services are currently not funded by government and it is therefore necessary to charge fees for these services. 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 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 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 NSW Office:

Helpline:	1300 657 843 (local call cost only)
Fax:	(02) 9267 3886
Email:	issnsw@iss.org.au
Web:	www.iss.org.au