

## Toucan Contact Centre Fee Structure



**Referral Fee (one-off/non-refundable):** This includes separate interviews with resident and contact adult (including child where appropriate), meeting with relevant family members, referrer and contact staff, risk assessment and building induction.

*£90 per referral*

**Supervised Contact Fee:** This includes provision of a qualified supervisor and a session report, parenting support and review meeting/liaison with and between family and referrer.

*Saturdays: £60 per hour*

*Sundays/Bank Holidays: £70 per hour*

**Supported Contact Fee:** This includes general observation of the contact session by a member of staff as required. Other families may be using the same room. No report is provided.

*Saturdays: £25 per hour*

*Sundays/Bank Holidays: £35 per hour*

**Handover/Late Fee:** This includes a worker being available at the beginning and end of the session for the child to be handed over to the contact parent and returned to resident parent or the possibility of a parent arriving late for contact or collection. No report is provided.

*£10 per handover/lateness*

**Methods of Payment:** Referral fee is due upon receipt of referral. All other fees are to be paid in advance of session and as detailed in contact agreement.

***Toucan Contact Centre operates under Toucan Day Nursery Ltd. Should the fees not be paid to Toucan Day Nursery Ltd. in due time, Toucan reserve the right to suspend sessions until such time as the matter is dealt with.***