

## St Mary's Contact Centre - Fee Waiver Policy

St Mary's Contact Centre is committed to provide the opportunity for children of separated families to spend time with a non-resident parent. In order to help fund the centre, a one-off fee of £40 is charged. This covers all sessions attended. However, we do not want anyone to be prevented from using our service because of financial restraints. Therefore, St Mary's Contact Centre operates a fee-waiver policy.

- Trustees ensure there is enough money in the budget so that if neither the non-resident or resident parent can pay the fee, it can be covered in part or in full.
- The person carrying out the initial placement interview will talk about the fee with the client in order to ascertain whether this would be a barrier to them making use of St Mary's Child Contact Centre. If the non-resident parent cannot afford the fee they will be advised discuss the matter with the Centre Coordinator, who will make the decision on whether to waive the fee or not.

**We are committed to reviewing our policy and good practice annually.**

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