

## Telephone Dispute Resolution Service Fee Structure

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Telephone Dispute Resolution Service offer Family Dispute Resolution as a supportive, respectful process to assist with reaching negotiated agreements.

Fees do apply for this service:

- Enquiries incur no fees
- Intake Sessions incur a fee of \$75 per hour (*payment taken at time of registration*)
- Mediation sessions incur a fee of \$75 per hour (*per participant*)
- A minimum of one hour is charged for all mediation sessions
- After the first hour, charges are applied in 15 minute increments
- Each party is responsible for their own costs
- Our preferred method of payment is by credit card over the phone at the time of mediation

We apply the principle that no client will be declined a service based solely on their capacity to pay. We offer fee reduction and fee exemption to support participation in the service.

Fee reduction can be requested prior to your mediation session. Fee reductions consider your income, day to day living expenses, liabilities, and assets and whether the fee may cause financial hardship to you. Please contact 1800 054 539 for more details or an application form.

Fee exemption will apply in the following situations. This is automatically processed at registration:

- You have been granted legal aid for the parenting issue being dealt with at the Centre
- You are an inmate of a prison or otherwise lawfully detained in a public institution
- You are under the age of 18 years
- You are in receipt of a Youth Allowance, or an Austudy payment or ABSTUDY benefits
- You are the holder of one of the following:
  - A Health Care Card
  - A Health Benefit Card
  - A Pensioner Concession Card
  - A Commonwealth Seniors Health Card
  - Any other card issued by the Department of Social Security or the Department of Veterans' Affairs that certifies entitlement to Commonwealth health concessions

*\*Only the person(s) named on the card will be eligible for fee exemption.*

Child Support Agency clients who are going through a formal application for change of assessment will be provided with three hours of free family dispute resolution, after which a fee of \$70 per hour will apply.

*It is the Telephone Dispute Resolution Service's discretion to waive or reduce fees. Relevant documentation may be required to evidence your request.*

# Cancellations and Refunds

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## Cancellations

Telephone Dispute Resolution Services operates a 24 hour cancellation policy.

- If you cancel an appointment over 24 hours / 1 working day in advance, we will not charge you for the missed session.
- If you cancel an appointment with less than 24 hours / 1 working days' notice, or if you cannot attend, you will be charged the session fee paid. The session fee is charged as the Family Dispute Resolution Practitioner's time has already been committed for your session.
- You can let us know you wish to cancel or reschedule your appointment by:
  - responding to the confirmation SMS we will send you; or
  - by phoning Telephone Dispute Resolution Services on 1800 054 539 at least 24 hours prior to your appointment.

## If we cancel

On the rare occasion we are unable to deliver a session at the agreed appointment time we will give you as much notice as possible. We will re-book at a time that best suits you or offer a refund for the cancelled session.

## Refunds

We aim to process refunds for cancelled appointments within 5 working days of the cancellation being made. Refunds will be made in the same form as the original payment.

## Exceptional circumstances

We understand that genuine emergencies can arise. In the rare instance that an emergency prevented you from attending, and from letting us know, Telephone Dispute Resolution Service may consider waiving or reducing the appointment fee.

*Please contact us on 1800 054 539 or email [tdrsadmin@raq.org.au](mailto:tdrsadmin@raq.org.au) for further information regarding fees, cancellations, and refunds, or to apply for a fee review.*