



PRINCIPLE VI: FEES

When setting or administering fee schedules for services performed, College members inform clients fully about fees, charges and collection procedures.

Interpretation

- 6.1 College members do not charge or accept any fee which is not fully disclosed.
 - 6.1.1 College members explain in advance or at the commencement of a service the basis of all charges, giving a reasonable estimate of projected fees and disbursements, pointing out any uncertainties involved, so that clients may make informed decisions with regard to using a member's services.¹
 - 6.1.2 College members discuss and renegotiate the service contract with clients when changes in the fee schedule are anticipated.
 - 6.1.3 College members ensure that fee schedules clearly describe billing procedures, reasonable penalties for missed and cancelled appointments or late payment of fees, the use of collection agencies or legal proceedings to collect unpaid fees and third party fee payments.² (See also Interpretation 5.3.4)
 - 6.1.4 College members may reduce, waive or delay collecting fees in situations where there is financial hardship to clients, or they may refer clients to appropriate alternative agencies so that clients are not deprived of professional social work or social service work services.^{3,4}
 - 6.1.5 College members do not charge fees on the basis of material or financial benefits accruing to clients as a result of services rendered or fees which are excessive in relation to the service performed.
 - 6.1.6 College members do not accept or give commissions, rebates, fees, other benefits or anything of value for receiving or making a referral of a client to or from another person.
 - 6.1.7 College members seek an agreement, preferably in writing, dealing with the provisions of Interpretations 6.1.1 to 6.1.5 inclusive, at the time of contracting for service with a client.



FOOTNOTES

1. These charges may be based on such factors as the amount of time and effort required and spent, the complexity of the matter and whether a special skill, expertise or service has been required and provided.
2. Interest on late payments should be expressed as an annualized rate.
3. College members who accept barter payments are aware of the potential conflict of interest and taxation issues that this style of payment may create. College members avoid this method of payment if it constitutes a conflict of interest.
4. College members are not expected to reduce their fees unless required to do so by the policy of the agency by whom they are employed. College members may request that the client notify the member immediately if any circumstances arise that may interfere with the normal payment of fees.