

Fees

Policy

Family Services Perth-Huron holds the value that, "No person will be denied service due to insufficient income or inability to pay." Clients of Family Services Perth-Huron will be provided fee information in their initial contacts specific to the service requested and the fee schedule to be paid: fees are applied in a standard and consistent manner with funding support from grants, contracts, and charitable donation." Where a service is fully funded by a third party, no fee will be charged to the client.

Fees for each service are applied in a standard and consistent manner. Where a client has a complaint about fees, clients will be referred to the Client Complaints and Appeals Policy and Procedure.

Fees paid for services will not be considered charitable donations nor will charitable receipts be issued.

In the event a client has a disability or requires an interpreter, advance notice must be given of any fees required by a support person.

Credit Counselling

There is no fee for the first appointment with the credit counsellor. Fees are subsidized by the United Way.

When a Debt Management Program is drawn up clients are advised that 10% of the funds they deposit may be deducted for fees.

At the time of the assessment, the Credit Counsellor will determine based on the following criteria whether the fee may be reduced or waived:

The first and foremost consideration will be clients ability to pay a fee based on an assessment of the budget and/or if a client is on a fixed income, (ie. Ontario Works, WSIB, EI, CPP, etc.) the fee may be waived or reduced.

In the event the DMP includes fully funded third party partners at 22%, no fees will be charged.

In the event there are no third party funding partners, and the DMP is work intensive involving creditors such as government, finance companies, utilities, collection agencies, etc., a fee up to 10% of the monthly payment will be charged.

Where personal circumstances of the client changes and warrants a reconsideration of the fees charged, the counsellor will inform the client of the change and make note in the file. The Deposit & Repayment Agreement which clients are asked to sign shows the monthly administration fee.

When one time case settlements are made, there may be a fee charge. The fee depends on creditors involved, amount of debt and how complicated the process. Each case is individually negotiated.