

Attachment 10b

Policy 37a Fee Waiver Policy

Document Created	April 2025	Version No	2
Document Owner	CEO	Approval by	CEO

1. Purpose

This policy establishes a clear, fair and transparent framework for assessing and approving fee waiver requests across MIC programs.

The policy ensures that financial hardship does not prevent vulnerable clients from accessing essential services, while maintaining accountability and financial sustainability.

2. Scope

- This policy applies to any MIC service where fees or client contributions apply.

3. Guiding Principles

MIC is committed to:

- Equity and social inclusion
- Supporting vulnerable and disadvantaged clients
- Transparent and consistent decision-making
- Maintaining financial sustainability and compliance with funding agreements

Fee waivers are discretionary and assessed on a case-by-case basis.

Communication to clients

Information about client contributions; hardship assistance; and fee waiver processes will be communicated to clients in accessible formats and languages where required

4. Eligibility Criteria

A fee waiver (full or partial) may be considered where a client demonstrates one or more of these issues :

- Financial hardship (e.g., no income or low income)

- Reliance on Centrelink benefits
- Recent crisis (family violence, homelessness, medical emergency)
- Significant financial burden related to migration status
- Other exceptional compassionate circumstances

Evidence may be requested where appropriate; however, staff must apply a trauma-informed and culturally sensitive approach.

5. Approval Process

5.1 Initial Assessment

- Requests for fee waivers must be submitted by the client and/or their support person to the relevant **Program Manager or Program Coordinator**.
- The Program Manager/Coordinator assesses the request against the eligibility criteria and documents the rationale for recommendation.

5.2 Migration Services

- All Migration Services fee waivers must first be reviewed and recommended by the **Registered Migration Lawyer/Agent** responsible for the matter.

5.3 Final Approval

- All fee waivers (full or partial), across all programs, require **final approval by the CEO**.

6. Types of Waivers

MIC may approve:

- Full fee waiver (100%)
- Partial fee waiver (percentage reduction)
- Deferred payment arrangement (where appropriate)

Fee waivers may be approved for:

- a defined period, or
- an ongoing basis subject to annual review

7. Documentation and Record Keeping

- All waiver requests must be documented.
- The rationale for approval or refusal must be recorded.
- Records must be maintained securely and confidentially.
- A summary of fee waivers may be reported once a year to the Board for transparency and governance oversight.

8. Limitations

- Fee waivers do not apply to external third-party charges (e.g., Department of Home Affairs visa application charges) unless specifically approved by the CEO.
- Waivers must not compromise compliance with funding agreements or regulatory obligations.

9. Monitoring and Review

The CEO will monitor the application of this policy to ensure:

- Consistency in decision-making
- Financial sustainability
- Alignment with MIC's strategic objectives

This policy will be as per the policy review schedule or earlier if required due to funding or regulatory changes.

10. Related Documents

- Policy Fee Waiver
- Financial Control Policy
- Migrations Fee Schedule
- CHSP Fee Schedule
- Procedure for collection of fees
- Delegation Register
- Board Financial Management Policy

Version Control

Document Review			
Review	Date approved	Approved by	Next review due
1	April 2025	CEO	April 2026
2			
3			
Document/version control			
Date	Version	Change Made	Author
April 2025	1	New policy created	CEO
May 2026	2	Changes in relation to the delegation register and process	CEO