

## Attachment 10b

### Policy 37 Fees and Service Charges

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Document Owner	CEO	Approval by	CEO

#### 1. Purpose

This policy outlines the principles and framework for setting, reviewing, and managing fees and service charges at the Migrant Information Centre (MIC), ensuring transparency, equity, and compliance with relevant legislation and funding agreements.

#### 2. Scope

This policy applies to all MIC programs, services, and activities, including self-funded programs such as the MIC Migration Program.

#### 3. Policy Statement

MIC is committed to providing equitable, accessible, and inclusive services to individuals and families from culturally and linguistically diverse (CALD) backgrounds. In alignment with this commitment:

- **No fees or service charges** will be applied to any MIC program or service that is funded by local, state, or federal government, or through philanthropic or grant funding sources, unless explicitly required under funding agreements.
- The **MIC Migration Program** operates on a **fee-for-service basis**, consistent with requirements under the Migration Act 1958 and within fee thresholds recommended by the peak body (e.g., Migration Institute of Australia).

From 1 July 2026, the **Commonwealth Home Support Programme (CHSP)** may request clients to co-contribution (co-payment) model as approved with Departmental policy to support the financial viability of our programs

#### 3.1 Funded Programs – Free of Charge

Funded programs delivered by MIC free of charge for clients include, but are not limited to:

- Settlement Services
- Youth and Family Services
- Aged and Disability Support (HACC-PYP, Carefinder, ACVVS)

- Community Engagement and Capacity Building Programs
- Casework and Advocacy Services

**Note:** Staff must ensure clients are informed that services are free and funded by government or other funding bodies.

### 3.2 . MIC Migration Program – Fee-for-Service

The MIC Migration Program operates independently of government funding and is fully self-funded. The following applies:

- Fees are structured in accordance with the Migration Act 1958 and reflect guidance provided by the relevant peak body.
- A separate **Migration Program Fee Schedule** is maintained and reviewed annually.
- Concessions or fee waivers may be available for eligible clients based on financial hardship and are assessed on a case-by-case basis- refer to Fee Waiver Policy
- All clients accessing the Migration Program must receive written information about fees, charges, and refund policies before service provision.

### 3.3. Commonwealth Home Support Program (CHSP)

Consistent with Australian Government CHSP requirements and the CHSP Client Contribution Framework, MIC will implement a fair, transparent and equitable fee structure that supports the sustainability of services while taking into account each client's capacity to contribute. Client contributions will be determined and applied in accordance with CHSP funding requirements and principles, ensuring that no eligible person is denied access to services due to financial hardship.

Fees will be communicated clearly to clients prior to service commencement, applied consistently, and reviewed periodically. MIC will maintain processes for fee reduction, waiver or alternative payment arrangements where financial hardship is identified, in accordance with CHSP Program Manual requirements and the principles of accessibility, equity, consumer choice and affordability. Refer to CHSP Fees and Service Policy 37b.

## 6. Review of Fees

- All fees will be reviewed **annually** by the MIC Executive Team and updated as necessary to reflect changes in legislation, operating costs, or peak body guidance.
- Any proposed changes to the Fee Schedule must be approved by MIC Board as advised by the licensed Migration Agent and CEO.

## 7. Communication and Transparency

- Fee schedules will be made available to all clients in an accessible format and in relevant community languages where appropriate.
- MIC staff will clearly communicate any applicable charges during the intake or referral process.

## 8. Accountability and Compliance

- MIC complies with all relevant funding agreements, legislation, and regulatory standards.
- Financial records relating to fee-for-service programs will be maintained in accordance with accounting standards and subject to audit.
- Any complaints relating to fees or charges will be managed under MIC's Complaints and Feedback Policy.
- Clients will be informed of the fee structure when they commence the program and sign off and clients will be given a minimum of 4 weeks' notice before any service fees increase.

## 9. Policy Review

This policy will be as per the policy schedule or sooner if there are significant changes in funding, legislation, or operational requirements.

## 10. Related Documents

- Policy Fee Waiver
- Financial Control Policy
- Migrations Fee Schedule
- CHSP Fees Policy 37b
- 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