



Australian Government
Department of Immigration
and Border Protection

Status Resolution Support Services (SRSS) Programme

Operational Procedures Manual (Version 5)
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Version 3.0		New policy instruction.	May 2015
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Version 5.0		New Policy Instruction Incorporate OPM Version 4 Addenda 1-3	April 2017

Owner

SRSS Programme Support Section, Community Programmes and Reporting Branch. The Assistant Secretary Community Programmes and Reporting Branch is the authorised delegate for approving amendments to the SRSS Operational Procedures Manual.

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Part 2 – Eligibility for SRSS

2.1 Eligibility for SRSS

The Department determines the Band under which an SRSS recipient receives services. Similarly, the Department decides if, and when, the level of service and Band should change for an SRSS recipient. Eligibility for the SRSS Programme will be communicated to SRSS Providers at the time of Referral in the Service Provider Portal. This Referral will specify the relevant Band and Services that are required. SRSS recipients will include, but are not limited to:

- UAMs in Alternative Places of Detention (APOD)
- UAMs, adults and family groups who are legally detained under the *Migration Act 1958* (the Act) and who reside in the community under Residence Determination arrangements
- adults and family groups who reside in the community on Bridging visas or other temporary visas
- other vulnerable people in the community in the process of resolving their immigration status.

Where the Department receives an allegation or conflicting information in relation to any SRSS recipient's eligibility for SRSS, the SRSS Provider may be instructed to review the Recipient's circumstances.

For the purpose of the SRSS Programme, a UAM is a minor under the age of 18 years of age, who does not have a parent or adult relative who is at least 21 years old to provide a carer or supervisory role.

2.1.1 Band 1 Eligibility

Eligibility for Band 1 Services generally requires the SRSS recipient to be an unaccompanied minor (UAM) residing in an APOD, who requires additional care arrangements, as determined by the Department. Other minors may be referred to Band 1 at the discretion of the Department where their parent/guardian is unavailable due to circumstances such as a medical emergency where no other appropriate care options exist.

Band 1 services should not be used to provide SRSS recipients respite or child care arrangements. Services under Band 1 are not available to children to assist parents to attend interviews, appointments or other non-emergency activities. It is expected that alternative carer arrangements are sourced in such situations.

APODs may include:

- Immigration Residential Housing (IRH)
- Immigration Transit Accommodation (ITA)
- Any other location designated as an alternative place of detention by the Minister or a delegate in the Department, including hotels or hospitals.

Band 1 Recipients will cease to be eligible for Band 1 services if or when the recipient:

- turns, or is determined to be over 18 years of age
- is transferred to another SRSS Band or location where they do not require Band 1 Services
- is granted a visa

- is in the care of a suitable adult family member (for example, they are moved to a location with a family member, a family member arrives in Australia and is able to care for them or a family member they arrived with becomes able to provide care)
- departs Australia.

2.1.2 Band 2 Eligibility

Eligibility for Band 2 Services generally requires the SRSS recipient to be an unlawful non-citizen UAM, detained under the Act, accommodated in the community under Residence Determination.

The Minister must make a Residence Determination under section 197AB of the Act, for the SRSS recipient to reside at a specified place.

2.1.3 Band 3 Eligibility

Eligibility for Band 3 Services generally requires the SRSS recipient to be an unlawful non-citizen, detained under the Act, accommodated in the community under Residence Determination.

The Minister must make a Residence Determination, under section 197AB of the Act, for the SRSS recipient to reside at a specified place.

2.1.4 Band 4 Eligibility

Eligibility for Band 4 Services is based on a person being released from immigration detention (held or Residence Determination) through the grant of a visa (Bridging visa or substantive visa), and requiring transitional support. Band 4 Recipients are eligible to access up to six weeks of Band 4 support, unless extended by the Department. In instances where an SRSS recipient no longer requires Band 4 support services prior to the end of these timeframes; SRSS Providers should refer to [2.3.6 Transferring Bands, Locations and SRSS Providers](#) for further guidance. Noting that from the time an SRSS recipient enters Band 4, SRSS Providers should be focused on helping the SRSS recipient to secure Independent Accommodation and register with essential services as soon as possible.

IMA families with children aged 10 and under who are exiting immigration detention and have a Bridging E visa are eligible for enhanced support in Band 4 (refer to [Enhanced Support](#) below for further details).

People granted a substantive visa and transitioning out of held detention or SRSS should access mainstream services including support payments for which they are eligible. Income support, including financial hardship and rent and bond loans, are not available from the date of visa grant. Upon release from held detention, individuals may be eligible to receive a one-off initial payment. Please refer to [Section 3.2.1 Initial Payments](#) for further information.

2.1.5 Band 5 Eligibility

Eligibility for Band 5 Services is based on a non-citizen in the Australian community (who is not detained under the Act), being assessed by a departmental officer as having a prescribed vulnerability and is experiencing barriers which impede their ability to resolve their immigration status. Recipients in Bands 4 and 6 can be referred for assessment to receive Band 5 services.

Eligible Band 5 Recipients must demonstrate they:

- have an unresolved immigration status and engage with the Department in resolving their immigration status such as:
 - a departmental primary decision

- an independent merits review decision of a primary refusal
 - a final decision as per the fast track process
 - assistance with the next steps in resolving their immigration status after a negative merits review outcome
 - assistance to depart Australia.
- have inadequate support in the community to manage independently
 - are disadvantaged by one or more of the prescribed vulnerabilities below and as a result are unable to support themselves or manage independently and face barriers to resolution of their immigration status:
 - a mental health condition which has been diagnosed by a qualified mental health practitioner or qualified medical practitioner
 - a physical health concern, disability or medical condition which has been diagnosed by a qualified medical practitioner
 - an elderly person who is unable to manage independently
 - a minor or unaccompanied minor at risk of harm
 - the parent or guardian of a minor at risk of harm
 - a person who is suffering from the effects of torture and trauma that has been diagnosed by a qualified practitioner. A qualified practitioner includes a doctor, psychologist, psychiatrist or qualified torture and trauma counsellor
 - a person who has suffered a significant event outside of their control.

IMA families with children aged 10 and under (and who were eligible for enhanced support while in Band 4) may be eligible for up to 12 weeks of support in Band 5 on exiting Band 4 where required (refer to Enhanced Support below for further details).

Negative merits review cohort

The government's policy is that people who do not engage Australia's protection obligations and do not have another lawful basis to remain in Australia are expected to depart.

Where a case is subject to a negative merits review decision, DIBP Status Resolution Officers will need to make a judgement about whether continued support should be offered under Band 5. SRSS is not intended to provide indefinite welfare support for people who have no ongoing matters in relation their immigration status, continued SRSS support after negative merits review can assist in maintaining a person's engagement with the department and/ or preventing vulnerability escalating to the point that it becomes a barrier to voluntary departure or removal.

Assessment of eligibility following negative merits review will take into consideration a person's engagement with the Department in resolving their immigration status, whether there are any ongoing matters in relation to their immigration status and any particular vulnerabilities they may present. Engagement will encompass meeting individual milestones, which are set by the Department. Milestones should relate to the person's individual immigration pathway and may not be specifically about departure, but should focus on removing or managing barriers to status resolution. The DIBP Status Resolution Officer should set new milestones at each meeting and the family will need to demonstrate they are working towards those milestones, this includes steps to departure.

Please note that families who have had a negative merits review decision are not eligible to receive enhanced support, however, the vulnerability criteria relating to children at risk of harm and parents of minors at risk of harm would take into consideration a family with children at risk of destitution or homelessness.

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2.1.8 Cancellation of SRSS

If an individual does not engage with the Department to resolve their immigration status or engage in the return or removals process, the person's eligibility for SRSS may cease and all support services may be terminated. For example, if they have been invited to apply for a TPV or SHEV and do not submit an application.

14.2 SRSS Acronyms

ABF	Australian Border Force
AMEP	Adult Migrant English Programme
APOD	Alternative Place of Detention
ASA	Accommodation Suitability Assessment
ASAS	Asylum Seeker Assistance Scheme
AVO	Apprehended Violence Order
BHG	Basic Household Goods
BVE	Bridging Visa E
CAS	Community Assistance Support
CDT	Community Detention Team
COI	Commencement of Identity
CP	Community Placement
CPON	Community Programmes Operations Network
DIBP	Department of Immigration and Border Protection
DHS	Department of Human Services
DHSP	Detention Health Service Provider
DSP	Detention Service Provider
ESL	English as a Second Language
FASSTT	Forum of Australian Services for Survivors of Torture and Trauma
HAS	Health Advice Service
HAS	Household Allowance Scheme
HDA	Health Discharge Assessment
HDS	Health Discharge Summary
IAP	Immigration Assistance Programme
IGOC Act	Immigration (Guardianship of Children) Act 1946
IHMS	International Health and Medical Services
IMA	Illegal Maritime Arrival
IOM	International Organization for Migration
IRH	Immigration Residential Housing
ITA	Immigration transit accommodation
MBS	Medicare Benefits Schedule
OT	Occupational Therapy
OPM	Operational Procedures Manual
PAM	Policy Advice Manual
PBS	Pharmaceuticals Benefits Scheme
PGPA Act	Public Governance, Performance and Accountability Act 2013
SRSS	Status Resolution Support Services
SCWA	State Child Welfare Agency
TIS	Translating and Interpreting Service
TOP	Transition Out Plan
UAM	Unaccompanied Minor
UHM	Unaccompanied Humanitarian Minor



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Addendum 6

2.1.6 Band 6 Eligibility

Eligibility for Band 6 Services is based on a non-citizen in the Australian community (who is not detained under the Act), who is assessed as experiencing financial hardship and is seeking to engage Australia's protection obligations through the grant of an appropriate protection or humanitarian visa. For IMAs, this means being invited or having an application for a TPV or SHEV with the Department or with merits review.

For non-IMAs, as well as demonstrating financial hardship, their original entry visa to Australia must be expired, they must hold a valid BVE and have a valid Protection Visa application awaiting assessment with the Department or with merits review. Individuals cannot request the cancellation of their substantive visa in order to be eligible for SRSS.

A person or family can be considered to be in financial hardship when:

- the income of the family unit is less than 89% of the Centrelink Special Benefit payment that would be paid to a family of similar size and composition
- there are no disposable assets or funds in Australia or overseas that the family can draw upon to sustain themselves
- there is no continuing and adequate support from family, friends or other people or organisations in the Australian community or overseas.

Individuals whose country of origin has reciprocal health rights and services with Australia (New Zealand, United Kingdom etc), may not be eligible to receive support through SRSS.

Individuals or families who are found to be transferring funds overseas are not eligible for SRSS.

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