



Australian Government

Department of Home Affairs

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Status Resolution Support Services (SRSS)

**Operational Procedures Manual (Version 7)
May 2018**

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Part 1 – Introduction

1.1. Purpose of the Operational Procedures Manual

This Operational Procedures Manual (OPM) is owned by the Department of Home Affairs ('the Department') and, as outlined in Clause 14 of the Status Resolution Support Services Contract, provides guidance and outlines the procedural requirements to implement the Status Resolution Support Services (SRSS) Program, including:

- the processes that must be followed when performing the Services
- additional standards that must be met when providing the Services
- any limitations or restrictions that may apply to the Services (including applicable financial limits and costs and payments that require the Department's approval before they are incurred or paid by the SRSS Provider).

The SRSS Provider must comply with the OPM. However, under Clause 3 of the Contract (Priority of Documents), if there is any inconsistency between the OPM and the Contract, the Contract (together with the Contract Attachments and Annexures) has precedence over the OPM. A diagram illustrating the priority of documents is provided on the next page. If an SRSS Provider identifies any inconsistency between the SRSS OPM and any part of the Contract, including Attachment A (Schedule of Services), it must promptly notify the SRSS Contract Management Team.

The OPM sets out the instructions SRSS Providers must consider when delivering the SRSS Program. The OPM is intended for use by SRSS Providers contracted to deliver services to SRSS recipients, as well as departmental staff.

The OPM is supported by the SRSS Policy Advice Manual which provides policy settings for the SRSS Program. The OPM provides practical and procedural guidance that supports the Schedule of Services on the delivery of contracted services.

It is intended that step-by-step guides and Operations Manuals which assist SRSS Providers in day-to-day processes, use of departmental systems, and record keeping will be used in conjunction with the OPM. These documents remain the responsibility of the SRSS Providers, or the Department, as relevant.

Addendum procedures

The Department may update the SRSS OPM on average every three to six months, or as required. At times, the Department may need to issue updates or policy clarification in relation to the SRSS OPM outside of those cycles. This may be required due to government policy changes or feedback from SRSS Providers or other stakeholders requiring clarification. Any updates in this manner will be communicated to SRSS Providers, in writing via email. SRSS Providers must implement any changes provided through the Addendum process within 10 business days.

It is expected that SRSS Providers advise recipients of any changes to policy or procedures that may impact them or affect eligibility for services.

1.2. Priority of Documents

Under Clause 3 of the contract, SRSS Providers must comply with documents in the following order:

**SRSS Contract
Details and Terms
and Conditions**

The Contract details outline the contractual requirements of the SRSS Providers to deliver services under the SRSS Contract in the contracted region(s).

**Schedule of
Services and other
contract
Attachments**

The Schedule of Services sets out the obligations that the SRSS Provider must meet in performing the Services. The Schedule of Services and the SRSS Operational Procedures Manual together set the standards to which the Services must be performed and any limitations or restrictions that may apply to the Services.

**SRSS Policy
Statement (PS)**

The SRSS Policy Statement (PS) contains the policy settings for departmental officers administering the SRSS Program and contracted SRSS Programs delivering the SRSS Program.

**SRSS Operational
Procedures Manual
(OPM)**

The SRSS Operational Procedures Manual (OPM) provides a detailed description of the required Services, including any process that must be followed. Together with the SRSS PS, they set the standards to which the Services must be performed and any limitations or restrictions that may apply to the Services.

**SRSS Provider's
Operations Manual**

The SRSS Provider must develop an Operations Manual that describes the operational practices, guidelines and procedures the SRSS Provider will follow to deliver the Services and the SRSS Program in accordance with the Contract, the SRSS Operational Procedures Manual and other instructions issued by the Department.

1.3. SRSS Program

1.3.1. SRSS Service Model

The Government expects that most people, through permission to work, are able to support themselves while resolving their immigration status. The SRSS program is designed to deliver targeted needs-based support services to people who are unable to support themselves while resolving their immigration status. Support is delivered to eligible recipients to address or remove barriers that impair a person's ability to engage with the Department to progress towards status resolution (visa grant or departure from Australia), or to mitigate risk(s) to the recipient or the Australian community.

Services will be delivered flexibly in line with eligibility requirements. Services will be ceased when they are no longer required, when an individual's immigration status is resolved or when an individual does not engage with the Department in the status resolution process. Support services will not exceed support levels provided to low income Australian citizens or permanent residents.

The purpose of SRSS is to effectively and efficiently:

- encourage self-agency and autonomy of clients to engage in the status resolution process, including departure from Australia
- manage risk to the individual, the community and the integrity of the migration program
- meet the Department's legal and international obligations
- offer services aligned with the policy intent, eligibility requirements and client's circumstances
- provide support for the shortest practicable timeframe.

SRSS Bands

In order to provide the required services to individual SRSS recipients, support is delivered through the following six bands:

- Band 1:** Services are delivered to SRSS recipients, under 18 years of age, in APODs.
- Band 2:** Services are delivered to SRSS recipients, who are unlawful and under a Residence Determination, in the Australian community.
- Band 3:** Services are delivered to SRSS recipients, who are unlawful and under a Residence Determination, in the Australian community.
- Band 4:** Short term, transition support services.
- Band 5:** Three or more additional services are delivered to SRSS recipients in the Australian community who require short term support to address specific vulnerabilities or barriers to status resolution.
- Band 6:** Two or fewer additional services are delivered to SRSS recipients in the Australian community who require short term support to address specific vulnerabilities or barriers to status resolution.

1.3.2. Program Principles

The design of SRSS relies on the following principles:

- SRSS is not a welfare program for non-residents
- services should focus on status resolution outcomes – grant of a substantive visa or departure
- people on a bridging visa with work rights are expected to work to support themselves and their families

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- people found to have adequate income or assets (off or on shore) will not receive support services
- individual eligibility will be regularly re-assessed (at a minimum every 12 months)
- recipients will receive a baseline of services to meet legal and international obligations, and where necessary will be provided additional services dynamically tailored to their individual circumstances
- persons who receive support services are required to continue to engage with the Department or participate in activities that support resolution of their immigration status.

SRSS Providers and Status Resolution Officers (SROs) must perform the Services in a manner that is consistent with the following guiding principles:

- deliver support to SRSS recipients in a consistent, flexible and integrated way, with special care taken to ensure the best interests and needs of children are a primary consideration, in line with the Child Safeguarding Framework
- educate and encourage SRSS recipients to be accountable and responsible for their own actions
- involve SRSS recipients in identifying and addressing their needs
- build on SRSS recipients' strengths to achieve a level of self-sufficiency
- respect the cultural and religious diversity of SRSS recipients.

1.3 Roles and Responsibilities

The SRSS Program is delivered through a contractual arrangement between the Department and contracted SRSS Providers. For the SRSS Program to be delivered successfully it is imperative that the operational requirements of the various roles and responsibilities are clear to allow stakeholders to collaborate effectively. The key roles and responsibilities are outlined below.

1.3.1 Minister for Home Affairs

Under the *Migration Act 1958* (the Act), the Minister for Home Affairs (the Minister) has the non-compellable, non-delegable detention intervention power to enable the Minister to make a residence determination if it is in the public interest to do so, using his intervention powers. The legislation supporting this is covered by sections 197AB to 197AD of the Act. Section 197AB provides the power to allow a person to reside at a specified place, instead of being detained in held immigration detention, subject to specific conditions covered by this determination. Under section 197AD of the Act, the Minister also has the power to vary or revoke a residence determination if he considers it to be in the public interest to do so.

In addition to the Minister's power to specify residence determination, the Minister also has the power to grant a visa to a person who is in immigration detention (section 195A of the Act).

The Minister also has guardianship responsibilities for certain unaccompanied minors (UAMs) as prescribed by the *Immigration (Guardianship of Children) Act 1946* (IGOC Act) – refer to Part 13 - Care of Minors in SRSS for further information.

1.3.2 Department of Home Affairs

The Department has overall responsibility for the SRSS Program, including policy settings and operational procedures.

SRSS Contract Administrator

The Assistant Secretary of Community Support Branch is the Contract Administrator for the SRSS Contracts, and is listed as the departmental representative in the Contracts. The Contract Administrator oversees the SRSS Contract Management team, and is responsible for the strategic management of SRSS Contracts at a national level.

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The Contract Administrator is the escalation point of the SRSS Contract Management team and has the authority to intervene to seek a resolution between the SRSS provider and departmental staff regarding contractual misunderstandings and the delivery of the services.

Community Programs and Reporting Branch

The Community Programs and Reporting Branch includes three sections which support the delivery of the SRSS Program. The section and their functions are:

- SRSS Contract and Finance Section is responsible for the day-to-day management of the SRSS Contracts, SRSS Finance quality assurance activities, and is the SRSS Provider's first point of contact for all Contract matters.
- SRSS Program Support Section is responsible for revision of current policies and the development of new policy for SRSS, stakeholder engagement and communication, and SRSS evaluation.
- Community Program Delivery Section provides SRSS Operations advice and support, technical assistance and helpdesk function to SRSS Providers. It is the SRSS Providers first point of contact for all operational matters related to the delivery of SRSS Program services. It is also responsible for collating information for incident reports and Program statistics.

Community Operations Support officer (CPON officer)

Community Operations Support team is not physically located in HQ, however, works closely with SRSS Operations in relation to SRSS recipients. The CPON officer is the SRSS Provider's primary point of contact with the Department for issues related to the delivery of services for Band 2 – 3 SRSS recipients

The CPON officer liaises with SRSS Providers to manage and finalise case plans, requests, and transition out plans for recipients in Bands 2 and 3. They also liaise with SRSS Providers to manage certain processes for Bands 4-6 recipients as per the decision workflow document and escalate matters to SRSS operations (HQ) as required. The CPON officer is also responsible for working closely with Status Resolution Officer to ensure that Band 2 and 3 SRSS recipients receive adequate care and support.

Status Resolution Officers

The Status Resolution Officer is responsible for providing appropriate oversight and intervention for relevant SRSS recipients in order to reduce/remove identified status resolution barriers/vulnerabilities that may impede/prevent an SRSS recipient from achieving an immigration outcome. The Status Resolution Officer engages with the SRSS recipient and assists them to work cooperatively towards resolving their immigration status in a fully-informed manner, consistent with legislation and government policy.

Status Resolution Officers provide oversight and intervention only pertaining to status resolution for all SRSS recipients in Bands 1-6.

Status Resolution Officers can engage SRSS recipients by:

Band 1 – requesting approval for the placement of UAMs within Band 1

Band 2 – providing information to other departmental officers who engage the Minister to make/revoke/vary a residence determination for a Band 2 recipient

Band 3 – providing information to other departmental officers who engage the Minister to make/revoke/vary a residence determination for a Band 3 recipient

Band 4 – making an assessment as to the eligibility and subsequent engagement of Band 4 SRSS services for visa recipients

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SRSS Processing Officers

The SRSS Processing Officer is responsible for the initial assessment and eligibility reviews for Bands 5-6. SRSS Processing Officers can engage SRSS recipients by:

Band 5 – making an assessment as to the eligibility and subsequent engagement of Band 5 SRSS services for visa recipients

Band 6 – making an assessment as to the eligibility and subsequent engagement of Band 6 SRSS services for visa recipients

Health Services and Policy Division

Health Services and Policy division comprises 2 branches, Health Strategy and Planning and Health Policy and Performance. These branches manage clinical, policy and reporting aspects and arrangements for health-related matters affecting the Department's clients, including detainees. The Health Services and Policy Division assists SRSS Operations and the CPON to resolve health issues for SRSS recipients by providing clinical advice on specific cases and/or complex health policy.

Detention Health Operations Section (Detention Compliance and Removals Division)

The Detention Health Operations Section manages operational aspects for the Department's contract with the detention health services provider as it relates to SRSS recipients in Bands 1- 3 and assists SRSS Operations and the CPON to resolve health issues for SRSS recipients by liaising with the Department's Health Service Provider to resolve issues, provision of support for health-specific service requests and liaison with the Health Services Contract Management Section for financial approvals for the same, and to obtain health-related information specific to individual detainees and their families.

Health Services Contract Management Section, Detention Services Division

The Health Services Contract Management Section manage service delivery and contract management arrangements for the Department's contract with the detention health services provider as it relates to SRSS recipients in Bands 1- 3. It also assists SRSS Operations and the CPON through financial approvals of health-specific service requests that are supported by the Detention Health Operations Section.

IGOC Delegate

An IGOC delegate is a person who is delegated, under section 5 of the IGOC Act, certain guardianship powers and functions of the Minister.

An IGOC delegate can be an officer of the Department of Home Affairs (the Department), or of a state/territory government authority, who has been delegated by the Minister in the IGOC Instrument of Delegation.

1.3.3 Custodian

Under section 7(1) of the IGOC Act, the Minister (or IGOC delegate) may place an IGOC minor in the care of a person he considers suitable, to undertake the routine day to day care of the minor. The custodian must signify in writing that they are willing to undertake custodianship of that minor. A custodian has legal responsibility to provide the day-to-day care for an IGOC minor, including routine decision-making. However, non-routine decisions must be made by the IGOC delegate.

IGOC minors are not placed with custodians in the held detention space, and carers undertake the routine caring role.

Role of the Detention Superintendents in the SRSS Program

Detention Superintendents have a leadership role in the safeguarding of children in held detention and those under a Residence Determination in the community. They are supported through the advice and expertise of the Child Wellbeing Branch, the Community Programs and Reporting Branch and subject matter experts.

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Following an Initial Inquiry by a departmental officer or SRSS Provider, the Detention Superintendent will determine whether or not to conduct a child safeguarding inquiry.

The Detention Superintendent is the senior accountable officer for the Child Safeguarding Inquiry. Once the Detention Superintendent is satisfied that a child related incident requires no further action, a report and recommendation must be sent to the Assistant Secretary Child Wellbeing Branch so the incident can be closed. In cases where ongoing support by the Department is required, the Detention Superintendent will ensure governance arrangements are in place for departmental responses and follow up actions are appropriately managed and recorded.

1.3.4 SRSS Provider

The SRSS Provider is one of several organisations contracted by the Department to deliver services to SRSS recipients. The SRSS Provider must (and must ensure that its subcontractors) act, in accordance with the requirements set out in the contract, the Schedule of Services and this OPM. Similarly, the SRSS Provider must (and must ensure that its subcontractors) liaise with, and comply with any directions given by the departmental representative(s), provided those directions are not inconsistent with the Contract.

The SRSS Providers must report accurately as required by the Contract, incorporating information from its subcontractors. Each SRSS Provider will be held accountable for the actions of its subcontractors, including their adherence to the Schedule of Services and this OPM. The SRSS Provider must also submit correctly rendered invoices in accordance with the Contract and Attachment B to the Contract (Contract charges and expenses) and supporting documentation substantiating the amount claimed.

With the implementation of the Child Safeguarding Framework, all contracted service providers employed or engaged by the Department, are subject to the Department's expectations and standards outlined in the Framework. SRSS providers must:

- comply with departmental requirements for pre-employment checks (Working with Children Checks, police checks)
- adhere to and uphold the Department's child safeguarding principles and culture
- Meet compulsory reporting requirements for child safeguarding and wellbeing incidents.

SRSS Provider case workers

Eligible SRSS recipients will be allocated a Case Worker by the SRSS Provider to oversee their care and welfare. The SRSS Case Worker is required to help manage eligible SRSS recipients' wellbeing in accordance with their nominated Band through case coordination. SRSS Provider Case Worker contact details should be recorded by the SRSS Provider in the Service Provider Portal.

SRSS Providers Case Workers are not responsible for advising SRSS recipients on their placement within the SRSS Program, their immigration status or status resolution processes.

Subcontractor

An organisation or individual which is contracted by an SRSS Provider to deliver part of the services, for which, the SRSS Provider is responsible. Subcontractors must provide all invoicing and contract related feedback to the SRSS Provider to whom they are contracted. Generally subcontractors do not directly engage with the Department on contractual matters, though contact may be required between service delivery staff, such as where a Status Resolution Officer needs to discuss the welfare of an SRSS recipient with a Case Worker employed by a subcontractor. However, the Department will not use its rights to communicate directly with the subcontractor in respect of extra services, performance measurement or quality assurance. The Department will discuss these matters directly with the SRSS Provider.

1.3.5 Department of Human Services

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The Department of Human Services (Human Services) administers regular payments to eligible SRSS recipients at the direction of the Department as part of the SRSS Program. These payments include Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.

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1.3.6 Other Service Providers

Detention service provider (DSP)

The Detention Service Provider (DSP) is contracted by the Department to provide services to all people in immigration detention facilities (Band 1). These services include the provision of food, clothing, programs and activities, facilitation of visits and communications, as well as access to education and case management services. The DSP is required to tailor their services to the individual needs of people in detention.

Detention health service provider (DHSP)

The Detention Health Service Provider (DHSP) is contracted to provide health services for all people in detention (recipients in Bands 1-3), including those covered under a Residence Determination. The DHSP has responsibility for managing and organising the delivery of health care to people in detention by a multi-disciplinary team of health care providers. The DHSP is responsible for providing access to a General Practitioner (GP) and pharmacy provider for eligible SRSS recipients, coordinating health care including referrals for specialist support and services, as well as payment of related invoices.

1.4 Information Technology

1.4.1 The Service Provider Portal

SRSS Providers will have access to the Service Provider Portal to enable them to access and update relevant SRSS recipient information in the Department's Information Technology (IT) system, for any recipients in their care.

SRSS Providers must be guided by instructions provided in the attached IT pack. This pack provides detailed information to support and inform SRSS Provider's use of the Service Provider Portal system. SRSS Providers must use the Service Provider Portal in accordance with the provided information. SRSS Providers should contact s. 47E(d) if they require clarification in respect to any content in these documents.

The system provides the capacity for work to be referred to SRSS Providers through the Service Provider Portal and for SRSS Providers to record and complete this work.

The Service Provider Portal has not been designed as a communication tool and as such, SRSS Providers must contact the Department through email or by phone for urgent matters. Communication protocols for the various requirements within the SRSS Program are described throughout this document. SRSS Providers should adhere to these instructions when delivering services to SRSS recipients.

1.4.2 SRSS Govdex Site

The SRSS Govdex site is a departmental initiative run through the Department of Finance Govdex site. The site is a secure online communication platform between the Department and contracted SRSS providers providing a centralised repository for communications, training and other support material relating to the SRSS Program. The repository provides a single source for key information to support service providers and their staff.

In addition to the direct email communication between the Department and SRSS Providers, this website will provide a consolidated channel for the documents and forms developed to support SRSS Providers. For further information or to obtain access to the SRSS Govdex site, please send a completed application form to s. 47E(d)

1.4.3 Child Safeguarding Govdex Site

The Department has established the Child Safeguarding Govdex site to allow contracted service providers to access the Child Safeguarding Framework, policies, procedures and training material. It will also provide access to new initiatives and operational activities, related to child safeguarding and wellbeing in immigration detention and immigration Programs.

Access to the Child Safeguarding site is mandatory for SRSS providers' staff who works with children in immigration detention and immigration Programs.

For information on how to obtain access to the Child Safeguarding Govdex site, contact the Child Welfare Policy Section at s. 47E(d) .

Part 2 - Support Available Through SRSS

Services that may be available to individuals through the SRSS program, while they are resolving their immigration status, are outlined in the table below:

Type	SRSS Band 1 Minors in APODs	SRSS Band 2 UAMs ¹ in Residence Determination	SRSS Band 3 Adults and families in Residence Determination	SRSS Band 4 Transitional Support exiting immigration detention	SRSS Band 5 Bridging visa holders with vulnerabilities	SRSS Band 6 Bridging visa holders and temporary visa holders
Orientation Support	-	✓	✓	✓	*	*
Health Services - IHMS	✓	✓	✓	-	-	-
Medicare	-	-	-	✓	✓	✓
Torture & Trauma	-	-	-	✓	✓	✓
Carer Support	✓	✓	✓	*	*	*
Income Support	-	✓	✓	✓	✓	✓
Case Worker	-	✓	✓	✓	✓	✓
Independent Observer Services	-	✓	✓	*	*	*
Departure Support services	-	✓	✓	✓	✓	✓
Form Filling Assistance	-	✓	✓	✓	✓	✓
Health and Wellbeing Support	-	✓	✓	✓	✓	✓
Meaningful Engagement	-	✓	✓	✓	✓	✓
Financial Hardship Assistance	-	✓	✓	✓	✓	✓
Provided Accommodation	✓	✓	✓	✓	*	*
Education Support - School aged children	-	✓	✓	✓	✓	✓
Job Active Referral	-	-	-	✓	✓	✓

- Not Applicable

✓ Yes

* In exceptional circumstances only

Note: All health services in detention, Band 1, 2 and 3 provided by the International Health and Medical Services (IHMS)

1. Unaccompanied Minors (UAMs). A UAM is a person under 18 years of age who arrives in Australia without being in the charge of, or for the purpose of being cared for by a parent or legal guardian as recognised under Australian law.

Please note that these services are only available to resolve any barriers that are preventing an individual from resolving their immigration status.

Part 3 – Eligibility for SRSS

3.1 Eligibility for SRSS

Eligibility for support through SRSS, is linked to the individual's cooperation with the Department and SRSS Providers and includes engaging with status resolution milestones and goals. Individuals will only be eligible to receive support to address a particular concern(s), where it is preventing an individual from resolving their immigration status, or to meet legal obligations.

3.1.1 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.

3.1.2 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.

3.1.3 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.

3.1.4 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 bridging visa (Final Departure or otherwise) or substantive visa, and requiring transitional support. Transitional support services are designed to assist individuals and family groups to integrate into the Australian community. Services include assisting recipients to secure independent accommodation and register with essential services such as Medicare.

Departing Held Detention

Transitional services are primarily designed for those individuals or family groups who are exiting held detention and have never previously lived in the Australian community. In these instances, the following transition timeframes apply:

- Individuals who are granted a Final Departure BVE from held detention are eligible to access a maximum of three weeks of Band 4 support, without income support.
- Nuclear families (with children under 18 years of age) who are granted a Final Departure BVE from held detention and individuals/families who are granted a standard BVE, are eligible to access a maximum of six weeks of Band 4 support, with income support.

Upon release from held detention, only nuclear families with children under 18 years of age may be eligible to receive a one-off initial payment. Please refer to [Section 4.2.1 Initial Payments](#) for further information. Persons granted a substantive visa and transitioning out of held detention or SRSS, must access mainstream services for which they are eligible, including support payments. Income support, including financial hardship and rent and bond loans, are not available from the date of substantive visa grant.

Departing Residence Determination

Individuals who are granted a Final Departure BVE or standard BVE from Bands 2 or 3, may be eligible to receive limited transitional services if a serious vulnerability is identified. Transition support will be tailored to address the particular vulnerability.

Individuals who do not have a serious vulnerability are generally not eligible to receive transition services. If services are required after transitioning out of Band 2 or 3, individuals are required to complete an application for SRSS.

3.1.5 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). Services will be determined following an assessment by a departmental officer. Services may be provided where an individual has exceptional needs that require short term support or support to depart Australia. Please note that if an individual has work rights, income support will not generally be provided.

Individuals will be eligible for Band 5 where they meet the following eligibility criteria and require three or more additional services:

- they have a serious mental issue which is not currently managed/stable
- they have a serious physical health issue, for example a terminal or chronic illness
- they have a serious disability
- they have a cognitive impairment, for example an acquired brain injury
- they are a single parent with children under school age (dependent on each state or territory age restrictions)
- they are a primary carer for an individual with a vulnerability identified above
- where an individual is a victim of domestic violence, assault or other forms of violence
- an individual is greater than 70 years old.

Individuals must also be seeking to engage Australia's protection obligations through the grant of an appropriate protection or humanitarian visa. For IMAs, this means being invited to apply, or having an

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application for a TPV or SHEV with the Department or with merits review. For non-IMAs, their original entry visa to Australia must have expired and they must 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.

Individuals must also be actively engaged with the Department to resolve their immigration status by meeting status resolution milestones. Individuals will have their circumstances reviewed in line with their case plan, to ensure they are engaging with the Department and to determine whether support is still required.

Please note that if an individual has received a substantive visa refusal decision, and has prescribed vulnerabilities (as above), which precludes them from working, they may be eligible to receive limited support to facilitate departure from Australia.

An application for SRSS may be made by an SRSS Provider on behalf a person in the community not currently receiving SRSS Services. For further information refer to [3.3.4 Applications for Band 5 and 6 Services](#)

3.1.6 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). Services may be provided where an individual has low level needs and requires two or fewer additional specific support services, in addition to case management, to reduce barriers towards visa grant or to enable departure from Australia. Please note that if an individual has work rights, income support will not generally be provided. Any support that is provided, will be tailored to address the specific resolution barrier and will be short term in nature.

Individuals must also be seeking to engage Australia's protection obligations through the grant of an appropriate protection or humanitarian visa. For IMAs, this means being invited to apply, or having an application for a TPV or SHEV with the Department or with merits review. For non-IMAs, their original entry visa to Australia must have expired and they must 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.

Individuals must be actively engaged with the Department to resolve their immigration status by meeting status resolution milestones. Individuals will have their circumstances reviewed in line with their case plan to ensure they are engaging with the Department and to determine whether support is still required.

An application may be made by an SRSS Provider on behalf a person in the community not currently receiving SRSS Services, for further information refer to [3.3.4 Applications and Referrals for Band 5 and 6 Services](#)

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3.2 SRSS Eligibility Review

3.2.1 SRSS Eligibility Revision

Bands 2 - 3

In some circumstances, the Department may request that a *Continued Eligibility Review* template be completed and submitted for recipients in Bands 2 and 3 to assist in reviewing continued eligibility for services through SRSS.

Band 5-6

All recipients within the SRSS program will be reviewed in line with their case plan to assess their continued eligibility for support. The Department will also undertake internal quality assurance activities, such as a random sampling of eligibility decisions, to ensure consistency in decision making.

The SRSS Provider must ensure that the review focuses on the SRSS recipient's on-going vulnerabilities, progress towards resolving barriers that are impacting on immigration status resolution and continued engagement with the Department.

The *Continued Eligibility Review* template will require the following information to be updated, with a focus on outlining how the barriers are preventing an individual from resolving their immigration status:

- Housing
- Physical health
- Mental health
- Income benefits
- Family issues
- Community resources and social network
- Employment
- Language and education
- Meaningful engagement activities
- Legal/IOM
- Critical incidents
- Timeframes and goals in transitioning off services.

Under each section in the *Continued Eligibility Review*, the SRSS Provider must clearly detail all required information and provide clear timeframes for each listed milestone. SRSS Providers must also clearly outline the outcome of any actions they have undertaken to assist the individual and list all steps that have been taken to achieve milestones and/or goals. If a milestone and/or goal has not been met, detailed information as to why, must be provided.

The information contained in the *Continued Eligibility Review* will assist the SRSS Processing Officer in assessing the SRSS recipient's continued eligibility for the program (refer to [3.1 Eligibility for SRSS](#)).

The first *Continued Eligibility Review* template is due in line with the initial SRSS approval period and is required to be updated in line with timeframes specified in each subsequent review.

The completed *Continued Eligibility Review* form should be submitted to the SRSS Processing Officer via the 'Confirmation – Case Plan Review' in the Service Provider Portal. When submitting a *Continued Eligibility Review* form for a family, the activity must be recorded against each family member; however, only one

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Continued Eligibility Review should be submitted per family and be attached against the principle SRSS recipient.

Additionally, SRSS Providers must review Case Plans each time a Case Worker contacts an SRSS recipient (at least monthly) to ensure appropriate levels of support are in place and to maintain oversight of the individual SRSS recipients' case, refer to Part 5 Case Worker Support for further information regarding regular contact. The Case Plan should be updated to reflect significant changes only and uploaded to the portal as required.

3.2.2 Residence Determination Conditions

Bands 2-3

Under section 197AB of the Act, individuals covered by a Residence Determination must adhere to certain conditions, which form part of the residence determination approved by the Minister (refer to s. 47E(d)).

3.2.3 Residence Determination Revocation

Bands 2-3

In addition to these standard conditions, the Minister may stipulate separate conditions in certain cases. SRSS recipients covered by a Residence Determination are notified of the conditions of their community placement by their Status Resolution Officer prior to their transfer from detention facilities. If requested, eligible SRSS recipients are provided with a copy of their conditions in their own language for their records.

A Residence Determination placement may be revoked by the Minister where he or she considers it is no longer in the public interest for the SRSS recipient to be in the community. This may be due to significant offences such as the SRSS recipient breaking the law, or continually breaching their Residence Determination conditions despite formal warnings from SRSS Operations via their Status Resolution Officer.

In addition, the Minister may decide to revoke a Residence Determination placement in anticipation of removing the SRSS recipient to their home country, depending on the arrangements for removal.

Submissions to the Minister in relation to a Residence Determination are treated confidentially and will generally not be disclosed to SRSS Providers before a decision is made by the Minister. For this reason, it is important that all incidents in the community are reported accurately, efficiently and with as much supporting information as possible, so that any mitigating circumstances can also be considered by the Minister.

If the Department does provide information to an SRSS Provider about an expected revocation, the SRSS Provider must treat the information as confidential and must not relay it to the SRSS recipient or any third party under any circumstance.

SRSS recipients will not receive advance notice of a revocation. Status Resolution Officers are responsible for arranging the logistics for the revocation and it may take place at the office or the Provided Accommodation property, depending on the circumstances. This means SRSS recipients may not have an opportunity to pack their belongings. In these instances the SRSS Provider will need to pack the SRSS recipient's belongings, collect health documentation from DHSP health providers and disengage the SRSS recipient from any activities. The Department will advise the SRSS Provider via a Referral in the Service Provider Portal which will detail all requirements of the SRSS Provider. A transition Out Plan does not need to be completed; however, an Exit Checklist is required. The SRSS Provider must work with the Department to return belongings to the SRSS recipient as appropriate.

If the SRSS recipient is a UAM, custodian arrangements will cease once the residence determination is revoked. The IGOC delegate in the immigration detention facility will become responsible for the UAM's welfare.

3.2.4 Compliance with Visa Conditions

Bands 4-6

A Bridging visa allows people to live in Australia temporarily while their immigration status is resolved. It is not a permanent visa. When a person is granted a temporary visa the accompanying grant letter explains the conditions of the visa and how long the visa is valid for.

Code of behaviour

IMAs who are over 18 must sign a Code of Behaviour to be considered for the grant of a bridging visa. The Code of Behaviour outlines expected behaviour of the visa holder while in the Australian community. The Code of Behaviour can be found at www.homeaffairs.gov.au/Forms/Documents/1443.pdf

Removal from Australia

The SRSS Provider's role will be to assist the SRSS recipient to pack belongings, collect health documentation from DHSP health providers (Bands 2-3) or their GP (Bands 4-6) and to disengage the SRSS recipient from any activities. The SRSS Provider may be asked to liaise with departmental officers to provide information for assessments required as part of the removals process.

SRSS Providers must also support SRSS recipients who wish to engage with the International Organization for Migration (IOM) about their options for departing Australia. SRSS Providers should generally contact the SRSS recipient's Status Resolution Officer via email or phone if an SRSS recipient requests to speak with IOM. However, if the SRSS recipient prefers, the SRSS Provider may assist the recipient to engage directly with IOM, without notifying the Department.

Further information about voluntary returns can be found at: www.iomaustralia.org/projects_avrr.htm

3.3 Referral Process

The SRSS Provider is expected to deliver the appropriate services in accordance with the referral and the service provision required.

If an SRSS Provider believes it is not able to deliver the Services to any recipient referred to them, they must request an exemption, in writing, detailing why they believe this to be the case, for the Department's consideration. The decision as to whether the referral will proceed will be made by the Department.

3.3.1 Referrals to Band 1

Where a UAM meets the prescribed eligibility criteria (refer to *3.1 Eligibility for SRSS*), Departmental Status Resolution or Detention Operations staff must contact s. 47E(d) (during business hours) or the SRSS Incident Reporting Hotline (after hours) to submit a request to access Band 1 for consideration by Director Community Program Delivery. Following an approval for Band 1 services, CPON will make the referral to the relevant SRSS Provider. Detention Operations staff and Status Resolution Officers must engage with CPON or the SRSS Incident Reporting team before any contact with Band 1 services providers is made.

CPON should provide several days' notice to the SRSS Provider to ensure the provider has sufficient time to organise the required service. SRSS Providers are required to provide carer support immediately following a referral and when the minor arrives at the APOD.

3.3.2 Referrals to Bands 2 and 3

The Department will refer SRSS recipients to an SRSS Provider and advise the specific property in the Service Provider Portal as an 'Accommodation Referral Request' for Bands 2-3.

Only the Minister can make a Residence Determination, under section 197AB of the Act, for the SRSS recipient to reside at a specified address in Bands 2-3. The specified address will be determined by the Department using the SRSS Provider maintained property inventories.

Refer to *9.1 Provided Accommodation* for further information.

Notification of transfer

Bands 2-3

The Department will advise the SRSS Provider of an SRSS recipient's transfer into Band 2 or 3 via a 'Movement – Location' Referral in the Service Provider Portal. The SRSS Provider will accept the Referral and make arrangements for the SRSS recipient transfer to occur within 10 business days of this acceptance. In order to achieve this, the SRSS Provider must request an itinerary from IMA transfers via the Service Provider Portal using the 'Confirmation – Itinerary' task five business days before the scheduled travel date. Once the itinerary has been requested in the Service Provider Portal, an email should be forwarded to s. 47E(d) for confirmation. The Department will then record the SRSS recipient's travel itinerary in the Service Provider Portal within two business days of the scheduled travel date and will then complete the 'Confirmation - Itinerary' task. Where the transfer is part of a Department coordinated charter flight, the exact date, location and destination of the SRSS recipient transfer will be provided to the SRSS Provider.

This process should be followed for SRSS recipients already in the Program transferring to another Service Provider or location within Bands 2 or 3. The Department will notify the receiving SRSS Provider via the referral when an SRSS recipient is initially placed into Band 2 or 3 of the SRSS Program or is transferring to a new contracted SRSS Provider/location (refer to *9.5.2 SRSS Recipient Relocations*). Please also refer to Section 3.3.6 *Transit Assistance Service* for further information on intrastate transfers.

3.3.3 Referrals to Band 4 Services

Referrals for Band 4 Services will generally be made by the Department following a person in immigration detention (held or Residence Determination) being granted a visa (Bridging or substantive visa). SRSS recipients leaving held detention arrangements (other than recipients in Band 1) will generally enter the SRSS Program in Band 4 and will be referred to an SRSS Provider in the Service Provider Portal.

SRSS recipients in Bands 2 and 3 may transfer to Band 4 following the grant of a visa, where exception vulnerabilities are present. In such situations, the Department will advise SRSS Providers via a Referral in the Service Provider Portal.

3.3.4 Applications for Band 5 and Band 6 services

A person may enter Band 5 or 6 through an application process. The provision of SRSS services is based on the needs of the individual and may include some or all of the available services.

Where alternative community support exists, this should be utilised in the first instance.

Application process

Any non-citizen in the community who intends to engage Australia's protection obligations and is not currently receiving SRSS will need to complete the application process. An SRSS Provider will conduct a preliminary assessment regarding their eligibility for services.

Should the SRSS Provider consider the applicant eligible for SRSS following their preliminary assessment, the applicant should then be assisted with the completion of their application using the *Application for Status Resolution Support Services (SRSS)* or on the SRSS Govdex site. Completed applications should be submitted to the SRSS Processing Officer, via the Service Provider Portal.

SRSS Providers should also refer to the *Document Checklist* to ensure the correct supporting documentation is provided with the SRSS application.

There are three key attachments that should be provided with the individuals SRSS application and these are:

- Form 1448 (Status Resolution Support Services Program Debt Agreement)
- Form 1450 (Status Resolution Support Services Program Privacy Notice)
- Supporting documentation demonstrating eligibility for each of the additional services that are requested

It is essential that individuals are aware that by applying for SRSS, they are agreeing to engage with the Department in meeting set milestones to progress their status resolution.

Application assessment and decision

On receipt of an SRSS application, the Department will assess the application in accordance with:

- the relevant eligibility criteria
- all relevant and available information contained in Departmental systems and supporting documentation.

The SRSS Provider will be notified of a decision via a Referral in the Portal if the applicant is eligible for services. The timeframe and expectations of the Department, with regard to status resolution milestones and goals to be met, will also be clearly identified in the referral. If the applicant is assessed as not eligible for services, the SRSS Provider will be notified via the Portal.

The SRSS Provider will be responsible for monitoring the outcome status (refused/ineligible/withdrawn) of the application in the Application View of the Portal. The SRSS Provider will be responsible for notifying the applicant of the outcome.

3.3.5 Transferring between Bands, Locations and SRSS Providers

Where SRSS Providers consider there is a significant change in an SRSS recipient's circumstances that may affect their eligibility for the SRSS Program, they are required to advise the Department immediately and make a Support Recommendation.

For further information refer to 5.1.6 Support Recommendation.

Transferring between SRSS providers

SRSS recipients transferring between Bands or locations may also require a change in SRSS Provider. In such situations a Referral will be made via the Service Provider Portal to the new SRSS Provider. All relevant information regarding the SRSS recipient will be provided to the receiving SRSS Provider by the Department at the time of Referral. Before the transfer has occurred, the sending SRSS Provider must update the Case Plan and attach it to the Service Provider portal as a 'Confirmation – Case Plan'. All tasks and activities for the SRSS recipient should be finalised in the Service Provider Portal.

Transferring from Band 1

Depending on the circumstances, SRSS recipients transferring from Band 1 will generally be eligible for Services in Bands 2-4. SRSS recipients transferring out of Band 1 due to a visa grant must leave held detention arrangements immediately. Required information will be provided to SRSS Providers at the time of Referral.

Transferring from Band 2

SRSS recipients in Band 2 will transfer out of Band 2 when they turn 18 or are granted a visa (Bridging visa or substantive visa).

Band 2 recipients turning 18

SRSS Providers must ensure Band 2 SRSS recipients transition out of the Supported Accommodation household within 10 business days of their 18th birthday. These young adults will be considered for possible referral to the Minister for the grant of a Bridging visa (and Band 4 Services) in the first instance. They may, however, transition to Band 3 with other adults if they are particularly vulnerable as determined by the DHSP health providers and in consultation with SRSS Operations. SRSS Band 2 recipients may also move into Band 3 while awaiting the outcome of a visa decision, at the discretion of the Department.

The SRSS Provider must prepare Band 2 SRSS recipients for this transition, with planning and preparation commencing at least three months prior to the SRSS recipient's 18th birthday. This message should be reinforced, as needed, to ensure the UAM is aware that their living arrangements will change when they turn 18 years old. SRSS recipients, who are Aged Determined to be adults, must be transitioned out of Band 2 and the UAM household as soon as practicable. This will be communicated to SRSS Providers, where applicable, via a Referral in the Service Provider Portal.

The SRSS Provider must support former UAMs to actively transition to their new arrangements whether transitioning to Band 3 or 4. This may include:

- assisting them to understand the differences between being in a UAM household and living independently (change to Living Allowance amount, no access to Meaningful Engagement Allowance, schooling or clothing allowance, household will not have a computer unless former Band 2 SRSS recipients purchased one themselves)
- explaining the need to budget and pay for living expenses
- assisting with Essential Registrations to mainstream services (where applicable)
- discussions about how they will manage living independently
- introductions to any new SRSS Provider and other house mates

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- assisting youth to change address details with community agencies (for example, local library)
- assistance with sourcing and securing accommodation (Band 4 only)

Former Band 2 SRSS recipients remaining in Band 2 Provided Accommodation, or during the transition period to a bridging visa or substantive visa, will be able to continue with any Meaningful Engagement activities that had previously been approved. Generally, however, no new activities will be approved in the month before their 18th birthday (or subsequent to them turning 18). Former Band 2 SRSS recipients may also be unable to access the UAM clothing allowance during the transition period or in the month prior to them turning 18.

For more information regarding UAMs transitioning, refer to [12.2 Transition out – SRSS Recipient](#). SRSS Providers must assist Band 2 SRSS recipients transferring to Band 4 Services to depart Provided Accommodation within the required timeframes outlined at [9.4.1 Timeframes for Exiting Provided Accommodation](#).

Band 2 recipients granted substantive visas

For information regarding Band 2 recipients who are granted a substantive visa refer to [12.5 Transition Out Timeframes](#).

Transferring from Band 3

SRSS recipients will transfer out of Band 3 following the grant of a visa (bridging or substantive visa).

Individuals transferring from Band 3 on a *final departure* BVE will generally be eligible to receive Band 4 services for up to three weeks (with no income support). Nuclear families with children under 18 years of age, will receive up to six weeks transition support (with income).

Where a specific vulnerability or status resolution barrier exists, individuals and families transferring from Band 3 on a *standard* BVE may receive up to six weeks transition support.

Individuals or families who are granted a substantive visa will have up to 20 business days to transition out of SRSS, with no income support.

SRSS Providers must commence Band 4 Services immediately on notification via a Referral in the Service Provider Portal. SRSS Providers must also assist recipients transferring from Band 3 to depart Provided Accommodation within the required timeframes outlined at [9.4.1 Timeframes for exiting Provided Accommodation](#).

Transferring from Band 4

If an individual requires additional services after the transition period, SRSS Providers must complete and submit an application for SRSS services 10 days before the SRSS recipient's exit date from band 4 to the departmental SRSS Processing Officer.

Transferring from Band 5

If an individual requires a lower level of support through SRSS due to barriers to status resolution being resolved, but still require some support, they may transfer to Band 6. SRSS Providers must submit a Support Recommendation activity, with all supporting documentation attached, to the SRSS Processing Officer for approval.

Transferring from Band 6

If an individual requires a higher level of support through SRSS to resolve their immigration status, they may transfer to Band 5 (depending on the services required). SRSS Providers must submit a Support

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Recommendation activity, with all supporting documentation attached, to the SRSS Processing Officer for approval.

3.3.6 Transit Assistance Service

Following any significant change in an SRSS recipients circumstances SRSS Providers are required to update the Case Plan in the Service Provider Portal. For further information please refer to 5.1.4 Maintaining a Case Plan.

Interstate transfers

Bands 2-3

Following formal transfer notification, the receiving SRSS Provider is required to make preparations to collect, transport and receive the SRSS recipient. The sending SRSS Provider will then request an itinerary via the Service Provider Portal from the Department. In making this request the SRSS Provider must ensure that all relevant details required to book an itinerary are provided and that the planned travel date will meet the transfer service standard outlined in the Schedule of Services. The Case Workers from the sending and receiving Service Providers need to communicate via email with regard to the transfer.

If the SRSS recipient is to be transferred as part of a Department coordinated charter flight, the details of the SRSS recipient's travel will already have been provided via the Referral in the Service Provider Portal.

Bands 4-6

SRSS recipients who are entering Bands 4-6 will generally be located in the state or territory in which they currently reside. Once an SRSS recipient has entered the SRSS Program, a request to relocate interstate can be submitted to CPON for consideration, via a 'Movement – Location' activity in the Service Provider Portal.

SRSS recipients in Bands 4-6 will be responsible for all costs associated with relocating and may not access departmental funded emergency accommodation in their new location. Any requests for assistance will only be considered by the Department in exceptional circumstances.

For further information regarding SRSS recipients who have been granted a TPV or SHEV, refer to 12.5 Transition Out Timeframes.

Intrastate transfers

Bands 1-3

Where an SRSS recipient is transferring from a detention facility to a Band 2 or Band 3 placement in the same state, and does not require flights, the SRSS Provider should arrange a suitable date and time with the Status Resolution Officer to collect the SRSS recipient and transport them to their accommodation. The use of the 'Transport' functionality in the Service Provider Portal for intrastate transfers within the SRSS Program is optional.

When there are issues with meeting SRSS recipients at their destination (for example, SRSS recipient cannot be located), SRSS Providers should follow Incident Reporting Protocols and contact the Incident Reporting Hotline (ph. 1800 177 105 – Option 3) or refer to section 15.2 Incident Management and Reporting for further information.

Transfers between APODS

Band 1

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SRSS Providers may be required to provide an escort to assist the young person throughout their travel. SRSS Providers can record that these services have been provided by using the 'Transit Assistance From and To' in the Confirmation Task in the Service Provider Portal once provided.

Where there is an issue or incident while travelling between APODs, the SRSS Provider escort should contact the Department as per the Incident Reporting protocols outlined in the Schedule of Services. Refer to 15.2 Incident Management and Reporting for guidance.

Transit assistance allowance

Bands 2-4

SRSS Providers may be required to provide SRSS recipients with a small Transit Assistance Allowance to allow for the purchase of a meal during travel up to the value of \$30 per person (refer to s. 47E(d)). It would be expected that such assistance would be in the form of a voucher or other 'in-kind' form and would depend on the length of time the travel was expected to take.

Part 4 – Case Coordination

4.1 Case Coordination General Provision

Band 1

SRSS recipients in Band 1 have most of their day-to-day care requirements met by the Detention Service Provider (DSP). However, the SRSS Provider is required to provide Carer support to Band 1 recipients to provide additional support where needed.

Bands 2-6

As outlined in the Schedule of Services, the SRSS Provider is responsible for the provision of Case Coordination, including managing the services for SRSS recipients. The Department expects that SRSS Providers will pay particular attention, as applicable to their allocated Band, to an SRSS recipient's:

- health, nutrition and hygiene
- family/share-house dynamics
- condition of accommodation (where required)
- financial management
- involvement with the community.

The SRSS Provider should record relevant SRSS recipient issues in their own records and report them through the Case Plan or Incident Reporting processes in the Service Provider Portal as appropriate. Where an issue is below the threshold of an Incident the SRSS Provider can update the recipient's Case Plan by using the 'Escalation – Issue' task to bring an event to the attention of the Department. Additionally, a range of tasks, activities or deductions may be submitted by the SRSS Provider in relation to an SRSS recipient's care and needs. (Refer to [4.1 Needs Assessment and Case Plans](#))

4.1.1 Case Worker Support

Bands 2-6

The SRSS Provider Case Workers are required to help manage eligible SRSS recipients' services in accordance with their nominated Band through Case Coordination, as outlined in the Schedule of Services and this OPM.

Contact with SRSS recipients

SRSS Providers must ensure Case Workers contact SRSS recipients at least once each month after they are established in the community. Contact with SRSS recipients must occur more frequently for SRSS recipients displaying a higher level of need, and during their first weeks in the community, where required, to meet the recipient's needs. SRSS Providers should review the recipient's Case Plan every time they make contact with an SRSS recipient. (Refer to [5.1.4 Maintaining a Case Plan](#)).

Band 2-3 Case Workers must have face-to-face contact with all SRSS recipients at the recipient's place of residence at least **once per calendar month**.

Band 4-6 Case Workers must contact SRSS recipients at least **once per calendar month**.

Confirmation of **monthly** contact with SRSS recipients must be entered into the Service Provider Portal, in the same calendar month the contact occurred, as 'Interview – Case Assessment' with a summary case note of their monthly contact in the comments field.

Non-Contact escalation

SRSS Providers must escalate non-contact and non-engagement by SRSS recipients to the Department.

SRSS recipients have 10 business days to respond to attempted contact prior to the SRSS Provider contacting the Department.

If a recipient does not make contact before the next scheduled monthly contact, the SRSS Provider must update the recipient's Case Plan and submit this to the Department as an 'Escalation – Issue' task in the Portal. This will advise the Department that contact was attempted and the recipient has not responded.

As outlined in *Section 4.1 Case Coordination General Provision*, where an issue is below the threshold of an Incident the SRSS Provider can update the recipient's Case Plan and use the 'Case Plan – Update' task to bring an event to the attention of the Department. If a recipient does not engage with the status resolution process, action will be taken that may result in the recipient being transitioned out of the Program.

4.1.2 Carer Support

Bands 1-2

The SRSS Provider is required to provide up to 24 hours a day carer support to UAMs in Band 1 and 2 in the SRSS Program. The carer support will include daily care, welfare and support, as outlined in the Schedule of Services and this manual. Specific requirements relating to Carer services (for example live-in Carer for Band 2 SRSS recipients) will be included in Referrals to SRSS Providers via the Service Provider Portal.

4.1.3 Independent Observer Services

Suitably trained Independent Observers may be required to support the wellbeing of eligible SRSS recipients (Unaccompanied Minors in Bands 1 and 2 and other SRSS recipients as determined by the Department) while they undergo formal interviews, as outlined in the Schedule of Services. Independent Observer services must be provided within 24 hours of notification, or within a timeframe otherwise agreed to by the Department. Referrals for Independent Observer Services will be forwarded to SRSS Providers via the Service Provider Portal. SRSS Providers should record the provision of service using the 'Confirmation – Independent Observer Services' task once complete.

4.1.4 Emergency Support

At any time an SRSS recipient may require urgent or emergency support. Emergency support is only available for people requiring an immediate resolution to presenting issues and where there are no other options immediately available. The need for emergency support may be identified by either the SRSS Provider, or the Department. On approval from the Department, the SRSS Provider will need to arrange the emergency support, such as care for minors where adult family members are temporarily unable to provide care. General costs of such support must be agreed between the Department and the provider prior to such arrangements being finalised by the SRSS Provider. Requests for support should be sought through the 'Escalation – Issue' task in the Service Provider Portal to SRSS Operations or if out of hours via the Incident Reporting Hotline and then noted in the recipient's Case Plan.

4.2 Reception and Induction

Bands 1-4

SRSS Providers must provide reception and induction services to SRSS recipients to meet their immediate needs on entry to the SRSS Program, as outlined in the Schedule of Services. Referrals to SRSS Providers in the Service Provider Portal will indicate if this is required. SRSS Providers must record a Confirmation - Reception and Induction task in the Service Provider Portal, once Reception and Initial Property Induction has been completed.

Eligible SRSS recipients must be provided with an Initial Payment and Basic Starter Package immediately on exit from an Immigration Detention Facility, the requirement for such provision will be specified in the Referral to SRSS Providers in the Service Provider Portal. When the Basic Starter Package has been provided to eligible SRSS recipients the SRSS Provider must record a 'Confirmation - Basic Starter Package' task in the Service Provider Portal.

UAMs in Band 2 must be provided with a mobile phone.

SRSS Providers must conduct a property induction for SRSS recipients in Bands 2-4 in Provided Accommodation.

Mobile phone provision for SRSS recipients in Band 2

Band 2

All SRSS recipients in Band 2 must be provided with one mobile phone handset each (one-off up to \$40) at the time of their Induction. Mobile phones should be purchased by the SRSS Provider or their subcontractors. The SRSS recipient is responsible for purchasing mobile phone credit. The handset must be returned to the SRSS Provider prior to the SRSS recipient leaving the Supported Accommodation household, this return should be recorded in the Exit Checklist. The SRSS recipient may keep the SIM card when they depart the Supported Accommodation household. Returned handsets should then be kept by the SRSS Provider, ensuring the phone is cleared of any data, until another SRSS recipient enters Band 2.

The provision of the mobile phone should be noted in the Case Plan but does not require departmental approval before being provided to the SRSS recipient. The SRSS recipients allocated phone number should be included in the Case Plan. Mobile phones which are lost or damaged and need to be replaced should be funded by the SRSS recipient from their Living Allowance.

4.2.1 Initial Payments

Bands 2, 3 and 4

SRSS Providers may be required to provide initial payments, equivalent to a fortnight of SRSS Payment to nuclear family groups with children under 18 years who have been granted a final departure BVE upon release from held detention. Individuals and families who are granted a standard BVE are also eligible to receive an initial payment upon release from held detention.

The funds assist SRSS recipients to purchase basic items during their transit to and subsequent arrival in the community until they receive their regular SRSS Payments or Centrelink Payments from Human Services for those who are granted substantive visas. SRSS Providers should use the Living Allowance Calculator (provided by the Department) to calculate the correct initial payments for SRSS recipients.

The Living Allowance Calculator will be updated and reissued with each review of allowance rates. Any questions regarding the Living Allowance Calculator should be directed to SRSS Contracts via email. The SRSS Provider should invoice the Department for funds provided as Direct Recipient Costs.

If an initial payment is required, a request will be raised by the referring SRSS Processing Officer within the SRSS Service Provider Referral in the Portal as a 'Third Party Services'. SRSS Providers should enter a 'Payment Confirmation – Initial Payment' activity in the Portal to confirm payment.

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Please note that individuals (single adults) who are granted the final departure BVE are *not* eligible for initial payments upon release from held detention.

Bands 5 and 6

recipients in Bands 5 and 6 are not eligible for Initial Payments. However, they may be eligible for Financial Hardship Assistance, (refer to [8.5 Financial Hardship Assistance](#)).

Please note: Initial Payments for SRSS recipients in all Bands are non recoverable payments.

4.2.2 Basic Starter Package

Band 3

The Basic Starter Package should comprise appropriate staple food items (e.g. bread, butter, milk and eggs) and other essential items including cleaning products, as per the Expenditure Group amounts below. The Basic Starter Package should be available in the property prior to the arrival of SRSS recipients either delivered a few days before their arrival or on the day of arrival. The provision of the Basic Starter Package should be recorded in the Case Plan and recorded as a 'Confirmation' in the Service Provider Portal.

Basic Starter Package Expenditure Group Guide (Band 3)		
Band	Family Composition	One-off amount per Household
Group 1/Single – Shared (group)	Single SRSS recipient sharing group accommodation	up to \$60/person (arriving into an established group household)
Group 1/Single-Shared (Community Link)	Single SRSS recipient living with Community Link	up to \$60
Group 2	Single SRSS recipient (living alone)	up to \$100
Group 3	2 SRSS recipients	up to \$100
Group 4	3-4 SRSS recipients	up to \$125
Group 5	5-6 SRSS recipients	up to \$150
Group 6	7-8 SRSS recipients	up to \$200
Group 7	9+ SRSS recipients	up to \$250

For large group adult share households, one Basic Starter Package should be provided at the commencement of use of the property suitable to the size of the initial group of SRSS recipients moving in to the property (e.g. if 8 SRSS recipients move in, then it is expected that approximately \$200 will be spent on the basic starter package). This will ensure economies of scale. However, in recognition that in large group households SRSS recipients are likely to regularly leave and new SRSS recipients arrive, for any subsequent arrivals \$60 per person is available to support the new arrival.

Where SRSS Providers purchase Basic Starter Packages for SRSS recipients where the Department has advised that the recipient will be travelling to that location, and they do not arrive, the SRSS Provider should invoice the Department for the cost of the Basic Starter Package.

SRSS recipients in Bands 2, 4, 5 and 6 are not eligible to receive a Basic Starter Package. However, where a Band 4 recipient arrives in the community (at their accommodation) after 5pm, the SRSS Provider must provide the SRSS recipient with a Basic Starter Package in line with the expenditure groups above. Any such provision must be included in the recipient's Case Plan and recorded as a 'Confirmation – Basic Starter Package' in the Service Provider Portal.

4.3 Essential Registrations and Orientation

The orientation planned and delivered for each SRSS recipient as per the Schedule of Services should be detailed in the Case Plan, while progress in assisting SRSS recipients to build links in the community should be recorded by the SRSS Provider as a 'Confirmation' in the Service Provider Portal. An initial orientation is to be completed within five business days of the SRSS recipient entering the community. Once all initial orientation competencies are completed, SRSS Providers must record a 'Confirmation – Orientation' task in the Service Provider Portal.

A comprehensive orientation must commence within one month of the SRSS recipient entering the community and must aim to be completed within three months from the date of commencement. SRSS Providers should record the outcome as a 'Confirmation - Orientation' in the Service Provider Portal. Non participation in orientation services must be recorded in the recipient's Case Plan. Where a recipient has transferred between bands, SRSS Provider, location or is in Bands 5-6, orientation services must be provided based on a needs assessment and recorded as above.

4.3.1 Essential Registrations

SRSS Providers are required to assist SRSS recipients with Essential Registrations in the community. Essential Registrations include:

- Department of Human Services for Allowance Payments
- Medicare (for eligible Band 4-6 recipients)
- opening a bank account
- school enrolments for school aged children
- registering with the Assisted Voluntary Returns Program (AVR) through IOM

SRSS Providers should ensure that recipients in Bands 4-6 take out appropriate ambulance cover insurance as the Department will not cover the costs associated with ambulances. Please refer to section [10.4.9 Ambulance Services Bands 4-6](#).

SRSS Providers must record the completion of Essential Registrations in the Service Provider Portal under the relevant 'Essential Registration' task.

Bands 1-4

Status Resolution Officers should ensure that Form 1448 (Debt Agreement Form) and Form 1450 (Privacy Notice and Consent Form) are completed and uploaded to portal when the recipient transfers into the SRSS Program or relevant band.

Bands 5-6

During the essential registration process SRSS Providers for Band 5-6 recipients should also ensure that Form 1448 (Debt Agreement Form) and Form 1450 (Privacy Notice and Consent Form) are completed and uploaded to the Service Provider Portal, if they weren't completed at the time of application for SRSS.

4.3.2 Orientation Outcomes

It is good practice for SRSS Providers to record ongoing case notes regarding an SRSS recipient's orientation progression in the SRSS recipient's Case Plan when general competencies are reached. General competencies may be established by recording in the Case Plan when the SRSS recipient clearly demonstrates the ability to access required services and move about the community unaided. SRSS Providers should record the outcome as a 'Confirmation - Orientation' in the Service Provider Portal. General information to assist the progression of an SRSS recipient's orientation can be found in the Life in Australia Book, located on the Department website at www.homeaffairs.gov.au/Trav/Life/Aust/Life-in-Australia-book

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Rules and laws

As part of the general orientation process, and as per the Schedule of Services, the SRSS Provider must also explain relevant Commonwealth and state or territory laws that are relevant to the SRSS recipient.

Driving while in the SRSS Program

The Department will not assist SRSS recipients in the SRSS Program to drive. SRSS Providers should direct SRSS recipients to the relevant licensing authority for advice if a request for assistance to obtain a driver's licence is received. Should SRSS recipients choose to drive they must meet all relevant state or territory legal requirements in relation to operating a motor vehicle, including holding a valid driver's licence, vehicle registration and insurance. Should an SRSS recipient break any laws as a result of driving, they will be liable for the associated penalties and must be reported to the Department as per 15.2 Incident Management and Reporting. Similarly SRSS recipients are responsible for personal injury or property damage caused by a driving accident.

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4.4 ImmiCards and Identification

An individual lodging an initial claim with Human Services should provide a:

- **Commencement of Identity Document (COI):** an ImmiCard OR an Australian visa associated with a current or expired passport
- **Secondary Document:** the Bridging (E) Visa grant letter, visa grant notification letter, or residence determination letter.

4.4.1 Commencement of Identity Documents

A Commencement of Identity document is the first authoritative credential that an individual will use in the Australian community to establish their identity.

An ImmiCard is the preferred Commencement of Identity document for IMAs and SRSS Band 2 and 3 recipients and must be used where one exists. PL056 holders who are IMAs are eligible for an ImmiCard and service providers can contact ^{s. 47E(d)} to organise a replacement.

Non-IMA, Band 5 or 6 recipients may present their (current or expired) foreign passport when it is associated with their current Australian visa. This means that a foreign passport without an Australian visa associated with it, is not valid evidence of identity.

An individual that provides a passport or other identity documentation that does not match the details on the ImmiCard must be referred to the Department to have their identity resolved. This is to ensure the individual uses only one Commencement of Identity credential while residing in the Australian community.

4.4.2 ImmiCards

ImmiCards have replaced the Visa Evidence Card (PLO56) and other paper based documents previously issued by the Department, such as the Letter of Introduction (formally issued to Community Detainees). There are two ImmiCards:

1. The Australian Evidence of Immigration Status (EIS) ImmiCard is issued onshore to eligible visa holders.
2. The Australian Migration Status (AMS) ImmiCard is issued to visa holders offshore. The AMS ImmiCard facilitates the card holder's travel and entry visa to Australia.

s. 47E(d)

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ImmiCards are an official, secure immigration credential that contains a photograph and personal details such as surname, given names, date of birth and sex. ImmiCards contain a unique number which is linked to biometric and visa details in the Department's systems.

The ImmiCard is not evidence of a valid visa and does not state which class of visa the person holds. [VEVO](#) can be used to verify the ImmiCard holder's visa status and entitlements. An RDI cannot be verified through [VEVO](#) because community detainees do not hold an Australian visa.

All ImmiCards details can be verified through the Document Verification Service (DVS). The DVS is a national online system that confirms that the ImmiCard has not been cancelled and matches records held by Immigration systems.

Note: Australian visas are recorded electronically and the Australian Government no longer requires visa holders to have an Australian visa label in their passport. Most non-citizens of Australia who now travel to and reside in Australia do not have visa labels in their passports. Online visa verification provides timely and secure information as to the entitlements of a visa holder.

The ImmiCard application form and information fact sheets can be accessed at <https://www.homeaffairs.gov.au/Trav/Refu/Immi>

4.4.3 Permanent Residence Evidence and Residence Determination ImmiCards

On 2 August 2017, the Permanent Residence Evidence and Residence Determination ImmiCard ceased being issued. The cards issued before 2 August 2017 have not been cancelled and can continue to be used to prove entitlements.

Immigration detainees accommodated in the community who do not have a visa will be issued with an Evidence of Immigration Status (EIS) ImmiCard.

Permanent Protection visa holders, on the grant of their visa, can order an Evidence of Immigration Status (EIS) ImmiCard online.

4.4.4 Secondary Documents

Secondary documents are issued by government or non-government sources and are evidence of an individual's identity in the community. Secondary documents should support the Commencement of Identity document and include, but are not limited to:

- bank statement
- bankcard
- Medicare card
- utilities bill
- visa grant or residence determination letters.

It is important to keep procedures as standard as possible. This means that the requirements for these SRSS recipients are, where possible, the same as requirements for other Australian residents when making a claim. However, people leaving an immigration detention facility often do not have two letters with an address. Therefore, these persons registering with Human Services should be exempted from this rule and should only be requested to provide an ImmiCard with the visa grant letter or residence determination letter. An individual can provide two of the above-listed letters instead of the visa grant letter or the residence determination letter if they are able.

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Bridging or other temporary visa grant letter:

Individuals in Bands 4-6 will have a BVE or other substantive visa. The letter of evidence for a BVE is the *BVE grant letter* and the letter of evidence for other substantive visas is the *visa grant notification letter*.

While organisations should not rely on a single piece of evidence to satisfy evidentiary requirements, it is at the discretion of Human Services to accept an ImmiCard without a secondary document in cases where that individual has already provided both documents to Human Services Service Centre (Medicare).

4.4.5 Exceptional Circumstances

There will be exceptional circumstances where an individual does not have an ImmiCard; however, these cases must be dealt with on a case-by-case basis to ensure that identity security is not undermined. In cases where the individual is unable to meet the document threshold, they must be referred back to the Department for further investigation and/ or processing. Human Services should contact the Department for advice in these situations. For urgent circumstances, the Department can issue an ImmiCard Report, a paper-based document that contains the individual's photo and biographical details. The ImmiCard Report can be used temporarily while the ImmiCard is being issued and can be validated in VEVO and the DVS.

4.4.6 Replacing Evidence of Immigration Status ImmiCards (EIS)

Bands 4-6

SRSS recipients may request a replacement EIS ImmiCard in the event their original card is lost, stolen or damaged. Replacement cards must be ordered online at:

<https://www.homeaffairs.gov.au/Trav/Refu/Immi/Order-a-replacement-ImmiCard>

4.4.7 Replacing Residence Determination ImmiCards (RDI)

Bands 2-3

A replacement for an RDI card can be requested by the SRSS recipient's SRSS Provider.

The SRSS Provider should complete the "Request for Replacement Residence Determination ImmiCard (RDI)" form, which is available on the SRSS Govdex page.

It is important to note that the replacement RDI will not facilitate changes to the SRSS recipient's biometric information. If an RDI is replaced, it will be issued with the same biometric information as the previously issued card. If an SRSS recipient wishes to request a change to their biometric details they must contact their departmental Status Resolution Officer.

4.4.8 Requesting Changes to Personal Information for ImmiCard Holders

ImmiCard holders seeking to change the personal information on their ImmiCard should be advised to complete the ImmiCard Amendment Request form. Applicants are required to attach certified documentary evidence to support the change. Applications are processed by the ImmiCard Program Management Team and depending on the evidence provided, will correct or annotate the client record in departmental systems.

Amendments should be requested online at: <https://www.homeaffairs.gov.au/Trav/Refu/Immi/immicard-amendment-request>

Part 5 – Case Worker Support

5.1 Needs Assessments and Case Plans

5.1.1 Needs Assessment

Needs assessments are designed to identify the care and wellbeing support required by the SRSS recipient as per the Schedule of Services. The information gathered is to be used by the SRSS Provider to inform the SRSS recipient's Case Plan.

5.1.2 Individual Management Plans

Band 1

When a minor is referred for Band 1 support, the SRSS Provider must coordinate with the Detention Service Provider (DSP) to review or develop a comprehensive Individual Management Plan (IMP). The IMP must be created within five business days of taking on a Band 1 recipient. This is to ensure that Band 1 recipient's needs and support arrangements are appropriately identified and established.

While the IMP is officially managed by the DSP, the SRSS Provider should collaborate with the DSP and constructively contribute to the development of the SRSS recipient's IMP (which is similar to a Case Plan). SRSS Providers must document the details of the IMP and record evidence of completing this in the Service Provider Portal as an 'Assessment' task.

5.1.3 Establishing a Case Plan

Bands 2-6

An SRSS recipient's Case Plan should be an interactive record reflecting the recipient's current requirements, goals, health status and progress. For recipients in Bands 2-3 who are aged 18 years and under, the case plan will also encompass a child wellbeing assessment.

Case Plans must be completed on the template provided and submitted via the Service Provider Portal (refer below for correct portal activity), within 10 business days of the SRSS recipient's arrival in the community or transitioning between Bands and/or SRSS Providers. SRSS Providers must include the date the SRSS recipient takes up residence in the program in the Portal activity.

Case Plans for SRSS recipients in Bands 2, 3 and 5 require approval by either the Status Resolution Officer or CPON Officer, as outlined in the Schedule of Services. Case Plans for recipients in Bands 4 or 6 do not require approval. They must, however, be uploaded to the Service Provider Portal and will be reviewed for quality and consistency.

Case Plans for new SRSS recipients entering SRSS into **Bands 2, 3 and 5** must be uploaded as a 'Case Plan – Initial' activity within the timeframe outlined above. For new recipients entering SRSS into **Band 4 and 6**, Case Plans must be uploaded as "Confirmation – Case Plan" in the Service Provider Portal within the timeframe outlined above.

The existing Case Plans for SRSS recipients transferring between Bands and/or SRSS Providers within the program, must be updated and submitted within the required timeframe as outlined above. For those transferring into **Bands 2, 3 and 5** (or to a new SRSS Provider in those Bands) Case Plans must be uploaded as a 'Case Plan – Update' activity. For those transferring into **Band 4 and 6** (or to a new SRSS Provider in **Band 4 or 6**), Case Plans must be uploaded as 'Confirmation – Case Plan' within the timeframe outlined above.

When establishing a Case Plan for a family, including when transferring between bands or SRSS Providers, the activity must be recorded in the portal against each family member (for example Case Plan – Initial). Only

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one Case Plan form is required per family and should be attached against the principle SRSS recipient. The Case Plan must include care requirements for all members of the family unit. For case plan updates, the portal activity only needs to be recorded against the principle SRSS recipient.

Case Plans must have all categories completed and should adequately outline strategies to meet the needs of the SRSS recipient and build upon their strengths. If the CPON Officer or Status Resolution Officer reviewing the Case Plan determines information is lacking, or important details are not provided for a category, the Case Plan will be returned to the SRSS Provider for review and re-submission.

The Department may request an updated Case Plan from the SRSS Provider at any time; refer to [5.1.4 Maintaining a Case Plan](#) below.

Case Plans serve as a record of the specific services that have been or will be provided to the SRSS recipient while in the SRSS Program, and should include detailed information on:

- Accommodation
- Orientation to property and community
- Education details for children and adults
- Health needs and allocated health provider or GP information
- Child related incidents, repeated illness or patterns of adverse behaviour
- Mental and physical health concerns and/or treatment
- Financial allowance and support
- Items and services outside of the general level of support outlined in this document required by the SRSS provider based on need
- Strategies for linking the SRSS recipient with community support
- Meaningful engagement

SRSS recipients must be given the opportunity to actively participate in the development of their Case Plan. By participating in the development of their Case Plan, SRSS recipients are more likely to fully engage with the SRSS Program and with their own needs and goals.

5.1.4 Maintaining a Case Plan

As outlined in the Schedule of Services, all sections of the Case Plan should be reviewed each time contact with the recipient has been made and updated to reflect any notable changes. For recipients in Bands 2-3 and aged 18 and under, a review of the child wellbeing section must occur during regular contact and following an incident or change in circumstance. This is not a clinical assessment, but service providers are expected to document their observations regarding the child/children's welfare. Details on the requirements for regular contact can be found at [Part 5 Case Worker Support](#).

All updates are required to be made on the Case Plan template for all SRSS recipients, and uploaded to the Service Provider Portal where a significant change in circumstances has occurred that requires the attention of the Department, refer to [5.1.5 Submitting Updated Case Plans](#). This will ensure that appropriate levels of support are in place, allowing both the SRSS Provider and the Department to maintain oversight of the individual SRSS recipient's case. Keeping the Case Plan up to date on a regular basis will also minimise the work required when an updated Case Plan is requested by the Department, and when submitting a new request for approval.

Although SRSS Providers may have their own Service Provider Systems to store recipient information and notes, it is a requirement that the Service Provider Portal be the primary storage location of information relating to any recipient.

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Where approval is required, in most cases where an accurate and complete Case Plan is provided, a response will be provided to the SRSS Provider within five business days from receipt of the Case Plan. In complex cases, monthly updates on the progress of the request will be provided via the Service Provider Portal.

5.1.5 Submitting Updated Case Plans

Bands 2, 3, 4 and 6

A Case Plan must be updated and provided to the Department in the Service Provider Portal whenever there are significant changes to the SRSS recipient's circumstances that may affect their eligibility for the SRSS Program (refer to [5.1.6 Support Recommendation](#)) or where it significantly changes the services they require. The majority of the situations listed below are generally notified to the Department by an incident report. The incident report should be the primary method of notifying the Department of one of the below situations (unless otherwise stated). The update to the Case Plan should include reference to ongoing and follow up actions that are undertaken by the SRSS Provider in response to the incident. Refer to section [15.2 Incident Management and Reporting](#) for further information.

For example, the following changes or situations would always require the Case Plan to be updated:

- birth of a child
- death of an immediate family member
- allegations of violence (domestic, sexual or child abuse)
- life-threatening medical condition requiring ongoing hospitalisation
- initial diagnosis of a chronic condition requiring ongoing support or treatment
- need for significant additional funds or services
- notification by/to a welfare authority (for any child related incident, the case plan update must be reviewed by a departmental Social Worker)
- when a recipient has transitioned bands
- where the recipient has been a victim of crime
- where an immediate family member of a recipient has been arrested and/or charged with a crime
- when a recipient has changed SRSS Providers
- where there are changes in family composition
- where a recipient has been involved in a major/critical incident (please refer to section [15.2 Incident Management and Reporting](#) for further information).

The Department also expects SRSS Providers to submit an update of a recipient's Case Plan where ongoing instances of minor incidents or concerns may indicate a pattern of adverse behaviour, an increased level of vulnerability or risk factors that could lead to a more serious event.

Examples of minor events or warning signs may include:

- increased isolation from family or other support networks
- increased instability/fragility of a recipient's mental state
- significant changes in a recipient's personal associations;
- increased threats with the intention to harm others or themselves
- patterns in seeking medical services

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- severe financial issues (hardship, gambling etc.)
- refusal to attend school.

An updated Case Plan may be lodged in the Portal using three different types of activities: - Confirmation - Case Plan, Case Plan - Update and Support Recommendation. Please refer to the Case Plan Update Quick Reference Guide and the Decision Workflow Document for the correct activity to use in the Portal. Child Welfare Support Section oversees quality assurance of child wellbeing assessments and works with relevant stakeholders to ensure appropriate actions are taken to support the wellbeing of children.

Band 2-3

The Case Plan must be lodged in the Portal as a Case Plan – Update on a three month basis. Where there are no changes in circumstances, it is expected that the case plan be updated every three months. Following an incident or change in circumstance, the Case Plan must be reviewed and subsequently updated and uploaded to the Portal. Please refer to the Case Plan Update Quick Reference Guide and the Decision Workflow Document for the correct activity to use in the Portal.

Band 5

Whilst an SRSS recipient is in Band 5, the majority of the above changes in circumstances and situations will be included in the Continued Eligibility Review template that is uploaded monthly. This information is in addition to the ongoing goals and milestones that are required to be included in the Continued Eligibility Review, as outlined in Section 3.2.1 SRSS Band Eligibility Revision.

Although regular Case Plan Updates are not required for Band 5 recipients, where a recipient has been involved in a major/critical incident a Case Plan Update may be requested by the Department. When an incident related Case Plan Update is requested, this is to be referred to the Community Incidents Team in the Portal. Please refer to the Decision Workflow Document for correct Portal referral details.

5.1.6 Support Recommendation

Bands 2-4

Where SRSS Providers consider there is a significant change in an SRSS recipient's circumstances that may affect their eligibility for the SRSS Program, they are required to advise the Department immediately and make a Support Recommendation (as part of the Case Plan). The Support Recommendation should be completed using the section of the Case Plan titled '*Planned Review of this Case Plan*'.

Bands 5-6

Where SRSS Providers consider there is a significant change in an SRSS recipient's circumstances that may affect their eligibility for the SRSS Program, or the services they can receive, they are required to advise the Department immediately and make a Support Recommendation using the Support Recommendation template. The Support Recommendation should be submitted as a 'Support Recommendation' activity and submitted to the SRSS Processing Officer in the Service Provider Portal.

5.1.7 Delivery of Items or Services

Direct recipient costs

The Direct Recipient Costs are the reimbursable costs associated with providing services to SRSS recipients. The SRSS Provider can only seek reimbursement for Direct Recipient Costs in accordance with this OPM. Costs will only be reimbursed if they are included in the s. 47E(d) or approval has been provided by the Department in writing or in the Service Provider Portal. A range of items or services not requiring prior approval is provided in this OPM, outlined in the attached s. 47E(d) (refer to s. 47E(d)). Reimbursement is also subject to the SRSS Provider providing substantiation, as reasonably required by the Department. Invoices and relevant evidence (such as a departmental service request or email from the Department requesting the service) must be submitted in order to substantiate the invoiced amounts. The SRSS Provider must retain all evidence to verify expenditure and provide this evidence to the Department for the purposes of quality assurance and audits, as directed.

Expenditure on a range of Direct Recipient Costs is capped. The Department will not pay any amount that exceeds the relevant cap, as outlined in the s. 47E(d).

The Department may agree to pay a Direct Recipient Cost that is not listed in the s. 47E(d). However, this cost will only be paid where the SRSS Provider has obtained prior approval in writing from SRSS Contract Management for the SRSS Provider to spend the specified amount on the proposed purpose.

All Direct Recipient Costs referred to in this OPM are GST inclusive amounts.

Delivery of items or services not requiring prior approval

Bands 2-6

Advice regarding items or services not requiring approval prior to purchase is provided throughout this document, however, all receipts, both attributable to property and/or SRSS recipients, must be retained by the SRSS Provider for financial audit and/or quality assurance purposes. Refer to the s. 47E(d) for an outline of these items and services (refer to s. 47E(d)).

For purchases attributable to an SRSS recipient, the SRSS Provider must record the provision of these items through a 'Payment Confirmation' in the Service Provider Portal. The 'Payment Confirmation' should include the following information:

- details of the item or service
- the invoice

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- the date when the service was undertaken or when the item was purchased
- the date when the item or service was delivered or received.

Costs attributable to a property (such as utilities and landline) that are unable to be allocated to an SRSS recipient will be recorded against the property in the Property Manager, by the SRSS Operations Team. All 'Payment Confirmations' must be recorded in the Service Provider Portal within the timeframes outlined in the Schedule of Services as to when the service was undertaken or when the item(s) was purchased.

SRSS Providers are required to apply 'value for money' principles (refer to s. 47E(d)) prior to the purchase of any item/service including pre-approved items or services and must retain documentation which demonstrates how value for money has been achieved.

Part 6 – Changes in Circumstances

6.1 Changes in Circumstances

SRSS recipients must advise their Status Resolution Officer (or SRSS Provider in Band 6) and Human Services when a change to their circumstances may affect their income support payments and/or immigration status. SRSS Providers must notify the Status Resolution Officer (or SRSS Operations for Band 6) when they become aware of any of the below listed Change of Circumstances regarding an SRSS recipient in their care, by updating the recipient's Case Plan and uploading an 'Escalation' task in the Service Provider Portal. Refer to the Decision Workflow Document for the correct portal activity and documentation required for each of the below change of circumstances:

- change in relationship status
- change in family composition – child enters their care or leaves their care
- change in bank details (notification to Human Services only)
- change in rental payment (notification to Human Services only)
- employment status (the recipient or their spouse/partner gets a job or starts working) or income changes
- where the SRSS recipient enters into a new relationship that may impact SRSS payments
- the SRSS recipient plans to depart Australia.

Where there is a change in relationship status or family composition, SRSS Providers should submit Form 1022 (Notification of changes in circumstances) in the Service Provider Portal.

SRSS Providers should use their discretion in whether the Status Resolution Officer (or SRSS CPON for Band 6) should be notified as a result of changes in circumstances not listed above, however, further guidance can be found at [5.1.4 Maintaining a Case Plan](#).

Where any of the above listed Change in Circumstances, such as getting a job, may affect an SRSS recipient's eligibility for a Band, or the SRSS Program, a Support Recommendation must be completed. This is submitted in the Case Plan under the Planned Review of this Case Plan (refer to [5.1 Needs Assessments and Case Plans](#)).

6.1.1 Change of Address

Bands 4-6

SRSS Providers may assist SRSS recipients in Bands 4-6 holding a Bridging (E) visa or other temporary visa with the visa condition requiring them to notify the Department when they change address. SRSS Providers should remind SRSS recipients that it is a condition of their visa grant that they notify the Department of any change of address two days in advance.

SRSS Providers should update address details (both postal and residential) in the Service Provider Portal via the Client Info tab and SRSS Service Summary Info, on the SRSS recipient's behalf. SRSS recipients must also report to the IMA BVE reporting line two days before any change of address on [s. 47E\(d\)](#).

All other changes to contact information (including telephone or email address details) are to be updated in the Service Provider Portal by the SRSS Provider.

SRSS recipients must also inform Human Services of their change of address in order to continue to receive SRSS Payments.

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Rental assistance allowance payments following change of address

Rental Assistance Allowance may continue for up to 28 business days following a recipient's advice on change of address or change in rental amount. This is to allow the SRSS recipient time to obtain and provide the required verification of change of address to Human Services. If such verification has not been provided within the 28 business days, the Rental Assistance Allowance will cease.

6.1.2 Newborn Children

Bands 2-6

SRSS Providers must inform the Department via an update in the recipient's Case Plan and submitted to the Department Status Resolution Officer when a person in the SRSS Program is expecting a baby. Refer to the Decision Workflow Document for the correct portal activity to use. The notification should include any relevant medical documentation and the expected due date of the baby.

Notification of the birth of the baby must be included in the recipient's Case Plan and submitted to the Department as a 'Escalation – Family Composition' in the Service Provider Portal on the primary SRSS recipient's record to the Status Resolution Officer (or CPON for Band 6). This must include a copy of the blue book and/or hospital record as an attachment. This needs to occur within 10 business days, regardless of any delays in the naming of the child, and include the child's name (where known), name(s) of the parent(s), immigration status of parent where known, date of birth, the details of the hospital where the birth occurred. Notification will not be considered complete until all required information and documentation is provided. At the next monthly contact with the SRSS recipient, the SRSS Provider must also submit a Confirmation - Case Plan activity in portal, as per the standard timeframes.

At the same time, the SRSS Provider must also undertake a review of the family's Dependent Child Allowance in relation to the FTB Part B portion, within 10 days of the baby being born. The payment will be backdated to the date of birth if registration occurs within this 10 day period. If the registration does not occur within the 10 days, it will then be actioned as a change of circumstance. The department will determine the date of occurrence and payments will commence from that date, regardless of when it is advised. When SRSS recipients transfer to a new SRSS Provider, the 10 day business timeframe to review the Dependent Child Allowance, in relation to the FTB Part B, will apply.

The Status Resolution Officer (or CPON for Band 6) will update the family group details in the Portal and notify Human Services so SRSS Payments can be adjusted. This process may take up to 14 calendar days from the date of notification to Human Services; however, payments will be backdated to the date of birth. Please note, where the Department is notified outside of the 10 business days, payments will only be made from the date the Department is notified.

Following receipt of the baby's official Birth Certificate, the SRSS Provider must include a certified copy in the recipient's Case Plan and submit to the Department as a 'Case Plan – Update' task in the Service Provider Portal. If any further information is required the SRSS provider will be advised by a departmental officer. For recipients in Band 6, CPON will provide information in the comments field of the Case Plan activity regarding the process to follow once the official Birth Certificate has been received relevant to the family's immigration status.

All babies must be included on a valid PV application within 12 weeks of birth, to remain eligible for SRSS.

Band 2-3

SRSS Providers are required to assist the parents to register the baby's birth and to obtain a birth certificate. The Department will cover the cost of the birth registration and an official birth certificate (not ceremonial or commemorative versions), when requested through a 'Payment Request – Extra Funds' to the CPON Officer with a completed *Payment or Movement Request* form attached in the Service Provider Portal. A copy of the birth certificate should be sent to the Department as soon as possible to ensure that legal requirements for detention and identification can be met. The Department will arrange for the baby to be formally detained

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and for a Residence Determination to be approved for the baby. The baby will remain with the parents throughout this process.

The baby will only be eligible for DHSP services and receive a DHSP card once the baby appears on departmental systems and has been formally detained. Any health checks required prior to the baby's DHSP card being issued will be covered by the parent's DHSP card. SRSS Providers should contact the DHSP Community Detention Team (CDT) if assistance is required at any DHSP Health Provider.

Additionally SRSS Providers may be required to assist the mother to attend her GP to arrange for a post-partum x-ray, where one was not previously completed due to the pregnancy. In some instances, SRSS Providers may also need to assist parents to take the baby to the GP for a health check in relation to their immigration status resolution.

The Department will fund a Baby Items Package for any child born in Band 3 of the SRSS Program (refer to 9.2 Basic Household Goods). This package may be provided six weeks prior to the baby's due date, but no earlier.

Bands 4-6

Following receipt of the baby's official Birth Certificate, SRSS recipients in Bands 4 and 5 must provide their Status Resolution Officer with a certified copy. Recipients in Band 6 must attend their nearest Immigration office with either the original or a certified copy and the baby's blue book. The Department will then officially determine the immigration status of the baby.

Registering newborn children with Medicare

Bands 4-6

Children born onshore to Medicare eligible SRSS recipients are eligible to apply for Medicare. The children should be registered with the Department and have a valid visa (the child takes on the same visa status as their parents so the parents will need to have a valid visa).

To register the newborn child with Medicare, the SRSS recipients should present at the Medicare Office with the child. SRSS recipients should take:

- the parent's ImmiCard and Medicare card
- the child's birth certificate
- the child's blue book (or book that accompanies a baby on discharge from hospital after birth).

In situations where the parents do not have a valid visa and are therefore ineligible for Medicare, the child will also be ineligible for Medicare. SRSS recipients in Bands 4-6 that do not have access to Medicare will have access to 'Medicare like' services through the SRSS Program Health Services (refer to 10.4 Health and Medical Services). In such situations SRSS Providers should liaise with the Status Resolution Officer (Bands 4-5) or SRSS Operations (Band 6).

6.1.3 Relationship Breakdown

SRSS Providers are required to provide support to all SRSS recipients involved during a relationship breakdown (for example, by linking SRSS recipients to their GP who may recommend family counselling or other support if appropriate). In addition, SRSS Providers must inform the Department, via an 'Escalation Family Composition' activity with the updated Case Plan attached in the Service Provider Portal. The Status Resolution Officer (or CPON) will update the family group details in the Portal. In some cases, however, SRSS recipients may wish to separate and live apart in the community, or continue to remain living in the same property. The SRSS recipient's living arrangements in such cases will be determined after a further vulnerability assessment, undertaken by the Status Resolution Officer (or CPON), of each family member. Less vulnerable family members may transfer to a more appropriate Band, in such cases, the SRSS Provider will be advised by the Department via a Referral in the Service Provider Portal. Additionally, any changes in

relationship status should be reported to Human Services by the SRSS recipient if it is likely to affect SRSS Payments.

6.1.4 Child Abuse, Domestic Violence and/or Sexual Violence

SRSS Provider should offer equal support to all SRSS recipients involved in child abuse, domestic and/or sexual violence, irrespective of their alleged behaviour, prioritising the safety and wellbeing of any children over all else. The claimant should be encouraged and supported to report the incident to the police. Affected SRSS recipients should be referred to their GP who may recommend counselling or other specialised treatment or intensive support if appropriate. Refer to 5.1.5 Submitting Updated Case Plans.

The SRSS Provider should report incidents to local police as appropriate and arrange for an ambulance or medical treatment if required.

All information relating to the instance of violence and/or abuse must be communicated to the Department via the incident reporting protocols, including any issuance of an Apprehended Violence Order (AVO). It is up to the Department (apart from in Band 2 or 3, where it is up to the Minister) to determine appropriateness of an SRSS recipient's continued placement in the SRSS Program following any such incident. Refer to 15.2 Incident Management and Reporting.

In addition, relevant state and territory child welfare authorities must be notified by the SRSS Provider in situations where children have been harmed or are at risk of significant harm, irrespective of whether or not that officer is a mandated reporter for the purposes of the state or territory legislation. Allegations of domestic violence/sexual violence in relation to an IGOC minor, must also be referred to the IGOC delegate for appropriate action and follow-up. Further information is available under Part 13 Care for Minors in SRSS.

6.1.5 Living Allowances

Living Allowances will need to be recalculated according to the SRSS recipients' new living arrangements – for example where a couple separates they may receive the single payment rather than the couple payment. Any such changes must be reported to the Department and included in the recipient's Case Plan and a Form 1022 (Notification of changes in circumstances) submitted via a 'Escalation – Family Composition' task in the Service Provider Portal to the Status Resolution Officer or CPON Officer (or CPON) and to Human Services. Additionally, any changes in circumstances should be reported to Human Services by the SRSS recipient if it is likely to affect SRSS Payments.

6.1.6 Access to Children

Parental access to children of separated couples in the SRSS Program will need to be supported by the SRSS Provider, unless there are court orders indicating that parental access to a child should not be provided. Where parents are sharing care of children, their Living Allowances should recognise this – so that both parents receive sufficient allowances to allow them to cover the cost of children (this should generally be a percentage based on the time each parent has the child/ren). Any such financial arrangements must be pre-approved by the Department (SRSS Operations), and forwarded to Human Services.

In addition to meeting the Department's incident reporting protocols, including Reporting Child-related Incidents, SRSS Providers must immediately refer any suspicion or allegation of abuse or neglect of a minor to the relevant state or territory child welfare authority where they are required or authorised by law to do so.

6.1.7 Employment

Eligible SRSS recipients must advise their Status Resolution Officer (or SRSS Operations for Band 6) and SRSS Provider when they or their spouse/partner gain employment. Additionally, SRSS recipients will need to report to Human Services fortnightly prior to payment day and Human Services will regularly assess the recipient's circumstances and adjust payments as required. The SRSS Provider should notify the Department if an eligible SRSS recipient or their spouse/partner has gained employment as per Part 6 Change of Circumstances

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Band 6

If the SRSS recipient gains employment and earns more than what they would receive if in receipt of their Living Allowance they would enter a dormancy period of 12 weeks and their SRSS Payments would be suspended. If after the 12 week period, they continue to earn more than their allowance and continue to be self-sufficient, they will be transitioned out of the SRSS Program.

Additionally, if the SRSS recipients spouse/partner gains employment and earns above the DHS determined threshold for spouses/partners of SRSS recipients, then the SRSS recipient would enter a dormancy period of 12 weeks and their SRSS Payments would be suspended. If after the 12 week period the recipients spouse/partner continues to earn above the DHS determined threshold for spouses/partners of SRSS recipients and the SRSS recipient is considered to be self-sufficient, they will be transitioned out of the SRSS Program.

6.1.8 Age Determination

In the immigration context, the term Age Determination refers to making an assessment as to whether a person claiming to be a minor is more likely to be under or over 18 years of age. The SRSS Program Band 2 focuses on UAMs; however, referral of SRSS recipients in family groups may be considered when a change in adult or minor status may affect services or accommodation.

Where an SRSS Provider has concerns about a person's status as a minor or an adult they should consider referral for an Age Determination assessment. SRSS Providers should contact the CPON Officer or Status Resolution Officer in the first instance. Additionally, SRSS Providers must record their concerns in the recipient's Case Plan and attach and submit it via the Service Provider Portal as an 'Escalation – Identity' task to the CPON Officer or Status Resolution Officer, so the Department can formally investigate the issue.

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Part 7 – Departure and Status Resolution Assistance

7.1 Departure Support Services

Where an individual has a barrier impacting their ability to depart Australia, they may be eligible to receive services to assist departure. This may include counselling on immigration options, assistance in obtaining travel documents or linking to migration assistance services. The support provided will be tailored to the individual's needs and should be detailed in the application form for SRSS, with relevant supporting documentation provided.

7.2 Form Filling Assistance

Where an individual requires form filling assistance with documents that are related to status resolution, limited support may be provided. The support provided will be tailored to the individual's needs and should be detailed in the application form for SRSS, with relevant supporting documentation provided.

Please note that if an individual is finally determined, form filling assistance cannot be used to complete forms to litigate against the Department.

Part 8 – Financial Assistance

8.1 SRSS Regular Payments

The regular SRSS Payments administered by Human Services may consist of three allowances. The three allowances are:

1. **Living Allowance** (Bands 2-6)
2. **Dependent Child Allowance** (Bands 3-6)
3. **Rental Assistance Allowance** (Bands 4-6)

To be eligible to receive financial assistance, individuals must have a demonstrated barrier preventing them from working to support themselves and provide evidence that they are in financial hardship.

Individuals applying for financial assistance, via the SRSS program, who are found to be transferring or receiving funds in excess of \$1000 (cumulative) in the 12 month period before their SRSS application, may be deemed ineligible for SRSS, and their application for support or payments may be refused. This includes transferring or receiving funds to or from bank accounts that are in a different name to their own, transfers between individuals who reside in Australia, transfers to or from overseas accounts and/or business transactions.

If current SRSS recipients are found to be transferring or receiving funds in excess of \$1000 from 3 November 2017 onwards, or where there is a pattern of regular transfers over a period of time or in other exceptional circumstances, a debt may be raised and they may be removed from program.

Please note that where an individual has the ability to transfer or has received funds in excess of \$1000, it is indicative that the individual is not in financial hardship and does not require financial support through SRSS.

Adults who choose to study when they have the capacity to work and support themselves, will not be eligible for SRSS income support. SRSS is not a social welfare Program and financial assistance is only intended to support individuals who are unable to work while resolving their immigration status.

The Department provides Human Services with the SRSS recipient's payment commencement date for all Bands. The commencement date is the date on which the SRSS recipient:

- started living in the community following release from held detention arrangements
- entered the SRSS Program while already living in the community.

The SRSS Provider must arrange the SRSS recipient's initial interview with Human Services and assist the recipient to open a bank account (where required) and ensure the recipients have the BSB and account numbers recorded for their Human Services interview. When the bank account is set up the SRSS Provider must record this in the Service Provider Portal as 'Essential Registration – Banking'.

SRSS recipients are to be registered with Human Services within five business days of their entry into the SRSS Program. When the SRSS recipient has an initial interview booked with Human Services, the SRSS Provider must record this has been completed using the 'Essential Registrations - Allowance' task in the Service Provider Portal. Payments made by Human Services are made fortnightly, in arrears.

Note: Band 1 SRSS recipients do not receive any SRSS Payments as their care and accommodation needs are provided by the Detention Service Provider.

In situations where an SRSS recipient is receiving long term, ongoing treatment or care in a care facility (such as hospital or an aged care facility), the SRSS payment may not be payable during this period. The Department will advise the Department of Human Services, on a case by case basis, if an SRSS recipient's payment may be cancelled or suspended in these circumstances.

8.1.1 Living Allowance

Band 2

Band 2 SRSS recipients receive a portion of their Living Allowance as a personal allowance from Human Services. The personal allowance should be used to purchase things such as phone cards, mobile credit, public transport, and additional clothing and entertainment activities. The remainder of the Living Allowance is retained to cover the cost of utilities and household groceries. The Department pays up to \$40 per person, per fortnight for utilities and up to \$217 per person, per fortnight for household groceries which is invoiced as a s. 47E(d) by the SRSS Provider.

Band 3

The SRSS recipient's Living Allowance rate depends on their arrival date:

- 70 per cent for all Unauthorised Air Arrivals and IMAs who arrived in Australia before 13 August 2012
- 60 per cent for IMAs who arrived in Australia on or after 13 August 2012, who are living in the community and:
 - are subject to regional processing
 - have been officially exempt from regional processing under Section 198AE of the Migration Act.

A portion of the Band 3 Living Allowance is retained by the Department for payment of utilities.

Bands 4-6

SRSS recipients' Living Allowance rates are based on 89% on the relevant Newstart or Youth Allowance, depending on the SRSS recipient's circumstances.

The SRSS Payments are based on the amount that would be payable to an eligible Australian citizen or permanent resident under the Social Security Law or Family Assistance Law rate. SRSS recipients are ineligible for other Human Services payments.

The existing Newstart and Youth Allowance income tests and rules apply to SRSS recipients who are earning an income. The income test applies to SRSS recipients where income is declared, regardless of whether the SRSS recipient has permission to work attached to their visa. SRSS recipients must inform Human Services of any income and/or assets which may affect their payments. SRSS recipients must immediately advise the Department and Human Services of any changes to their circumstances.

In limited circumstances, SRSS recipients may be eligible to receive a single living allowance, while still living in the same property as their former partner. The SRSS recipient's eligibility and relationship status will be reviewed every three months by CPON or Status Resolution Officer, and will be subject to the following evidence requirements:

- relationship status on substantive visa application
- nature of the commitment
- financial circumstances
- accommodation arrangements
- social aspects
- care of children

8.1.2 Dependent Child Allowance Bands 3-6

The Dependent Child Allowance is a percentage of Family Tax Benefit (FTB) Parts A and B (where applicable), where a family has one or more dependent children.

The Department will determine if the SRSS recipient has a dependent child and qualifies for the Dependent Child Allowance. The Department may determine the date payments commence where a dependent child has been in the care of an SRSS recipient for more than three months.

The Dependent Child Allowance for a newborn child commences from the date provided by the Department, which may be the dependent child's date of birth or the date on which the child became a dependent of the SRSS recipient (*refer to 6.1.2 Newborn Children*). Where a dependent child is already in the care of an SRSS recipient, the Dependent Child Allowance commences from the start date of the SRSS recipient's Living Allowance.

An SRSS recipient is not eligible for the Dependant Child Allowance for a child who is receiving SRSS or not, in the following circumstances:

- the child is receiving Special Benefit payments from DHS
- the SRSS recipient has a non-SRSS recipient partner in receipt of FTB payments from DHS.

The Dependent Child Allowance will be paid to eligible SRSS recipients, who are the primary parent, at the same time as the Living Allowance or Rental Assistance Allowance. This payment will only be made to one parent when parents are partnered.

Primary parent SRSS recipients who are single with dependents, will receive the Dependent Child Allowance from DHS.

Primary parent SRSS recipients who are partnered, will receive the FTB Part A component from DHS, and where applicable, the FTB Part B component from SRSS Providers.

Service Providers are expected to undertake a review of the families Dependent Child Allowance when one parent has been exited from SRSS due to dormancy or has had their immigration status determined.

8.1.3 Rental Assistance Allowance

Bands 4-6

Rental Assistance Allowance is paid by Human Services at a rate that is 89 per cent of the Rent Assistance that would be payable to an eligible person under the Social Security Law or Family Assistance Law Rate. Rental Assistance Allowance may be available to eligible SRSS recipients who are paying for Private Accommodation. SRSS recipients residing in Provided or Emergency Accommodation (*refer to Part 9 – Accommodation Assistance for further information*) will not be eligible for the Rental Assistance Allowance.

An SRSS recipient will not be considered for Rental Assistance Allowance in the following circumstances:

- the SRSS recipient is in receipt of free board and/or lodging
- the SRSS recipient is residing in government housing or an Australian Government funded nursing home or hostel
- the Department advises Human Services the SRSS recipient is not eligible due to alternative accommodation arrangements.

Rental Assistance Allowance will be paid to eligible SRSS recipients at the same time as the Living Allowance. SRSS Providers must update the accommodation details in the Service Provider Portal when an SRSS recipient moves into privately leased accommodation. SRSS recipients must notify Human Services of their change in circumstances and provide supporting documentation in order to receive Rental Assistance.

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Allowance. SRSS Providers should record any assistance to register for this allowance in the Service Provider Portal as 'Essential Registration – Rental Assistance'.

The Rental Assistance Allowance is based on Rent Assistance and its existing rules, as such, supporting documentation must be provided to Human Services. Supporting documentation may include:

- a formal tenancy agreement
- a statutory declaration or signed letter from the home owner or agent including the address details, weekly rental amount and name of the SRSS recipient

8.1.4 Service Provider Interim Payments

Service Provider interim payments are payment SRSS Providers are authorised to make to recipients in lieu of their regular SRSS payments while their payment issues are being investigated. They are usually approved for periods of two weeks at a time, in line with their regular SRSS payment periods. Service Provider Interim Payments should be recoverable by one of the following methods:

- SRSS Payment Support Team adjusts the recipients allowance eligibility start date to the day after the last date of the approval period
- The Service Provider may be required to enter a payment deduction for the Service Provider Interim Payment amount paid to the recipient (refer to 8.4 Payment Deductions).

8.1.5 Resolution of SRSS Regular Payment Issues

In the first instance, DHS should be contacted in relation to a payment issue (such as non-payment or incorrect payment of recipients Living Allowance, Dependant Child Allowance and/or Rental Assistance). Where DHS have advised that they are unable to resolve the payment issue, the Service Provider should contact the SRSS Payment Support Team immediately where the matter will be investigated and approval of a Service Provider Interim Payment or other payment may be considered.

Where Service Provider Interim Payments or other payments are to be considered, the Service Provider may be required to provide written confirmation or proof of the recipient's financial hardship if deemed necessary, such as (but not limited to):

- details regarding the recipients living arrangements (i.e. do they have rental obligations)
- a breakdown of their current financial position including current debts and outgoings
- details of how the recipient has been supporting themselves until now if the matter has been ongoing for some time
- copies of bank statements if necessary.

Please note that it is imperative that the SRSS Payment Support Team is contacted immediately once the Service Provider is made aware of a recipient's payment issue which DHS are unable to resolve. This will allow the SRSS Payment Support Team adequate time to investigate and resolve the payment issue, and potentially avoid the recipient from reaching a state of financial hardship.

8.1.6 Persons Permitted to Enquire

SRSS recipients may wish to voluntarily authorise a Person Permitted to Enquire (PPE) on their behalf with Human Services and Medicare. The SRSS recipient can request this in two ways:

- verbally (face-to-face or by telephone) if appointing their SRSS Provider (for Human Services payments)
- by lodging a completed SRSS Payment – authorising a person or organisations to enquire on your behalf form (DHS form SU698 for sharing Medicare information).

If for any reason the SRSS recipient chooses to voluntarily end this arrangement, Human Services will update their system with the end date and the arrangement effectively ceases from that point. The PPE is intended to be flexible as not all clients may want their SRSS Provider to enquire about their payments.

Please find the *SRSS Payment – authorising a person or organisations to enquire on your behalf* form at www.humanservices.gov.au/sites/default/files/documents/su698-1406en2.pdf

8.1.7 UAM Clothing Allowance

Band 2

SRSS Providers are required to purchase essential clothing for Band 2 recipients up to \$200 per recipient twice yearly (once for the winter season and once for the summer season). Remaining funds are not to be provided to the SRSS recipient or retained after seasonal purchase. By way of example, if an SRSS recipient enters the SRSS Program in March and accesses their first clothing allowance at that time, and the second clothing allowance in July, they are not permitted to access their next clothing allowance until March the following year. The SRSS Provider may spend the first seasonal allowance on the SRSS recipient's entry into the SRSS Program. Use of this allowance should be recorded by the SRSS Provider as a 'Payment Confirmation – Small Allowance' in the Service Provider Portal. Requests for purchases in excess of the pre-approved amount of \$200 should be recorded as a 'Payment Request – Extra Funds' to the CPON Officer with a completed *Payment or Movement Request* form attached in the Service Provider Portal. All related purchases should be recorded as a s. 47E(d) [REDACTED], and all supporting evidence should be provided to SRSS Contract Management with the monthly invoice

The clothing allowance is generally not available to SRSS recipients who are soon to turn 18 or have recently turned 18 years of age and remain living in a Band 2 Supported Accommodation.

Clothing purchased using this allowance should be for essential, every day clothing, including jackets and long pants in winter and t-shirts and shorts in summer. Beyond this, any additional clothing will need to be purchased by the SRSS recipient from their Living Allowance.

8.2 Financial Management Support

8.2.1 Budget support

Bands 2-6

The main aim of providing financial management guidance to SRSS recipients is to prevent situations where SRSS recipients are unable to meet their expenses or fall into debt. It is also important to prepare SRSS recipients for life outside the SRSS Program by ensuring they have the skills to manage their finances in the future.

SRSS Providers are required to guide new SRSS recipients to ensure they understand how their Living Allowance should be used. SRSS recipients should be provided with a budgeting guide clearly setting out fortnightly income and expenditure and estimated future bills. SRSS recipients should be aware of how much money is needed for food and household expenses, how much needs to be put aside for bills, how much can be spent on activities and personal purchases and how much can be saved.

As part of the SRSS Program orientation process, financial management guidance should be provided to SRSS recipients, with information such as seasonal price variations of fruit and vegetables, the differences between supermarkets and fluctuating seasonal costs of heating/cooling their residences.

To assist SRSS Providers in providing financial management orientation to SRSS recipients, the website <https://www.moneysmart.gov.au/tools-and-resources/publications> has a Money Management Kit which may be useful. The kit includes factsheets, audio and video content in 16 different languages, including English. It has guidance on budgeting, saving, spending and banking.

8.2.2 Use of Living Allowance

Band 2

The SRSS Provider is responsible for managing the purchase of groceries and payment of utilities for UAM households. SRSS Providers should engage the UAMs as much as possible on decisions relating to the types of food purchased and cost effective ways to stretch resources. The Department expects that live-in Carers will either supply their own food or make a similar contribution towards the household grocery funds to cover their consumption while in the house.

A portion of the Living Allowance is given directly to UAMs to be used to purchase things such as phone cards, mobile credit, public transport, and additional clothing and entertainment activities.

Bands 3 - 6

It is expected that the Living Allowance is used to pay for all general household and living expenses. This includes rent and utilities (where required), food and other household products (toiletries, cleaning products).

8.2.3 Additional support for UAM SRSS recipients

Band 2

SRSS Providers should provide additional guidance to SRSS recipients in Band 2 about budgeting and managing their Living Allowance so they can save to make bigger purchases and to encourage self-sufficiency as they approach adulthood. This may include saving for additional clothes or to pay for activities not approved under the Meaningful Engagement Allowance.

8.3 SRSS Payment Cessation

8.3.1 Automatic stoppage

SRSS Living Allowance will cease when an SRSS recipient is no longer eligible for the SRSS Program as determined by the Department. Eligibility for SRSS Living Allowance will cease without confirmation by the Department when:

- the SRSS recipient dies (payments cease on the date of the death of the individual)
- the SRSS recipient departs Australia (payments cease the day before the departure date)
- 13 weeks have elapsed since the payment was suspended and payment has not been restored – applies to Band 5 and 6 only
- where the recipient, is not contactable, fails to report on a change in their financial circumstance, attend an immigration appointment, or participate in a financial assessment without adequate notification/reason or where alternative arrangements have not been made, their Income Support may cease immediately. SRSS Providers should advise the Department of these instances via an 'Escalation - Issue' activity in the Portal (refer to the DWD for correct referral details) or upon the grant of a visa (UAMs will be eligible for referral to the UHM Program, where they will continue to receive assistance after they have transitioned from SRSS).

Queries relating to cessation or stoppage of SRSS Payments should be directed as follows

- Bands 2-3 to the CPON Officer
- Bands 4-5 to the Status Resolution Officer
- Band 6 to s. 47E(d)

Queries relating to transitioning from SRSS to another program, including the transition of payments, refer to *10.1 Transition Out*.

8.3.2 Suspension

Human Services can only suspend Band 4 to Band 6 recipients' SRSS Payments. Human Services cannot suspend Band 2 and Band 3 recipients' SRSS Payments.

8.3.3 Restoration

If Human Services suspends the SRSS Payment, then Human Services can restore the SRSS Payment. If the Department suspends the SRSS Payment, then only the Department can advise Human Services whether to restore the SRSS Payment, or if another action is required, such as ceasing the SRSS Payment. If an SRSS recipient completes the activity or action related to the suspension and their SRSS Payment is restored, the appropriate arrears are paid as applicable.

The Department instructs Human Services of its decisions regarding restoration or suspension of SRSS Payments. The Department also provides Human Services with a restoration date and whether the eligible recipient is entitled to a back payment. This will be reflected in the service provider portal.

8.3.4 Cancellation

Cancellations may result for a number of reasons, and should generally be initiated by the Department with a Stop Payment Notice. The Department of Human Services may also cancel recipient's in Bands 4-6 in

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certain circumstances. This will be reflected in the service provider portal with a Stop Payment Notice. Cessation of Living Allowance under Band 6

Band 5 and 6

The Department may cease an eligible SRSS recipient's Living Allowance where, following an investigation it is confirmed that the SRSS recipient:

- has provided false, misleading and/or conflicting information
- either deliberately or inadvertently withheld relevant information
- breached the Code of Behaviour (where relevant)
- is not actively engaging with the Department to resolve their immigration status.

Cessation will result in termination of the SRSS recipient's Living Allowance payments and may involve recovery of funds. The decision to cease such payments will only be made by SRSS Operations who will advise the SRSS Provider and Human Services via a 'Stop transaction' in the Service Provider Portal.

8.3.5 Reinstatement of Living Allowance

The Department may consider a further SRSS Application for financial support by a person when the person or party:

- provides any requested information
- makes arrangements to repay any overpayments, where applicable
- meets eligibility criteria (refer to [3.1 Eligibility for SRSS](#))
- completes the SRSS Application Process.

The decision to reinstate Living Allowance payments will only be made by the Department. SRSS Operations Band 6 will record this in the Service Provider Portal once undertaken and advise the SRSS Provider via a Referral.

Please note that Living Allowance payments will generally not be provided to individuals who have work rights on their BVE.

8.3.6 Payment Reviews

Human Services conducts reviews of an SRSS recipient's SRSS Payment to ensure an SRSS recipient's personal information is current and that their SRSS Payment Rate is correct. Human Services generally undertakes SRSS Payment Reviews on a six monthly basis, however, the timing of these Reviews can be before or after the six months in some situations. Where an SRSS recipient fails to respond to a reminder about an SRSS Payment Review, their SRSS Payment will be suspended until the SRSS recipient undertakes the Review.

Released by Department of Home Affairs
under the Freedom of Information Act 1982

8.4 Payment Deductions

The Department may require Human Services to reduce an SRSS recipient's Living Allowance, as a deduction, to recover a sum that has been provided to the SRSS recipient by their SRSS Provider. Reasons for deductions include, but are not limited to:

- Transitional Accommodation Contribution
- Financial Hardship Assistance Loans Deductions
- Overpayments resulting from a Human Services overpayment
- Service Provider Interim Payments made to recipients in lieu of their Regular SRSS Payments as a result of a regular payment issue
- Other deduction reasons may be provided by the Department, for example, repayment for damage to property or other invoices.

Where payment deductions are required, SRSS Providers will submit an 'Allowance Modification' to the responsible officer. Please see the Decision Workflow Document for correct referral details. The request must include the proposed amount for consideration and where appropriate, approval of the related expenditure by the Department. Once the 'Allowance – Modification' is approved by the Department in the Service Provider Portal, Human Services will be notified and the SRSS recipient's SRSS Payments will be reduced until the amount is repaid in full.

The Payment Deduction will be **5 per cent** of the SRSS recipient's fortnightly SRSS Living Allowance. Although the SRSS recipient also has the option to pay off the amount in full. To utilise this option, Service Provider must make arrangements with the SRSS Payment Recovery team before an 'Allowance Modification – Deduction' is entered in the Portal.

Please refer to Service Provider Portal Functional Guide – Allowances – Payment Groups (page 9) for step by step information on payment deductions, or contact s. 47E(d) with any queries.

8.5 Financial Hardship Assistance

Bands 2-6

Financial hardship assistance is available to both IMA and non-IMA recipients. There may be occasions where SRSS recipients face financial hardship, such as an inability to afford food or essentials, despite budgeting carefully.

Where the SRSS Provider can demonstrate they have provided budget support to assist the SRSS recipient meet their financial needs and the SRSS recipient is still unable to afford essential items, the SRSS Provider can submit a request for financial hardship assistance.

The Department must approval all requests for financial hardship assistance. No form of financial hardship assistance is pre-approved. Requests for assistance are expected to be exceptional circumstances and for a short period of time.

SRSS Providers should not refer SRSS recipients to charity organisations for food vouchers or support as these services must be left available for the Australian community.

SRSS Providers should engage regularly with SRSS recipients to minimise reliance on financial hardship assistance by providing comprehensive guidance around budgeting and income management.

Prior to requesting the provision of financial hardship assistance, SRSS Providers must be satisfied the recipients have demonstrated careful budgeting practices and all efforts to redistribute funds from their current Living Allowance have been exhausted. Financial hardship assistance should only be provided to assist in resolving a crisis (emergency) situation.

Examples of crisis points' where financial hardship assistance may be required, include events such as:

- house fire
- domestic violence
- critically ill family members

The following situations are not to be considered crisis points that require financial hardship assistance:

- the birth of a baby; as the family has more than six months to plan and save for items that are associated with the birth of the child
- a child/children starting school as families have access to the schooling requirements package (per child)
- utilities, infringement notices or overdue rent arrears. Arrangements can be made with the relevant utility provider to pay in instalments, payment plans or through weekly/fortnightly/monthly direct debit arrangements
- costs associated with funerals

8.5.1 Vouchers or Material Aid

All requests for Financial Hardship Assistance must be submitted in the portal as a 'Financial Hardship Assistance – In Kind Support' to CPON. Where approved by the Department, SRSS Providers are able to provide vouchers or material aid when a family unit experiences a crisis situation as outlined above, on a case by case basis. The amount of vouchers and/or material aid provided by the Department, will depend on the crisis circumstance and supporting documentation. Vouchers or material aid **must** be used to resolve a crisis situation in the first instance, before requesting access to a financial hardship assistance loan.

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In all cases, a request for in-kind support should include a completed Payment Request form and any relevant supporting information/documentation which outlines:

- details of budgeting advice given to the SRSS recipient
- a basic budget showing how the current Living Allowance is being used
- options for in-kind support and how the proposed in-kind support will resolve the crisis point

All relevant supporting documentation (i.e. receipts and invoices) should be retained by the SRSS Provider for auditing and quality assurance processes. Evidence of budget plans should be uploaded to the portal.

8.5.2 Financial hardship assistance loans

Where SRSS recipients require further assistance in resolving a crisis situation, they may apply for a financial hardship assistance loan, capped at \$1500. The amount provided by the Department will depend on the circumstances of the recipient and the supporting documentation that supports the need for the loan. Loans will only be approved where the recipient can demonstrate that they have budgeted appropriately and utilised vouchers or material aid to resolve a crisis situation in the first instance.

Loans may be used for the following purpose:

- rent and/or bond loans when applying for private properties within a six month period after release from detention
- resolving a crisis situation **after** material aid and/or vouchers have already been utilised in the first instance and have not resolved the crisis situation.

SRSS Providers must submit a 'Payment Request – Financial Hardship Assistance' activity in the portal to the Status Resolution Officer and attach the required supporting documentation such as:

- Lease agreement/Tenancy agreement
- rental receipts or a copy of the lease, clearly indicating the weekly rent and rent in advance payment for the nominated SRSS recipient
- evidence of financial hardship (i.e. if material aid has been utilised, what it has been spent on)
- evidence of a budget or money management plan on how the money will be spent to resolve a crisis situation.

If approved, the SRSS Provider should then enter an 'Allowance Modification-Deduction' within the Allowance tab in the Service Provider Portal.

The SRSS recipient also has the option to pay the amount off in full. To utilise this option, the Service Provider must make arrangements with the SRSS Payment Recovery team before an 'Allowance Modification – Deduction' is entered in the Portal.

It would be expected that the SRSS recipient would not require a subsequent financial hardship assistance loan to be used for rent or bond purposes. However, consideration may be given to situations where it is clearly demonstrated that circumstances beyond the SRSS recipient's control have resulted in a need for an additional loan.

Where a financial hardship assistance loan is required to enter the rental market, the SRSS Provider must ensure formal lodgement of a rental bond with the appropriate state or territory rental bond authority.

8.5.3 Repayment of loans

Financial hardship assistance loans will be recovered as a Payment Deduction from the SRSS recipient's fortnightly Living Allowance. Refer to [8.4 Payment Deductions](#).

The SRSS recipient also has the option to pay the amount off in full. To utilise this option, the Service Provider must make arrangements with the SRSS Payment Recovery team before an 'Allowance Modification – Deduction' is entered in the Portal.

8.5.4 Cancellation of loans

In the event that a financial hardship assistance loan has been issued and a Payment Deduction has already been entered into the portal, but the loan is no longer required; the SRSS Provider must ensure they advise the SRSS Payment Recovery team as soon as possible. This will ensure that the recipient's Living Allowance is not deducted by the Department of Human Services. The SRSS Provider should also advise the relevant operational area (Departmental Status Resolution Officer or SRSS Operations for Band 6). For further information on Payment Deductions, please refer to Section 8.4 Payment Deductions.

Part 9 – Accommodation Assistance

9.1 Provided Accommodation

9.1.1 Accommodation Standards

Bands 2-3

In consultation with the Department and in accordance with Clause 17 of the Contract, SRSS Providers are responsible for sourcing and entering into tenancy agreements for suitable accommodation (generally a house, townhouse or apartment) for use by eligible SRSS recipients. No public (government) housing is to be sourced for use as SRSS Provided Accommodation properties.

The properties should meet the following standards:

- be generally commensurate with what a low income earner in Australia would be able to afford
- be sustainable and appropriate for potential long term occupancy
- be a reasonable cost as determined by market rent
- range in size appropriate for varying SRSS recipient composition (it is generally expected that children, including UAMs, will share bedrooms and single adults will share properties)
- be safe, secure and in good repair
- be on the ground floor and not have a balcony
- be located as near as possible to schools, public transport, shops, any other culturally appropriate networks and DHSP GP providers
- not be more than one change of public transport to necessary services and amenities
- not have a swimming pool, spa, sauna or other body of water.

The Department would suggest a 'common sense' approach be taken when determining if a property is in 'good repair'. It would be expected that there is no visible damage to the property for example, holes in walls, tiles falling off, excessive mould or broken windows. The property should be functional and not defective.

Provided accommodation inventory

SRSS Providers are required to complete and submit an inventory of Provided Accommodation to the Referrals and Submissions Team by email, using the template provided. This inventory must be provided weekly and include accurate details about all leased properties including, their capacity, bedroom count, bathroom count, tenancy agreements (including end date of tenancy), location and number of occupants in the property.

Tenancy agreements

Bands 2-3

SRSS Providers should only enter into a tenancy agreement where the property meets the standards outlined above and is in accordance with Clause 17 of the Contract. Where a tenancy agreement is entered into by the SRSS Provider which does not meet these standards or the Contract, the SRSS Provider will be responsible for arranging necessary repairs/services required so that the property meets these standards. The cost for such repairs/services will be borne by the SRSS Provider.

Renewal of lease

Bands 2-3

While the SRSS Provider is responsible for arranging renewal of tenancy agreements as required, they will need to notify the Department of renewal. SRSS Providers should seek to enter into periodic leases on a monthly basis where possible. Any lease renewals that are not periodic require prior approval from SRSS Placements Bands 2-3.

If a lease renewal is not available for an occupied property, the SRSS Provider must notify SRSS Placements Bands 2-3 via email as soon as possible within 30 business days of the lease expiring. A new property will be allocated, or where necessary, the SRSS Provider will be required to source an alternate property following approval by SRSS Placements Bands 2-3.

Breaking a lease

Bands 2-3

In some circumstances, SRSS Providers or the Department may consider a property unsuitable and decide it would be best to break the lease before the lease expiry date. Circumstances that may warrant breaking a lease include:

- a property with ongoing maintenance issues (that were not apparent at the time of entering into the lease), particularly where agents/owners are not responsive in fixing things
- where properties attract adverse or ongoing media attention makes ongoing use by SRSS recipients untenable.

SRSS Providers must seek approval for breaking the lease giving reasoning and costs via email from SRSS Placements Bands 2-3. SRSS Contracts must also be notified of the change via email. SRSS Providers are responsible for the costs associated with breaking a lease for a property that does not meet the property standards identified above.

If the property is occupied at the time, arrangements must be made to move SRSS recipients to an alternative suitable property prior to breaking the lease. A *Payment or Movement Request* template must be completed and attached to the 'Movement - Location' activity in the Service Provider Portal to SRSS CPON following approval by SRSS Placements Bands 2-3. The request must be approved prior to the SRSS recipient relocating. The Department will provide a Referral to the SRSS Provider via the Service Provider Portal when the movement requires the Minister's approval. SRSS recipients should not be moved to the alternative property until the Minister has approved the relocation unless the Department has approved a temporary stay arrangement.

9.1.2 Ongoing Supported Accommodation

Band 2

Supported Accommodation is accommodation provided to SRSS recipients in Band 2 of the SRSS Program and includes the provision of a live-in SRSS Provider Carer.

This accommodation is sourced by SRSS Providers and provided to eligible SRSS recipients in Band 2. The SRSS Provider will hold the tenancy agreement for the property and this accommodation must meet the Accommodation Standards outlined in 9.1.1 Accommodation Standards.

Band 2 group accommodation model

There is no specific model when grouping Band 2 SRSS recipients; however, consideration is given on a case-by-case basis to individual circumstances, including any vulnerability, the level of support required, ethnicity, age, gender and religion with the overall aim of making the household as compatible as it can be.

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Group housing is typically provided in a three or four bedroom house, with a second bathroom for the live-in SRSS Provider Carer and a shared living space.

Beyond the requirements specified in the Schedule of Services and the OPM, the Department does not set specific house rules or expectations for the day-to-day management of Band 2 group accommodation. SRSS Providers are able to set rules for each household, based on the circumstances of the SRSS recipients in the house. House rules will generally include chores, TV and computer use and curfews. Where possible rules should be consistent across Band 2 group houses, however, recognises the need for flexibility with this group.

The Residence Determination conditions attached to Band 2 placements in the SRSS Program refer to the SRSS recipient abiding by house rules. This means that an SRSS recipient may be in breach of their conditions if they do not adhere to the rules set by the SRSS Provider (a breach of conditions must be reported as an incident – refer to [15.2 Incident Management and Reporting](#)). Where an SRSS recipient consistently breaches house rules, the SRSS Provider should notify SRSS Operations through an incident report in the Service Provider Portal.

Mobile phones

The SRSS Provider must also provide a mobile phone to all Band 2 SRSS recipients for their ongoing use while in Band 2. The SRSS recipient will be responsible for purchasing phone credit using their Living Allowance. Refer to [4.2 Reception and Induction](#) for further information.

Internet connection

The Department will fund up to \$50 per month per computer for internet usage for Band 2 properties (refer to [9.2.3 Band 2 Ongoing Supported Accommodation Items Guide](#) for more information about computer provision). This is only for Provided Accommodation properties and does not include SRSS recipients living with Community Links. SRSS Providers are required to determine the most appropriate internet service provider (wireless networks are not permitted) and ensure the account is in the SRSS Provider's name.

SRSS Providers must ensure UAMs complete 'Internet Access for UAMs – Form 1451 (available at www.homeaffairs.gov.au/about/corporate/information/forms/pdf-numerical), prior to using the computer. The form should be filed in the SRSS Provider's records. SRSS Providers must also ensure a poster outlining the SRSS recipient's responsibilities using the *Internet Access for UAMs – Form 1449* as a guide (available at www.homeaffairs.gov.au/about/corporate/information/forms/pdf-numerical) is visibly displayed near the computer.

Service providers should review the Departments supporting guide which provides guidance on how to stay safe online, *Internet and social media use for children*. Further details can be found at [Section 13 – Care of Minors in SRSS](#).

UAM utilities and household groceries

SRSS Providers will cover the cost of utilities and household groceries in Band 2 Supported Accommodation. The Department retains a portion of the UAMs Living Allowance for a fortnightly household contribution which should cover the cost of electricity, water, telephone (local calls) and gas (if used) for the household as well as household groceries. The Department funds up to \$40 per person, per fortnight for utilities and up to \$206 per person, per fortnight for household groceries. These costs should be invoiced as a s. 47E(d) (refer to s. 47E(d)).

SRSS recipients 18 years and over in Band 2 accommodation

There may be situations where SRSS recipients who are aged 18 and over are placed in a household with their younger sibling(s) or other relatives. This arrangement may be utilised to maintain the family unit where the older family member is not yet mature enough to take responsibility for the care of the younger family member(s). The young adult will be placed in Band 2 accommodation with their siblings and will receive the Band 2 Living Allowance (including a personal allowance of \$140 per fortnight). The remainder of the Living Allowance will be used by the SRSS Provider to cover groceries and utilities, as per all Band 2 SRSS

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recipients (up to \$217 groceries and up to \$40 utility contributions), with the actual costs being invoiced back to the Department for reimbursement.

It is expected that SRSS Providers conduct ongoing conversations with these young adults in regard to managing their finances. This education should provide young people with realistic expectations regarding Living Allowances and financial responsibilities associated with living independently, in the event they are transferred to another SRSS Band in the future. A record of conversation should be kept by the SRSS Provider and may be required for Quality Assurance audit purposes. It is also expected that SRSS Providers be able to set rules for the household that would apply to all occupants. Ongoing consultation with all members of the household is encouraged to support a cohesive environment and participation by SRSS recipients.

Where the minor is an IGOC minor, the SRSS Provider will be the Custodian until such time as the family no longer requires full time care and the child can be placed in the care of the older relative who will then become the Custodian under the IGOC Act. The IGOC minor will remain under the Minister's guardianship until the minor reaches the age of 18 years or leaves Australia permanently, or until the provisions of the IGOC Act cease to apply to and in relation to the minor, whichever happens first.

Where the minor is an IGOC minor, the SRSS Provider organisation will be appointed the Custodian until such time as the family no longer requires full time care and the older relative can be appointed Custodian under the IGOC Act.

9.1.3 Ongoing Provided Accommodation

Band 3

Ongoing Provided Accommodation is accommodation sourced by SRSS Providers and provided to eligible SRSS recipients in Band 3. The SRSS Provider will hold the tenancy agreement for the property and this accommodation must meet the Accommodation Standards outlined in 9.1.1 Accommodation Standards.

Generally SRSS recipients in Band 3 will be families or single adults. It would be expected that families would be accommodated in a property on their own and single adults will be expected to share a property with other single adults of the same gender. Where a recipient in either Band 4, 5 or 6 has been approved to reside in Band 3 Provided Accommodation, the recipient will be required to make a contribution of 39 per cent of their total income support payment, to the Provided Accommodation. SRSS Providers will need to code Service Provider Leased (SPL) in the portal to effect the contribution. In addition, whilst staying at the Band 3 property, the recipients will be required to contribute to groceries and other household expenses.

As per the Schedule of Services, upon entry to a Band 3 property, SRSS Providers should assist recipients to complete a property condition report/checklist. This initial condition report/checklist must be kept on the SRSS recipient's file. When the SRSS recipient departs the provided property, the initial condition report/checklist will be used as a benchmark to assess and compare the condition of the property using an exit property condition report/checklist. The SRSS Provider should inform the SRSS recipient that they are responsible for rectifying any unsatisfactory conditions prior to their departure from the property.

Utilities

Bands 2-3

Utilities in Bands 2 and 3 Provided Accommodation should be connected in the SRSS Providers' name and must remain connected throughout the duration of the lease regardless of whether the property is occupied or not, unless otherwise agreed by the Department.

SRSS Providers are required to pay utility bills for all SRSS recipients and then invoice the Department as a s. 47E(d) (refer to s. 47E(d)) for reimbursement. The costs covered will include the connection fee and some costs as part of monthly SRSS Provider invoicing, for the following:

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- gas, electricity and water connection fees
- gas, electricity and water bills
- landline telephone connection fee and ongoing monthly line rental and call costs of up to \$40 per month
- local call costs for UAM houses.

SRSS Providers should advise SRSS recipients that a nominal contribution of the Living Allowance portion of their SRSS Regular Payment is being retained by Human Services as payment towards utilities and continue to educate them on the efficient use of utilities.

Phone line restrictions

SRSS Providers must restrict calls on landline phones to incoming calls (with the exception of UAM households) and local calls, noting the Department will not pay more than \$40 a month.

Property maintenance

It is expected that SRSS recipients will maintain their property to an acceptable standard, in much the same way tenants in the private rental market must. SRSS recipients are responsible for general cleaning and minor property maintenance, such as replacing light bulbs and garden maintenance.

The Department will not cover general maintenance costs that are covered by the lease agreement and are the landlord's responsibility, such as leaking toilets, faulty heaters or hot waters systems. These maintenance issues must be raised by the SRSS Provider with the rental agency or landlord.

Property maintenance and repairs for occupied properties must be actioned and resolved in a timely manner. Where an SRSS recipient is responsible for the costs of maintenance or repairs, the Department may consider a request to have this cost repaid by way of an automatic Payment Deduction from their Living Allowance. Further information can be found at section [8.4 Payment Deductions](#).

The SRSS Provider should first submit a Payment Request-Extra Funds to SRSS CPON for approval. If approved, the SRSS Provider must then submit an 'Allowance Modification-Deduction' activity in the portal, so that Department of Human Services can be notified.

Cleaning costs

SRSS Providers must ensure properties are clean and in good working order prior to the SRSS recipient occupying the residence. Following this, it is the SRSS recipient's responsibility to maintain an appropriate level of cleanliness and hygiene while in the property.

Upon departure from the property, SRSS recipients are also expected to thoroughly clean the property to the standard expected in the lease. Particulars such as windows, ovens, walls and hard floors (such as tiles) should all be left in a clean state. All carpeted areas should be vacuumed and any significant stains removed at the SRSS recipient's expense.

End of lease and return of property

As per the Schedule of Services, the SRSS Provider must assist the recipient to complete a property condition report on exit from the property. The SRSS Provider should compare the outgoing condition report to the initial property condition report, that is retained on the SRSS recipient's file, in order to establish what damage may have occurred at the property during the tenancy and what costs the recipient may be responsible for, to repair any damages.

If the required entry/ exit property condition reports have not been completed, and cannot be supplied on request, and repairs and/or maintenance are required at the property, the Department may not cover the costs associated with any repairs if the recipient has already departed the provided property. The SRSS Provider may then be responsible for covering the costs associated with repairs or maintenance at the property.

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The Department will only cover the cost of repairs or maintenance in extenuating circumstances and these will only be considered on a case-by-case basis. Clear justification as to why the recipient could not address the issues and a well-documented history of the condition of the property must be provided as supporting documentation in a timely manner.

Where a property is being returned by the SRSS Provider to the owner/agent and the SRSS recipient has vacated the property and cleaned it to an acceptable standard, it may sometimes be necessary for additional cleaning. This may be required only if the Basic Household Good (BHG) furniture (refer to 9.2 Basic Household Goods) has been removed and some surfaces require attention, for instance behind the washing machine and fridge and cleaning of carpets.

Requests to fund cleaning costs associated with the end of lease and return of a property will be considered on a case-by-case basis. It is expected that such cleaning costs would be minimal and attributed to the removal of furniture and were not able to be undertaken by the SRSS recipient who vacated the property. SRSS Providers are required to provide details of the cleaning required and a value for money statement, via email, to CPON, who will consider the request, and if approved, record the details in the Property Manager.

Where end of lease steam cleaning of carpets is a requirement of the property lease, SRSS Providers may submit a request to CPON (via email) for the consideration of the associated cost. Where the Department notifies the Service Provider that a property is no longer required, Service Providers should ensure the property has been vacated and cleaned within 30 calendar days and that the property is returned as outlined in the notice.

9.1.4 Transitional Accommodation

Band 4

SRSS Providers are required to secure suitable Transitional Accommodation to meet the short-term needs of SRSS recipients as they transition out of immigration detention arrangements where required. This accommodation must be provided for up to six weeks from the date of visa grant. In securing Transitional Accommodation SRSS Providers are expected to comply with relevant legislation and standards, including state government requirements relating to tenancies and boarding houses when ensuring availability of Transitional Accommodation for SRSS recipients. SRSS Providers should monitor the standard of accommodation that SRSS recipients are placed in, in order to ensure safety and appropriateness. Transitional Accommodation for SRSS recipients must prepare SRSS recipients for the realities of the private rental market and where possible be located close to amenities and public transport. Costs associated with Transitional Accommodation for the prescribed period (six) will be payable under the Band 4 Recipient Management Fee.

SRSS recipients remaining in Transitional Accommodation up to the six week Band 4 period, where an extension has not been approved by the Department, will be responsible for 100 per cent of the cost of the accommodation. The SRSS recipient may negotiate directly with an accommodation provider (and the SRSS Provider if necessary) to stay in the property, paying the provider directly at a rate set by that provider. The SRSS Provider should, wherever possible, initially place recipients in Band 4 properties that are affordable should those recipients wish to later remain in the accommodation at their own expense. Where SRSS recipients are provided with further support under Band 5 or Band 6 they may be provided with rent assistance if eligible (refer to 8.1 SRSS Regular Payments).

Types of transitional accommodation

There are four types of Transitional Accommodation which SRSS Providers need to source using the following priority order:

1. **Community Links** – such as family, friends, religious and other community groups. Where Community Links are identified that can appropriately accommodate an SRSS recipient this option must be used.

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2. **Band 3 properties no longer required** – following notification by the Department that the Band 3 Provided Accommodation is no longer required, SRSS Providers may use the property for SRSS Band 4 Transitional Accommodation while the visa granted SRSS recipient is receiving Band 4 services (for up to six weeks). In this situation, the Department will not provide funding for the property, including costs for any repairs, maintenance or cleaning unless otherwise agreed by the Department. Costs associated with Transitional Accommodation for the prescribed period (six weeks) will be payable under the Band 4 Recipient Management Fee. For further information, refer to 9.4.1 Timeframes for exiting Provided Accommodation.
3. **Boarding houses, rooming houses, hostels, backpackers and similar.** SRSS recipients who are placed into this type of accommodation will be required to share rooms or dorms where appropriate. If an SRSS recipient is unwilling to share a room, the SRSS Provider should discuss alternative arrangements with the SRSS recipient and explain that he/she will have to be accommodated at their own expense. This type of accommodation is not considered suitable for families.
4. **Budget accommodation such as motels and hotels (capped at 3 stars) – this option should be used as a last resort.** An SRSS recipient who cannot be accommodated in backpackers, caravan parks or similar facilities, may be accommodated in budget motel/hotel rooms. If SRSS recipients are booked into hotel/motel accommodation they will be expected to share twin-rooms where appropriate. As a guide, costs for such accommodation should generally not exceed \$100 per night for singles and \$200 per night for families.

SRSS recipient rental contributions

Bands 4

The cost of Band 4 Transitional Accommodation to SRSS Providers is covered by the Recipient Management Fee.

Band 5-6

Where SRSS recipients are provided with accommodation assistance in exceptional circumstances, there is an expectation that they will transition to their own longer-term accommodation as soon as practicable. While remaining in funded accommodation, SRSS recipients will be expected to make a contribution toward the cost of their accommodation.

Exceptions may apply under urgent and emergency accommodation arrangements; refer to 9.1.5 Urgent and Emergency Accommodation.

SRSS recipients will be expected to contribute 39 per cent of their SRSS payments in rent. This level of rent has been set with consideration to housing affordability, preparing SRSS recipients for the realities of the private rental market, and the need to provide an incentive for SRSS recipients to move into their own, longer-term accommodation. SRSS Providers must ensure the 'address type' field in the Service Provider Portal is listed as 'Service Provider Leased' to ensure the Rental Contribution is deducted from the SRSS recipient's SRSS Payments.

Contributions in community link placements

Contributions to rent will not be deducted from SRSS recipients who are residing with family or other Community Links at no cost to the Department. However, SRSS recipients are not to reside with family in Bands 2 or 3 Provided Accommodation properties unless exceptional circumstances exist and approval has

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been obtained by the Department. If the SRSS Provider becomes aware that an SRSS recipient is residing in Bands 2 or 3 Provided Accommodation property without approval, the SRSS Provider is to ask the SRSS recipient to vacate immediately and notify the Department as per Incident Reporting Protocols (refer to [15.2 Incident Management and Reporting](#)).

9.1.5 Urgent and Emergency Accommodation

Bands 2-3

The Department may request that the SRSS Provider provide urgent accommodation assistance for SRSS recipients in Bands 2 or 3. This may include sourcing alternative accommodation for a short period of time due to, for example, a relationship breakdown, special needs of SRSS recipients or the unsuitability of a property.

The Department may also request that the SRSS Provider source temporary accommodation for SRSS recipients in Bands 2 or 3 to attend court or review hearings, or to attend interviews with the Department and other authorities. In these cases, the SRSS Provider will source and arrange accommodation suitable to the needs of the SRSS recipient near to the required location.

If an SRSS Provider identifies a need for urgent or emergency accommodation (such as family breakdown or unliveable property) the SRSS Provider should immediately contact the Department for a decision before arranging the alternative accommodation. SRSS Providers must submit a request, via the Service Provider Portal, as a 'Movement – Emergency' task for approval to SRSS Operations. Where the request is due to an incident the SRSS Provider must contact SRSS Operations via the Bands 2 and 3 Incident Reporting Hotline on 1800 177 105 – Option 3 (refer to [15.2 Incident Management and Reporting](#) for further details). SRSS Providers should also contact and notify SRSS Placements Bands 2-3 for potential suitable housing.

Costs associated with urgent or emergency accommodation for Band 2 or 3 must be detailed on the *Payment or Movement Request* template and submitted to SRSS Operations for approval.

The below forms of accommodation should be explored in emergency situations, using the following priority order:

1. **Community Links** – such as family, friends, religious and other community groups. Where Community Links that can appropriately accommodate an SRSS recipient (temporarily) are identified, this option must be used (generally Band 3 only)
2. **Vacant Service Provider leased properties.** SRSS Providers may have a vacant property close by which can be used as urgent or emergency accommodation
3. **Budget accommodation such as motels and hotels (capped at 3 stars)** – As a guide, costs for such accommodation should generally not exceed \$100 per night for singles and \$200 per night for families. This option should be used as a last resort and approval should be obtained from SRSS Operations prior to arrangements being finalised.

Band 5

Emergency Accommodation may be required by SRSS recipients in Band 5 for a short period of time in exceptional circumstances that were unforeseen and sudden. This may include situations such as relationship breakdown or significant property damage where it is not possible for the SRSS recipient to remain in their current property.

The use of Emergency Accommodation should only be accessed in extremely rare circumstances for a period of up to two weeks. The SRSS Provider must obtain departmental approval prior to the provision of Emergency Accommodation. Such requests should be outlined with use of the *Payment or Movement Request* template and submitted via the Service Provider Portal to the Status Resolution Officer as a 'Movement – Emergency' activity. Where an extension beyond two weeks is required, SRSS Providers

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should submit a subsequent request in the Service Provider Portal as a 'Movement – Temporary' activity to the Status Resolution Officer, noting that the previous request was approved by the Department and contributions to the accommodation costs by the SRSS recipient will commence. Supporting documentation must be included to demonstrate that the steps that are being taken to source alternate accommodation. Service Providers should be focused on helping the SRSS recipient to secure Independent Accommodation. Options for short term Emergency Accommodation may include those outlined above in Transitional Accommodation (refer to 9.1.4 Transitional Accommodation).

SRSS recipients will be expected to contribute 39 per cent of their Living Allowance towards the cost of their Emergency Accommodation where the duration exceeds two weeks (on the 15th calendar day). SRSS Providers must ensure the 'address type' field in the Service Provider Portal is listed as 'Service Provider Leased' at the end of the initial two week period to ensure the Rental Contribution is deducted from the SRSS recipient's Living Allowance.

9.2 Basic Household Goods

Bands 2-3

Where a Provided Accommodation property is empty, a Basic Household Goods (BHG) package must be installed prior to the arrival of the SRSS recipients in Bands 2-3 at their accommodation. Items purchased as part of the BHG package remain the property of the SRSS Provider in accordance with Clause 18 of the Contract. The Department will specify 'Basic Household Goods' as part of the Referral in the Service Provider Portal.

A BHG package should be installed to match the capacity of the accommodation (number of bedrooms), with adjustments to be made when SRSS recipients are allocated to the property. Once the BHG has been provided (as pre-approved by the Department), SRSS Providers must record a 'Confirmation – Basic Household Goods Package' activity in the Service Provider Portal. This record should indicate the products have been provided and are within the required thresholds, as specified in the table below 'Expenditure Group Guide'.

SRSS Providers should seek to use storage areas in existing Provided Accommodation properties (for instance, garages or locked storage areas) to store BHG items not currently in use. Provided Accommodation containing stored BHG items should still be functional and the sole purpose must not be for the storage of BHG items.

SRSS Providers should seek to use BHG items currently in storage, or in other vacant properties, to fill a property prior to purchasing any new BHG items.

Where the Department advises the SRSS Provider to reduce their Provided Accommodation portfolio the Provider may seek reimbursement for BHG storage costs. SRSS Contract Management Team, in consultation with the SRSS Provider, will determine whether or not storage, disposal, or other processes constitute best value for money.

Bands 4-6

Basic Household Goods packages are not provided to SRSS recipients in Bands 4-6. However, families with children aged 16 and under may in exceptional circumstances be eligible for Financial Hardship Assistance to purchase household goods on exit from immigration detention once they move into independent accommodation. For further information refer to 8.5 Financial Hardship Assistance.

9.2.1 Basic Household Goods Expenditure Groups

There are seven Expenditure Groups for the provision of BHG items. SRSS Providers must ensure that all BHG items listed in the guide below are provided within the amount specified for each Expenditure Group. Items can be purchased new or used (with the exception of linen which must be new).

Basic Household Goods – Expenditure Group Guide		
Group	Family Composition	Amount for provision of standard BHG (excluding other packages) GST inclusive
Group 1	Single SRSS recipient sharing house (e.g. with a link, or in a large vulnerable adult share house)	up to \$2,350
Group 2	Single SRSS recipient (living alone)	up to \$3,900
Group 3	2 SRSS recipients	up to \$4,350
Group 4	3-4 SRSS recipients	up to \$5,950
Group 5	5-6 SRSS recipients	up to \$7,100
Group 6	7-8 SRSS recipients	up to \$8,750
Group 7	9+ SRSS recipients	up to \$9,850

No single item may cost more than \$2,000. Where an item exceeds this cost, approval from the CPON Officer must be obtained via an 'Additional Services - Other' task in the Service Provider Portal.

Once an SRSS recipient(s) has been allocated to the property the BHG can be adjusted as required to meet the needs of the particular occupants (for example, an additional bed for children sharing a bedroom). All additional BHG items should be installed and available at the property prior to the SRSS recipient's planned arrival date.

In addition to the BHG Group amounts stated above, SRSS Providers may spend up to \$500 per household for rugs, additional heaters/blankets and/or fans for the house without prior approval from the Department. These items must remain in the household when the SRSS recipient leaves the property (with the exception of blankets) and should be noted in the SRSS recipient's Case Plan and included in the stock-take of BHG goods at the departure of an SRSS recipient from the property.

Replacing BHG items

When a standard BHG item is worn or faulty the SRSS provider should check storage and vacant properties for a suitable replacement. If a suitable replacement is not available then the item may be replaced by the SRSS Provider (this does not apply to items that are damaged). Items up to the value of \$500 do not require departmental pre-approval and must be recorded in as 'Confirmation – Basic Household Goods' in the Service Provider Portal. SRSS Providers are to submit the request for replacement BHG items over the threshold via the Service Provider Portal as 'Additional Service – Other' to CPON. The request must include a completed Payment Request form and supporting documentation such as relevant quotes. SRSS Providers are required to advise the Department of all actual replacement costs and the reason for the replacement. The receipt for all goods must be retained by the SRSS Provider for financial audit and/or quality assurance purposes.

When standard BHG items in Band 3 properties need to be replaced with items that are currently held in storage facilities, SRSS Providers are to submit any requests for removal costs to SRSS Contracts. The request must include a completed *Payment Request* form, and supporting documentation such as relevant quotes. If necessary, SRSS Providers may replace linen, only if it becomes worn, up to a cost of \$50 per Band 2 and 3 SRSS recipient every 12 months. The replacement linen item may only be replaced with a linen item that is listed in the standard BHG list. SRSS Providers are required to submit a 'Payment Confirmation' in the Service Provider Portal.

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SRSS Providers will also need to replace the entire linen package when an SRSS recipient departs Bands 2 or 3 Provided Accommodation (with the exception that this would not be required if existing SRSS recipients move into the property). New linen should be provided to each new Band 2 and 3 SRSS recipient.

Damage to BHG and other household items

SRSS Providers are required to educate SRSS recipients in the appropriate use of household items and about their obligations to maintain such items. Replacement of BHG or other household items will only be considered if worn or faulty, not due to damage caused by misuse. SRSS recipients will be held accountable for damaged and/or missing BHG items or other household items. These items will need to be repaired or replaced by the SRSS recipient using their Living Allowance.

SRSS Provider will cover the cost of a replacement item and must submit an 'Additional Services - Other' to SRSS CPON with any relevant supporting documentation, specifying reason for damage and the value of the goods for consideration. Once approved by CPON, SRSS Provider must submit a subsequent 'Allowance Modification – Deduction' to SRSS Payment Recovery for repayments of repair/replacement cost. The Department will notify Human Services and the repayments will be made by way of a Payment Deduction.

The SRSS recipient also has the option to pay the amount off in full. To utilise this option, Service Provider must make arrangements with the SRSS Payment Recovery team before an 'Allowance Modification – Deduction' is entered in the Portal.

BHG items retained by SRSS recipient

SRSS recipients may take all linen provided in the BHG, as well as any personal health items (for example, shower stools), with them on departure from Provided Accommodation in Bands 2-3. Eligible SRSS recipients may also take the following items from the Baby Items Package:

- Pram/stroller
- Change mat
- Baby bath
- Baby linen

All other items provided by the Department, with the exception of additional blankets purchased, must remain with the SRSS Provider and the Provided Accommodation property.

9.2.2 Basic Household Goods Package – Standard Items Guide

Bands 2-3

The below listed goods details the required BHG in any Provided Accommodation in Bands 2-3. The items must be provided within the group amount (detailed above) and applicable for the size of the property (number of bedrooms).

White goods

- Washing machine (5.5 kg for Groups 1-3, 7kg for Groups 4-7)
- Refrigerator (220L – 300L for Groups 1-3, 300L to 446L for Groups 4-7).

Household furniture

- Lounge suite (minimum 4 seat lounge, enough seating for each person)
- Table and chairs (minimum 5 piece, enough chairs for each person)
- Coffee table
- Radio alarm clock

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- Wall clock
- Heater (oil column) or Fan (one heater/fan for Groups 1-4, 2 for Groups 4-7)
- TV 21 inch minimum, digital ready – antennae if required
- TV stand
- DVD player 5.1 CH basic
- Telephone (must have speaker phone capabilities for interpreter use)
- Mirror.

Kitchen equipment

- Microwave – suitable for size of household
- Rice cooker - medium for Bands 1-4, large for Groups 4-7
- Toaster
- Electric kettle
- Frypan or Wok
- Pots and pans – suitable for size of household
- Knives set
- Dinnerware including plates, mugs, bowls, cutlery and glasses minimum 16 pieces, enough for one setting for each person
- Chopping board
- Ovenware (6 pieces)
- Baking items (5 pieces)
- Glass container set (4 pieces)
- Measuring cups and spoons
- Salt and pepper shakers
- Colander
- Salad bowl
- Food storage set (15 pieces)
- Canister set – sugar, bread, biscuits, tea and coffee (5 pieces)
- Slotted spoon, ladle, egg flip, potato masher, wooden spoon, vegetable peeler, scissors, can opener, tongs, whisk, grater
- Dish cloths (4)
- Tea towels (4)
- Pot holders/oven mitts.

Bedroom furniture

- Bed base and mattress per person/couple
- Bedside tables
- Wardrobe per room where no built in wardrobe
- Clothes hangers (sufficient amount per person).

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Linen

- Pillow and pillow case per person
- Blankets per person (2)
- Quilt/Doona and cover per bed (2)
- Sheet sets per bed (2)
- Towels per person (2)
- Face washers per person (2)
- Mattress protector per person/couple.

Cleaning items

- Mop and bucket
- Broom, dustpan and brush
- Toilet brush
- Iron and ironing board
- Indoor rubbish bin
- Vacuum cleaner (bag-less)
- Laundry basket
- Clothes pegs
- Shower curtain (if required)
- Shower caddy
- Cleaning bucket
- First aid kit.

Fire and Safety Equipment

All Provided Accommodation must have fire safety equipment as stipulated under relevant state and territory legislation. The number of items required and where they should be placed need to be guided by the relevant fire safety regulations.

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Baby items package

Band 3

A Baby Items Package is available to families with children under the age of two, including babies born to parents in Band 3. The Baby Items Package is valued up to \$750 per child and should be installed prior to a family's arrival in the Provided Accommodation, along with the Standard BHG Items. Where a baby is born to a parent in Band 3 the package should be provided up to six weeks prior to the baby's due date.

SRSS Providers must ensure goods are fit for purpose and comply with relevant safety standards. SRSS Providers should opt for cost effective items where possible, noting that linen must be new, all other items may be second hand. The only items approved for purchase are:

- Cot, mattress per child (1)
- Mattress protector per child (2)
- Sheets and blanket (no pillow) per child (3)
- Baby towels per child (3)
- Change mat per child (2)
- 1 Baby bath
- 1 High chair
- 1 Pram/stroller.

Any additional items required to support an infant must be purchased out of the SRSS recipient's Living Allowance.

Requests for baby items for children aged two and over will be considered on a case-by-case basis.

The purchase and provision of the Baby Items Package should be recorded in the Service Provider Portal as a 'Payment Confirmation – Baby Items Package' activity, and receipts for all items included must be retained by the SRSS Provider for financial audit and/or quality assurance purposes.

Bands 4-6

SRSS recipients in Bands 4-6 are not eligible for the Baby Items Package.

Items available to SRSS recipients with community links

Bands 2-3

SRSS Providers record the provision of BHG items for SRSS recipients with Community Links as per the instructions outlined in (9.2 Basic Household Goods), noting that the total amount must be less than the amount for Group 1/Single sharing (\$2,350). Generally, items provided to SRSS recipients living with Community Links should consist of a bed, bedside table and desk; however, this would be dependent on need. TVs and white goods should not be provided. In addition, SRSS recipients in Band 2, living with a Community Link do not receive a computer and peripheral equipment, internet connection or funds for household activity items.

When the SRSS recipient exits the SRSS Band/program any goods provided must be returned to the SRSS Provider for use in another SRSS Provided Accommodation property (with the exception of linen which the SRSS recipient may keep).

9.2.3 Band 2 Ongoing Supported Accommodation Items Guide

Band 2

The Band 2 Items listed below are to be supplied in Ongoing Supported Accommodation in addition to the Standard BHG Items:

- computers and internet access (wireless networks not permitted)*

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- mobile phones
- Household Activity Items*

* Except for Band 2 recipients placed with Community Links.

Computer and internet

SRSS Providers are required to purchase and install one desktop computer (laptop computers are not permitted) with limited internet access per four Band 2 SRSS recipients living in a Supported Accommodation household (it is not provided for Band 2 SRSS recipients living with a Community Link). These items are pre-approved and should be recorded in the supporting documentation supplied with monthly invoices as s. 47E(d). All relevant documentation must be retained by the SRSS Provider. Ongoing monthly internet connection costs should not exceed the amount listed in the s. 47E(d) (refer to s. 47E(d)).

The cost of the computer and peripheral equipment (including software and printer) is to be no more than \$1,000. Webcams should not be purchased with these funds. Software must include a program to limit internet access to approved websites, for example, parental control software as well as anti-virus software. Computer games may also be purchased within this budget, but must adhere to appropriate ratings for under 18 years. Replacement printer cartridges should be classified as a household item and purchased from the Living Allowance.

SRSS Providers must ensure that SRSS recipients adhere to the “*Understanding safety in and around the home – Form 1451*” agreement which can be found on the Department’s website: www.homeaffairs.gov.au/about/corporate/information/forms/pdf-numerical.

Where SRSS recipients are found not to be following the guidelines, they may be barred from using the internet for a period of time. SRSS Providers should notify the CPON Officer where the SRSS recipient continues to breach the guidelines.

Mobile phones

For information regarding the provision of mobile phones, refer to [4.2 Reception and Induction](#).

Household activity items

SRSS Providers may spend an additional \$200 on household activity items for each Band 2 Supported Accommodation property in the SRSS Program. This is a one-off allowance with items remaining in the property, so items purchased must be appropriate for use by future SRSS recipients. SRSS Providers are encouraged to buy multiple items rather than a single item to the value of \$200. Household activity items must meet Australian safety standards and should promote sharing and participation by all house members. Items that can only be used by one person at a time, for instance roller blades or sewing machines, are generally not acceptable. SRSS Providers must ensure SRSS recipients are aware that equipment is to be used responsibly and safely so as not to endanger the SRSS recipients or anyone else. Band 2 SRSS recipients must sign an undertaking to use all such equipment responsibly.

Suitable items to be purchased from this allowance include a table tennis table, soccer balls, board games or other similar equipment. Game consoles, skate boards, trampolines, sewing machines and bicycles are not to be purchased using this allowance. SRSS Providers should check with CPON Officers if they are unsure whether an item is allowable. Purchases must be recorded in the Service Provider Portal as a ‘Payment Confirmation – Small Allowance’.

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9.3 Accommodation with Community Links

9.3.1 Community Link

Some SRSS recipients may have Community Links, such as family members, who are over the age of 21 and offer to host them in the community. In these cases, where contracted to do so, the SRSS Provider will be requested to assess whether the placement is suitable through an Accommodation Suitability Assessment (ASA).

Community Links who have recently been granted a visa may not be appropriate hosts. This is because they are adapting to life in the community themselves and may not be able to provide adequate support. SRSS Providers will need to determine the Community Link's visa status and if they have only recently been granted a visa the SRSS Provider must inform the Department, as part of the ASA, who will determine the suitability of the proposed accommodation arrangements.

It is important to note that Community Links should be able to demonstrate that they can afford to reside in their property without relying on rental contributions from an SRSS recipient or financial assistance provided by the Department. SRSS Providers should ensure that Community Links are aware of this before the SRSS recipient is approved to reside with them or if they choose to move to a larger property.

9.3.2 Role of a Community Link in caring for a UAM

The Community Link will not be the legal guardian of the UAM but will be responsible for the day-to-day care of the UAM. If the UAM is an IGOC minor the Community Link will generally be the child's Custodian. If the UAM is a non-IGOC minor the Community Link will be known as the UAM's Carer.

A Community Link who is the Custodian for an IGOC minor will remain the UAM's Custodian until the UAM turns 18; leaves Australia permanently; has their Residence Determination revoked; or, the UAM is placed with another Custodian. In the case of non-IGOC minors, a community link will remain the UAM's Carer until the UAM turns 18; leaves their care; leaves Australia permanently or is granted a visa for Australia.

The Community Link can make decisions in relation to routine matters such as school enrolment, one-day school excursions within the same state or territory, curfews and house rules, minor non-emergency health care and social activities. For non-routine matters, the Community Link /Custodian or Carer must contact the UAM's SRSS Provider to seek the IGOC delegate's (if an IGOC minor) or SRSS Operations consent (if a non-IGOC minor). In situations where the IGOC delegate places the IGOC minor with a Community Link, the Community Link may be the minor's Custodian if willing and deemed suitable by the Minister or IGOC delegate. The proposed Custodian will then need to "give the Minister an acknowledgement in writing of acceptance of responsibility for the care and welfare of the child" (*IGOC Regulations 2001* (IGOC Regulations) 8). When a non-IGOC minor is placed with a Community Link, the link will be known as their Carer. The Custodian information will be recorded in the Service Provider Portal by the Department. Once completed, the SRSS Provider will be able to view the information. For further details refer to Part 11 – Care of Minors in SRSS.

9.3.3 Community Link Assessments

In situations where an SRSS recipient may be placed with a Community Link, this information will be included in the Referral to the SRSS Provider via the Service Provider Portal. This referral will specify a request for an Accommodation Suitability Assessment (ASA). The ASA must be completed on the template provided. The completed ASA must be attached and recorded against the 'Assessment – Accommodation Suitability Assessment' task in the Service Provider Portal. If the SRSS Provider identifies issues or concerns with the proposed accommodation, feedback should be provided via the completed ASA.

SRSS Providers must ensure Community Links are aware they may need to seek approval from their landlord before an additional person can reside with them at the property.

SRSS Providers must complete and submit the ASA (as per the above) within 10 business days of receiving the request, as outlined in the Schedule of Services.

After the ASA has been approved, SRSS Providers must enter the proposed household contribution in the Service Provider Portal as a 'Payment Request – Community Link' to the CPON Officer for consideration. Once the payment request has been approved via the Service Provider Portal, SRSS Providers may commence payments to the Community Link and invoice the Department as a ^{s. 47E(d)} for reimbursement (refer to ^{s. 47E(d)}). However, SRSS Providers must not commence payment to a Community Link unless the Minister has approved the Residence Determination or relocation and the SRSS recipient is physically living with the Community Link. Where an SRSS recipient is already in the SRSS Program under a Residence Determination and is approved for a Temporary Stay with their Community Link pending the long term placement with the link, the SRSS recipient must cover any financial contributions to the household until the Minister has made a decision on the relocation request. Contributions to a Community Link must cease immediately upon the SRSS recipient's departure from the Community Link's property.

In addition to the initial assessment, SRSS Providers are expected to undertake ongoing monitoring of the appropriateness of the placement on a regular basis, as directed by the Department.

Band 2

In limited circumstances the Department may provide a Referral to an SRSS Provider for a Band 2 SRSS recipient to be placed with a Community Link (this will generally be a close family member).

Before an SRSS recipient can be placed with a Community Link, an assessment of the Community Link's circumstances (including accommodation) and their willingness and ability to provide care to the minor must be undertaken by the Department to determine whether they are suitable to fulfil this role. In addition to the SRSS Provider conducted ASA (as outlined above), an officer from the Department also conducts a Community Link phone interview for all UAM Community Link placements. The phone interview is conducted with the use of a questionnaire and the officer will provide the Community Link with a verbal overview of the SRSS Program and an explanation of their responsibilities and obligations as a Carer or Custodian in relation to the UAM.

In addition, all adults in the proposed house must undergo an Australian Federal Police national police check, and if not related to the minor, a Working with Children Check (or equivalent). The SRSS Provider is required to coordinate these checks and provide the results (by scanning and uploading the certificate as a 'Payment Request - Police Check' and 'Payment Request – Working with Children Check' in the Service Provider Portal) to the CPON Officer. A hardcopy should also be retained on the SRSS Provider's SRSS recipient file. Information on obtaining the police check can be found at www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx. The check obtained should list code 33 as the purpose and should be a name check only.

SRSS Providers should invoice the Department for the cost of the police checks for Community Links. Should a Community Link's circumstances change, (for instance another adult moves into the property, a current resident turns 18 or the Community Link is moving address) the SRSS Provider is required to notify the Department and provide an updated ASA. Once the SRSS Provider has completed the ASA, this must be attached and recorded against a new 'Assessment – Accommodation Suitability Assessment' task in the

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Service Provider Portal. A police check for any new adult member of the household must be undertaken, as well as a Working with Children check, for any adult who is not a relative of the minor. Situations involving a change of address must be forwarded to SRSS Operations as a 'Movement – Location' task for decision. Household contribution payments must not commence at the new address until the Minister has approved the relocation/movement.

Band 4

Where an SRSS recipient is referred to an SRSS Provider and has nominated a Community Link they would like to live with, the SRSS Provider will be required to undertake an initial assessment of the proposed Community Link prior to the SRSS recipient occupying the property. The initial assessment should be undertaken via telephone and is to ensure the Community Link is willing and able to accommodate the SRSS recipient. The outcome of this assessment must be submitted via the 'Community Link - Interview' activity in the Service Provider Portal, within four business days of receiving the referral in the Service Provider Portal, as outlined in the Schedule of Services.

For information regarding placements with Community Links for SRSS recipients in Band 4 refer to 9.1.4 Transitional Accommodation.

Bands 5-6

Community Link Assessments are not required for recipients in Bands 5 - 6 as these will generally be private arrangements organised by the recipients. SRSS recipients residing with Community Links and who are paying rent to reside at the property may be eligible for Rental Assistance Allowance (refer to 8.1.3 Rental Assistance Allowance for further information).

9.3.4 SRSS recipient Household Contributions

Suitable Community Links are required to demonstrate they are able to host an SRSS recipient both financially and with suitable accommodation. Household contributions funded by the Department may not need to be provided in all situations and careful consideration should be taken to demonstrate that any funds provided are in proportion with existing household expenses.

Bands 2-3

For SRSS recipients wishing to reside with a Community Link, the SRSS Provider will need to complete an ASA and should determine the appropriate contribution to household expenses such as groceries and utilities, in line with that provided to SRSS recipients in Provided Accommodation. It is expected that this amount would recognise the number of other people living in the property and reflect market rent for an equivalent living arrangement in SRSS Provided Accommodation for Bands 2-3 SRSS recipients. The SRSS Provider should pay the money directly to the Community Link following approval via the Service Provider Portal (as per the above instructions). The SRSS recipient will continue to receive a portion of their Living Allowance payments from Human Services for personal use.

The following guidelines should be considered when proposing an amount for Rental in the ASA:

- Rental component contributed by the recipient must be commensurate with the number of bedrooms that will be occupied by the recipient(s). It is expected that couples or two children will share a room
- Capped at a maximum of \$100 per person per week
- Capped at 50% of the total weekly rental agreement of the property
- If a contribution outside these parameters is requested, a detailed explanation is expected to be provided along with the request, which will be considered on a case-by-case basis.

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In determining the amount of household contribution with the host, the SRSS Provider should make the host aware of these considerations. The Service Provider should obtain a copy of the formal leasing agreement or a statutory declaration from the lessor (outlining the cost of rent and leasing agreement) in order to make an appropriate assessment regarding the amount of household contribution. The Department may request a copy of the leasing agreement at any time.

9.3.5 Basic Household Goods

Band 2 - 3

Refer to 9.2 Basic Household Goods.

9.3.6 Landlines

While landline phone connections in Community Link properties are not mandatory, it is strongly encouraged that Community Links have them.

Band 2

SRSS recipients in Band 2 are issued with mobile phones for their use while in Band 2 of the SRSS Program. As such, the Department expects that the SRSS Provider asks the Community Link to ensure the SRSS recipient's mobile phone is always charged with calling credit and accessible to the UAM, this is especially important if there is no landline connection.

9.4 Departing Provided Accommodation

Bands 2-3

It is the SRSS recipient's responsibility to leave the Provided Accommodation in a clean and tidy state prior to their departure from the property. The SRSS Provider should discuss the cleaning requirements with the SRSS recipient, using an 'end-of-tenancy cleaning form' as an example.

Any cleaning or gardening needs, or damage that requires repair should be identified and raised with the departing SRSS recipient in the first instance so that they can address them (for example, bathroom not cleaned properly, garden needs weeding).

Advice will be provided to the SRSS Providers, via the Service Provider Portal, when they are required to transition SRSS recipients out of Provided Accommodation. SRSS recipients in Bands 2-3 will generally transition out of Provided Accommodation when:

- they are granted a visa
- their Residence Determination is revoked and they are returned to a detention facility
- They depart Australia.

It is expected that SRSS Providers will have worked with SRSS recipients from their entry into the SRSS Program to plan ahead in the event they may be granted a visa. Such things may include a savings plan for setting up a household and consideration of living arrangements, such as relatives already in the community. The SRSS Providers role during the transition period is to prepare the SRSS recipient to depart from the Provided Accommodation to Transitional or Independent Accommodation (refer to UHM transition for UHMs). Once they have done so the SRSS Provider must confirm that the SRSS recipient has departed the property by end dating the 'Accommodation details' in the Service Provider Portal notifying the Department that the SRSS recipient has departed the property.

Where the SRSS recipient is transitioning out of the SRSS Program, SRSS Providers will be required to complete and attach a Transition Out Plan using the 'Transition Out Plan' activity in the Service Provider Portal. Refer to [12.2 Transition Out \(SRSS Recipient\)](#) for further information. The Department will advise SRSS Providers of the requirement for a 'Transition Out Plan' via a Referral in the Service Provider Portal.

The SRSS Providers' role does not involve approving transition to a new property. SRSS Providers (where applicable) should work to ensure SRSS recipients are engaged with their new contracted departmental SRSS Provider (where applicable) or UHM Service Provider.

Band 4

SRSS recipients in Band 4 must depart Provided Accommodation (Transitional Accommodation) prior to the end of the applicable transition out period.

SRSS Providers must submit an '*Accommodation Extension Request*' to SRSS Operations for extension of Band 4 services for any SRSS recipients wishing to remain in Provided Accommodation beyond this time refer to [3.3.5 Transferring between Bands, Locations and SRSS Providers](#).

Exit checklist

Bands 2-3

SRSS Providers must complete and submit an Exit Checklist, using the template provided by the Department prior to the SRSS recipient departing the Band 2 or 3 accommodation. The completed template should be uploaded to the Service Provider Portal, five business days prior to the SRSS recipient's exit date, using the 'Confirmation - Exit Checklist'. Requests for completed Exit Checklist will be made to the SRSS Provider via a Referral in the Service Provider Portal.

9.4.1 Timeframes for Exiting Provided Accommodation

Bands 2-3

There are set timeframes for exiting Provided Accommodation for SRSS recipients in Bands 2-3 who have been granted a substantive visa. SRSS Providers must assist those formerly covered by a Residence Determination to exit Provided Accommodation within these timeframes outlined below. SRSS Providers will be advised via the Service Provider Portal, when an SRSS recipient is required to transition out of the SRSS Program, and will specify the date when Services must cease.

The Department will not pay SRSS Providers for Provided Accommodation costs associated with visaed SRSS recipients after their accommodation exit period, and as such, no new services should be provided to SRSS recipients during this time. Where exceptional circumstances have been presented and an extension to remain in the property has been approved (refer below), former Band 2 - 3 SRSS recipients are expected to contribute to accommodation expenses (refer to 9.1.4 Transitional Accommodation).

Exiting provided accommodation following bridging visa grant

Bands 2

SRSS recipients granted a bridging visa will be expected to transition out of the SRSS program. As such, recipients will have up to 15 business days to exit Provided Accommodation.

Band 3

If recipients are granted a standard BVE, they are required to depart provided accommodation within 10 business days of the visa grant. These individuals are eligible to receive up to six weeks of transition support, with income.

If single adults are granted a final departure BVE, they are required to depart provided accommodation within 15 business days. These individuals are eligible for up to 15 business days of transition support, without income.

If nuclear families (with children under 18 years of age) are granted a final departure BVE, they are required to depart provided accommodation within 30 business days. They are eligible for up to six weeks of transition support, with income.

Band 3 properties following visa grant

In most cases, when a Band 3 property will become vacant following an SRSS recipients' visa grant, the property will no longer be required by the Department. The Band 2-3 Placements team will notify the SRSS Provider, providing 10 business days' notice, that the property is no longer required and advising the date that Band 3 funding for the property will cease (generally at the end of the 10 business day exit timeframe, as outlined above).

Where appropriate, the property may be used for SRSS Band 4 Transitional Accommodation while the SRSS recipient is receiving SRSS Band 4 services (for up to six weeks) refer to 9.1.4 Transitional Accommodation. If the SRSS recipient remains in the property at the end of the 10 business day Band 3 exit timeframe, the SRSS Provider must ensure the property is recorded in the Service Provider Portal as a Band

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4 Property and that all costs associated with Band 3 have been finalised. This will ensure the SRSS recipient's SRSS Payments accurately reflects their status. Additionally, costs such as cleaning, repairs and maintenance associated with the property cannot be passed through to the Department. (Band 4 Accommodation costs are included in SRSS Providers ongoing Recipient Management Fees).

Where an SRSS recipient is willing/able to retain the lease on the Band 4 property as Independent Accommodation (beyond their SRSS Band 4 services), where possible, the property lease may be transferred into the SRSS recipient's name.

Where an SRSS recipient cannot retain the lease or the SRSS Provider no longer requires the property and needs to break the lease, costs associated with breaking the lease may be recovered from the Department if there are no other options (refer to 9.1.1 Accommodation Standards). However, SRSS Providers must notify the Department of these arrangements prior to the date Band 3 funding is to cease, as the Department will not cover costs associated with breaking/terminating leases for Band 4 properties.

Exiting provided accommodation following substantive (permanent or temporary) visa grant

Bands 2-3

SRSS recipients granted a substantive visa will be expected to transition out of the SRSS Program. They will receive transition services from the date of visa grant.

Individuals in Band 2 who are granted a substantive visa are expected to depart the SRSS property and transition out of the SRSS program (and into the UHM program) within 30 business days.

Individuals in Band 3 who are granted a substantive visa are expected to depart the SRSS property and transition out of the SRSS program within 20 business days.

The Department will advise SRSS Providers when an SRSS recipient is required to transition out of the SRSS Program, via a Referral in the Service Provider Portal, and will specify the date services must cease. For further information refer to 12.2 Transition Out (SRSS recipient).

Requests for extension to depart provided accommodation

Extensions beyond the specified timeframes will only be considered in compelling and compassionate circumstances only, but for no longer than 10 business days following Bridging visa grant, or 20 business days following substantive visa grant. Where an SRSS Provider believes there are compelling and compassionate circumstances for an extension to the transition timeframe, they should submit an 'Accommodation Extension Request' via the Service Provider Portal for decision by the CPON Officer. The request must clearly outline the reason for the extension, the additional time required and how the SRSS Provider intends for the SRSS recipient to meet the new deadline. The 'Accommodation Extension Request' must be submitted via the Portal for approval at least five business days prior to the end of the initial transition period.

9.4.2 Costs Associated with Departure

Recovery of costs following departure of Bands 2-3 properties

On occasion, instances of damage to goods or property after the final inspection may come to the attention of the SRSS Provider after the Band 2-3 SRSS recipient has departed the property. In these instances, the SRSS Provider must, as soon as possible, engage with CPON via email to determine the best means of addressing the issue. SRSS Providers must submit a 'Payment Request – Extra Fund's activity in the portal' upon receiving advice from CPON (as per the DWD).

In situations where the SRSS recipient is still in the SRSS Program, the SRSS Provider must submit an 'Allowance Modification – Deduction' in the Service Provider Portal noting the value of the goods that require replacing. Once approved, Human Services will be advised and the amount will be repaid by the SRSS recipient as a Payment Deduction from the SRSS recipients Living Allowance.

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The SRSS recipient also has the option to pay the amount off in full. To utilise this option, Service Provider must make arrangements with the SRSS Payment Recovery team before an 'Allowance Modification – Deduction' is entered in the Portal.

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9.5 Temporary Stays and Relocations

9.5.1 Temporary Stays (including Overnight Stays)

Bands 2-3

As a condition of their Residence Determination, SRSS recipients **must** reside in their allocated property each night, unless they have received prior approval to stay temporarily at a different address. Temporary stay requests in Band 2 and 3 are not required for hospital admissions.

Temporary stays are for a short term period and will only be approved in limited circumstances where there is a genuine need, such as:

- property damage and occupants are required to be relocated whilst the property is being repaired
- attending a court subpoenaed hearing where video link is not available
- travel required as part of a recipient's status resolution
- medical appointments and procedures where there is no local alternative
- school excursions where inclusion forms part of the school curriculum
- operational requirements as directed by the Department.

The Department will not approve overnight stays for non-essential activities, such as visiting family or friends. SRSS properties cannot be used by friends and family members as an alternative to sourcing their own accommodation.

If determined to be an extenuating circumstance, the SRSS Provider must assess all temporary stay requests and provide the relevant details to the Department for approval.

A number of factors should be addressed by the SRSS Provider when completing a temporary stay request, including:

- the visa status of the host/visitor
- proposed sleeping and travel arrangements
- the mental health status of the SRSS recipient
- the reason for the overnight stay
- behaviour of the SRSS recipient
- the length of time
- if a UAM, the living arrangement of the host (particularly other residents in the host's property)
- appropriateness of the host
- in the case of UAMs, the age of the host.

Generally it is expected that the host of a UAM would be 21 years or older and hold relevant checks and assessments such as a Blue Card or Working with Vulnerable People Check. In instances where a UAM has an adult sibling under 21 who is living in the community and wishes to host the UAM for a temporary stay this can be considered, though appropriate weighting should be given to any identified risks.

The SRSS Provider should also encourage SRSS recipients to give as much notice and information as possible when requesting a temporary stay, noting that all requests must be submitted a minimum of 10 business days before the stay is to take place.

SRSS Providers must ensure SRSS recipients are aware of emergency procedures to follow if an incident should occur during a temporary stay. This includes who to call if they are late to return, if their host becomes unsuitable or they have issues with visitors to their property.

Where approval is given for a relocation on a temporary or overnight stay whilst awaiting a 197AD approval, the case must be transferred in the portal to the receiving SRSS Provider. The sending SRSS Provider must

then transition the recipient out of their care, and the portal activity finalised for that recipient. The receiving SRSS Provider will then have full responsibility for the recipient and should invoice the Department directly.

Temporary visitor requests

SRSS recipients in Band 2-3 may also request to have friends and family, including other SRSS recipients, stay temporarily with them at their SRSS property. Such requests must be submitted as an 'Additional Services – Other' in the Service Provider Portal. Visits less than 4 nights should be directed to the Status Resolution Officer, visits of 4 nights or more require approval by the CPON Officer. Requests should be in line with the above expectations.

Bands 4-6

Temporary stay requests are not required for SRSS recipients in Bands 4-6.

9.5.2 SRSS recipient relocations

Bands 2-3

There is limited scope for SRSS recipients in Bands 2-3 to relocate once in the SRSS Program, however, there may be some occasions where this is necessary. A move to alternative accommodation may also include a change of SRSS Provider. The decision to move an SRSS recipient is made by the Minister, on recommendation from the Department, in consultation with the SRSS Provider, the Status Resolution Officer and other support agencies where relevant (for example, health professionals). Decisions are made on a case-by-case basis. This process is the same for SRSS recipients living in Provided Accommodation and those living with a Community Link.

Requests to move an SRSS recipient must be made through the 'Movement – Location' activity and submitted to the CPON Officer in the Service Provider Portal. SRSS Providers should use the *Payment or Movement Request* template and clearly indicate the reason for the request and provide supporting documentation, such as measures taken to improve the suitability of the current placement, relevant advice from supporting agencies and why a new placement would be more suitable for the SRSS recipient. The Department must obtain the Minister's agreement before any relocation occurs. The SRSS Provider must not relocate an SRSS recipient, or give any indication that relocation will be approved, without prior approval from the Department. The SRSS Provider will be advised of the outcome via a Referral in the Service Provider Portal when and if this is required.

Where the relocation is approved and includes a change in SRSS Provider refer to [3.3.5 Transferring between Bands, Locations and SRSS Providers](#) for guidance.

It is expected that the existing SRSS Provider will liaise with the receiving SRSS Provider regarding transfer logistics.

Bands 4-6

SRSS recipients in Bands 4-6 should be encouraged to remain in the state/territory and location they are initially referred to as relocating from their current location will prompt an eligibility assessment for their particular Band. Only those SRSS recipients who are able to become self-sufficient in their new location should consider relocating interstate.

The SRSS Provider Case Worker must complete the *Payment or Movement Request* template and submit to SRSS Operations via the Service Provider Portal, as a 'Movement - Location' activity for approval. It will then be determined what level of support the SRSS recipient will require in their new location. This information will subsequently be provided to SRSS Providers in a Referral.

SRSS recipients are responsible for all costs associated with relocating, such as transport fares and removalist costs.

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Requests for financial assistance to relocate may be considered on a case-by-case basis and should be forwarded to SRSS Operations team via the Service Provider Portal, as a 'Payment Request - Transport' task with a completed *Payment or Movement Request* form attached. All requests should include the reason for the transfer and supporting documentation. SRSS recipients should not commence relocation until such time as approval is granted from the Department as they may not be eligible to receive services in their new location.

Please note: the above only applies to SRSS recipients who wish to continue receiving support services under Bands 4-6. SRSS recipients who are relocating to be self-sufficient and do not require any assistance should be transitioned out of the SRSS Program. SRSS recipients who relocate without notification or approval should be transitioned out of the SRSS Program, however, a referral to Band 6 may be considered on a case-by-case basis.

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9.6 Independent Accommodation

9.6.1 Assistance to Secure Independent Accommodation

Bands 4-6

SRSS Providers are required to assist Bands 4-6 SRSS recipients to access secure Independent Accommodation, such as, private rentals or community housing. Case workers should provide guidance to SRSS recipients on the types of accommodation that are available and assist with applications where required. SRSS Providers should ensure they are familiar with respective state/territory laws regarding rental bonds and rent in advance payments. SSRS Provider requirements are further outlined in the Schedule of Services.

Recipients who require financial assistance in securing independent accommodation may be eligible for a Financial Hardship Assistance Loan. Refer to 8.5.2 Financial Hardship Assistance Loans for further information.

Part 10 – Health and Wellbeing Services

10.1 Health and Medical Services in Bands 2-3

10.1 Health Discharge Assessment and Summary

Leaving held detention

Prior to leaving held detention arrangements (including Band 1) the SRSS recipient will undergo a health check including a Health Discharge Assessment (HDA). This will only involve a physical examination when a detainee is being removed, or if clinically indicated. The SRSS recipient will receive a written Health Discharge Summary (HDS) from the DHSP provider at the detention facility. The HDS provides a summary of the SRSS recipient's health status at the time of leaving the detention facility. The HDS is placed in a specially labelled A4 envelope, along with up to 28 days' supply of any medications the SRSS recipient may need on discharge from the detention facility. The HDS package also includes the SRSS recipient's details and a translated copy of the HDS. The SRSS recipient is given the HDS package (generally via post so a forwarding address must be provided to the DHSP) and instructed to take this to their first GP consultation. In exceptional cases, where the transfer happens quickly or there are other pressures, the DHSP may provide the HDS to the SRSS recipient or their preferred GP after the transfer to another Band occurs.

To maintain each SRSS recipient's full medical history, the DHSP receives clinical notes from each Band 2 and 3 SRSS recipient's preferred GP. This is part of the reason why SRSS Providers must ensure Band 2 and 3 SRSS recipients only attend their preferred DHSP network provider GP, in order to assist with Continuity of Care.

Continuity of Care is the provision of seamless, responsive, ongoing health care (including mental health care) during and, where prescribed, after detention. Discrete healthcare events are experienced by an individual as coherent, connected and consistent with that person's medical needs and personal context. Continuity of Care has been shown to promote quality health care and mitigate the risk of adverse health outcomes for patients. (See: www.racgp.org.au/your-practice/standards/standards4thedition)

Leaving Bands 2-3

When an SRSS recipient transfers out of Bands 2-3 following the grant of a visa, the GP will provide the HDS following a request from the Community Detention Team (CDT). The SRSS Provider is responsible for organising this appointment with the preferred GP. The GP will then review the client, and complete the HDS. For cases where the client is not to be informed of the planned removal, the GP will review the client for a routine check-up and then complete the HDS. CDT will liaise with the SRSS Provider to arrange a GP appointment.

Please note that this process can be very complex for removals as the person(s) involved may refuse to attend the GP appointment if they do not know the reason for the appointment. Similarly, the GP may not be willing to conduct the review if the person(s) have not consented or been made aware of the removal. In these cases, IHMS CDT endeavour to complete the HDS based on a desktop review or for more complex cases, recommend that the individual be detained and the HDS completed at an IDC. CDT will then provide a copy of the HDS to the Department.

If the recipient is eligible for Medicare they will be able to provide the HDS to any GP in the community. They will also be able to request a new GP to directly transfer medical information from the old GP as per Australian community standards.

10.2 Health Care in the Community

The Department relies on the clinical advice provided by the contracted health service provider and other qualified health professionals sourced by the DHSP, as well as public health professionals, to recommend

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and provide health services to eligible SRSS recipients. The Department and SRSS Providers are required to act on that clinical advice.

Following notification from the Department, the DHSP issues IHMS Healthcare Cards to all SRSS recipient's in Bands 2-3. This ensures they have access to a network of GPs and are able to access services on presentation of their IHMS Healthcare Card. It is good practice for recipients to also have their ImmiCard on them when they visit the GP to avoid identity issues or concerns regarding eligibility to access the GP services. SRSS recipients are not required to pay for these services. The DHSP will be billed and subsequently reimbursed. SRSS Providers are responsible for facilitating SRSS recipients in Band 2 and 3 to access to health services while they are in the SRSS Program's eligible bands. This includes explaining the DHSP system to SRSS recipients, assisting them to make appointments and raising new or outstanding health issues with the DHSP where appropriate.

SRSS recipients in Bands 2 and 3 must choose a preferred GP and pharmacy from the list of DHSP subcontracted providers. SRSS Providers must communicate this choice to the DHSP Community Detention Team (CDT) (details provided below). SRSS recipients must only access services from their preferred GP and pharmacy, any permanent changes to a recipient's preferred GP or pharmacy must be communicated to the CDT by the SRSS Provider.

SRSS Providers have 24 hours, 7 days a week access to a dedicated CDT (refer below) which provides advice, education and guidance on eligible SRSS recipient health.

Health and medical requests forwarded to the Department must be submitted via the Service Provider Portal as a 'Payment Request – Extra Funds Health' to CPON. The request must include a completed *Payment Request* form including any supporting documentation, such as a GP completed '*Clinical Indication Form*' (this form has been provided to by the DHSP to all network GPs) or specialist documents.

10.3 DHSP Community Detention Team

The DHSP Community Detention Team (CDT) provides a business hour (9am to 5pm AET) telephone and email service for SRSS Providers, to deal with matters pertaining to the healthcare of SRSS recipients in Bands 2-3. These may include escalation of health issues as well as advice about billing queries.

For assistance after hours, SRSS Providers may contact the Health Advice Service (HAS) via telephone. The 24/7 HAS is dedicated to provide immediate health advice only and other queries will be resolved during business hours.

The CDT is also an access point for Network Subcontractors e.g. GPs, to coordinate and broker access to suitable services for community detainees.

The CDT and HAS can be contacted by phone on s. 47E(d) or email (CDT) on s. 47E(d).

10.3.1 Medication Management

SRSS Providers are responsible for assisting SRSS recipients in Bands 2-3 to understand the requirements for safe and responsible use of medications, including appropriate storage of medications in their property (away from children). The SRSS Provider should consider the nature of the medication and the capability of the SRSS recipient to manage their medication.

For SRSS recipients in Band 2, the Carer should securely store all medication and dispense it as needed to the SRSS recipient. This reduces the risk of the SRSS recipient misusing the medication, or another SRSS recipient accessing their medication.

10.3.2 Referral Process

Health service provision for SRSS recipients in Bands 2-3 is based on a primary care model, with all health services needing to be requested through the SRSS recipient's preferred GP. DHSP GPs are required to

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contact the CDT to refer the SRSS recipient to an appropriate network provider. SRSS Providers should contact the DHSP (s. 47E(d)) in the first instance or Detention Health Operations Section (s. 47E(d)) if they need clarification on referral processes.

If a referral requires approval then the SRSS Provider, network provider and/or SRSS recipient must wait for approval prior to making an appointment. The DHSP CDT will contact both the network provider and SRSS Provider to inform them of the decision regarding the referral.

Once the Department, in consultation with the DHSP, approves a referral, the SRSS Provider can assist the SRSS Bands 2 or 3 recipient to make the appointment. Where there are questions about appropriate referrals or delays in accessing services, these should be raised with the DHSP (s. 47E(d)) in the first instance or Detention Health Operations Section (s. 47E(d)) if further advice is required.

If the referral does not require approval then the network provider, SRSS Provider and/or SRSS recipient can make an appointment with a network provider. The SRSS Provider is required to inform the DHSP of the referral and forward any documentation, so that the DHSP can follow up appropriately.

Health referral procedures

The referral process is managed through the Band 2-3 SRSS recipient's preferred GP in the community. Referrals are required for all services (excluding emergency) and should be referred to the DHSP by the GP. Not all referrals will require pre-approval from the DHSP before the appointment is scheduled. The table below identifies which referrals require pre-approval and which referrals for an initial appointment can be made without DHSP approval. Any subsequent appointments, for all services, will require the DHSP approval.

Referrals for initial appointment	
Referral Type	Approval from DHSP required
Specialist Appointment (Public)	No (see below for more information)
Allied Health Providers (Public)	No
Diagnostic Investigations (Public and Private) includes CT Scan, x-ray, MRI, ultrasound and blood tests	No
Hospital (Public)	No
Specialist Appointment (Private)	Yes
Dental	No, for treatment within the guidelines. (see below for further information)
Hospital (Private)	Yes
Psychology	No, if according to Community Standards.
Optometry	No, for treatment within the guidelines.
Pharmacy	No, for medical items prescribed. All cosmetic items are to be purchased by community detainee.
Specialist Appointment (Public)	No (see below for more information)

Specialist referrals

Where a GP identifies the need for an SRSS Band 2 or 3 recipient to see a specialist, the GP should first try to refer the SRSS recipient through the public health system. The GP will inform DHSP of the referral. Where a public specialist is unavailable, the treating GP will require DHSP approval before referring the SRSS Band 2 or 3 recipient to a private specialist. All private referrals must be through DHSP Network Providers. If this is not the case, the GP and SRSS Provider are required to contact CDT for advice.

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10.3.3 Emergency Health Care

SRSS Providers are responsible for educating SRSS recipients in Bands 2-3 about what to do in an emergency health situation, such as how to access out of hours medical care, how to contact their case worker or GP to report urgent health issues and how to call an ambulance. SRSS Providers should ensure the SRSS recipients in Bands 2-3 understand that ambulances should only be used for emergencies and are not to be used for a common, non-serious, illness as this will impact on the ambulance service's ability to support the rest of the community.

SRSS recipients are able to access cashless emergency health care at public hospitals under arrangements the Department has with state/territory governments and the DHSP. This includes ambulance fees, diagnostic tests, and medical treatment and consultations at public hospital emergency departments. On occasion, however, some SRSS recipients have been required to pay an initial fee before being admitted for care due to lack of acceptance of their DHSP healthcare card or Residence Determination ImmiCard. Where this occurs the SRSS Provider should inform CDT as soon as possible once the SRSS recipient has accessed a hospital and where necessary recompense the SRSS recipient immediately (where they have a tax invoice) and forward the invoice to DHSP at s. 47E(d), copying s. 47E(d). The SRSS Provider will then need to submit a 'Payment Request – Extra Funds' via the Service Provider Portal with a completed *Payment or Movement Request* form attached to SRSS Operations for reimbursement. If the invoice has not been paid for the public health emergency services, DHSP can arrange payment once the invoice is forwarded to them.

If the SRSS recipient in Bands 2 or 3 has been inadvertently charged by a DHSP Network Provider, the SRSS Provider should contact the CDT immediately to arrange a refund from that Provider. If the SRSS recipient attends a non-Network Provider, they will not be reimbursed unless there is a compelling reason as decided on a case-by-case basis. Such claims will need to be made via a 'Payment Request' with an accompanying invoice.

10.3.4 Dental Services

Dental services will be provided in emergency situations only. Where an SRSS recipient requires dental services, the primary focus is for pain relief and/or infection control. Initial consultations according to guidelines do not require approval before the appointment is attended. During the initial appointment, the dentist must only treat the SRSS recipient in accordance with DHSP guidelines and only provide treatment that costs less than \$2000. Any additional appointments and treatment required during the calendar year, that exceed the \$2000 per annum cap, or are not in line with the Department's dental guidelines will need to be approved by Detention Health Operations prior to occurring.

10.3.5 Torture and Trauma Counselling Services

Before entering the SRSS Program, SRSS recipients who have been exposed to torture and trauma may have been accessing T&T counselling services. Where possible, and where the SRSS recipient consents, relevant SRSS recipient information may be transferred from the existing counsellor to the new counsellor in the community by CDT. These SRSS recipients do not require a formal referral from their GP in order to start accessing services from the new provider; however, SRSS Providers should inform CDT in the first instance. If SRSS recipients disclose a history of torture and trauma to their SRSS Provider that has not already been disclosed, or the SRSS Provider forms a belief a referral for torture and trauma services is required, the SRSS Provider must organise an appointment with the SRSS recipient's preferred GP.

SRSS Providers should send the SRSS recipient's medical treatment plan to CDT for their information to ensure an understanding of the SRSS recipient's overall wellbeing and services being accessed. SRSS recipients requiring other mental health or psychological services should be referred to their GP in the first instance so that an assessment of their needs can be made (refer to *General psychological services* for further information).

SRSS Providers should contact the DHSP s. 47E(d) or Health Services Branch s. 47E(d) if they require clarification on referral processes.

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Translating and interpreting costs incurred during torture and trauma counselling sessions are to be invoiced to the Department as per the s. 47E(d) (refer to s. 47E(d)).

10.3.6 General Psychological Services

SRSS recipients may experience general psychological distress while in the SRSS Program, which may not be related to torture and trauma experiences. These symptoms may be due to a variety of stressors or pre-existing conditions. Stressors may include their immigration status resolution, family members remaining in their home country, uncertainty about their future, and adjusting to life in a new country.

SRSS Providers are required to assist SRSS recipients with mental health concerns to attend their preferred GP for appropriate treatment or referral to a mental health specialist as needed. SRSS Providers can contact the HAS at any time for relevant advice from medically trained staff.

Where SRSS Provider Case Workers have concerns about the mental health of an SRSS recipient, they should inform CDT and these should also be raised with Status Resolution Officers via email and **must** be recorded in the SRSS recipient's file. If the concern related to an Incident refer to 15.2 Incident Management and Reporting for further details.

Threats of self-harm and/or suicide

Managing the risk of self-harm is everyone's responsibility and must be holistic and multidisciplinary. All threats of self-harm and/or suicide from SRSS recipients should be taken seriously. In the event of an imminent threat or risk of self-harm or suicide, '000' should be called immediately for assistance, and the incident reported via the incident reporting protocols outlined in 15.2 Incident Management and Reporting. If an SRSS Provider case worker is with the SRSS recipient when the threat is made, the Case Worker should remain with the SRSS recipient until the person accesses professional assistance. Where there are concerns for the Case Worker's safety, the police should be called for assistance.

In situations where it is assessed the risk of self-harm or suicide is not imminent, but a person requires professional assessment they should be referred to their local GP, and/or referred to the local hospital for an assessment. Any subsequent referrals for mental health specialist care for the SRSS recipient should be made by the GP or hospital.

All SRSS Providers have a role to play in identifying risks and supporting and ensuring the safety of persons at risk of self-harm, especially assisting the person to access appropriate health services. The coordination and delivery of ongoing mental health treatment is the responsibility of the treating health professionals.

Adolescent mental health issues

Specialist providers are able to support adolescents reporting suicidal thoughts or other forms of psychological distress. This should be done at the recommendation of the SRSS recipient's treating GP or hospital.

Transitioning mental health support for children

Prior to leaving held detention arrangements, a transfer of child-related information detailing specific welfare and a 'care plan' (as outlined in *Managing Detainees in APODS*) must be provided to assist with the continuity of care and wellbeing in the community.

10.3.7 Cessation of Services

Eligibility for health care and torture and trauma counselling under the DHSP ceases on the day of visa grant for an SRSS recipient in Bands 1-3. This includes any upcoming specialist appointments, surgery and/or dental work beyond the date of the visa grant. These services would instead need to be covered by Medicare (if applicable) or the SRSS recipient. At the cessation of DHSP health care, SRSS recipients are required to hand in their DHSP card to their case worker, who is then required to return it to the DHSP and

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record this as a 'Confirmation – Health Services Card' in the Service Provider Portal. This is critical to ensure appropriate access to IHMS services only during the eligibility period.

In some extenuating and compassionate circumstances the Department may consider approving finalisation of an SRSS recipient's health care services beyond the date of the visa grant. SRSS Providers will need to raise any individual cases with Health Services and Policy Division for consideration

s. 47E(d)

10.3.8 Carer Support

Bands 2 - 4

From time to time, there may be vulnerable people in Bands 1-4 who require the support of a full or part time Carer, for short periods of time or on an ongoing basis. When requested, SRSS Providers are required to organise Carers as directed. The need for a Carer will be assessed and reviewed regularly by the Department in consultation with the DHSP or other medical/health professionals.

Where an SRSS recipient has been allocated a Carer, the SRSS Provider must work closely with that Carer to deliver services to the SRSS recipients.

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10.4 Health and Medical Services in Bands 4-6

Health Services provided to SRSS recipients in Bands 4-6 generally fall under one of two categories. These are summarised in the following table:

Categories	Overview
Category One (Medicare Eligible)	Most SRSS recipients in Band 4 - 6 are eligible for Medicare if they have a Bridging Visa with work rights. SRSS recipients eligible for Medicare must access services provided by the public health system.
Category Two (Medicare In-eligible)	There may be some SRSS recipients who are not eligible for Medicare. These SRSS recipients receive services commensurate with that available to the general Australian population through the mainstream public health system

Table of SRSS Provider approval caps – Category One and Two – Bands 4-6

Table of SRSS Provider approval caps – Category One and Two – Bands 4-6 Health and Medical Services Bands 4-6 SRSS Provider approval caps <i>(the below caps only apply where there is no 'Medicare gap'. All 'gap' payment requests must be forwarded to SRSS Operations for decision)</i>		
Applicable category	Service	SRSS Provider Approval Cap
Category 2 only	General Practitioner	\$150 per service
Category 2 only	Specialist (as referred by a GP) including: - diagnostic imaging - surgical or therapeutic procedures <i>Note: physiotherapy is not considered a specialist service unless there is a referral by a GP as part of a chronic illness management plan</i>	\$500 per service (course of treatment)
Category 2 only	Pathology	\$250 per service
Category 2 only	Hospital visit - admission or accident and emergency visit	\$250 per service
Category 1 & 2	PBS Pharmaceuticals	\$150 per item
Category 1 & 2	Optometry - purchasing spectacles	\$100 per calendar year
Category 1 & 2	Dental - general check-up and emergency	\$500 per calendar year (for children aged 2-17 \$1000 every two calendar years)

Please note that the caps are only for Category 2 clients and that SRSS Providers must not submit any below or above threshold payment confirmations in the portal for recipients that are Medicare eligible.

10.4.1 Category One only – Bands 4-6

SRSS recipients who are **eligible for Medicare** must access health and medical services provided by the public health system. SRSS recipients in category one are expected to pay any 'gap' incurred and so should be encouraged to access bulk billing health and medical services where available. The Department will not provide funding for Medicare funded services or gap payments.

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Medicare provides access to medical and hospital services for all eligible Australian citizens and residents in Australia. Human Services administers Medicare and the payment of Medicare benefits. Some of the major elements of Medicare include:

- Medicare funded treatment for public patients in public hospitals
- the payment of 'benefits or rebates for professional services listed in the Medicare Benefits Schedule (MBS). In general, the Medicare Benefit is 85 per cent of the Schedule fee unless otherwise stated.

Further information or access to the most recent MBS can be found at www.mbsonline.gov.au

10.4.2 Category Two only – Bands 4-6

The Department will fund general health and medical services equivalent to what an Australian citizen or permanent resident would receive under Medicare for SRSS recipients who are **Medicare in-eligible**. Recipients who are Medicare in-eligible should still be charged the local rate at hospitals and other health services.

Medicare in-eligible SRSS recipients are expected to pay the equivalent to the Medicare gap when accessing health and medical services. The Department will not provide funding for these payments. For further information or access to the most recent MBS can be found at www.mbsonline.gov.au.

Costs below the SRSS Provider approval caps

SRSS Providers can approve (without prior departmental approval) health and medical services for SRSS recipients in Bands 4-6 below the caps outlined in the table above, **in line with the MBS** (with the SRSS recipient paying the 'gap'). Any provision of health medical services must be recorded in the Service Provider Portal as a 'Payment Confirmation – *[relevant health service]* - Below Threshold'. The Payment Confirmation activity must include a detailed overview of treatment provided (including all MBS Item Numbers) with the reasons for accessing such services or treatment. Where appropriate, supporting documentation such as GP referrals must be attached to the Portal activity. SRSS Providers are not required to attach invoices to the Service Provider Portal; however, all invoices must be retained on file for audit purposes.

Where no MBS number is provided or available, this should be recorded in the Service Provider Portal as a 'Payment Request – *[relevant health service]* Above Threshold' activity with supporting documentation such as GP referrals or a relevant invoice attached. This does not override existing or other processes.

Costs above the SRSS Provider approval caps

Request for health and medical costs in excess of the SRSS Provider Approval Caps (outlined in the table above) must be forwarded to the Status Resolution Officer (or CPON) via the Service Provider Portal, as a 'Payment Request – *[relevant health service]* - above threshold' activity with a completed *Payment Request* template attached - which must include all MBS Item numbers. Approval must be sought prior to the SRSS recipient accessing the required services. SRSS Providers requesting medical services must include a comprehensive and detailed overview of treatment being sought (including all MBS Item Numbers) with the reasons for accessing such services or treatment. All supporting documentation (for example, GP referrals) must also be attached to the 'Payment Request' activity.

10.4.3 Exceptional cases

Requests to cover the 'gap payment'

The Department will generally not consider requests to cover health or medical services beyond what would be covered by Medicare. However, in limited situations where it is medically indicated, gap payment requests may be submitted for assessment on a case-by-case basis. Such requests must be submitted **prior** to the treatment/service to SRSS Operations, via the Service Provider Portal, as a 'Payment Request – above threshold' activity. All requests must include a completed *Payment Request* form as an attachment. A referral

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from a Medicare registered GP or health professional must also be attached as supporting documentation. A 'gap payment' will **not** be covered in the following circumstances:

- the SRSS recipient requests medical treatment for a non-urgent condition or an elective treatment
- there is no documentation to demonstrate that the SRSS Provider has advocated on behalf of the SRSS recipient to have services charged at the MBS rate
- a bulk billing provider was not utilised when one was available
- the SRSS recipient has already paid for the treatment/service.

Retrospective approvals

Retrospective payment for above threshold medical expenses will generally not be considered. However, situations in which the SRSS Provider can clearly demonstrate that expenses were incurred in **emergency circumstances** and there was no opportunity to submit a request prior to incurring the expense may be considered. SRSS Providers must submit a 'Payment Request' with a completed *Payment Request* form via the Service Provider Portal to SRSS Operations for consideration. The request must include supporting documentation, such as the invoice for any emergency health or medical assistance provided to the SRSS recipient, and submitted within three months of the date the treatment was received (appointment).

All costs must be in line with health and medical costs listed in the s. 47E(d) (refer to s. 47E(d)). Costs associated with emergency health or medical treatment not listed in the s. 47E(d) must be forwarded to SRSS Contract Management for consideration.

10.4.4 Pharmaceuticals

Category One and Two – Bands 4-6

Prescription medications are provided to SRSS recipients in Bands 4-6 in line with those provided to Australian citizen or permanent resident concession card (Pharmaceuticals Benefit Scheme (PBS) rates) holders. A PBS Schedule search (www.pbs.gov.au) can be undertaken for a medicine or item code. In line with Australian citizens or permanent residents who hold concession cards, Band 4 - 6 recipients are expected to pay the current 'pharmaceutical co-payment'.

Examples of this are detailed below:

Example 1: The SRSS recipient purchases 1 x PBS medication for \$13.70. The SRSS recipient is expected to pay the \$6.40 co-payment and the SRSS Provider is invoiced for \$7.30.

Example 2: The SRSS recipient purchases 4 x PBS medications totalling \$63.10. The SRSS recipient is expected to pay the \$25.60 (4 x \$6.40) co-payment and the SRSS Provider is invoiced for \$38.30.

SRSS Providers may approve purchases of PBS medications up to the \$150 per item cap (with the \$6.40 co-payment per medication deducted) for Band 4 - 6 SRSS recipients. Where more than one brand of medication is available, the cheapest option must be purchased. Purchases should be recorded on the Service Provider Portal as a 'Payment Confirmation – below threshold' activity. Requests for purchases in excess of the cap amount or outside the policy outlined above must be forwarded to the Status Resolution Officer (or CPON), via the Service Provider Portal, as a 'Payment Request – above threshold' activity, for consideration. Any such request must include a completed *Payment Request* form and any supporting documentation, such as GP or specialist referral as an attachment.

Requests to cover the co-payment

Requests to cover the PBS co-payment will generally not be considered, however, where it can be demonstrated that there are unique or exceptional circumstances, the Department will assess these on a case-by-case basis. Such requests should be forwarded to SRSS Operations via the Service Provider Portal, as a 'Payment Request – above threshold' activity with a completed *Payment Request* form and all relevant supporting documentation attached.

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Pharmaceutical Benefits Safety net scheme

This Scheme reduces the cost of prescription medicines for individuals and families once the PBS Safety Net threshold has been reached. Once an SRSS recipient's total applicable co-payment (\$6.40 per medication) reaches the concessional safety net threshold any additional prescription medications will be free for the remainder of the calendar year.

The thresholds are updated annually on 1 January and are published at www.pbs.gov.au. The rates for 2018 are:

Rates for 2018	Concession card holders
Patient contribution	\$6.40
PBS Safety Net threshold	\$384.00
When PBS Safety Net threshold is reached	Free

SRSS recipients need to keep a record of PBS medications on a Prescription Record Form which is available from pharmacists. If Band 4-6 SRSS recipients go to the same pharmacist for all PBS medications, that pharmacist can keep a computer record.

Families can ask the pharmacist about combining the amounts for all eligible family members. For the purpose of PBS, a family comprises:

- a couple legally married and not separated, or a couple in a de facto relationship, with or without dependent children
- a single person with dependent children.

The SRSS Provider should ensure all Band 4-6 SRSS recipients understand that non-PBS prescriptions do not count towards the PBS Safety Net threshold and the full price must be paid for these medicines. As such, any medications/products on prescription not supported by the PBS should **not** be considered for payment under the SRSS Program.

10.4.5 Dental Services

The Department will fund up to \$500 per calendar year for general check-up and emergency dental services for SRSS recipients in Bands 4-6 (up to \$1000 every two years for children aged 2-17 years) as per the table above.

Emergency dental care is defined as a recipient experiencing severe and chronic pain as a result of a dental problem, (e.g. broken tooth or abscess), that requires a tooth extraction and impacts significantly on the recipient's physical health. A filling or x-ray that is undertaken in an emergency situation will not be covered by SRSS, and the recipient will have to cover the cost of this treatment. SRSS Providers should make arrangements, wherever possible, with a dental hospital, community health dentist services, or other low cost or public services, on the recipient's behalf and arrange payment for services equivalent to the services received by an Australian citizen within the public health system. Any dental treatment received by the SRSS recipient below the prescribed threshold should be recorded in the Service Provider Portal as a 'Payment Confirmation – Dental below threshold'.

The Department will generally not consider requests for assistance with dental treatment above the thresholds. Where there are exceptional circumstances, requests must be submitted to the Status Resolution Officer (or CPON) for consideration as a 'Payment Request' activity including a completed *Payment or Movement Request* form. The request must outline the compelling grounds for treatment; a quote for the required treatment; and the corresponding dental plan (from the dentist that provided the original consultation).

Treatments such as teeth cleaning, fillings, dentures, treatment of gum disease, x-rays, root canals and specialist orthodontist procedures will **not** be covered under SRSS. If an SRSS recipient undergoes the

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above procedures, they will be required to cover the cost themselves and discuss options with the dentist for appropriate payment plans.

The Department will cover the following dental services for **children** aged between 2-17 years, who are Medicare eligible, in line with what is provided under the Child Dental Benefits Schedule.

- examinations
- x-rays
- fillings
- cleaning
- fissure sealing
- root canals
- extractions

Orthodontic or cosmetic dental work will not be covered under SRSS, as this is not covered by the Child Dental Benefits Schedule. Other dental procedures that are undertaken at the same time as orthodontic work will not be covered by the department (for example an extraction). Please refer to www.humanservices.gov.au/customer/services/medicare/child-dental-benefits-schedule for further information.

10.4.6 Optometrist Services

Category One - Medicare eligible SRSS recipients

An optometrist consultation is covered under the MBS, and as such, SRSS recipients who are **eligible for Medicare** should pay for the service and claim the rebate through Medicare. SRSS recipients eligible for Medicare are eligible to receive a free eye test once every two years.

Category Two - Medicare in-eligible SRSS recipients

The Department will assist with the cost of optical assessments (an eye test once every two calendar years), equivalent to what an Australian citizen or permanent resident would receive under Medicare for **Medicare in-eligible** SRSS recipients. Any provision of optometrist services must be recorded in the Service Provider Portal as a 'Payment Confirmation – Optical below threshold'.

Both Medicare eligible and in-eligible SRSS recipients

To assist in purchasing low cost, basic prescription spectacles the Department will fund up to the value of \$100 per calendar year, as per the table above. This amount can be approved by the SRSS Provider and costs will be reimbursed to the SRSS Provider as a s. 47E(d) [redacted]. The SRSS Provider should obtain evidence of the clinical need for spectacles and the associated costs and attach this to the Service Provider Portal.

SRSS recipients are able to upgrade frames or lenses at their own costs with use of their living allowance (should this be more than the \$100 capped limit).

The Department will not fund the purchase of non-prescription eyewear or eye care.

10.4.7 Torture and Trauma Counselling Services – Bands 4-6

SRSS Band 4-6 recipients are able to access an allocation of '6+6+6' Torture & Trauma (T&T) counselling sessions over a 12-month period, each of a duration for two hours of counselling. SRSS Providers must explain to SRSS recipients this is not a mandatory service, and that if the SRSS recipient chooses not to access T&T, it will not affect their ability to access other payments or services through SRSS.

The '6+6+6' model entitles eligible SRSS recipients to an initial allocation of six, two hour counselling sessions. After a review by the T&T treating agency, each recipient may then be approved for a further six sessions. After a subsequent review at the completion of the twelve sessions, if the recipient has been found

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to require additional sessions, an additional six sessions (to a total maximum of 18 sessions) may be approved.

Please note that Departmental approval for each subsequent block of six sessions, is required.

A new referral for T&T services is required for each client receiving T&T counselling every 12-months. The total sessions recommended by the T&T treating agency, up to a maximum of 18, should be completed within 12-months of the date of the initial referral.

The initial 6 sessions are pre-approved and must be recorded in the Service Provider Portal as a '*Payment Confirmation – T&T Below Threshold*'. Each session should not exceed two hours.

The '6+6+6' model requires the T&T treating agency to review and evaluate the effectiveness of sessions for each recipient after each block of six counselling sessions is completed. SRSS recipients are eligible for T&T where:

- they are referred for T&T counselling by a GP, SRSS Provider or education provider (education provider referrals can only be made where the recipient is a minor)
- they have been recently released from detention (held or a Residence Determination) and their health discharge assessment indicates that they have been receiving T&T counselling.

A referral from a GP or education provider (for minors) for T&T counselling must be forwarded to the recipient's SRSS Provider in the first instance, who should then make the request for counselling to the T&T treating agency on the recipient's behalf.

SRSS Providers may also request T&T counselling sessions for recipients without a referral from either a GP, or education provider (for minors only). In all instances, the request and type of referral should be appropriately indicated and evidenced in the SRSS Service Provider Portal.

A copy of the referral must be attached to the '*Payment Confirmation – T&T below threshold*' activity relating to the invoice for the first session for the referral period.

The following should be uploaded to the Service Provider Portal as evidence of referral:

- letter or email from the recipient's SRSS Service Provider to the recipient's T&T treating agency referring them for T&T counselling
- letter or email from the recipient's GP or education provider (minors only) referring them to a T&T treating agency for counselling. Referrals from GPs or education providers must be forwarded to Service Providers before treatment can commence.

After each session, a '*Payment Confirmation – T&T Below Threshold*' should be made in the Service Provider Portal. An invoice must also be submitted for each session, as soon as practicable, after the conclusion of that session.

If the recipient does not wish to complete approved sessions at any time during treatment, they may recommence counselling in the future providing they receive a new referral. In the event that a recipient no longer wishes to continue counselling, the treating agency should be notified as soon as possible and all pending appointments cancelled to avoid unnecessary cost to the department.

Where a counselling session exceeds two hours in duration, the additional time above the two hours should be recorded as an extra session.

If additional sessions are required, the T&T counselling agency is required to provide written evidence to support any continuation of service and outline the specific interventions required. This evidence may be prepared by the treating counsellor, but the Department requires that this evidence be reviewed and endorsed by a senior member of the same treating agency. Only the Department can approve the costs of any additional sessions.

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The following supporting documentation must be provided before the recipient accesses any additional services:

- a Payment Request form
- evidence of the need for continuation of service from a senior member of the treating agency
- the dates of the sessions already attended
- the dates of those sessions not attended, including late cancellations for which the SRSS Provider has or will be invoiced a fee.

Requests for additional T&T counselling beyond the approved sessions should be submitted to SRSS Operations via the Service Provider Portal as a 'Payment Request' (sub-type: *T&T above threshold*).

In all instances, the request and type of referral must be appropriate to the recipient's assessed needs, and must be evidenced with reference to the recipient's treatment plan.

As outlined above, the evidence supporting the additional sessions should be referenced to the specific type of intervention required. The specific type of intervention for which additional sessions are being requested should be referenced to those interventions identified by the Australasian Centre for Post-Traumatic Mental Health (Phoenix). Further information on specific intervention types can be found online at phoenixaustralia.org/resources/ptsd-guidelines/.

Where it is determined that the recipient no longer requires T&T services as all pre-determined therapeutic goals have been met, T&T services will cease. SRSS Providers should advise the Department as soon as possible when the T&T treating agency determines that the recipient's therapeutic goals have been met.

Invoices for T&T services that have not been approved by an SRSS Provider (based on a referral from their GP or education provider), including those booked by the recipient directly without any referral, will not be paid by the Department.

The SRSS recipient and the T&T counsellor should endeavour to ensure that any counselling or other health or medical intervention provided under Medicare is co-ordinated with the additional T&T counselling sessions.

Translating and interpreting costs incurred during T&T counselling sessions are to be invoiced to the Department as per s. 47E(d) (refer to s. 47E(d))

Late cancellations or non-attendance

Non-attendance at T&T appointments or late cancellations where the SRSS Provider is invoiced a fee, will count towards the pre-approved sessions annual cap. If further sessions are required at a later stage, beyond the initial sessions, an application can be made at which time the reason for the non-attendance will be considered.

Additionally, after two consecutive reports of non-attendance SRSS Providers are required to reconsider the appropriateness of a referral. This would not preclude a re-referral if a recipient later becomes more inclined to engage with counselling.

10.4.8 General Psychological Services – Bands 4-6

SRSS recipients may experience general psychological distress while in the SRSS Program, which may not be related to torture and trauma experiences. These symptoms may be due to a variety of stressors or pre-existing conditions. Stressors may include their immigration status resolution, family members remaining in their home country, uncertainty about their future, and adjusting to life in a new country.

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General counselling can include marriage and relationship counselling or drug and/or alcohol counselling. SRSS Providers are required to assist SRSS recipients with mental health concerns to attend their GP for appropriate treatment. If the GP's initial assessment states that ongoing treatment is required, the GP must complete a mental health treatment plan and a referral.

A referral from a GP for general counselling with an appropriate community mental health service, must be forwarded to the recipient's SRSS Provider in the first instance, who should then make the request for counselling on the recipient's behalf.

Category One – Medicare eligible SRSS recipients

Medicare eligible SRSS recipients can receive up to 10 mental health or general counselling sessions per calendar year, which is covered under the MBS. Exceptional circumstances apply if there has been a significant change in the recipient's clinical condition or care circumstances which, necessitates a further referral for additional services. Advice should be sought from the GP as to the recipient's need for further services.

The Department will only approve an additional six mental health sessions where this requirement is outlined in the SRSS recipient's Mental Health Plan. Requests for additional sessions for recipients in Bands 4-5 should be forwarded to the Status Resolution Officer via the Service Provider Portal (or CPON) as a 'Payment Request – Mental Health' with a completed *Payment or Movement Request* attached. Additional sessions will not be approved without a GP's recommendation.

Category Two – Medicare in-eligible SRSS recipients

Where an SRSS recipient is not eligible for Medicare, the Department will fund up to 10 sessions per year, in line with what is available through Medicare. Sessions attended by the SRSS recipient should be recorded in the Service Provider Portal as a 'Payment Confirmation'.

Exceptional circumstances apply if there has been a significant change in the recipient's clinical condition or care circumstances which necessitates a further referral for additional services. Advice should be sought from the GP as to the recipient's need for further services. The Department will only approve an additional six mental health sessions where this requirement is stipulated in the SRSS recipient's Mental Health Plan. Requests for additional sessions for recipients in Bands 4-5 should be forwarded to the Status Resolution Officer via the Service Provider Portal (or CPON) as a 'Payment Request – Mental Health' with a completed *Payment or Movement Request* attached. Additional sessions will not be approved without the GP's recommendation.

10.4.9 Ambulance Services – Bands 4-6

SRSS recipients in Bands 4 to 6 should ensure they have appropriate ambulance cover whilst living in the community. This is especially important where SRSS recipients are chronically ill and may require repeat ambulance services. Generally, the cost of ambulance cover can range between \$30 to \$100 per year depending on the SRSS recipient's circumstances (e.g. single or family). It is at the SRSS recipient's discretion regarding which health provider they use for ambulance cover and is appropriate to their needs.

Please note, some SRSS recipients may not need ambulance cover as some States and Territories already cover ambulance services. SRSS Providers should check to see whether this is applicable and discuss this during orientation with the recipient.

10.4.10 Registering Newborn Children with Medicare – Bands 4-6

Children born onshore to Medicare eligible SRSS recipients are eligible to apply for Medicare. The children should be registered with the Department and have a valid visa (the child takes on the same visa status as their parents so the parents will need to have a valid visa).

To register the newborn child with Medicare, the SRSS recipients should present at the Medicare Office with the child. SRSS recipients should take all of the following documents:

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- the parent's ImmiCard and Medicare card
- the child's birth certificate
- the child's blue book (or book that accompanies a baby on discharge from hospital after birth).

In situations where the parents do not have a valid visa and are therefore ineligible for Medicare, the child will also be ineligible for Medicare. SRSS recipients in Bands 4-6 that do not have access to Medicare will have access to 'Medicare like' services through the SRSS Program Health Services (refer to Part 10 Health and Wellbeing Services). In such situations SRSS Providers should liaise with the Status Resolution Officer.

10.4.11 Vaccinations

For Band 4-6 SRSS recipients who are not eligible for Medicare, costs associated with vaccinations are aligned with what is available to Australian citizens and permanent residents in the Australian community. Therefore, only compulsory vaccinations are covered. Approval of these compulsory vaccinations is not required.

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10.5 Visa Related Health and Character Checks (all Bands)

Bands 2-6

SRSS recipients who require visa related health checks as part of their immigration status resolution should be referred to the contracted health provider as directed by the Department (this includes Temporary Protection and Safe Haven Enterprise visa applications). SRSS Providers should assist the SRSS recipient, by making an appointment on the SRSS recipients' behalf and providing the SRSS recipient with a supporting letter for their scheduled appointment. The Department will reimburse the SRSS Provider for visa related health checks.

If the SRSS recipient is unable to pay for a character check for visa processing, the SRSS Provider can pay for the character check so that visa processing and status resolution are not delayed. The Department will reimburse the SRSS Provider for visa related character checks. SRSS Providers must invoice the Department directly for reimbursement of these costs.

Visa related health and character checks must be updated in the recipient's Case Plan and recorded in the Service Provider Portal as a 'Payment Confirmation – small allowance' activity with a brief comment included in the description field of the service provided, for example, Health check for TPV.

Part 11 – Education Services

11.1 Education and Childcare

Bands 2, 3, 5 and 6

The SRSS Provider must enrol, or assist parents to enrol; all school aged children (according to state and territory government requirements) in schools within 14 business days of entering the SRSS Program or transferring to a new area. SRSS Providers must record an 'Essential Registrations – School' task in the Service Provider Portal once this has been completed. Ninety five per cent of all eligible children should be enrolled in schools within this timeframe. As the enrolment process may take longer for children with special needs, where the SRSS Provider is finding it difficult to meet this timeframe, they must raise the issue with the Department.

When school aged children are enrolled in school, the SRSS Provider should record 'Essential Registration - School' in the Service Provider Portal including the date the child commenced school. In addition, the name of the school should be included in the comments section of the 'Essential Registration' task in the portal. The placement of a child with a disability in any particular location should also take into account the capacity of schools to meet the child's educational needs.

Difficulties in enrolling children in school should be raised first with the relevant CPON Officer or Status Resolution Officer, via email, alternatively SRSS Providers can utilise the 'Escalation' task for SRSS Operations in the Service Provider Portal and then update the recipient's Case Plan.

Bands 2-3

Children with disabilities may require special consideration regarding enrolment in an appropriate school that can cater to their needs. Depending on the nature of a child's disability, further assessments such as an OT assessment may be required by a school to determine the level of educational support required. The SRSS Provider will need to liaise with CDT, via email, to make any arrangements.

SRSS Providers are required to provide support to parents to ensure their children attend school and assist them in resolving any issues. Where parents refuse to enrol their children, encourage attendance, or report difficulties in keeping their children at school, the SRSS Provider must report this as an Incident to the CPON Officer – refer to 15.2 Incident Management and Reporting.

In the event that a UAM is absent from school and is required to attend a medical appointment, it is recommended that SRSS Providers assess any possible risks to the individual attending a medical appointment unsupervised. SRSS Providers should consider the individual's physical capacity, maturity and ability to communicate appropriately with a medical practitioner, and his or her ability to understand any medical advice provided. The UAM's ability to safely travel to and from the appointment unsupervised (for example, navigate public transport or complex travel routes) should also be considered.

Band 4

IMA children in Band 4 who will be remaining in their current location long-term should be enrolled in school within five school days. However, in exceptional circumstances this can be delayed where it is expected that a particular family is in Transitional Accommodation and is likely to move to another area in the near future.

State and Territory schooling requirements

Children in the SRSS Program are eligible to attend full time schooling from the commencement of the school year in line with the relevant state and territory enrolment requirements. However, parents may choose to delay their child's commencement at school depending on their circumstances, noting that, all children must be enrolled when they reach the age for compulsory schooling in their state (refer to table below). SRSS Providers should confirm enrolment ages in the state and territory in which the child or children are placed. This information can be found on the relevant state or territory education website.

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Children who are younger than the earliest age of enrolment, may be able to attend pre-school programs.

State	Earliest age of enrolment (not compulsory)	Age for compulsory schooling
ACT	Must turn five by 30 April of the year they attend	Six years old
NSW	Must turn five by 31 July of the year they attend	Six years old
VIC	Must turn five by 30 April of the year they attend	Six years old
SA	Must turn five before May 1 of the year they attend	Six years old
QLD	Must turn five by 30 June of the year they attend	Six years and six months old
NT	Must turn five by 30 June of the year they attend	Six years old
WA	Must turn four by 30 June of the year they attend (Kindergarten)	Beginning of the year in which the child reaches 5 years and 6 months
TAS	N/A (under five years they attend non-compulsory Kindergarten)	Must be enrolled if they are five years old by 1 January of the year they attend

11.1.1 Schooling Requirements Package

Bands 2-6

A Schooling Requirements Package should be provided by the SRSS Provider for each child prior to the child commencing school.

*Note – for Bands 4-6, the Schooling Requirements Package is only available for IMA families with children aged 16 years or under who are in receipt of income support.

The initial package is costed at up to \$450 per child and actual expenditure should be entered in the Service Provider Portal as 'Payment Confirmation – Schooling Requirements Package' (this does not require departmental approval for provision). SRSS recipients are able to retain the Schooling Requirements Package when they transition out of the SRSS Program.

The Schooling Requirements Package should include, but is not limited to:

- uniform – (shirts, shorts, pants, skirts, dress and shoes)
- school books
- stationery
- school bag.

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The Schooling Requirements Package cannot be used for:

- items or costs associated with elective subjects, for example individual laptops for elective IT courses or purchase of materials for an elective home economics course as these must be funded from the SRSS recipient's Living Allowance
- travel costs to and from school, as these must be funded from the parent's Living Allowance for their children and in the case of Band 2, is covered separately (refer to: 11.1.4 School Transport)
- non-compulsory uniform expenses in excess of \$450
- paying for school excursions or for items associated with school excursion activities (refer to 11.1.2 School Excursions).

There may be some children who attend colleges (for example, in the ACT) where there are no uniform requirements. In such cases, the schooling package cannot be used to purchase casual clothing. It is expected that the schooling package will only be used to purchase items that reflect school standards and policies. For example, where the school has a stipulated colour code, sporting attire requirements or policies such as appropriate sun protection, these items may be funded from the schooling package. Where SRSS recipients need casual clothing to attend their school this must be funded from the Living Allowance.

A Schooling Requirements Package of up to \$450 per child is available at the start of each new school year (this amount is an annual amount irrespective of any Band change throughout the school year). The Department does not expect that each child will need to be provided with an entire new school package every year, but will allow for some goods to be replaced up to the cost of \$450 each year. For example, uniforms and school bags from the previous year may still be suitable but a new pair of shoes may be required. In most cases, the purchase of stationery and school books will require annual replacement. In all cases, cheaper options should be sourced, such as the purchase of second hand text books and uniforms.

SRSS Providers are not permitted to spend more than \$450 per child, per school year. SRSS Providers are also not permitted to provide any remaining funds up to \$450 to the SRSS recipient or to use the funds for any other purpose. Additionally, children transferring between Bands will not be provided with an additional schooling requirements package upon arrival into a new Band, where a package has already been provided in that year.

The goods and total expenditure for any further Schooling Requirements Packages in subsequent years (after the initial package is provided) must be recorded as a 'Payment Confirmation – Schooling Requirements' in the Service Provider Portal. Proposed expenditure during a school year over the pre-approved amount should be submitted via the Service Provider Portal as a 'Payment Request – Extra Funds' with a completed *Payment or Movement Request* form attached for consideration and must include details of any previous 'pre-approved' expenditure. Generally, approval of expenditure over the pre-approved amount will only be provided in exceptional circumstances.

11.1.2 School Excursions

Bands 2-3

Parents or other adults responsible for a child's care are responsible for making decisions relating to school excursions for their children. For UAMs, decisions relating to school excursions can be made by the Carer or Custodian. Departmental approval is not required for children to attend one day excursions with the exception for UAMs and IGOC minors where they involve a risky activity or interstate travel. For more information refer to Part 13 – Care of Minors in SRSS.

All children, regardless of their status as an accompanied or unaccompanied minor, must seek approval from the Department (for IGOC minors this will be the IGOC delegate) for overnight excursions, prior to the excursion taking place. Where there is no request for the Department to fund the excursion, requests should be submitted in the Service Provider Portal as an 'Additional Services – Other' task to the CPON Officer for

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consideration. A Temporary stay request as a component of a school excursion should be included on the same request for consideration of both activities. Requests for school excursions should generally not be provided any earlier than six weeks prior to the excursion taking place.

The Department will give consideration to funding school camps, excursions and other school organised activities where it is evident to the decision maker that such activities form part of, or demonstrate a clear link to, the standard school curriculum and/or are educational and where the costs are \$10 or above (except for Band 2 – see below). Additionally, the Department will consider funding annual year group camps for school aged children in Bands 2-3.

The SRSS Provider should complete a *Payment or Movement Request* using the template provided and submit it as an attachment to the 'Payment Request – Extra Funds' task in the Service Provider Portal to the CPON Officer. The request should detail the total costs of the activity and attach supporting documentation from the school (for example, the excursion note/letter) outlining the purpose of the activity and how the activity links to the standard curriculum. The Department will not approve any incidental expenses associated with school excursions such as equipment or food. Incidental items should be purchased from the SRSS recipient's Living Allowance. Food included as part of the overall cost of school camps will be covered by the Department.

For excursions that cost less than \$10, or where they are not deemed educational or demonstrate a link to the standard curriculum program, the cost will need to be covered by the child's parents. SRSS recipients in Band 2 will have all such school excursion costs, which can be linked to the curriculum, even where under \$10 covered by the Department. A completed *Payment or Movement Request* must be attached to a 'Payment Request - Extra Fund', as outlined above, and submitted to the CPON Officer for consideration. SRSS recipients will need to pay for any entertainment based excursions through their Living Allowance.

Excursion notes

An excursion note from the school must be provided in cases where approval is required for an excursion, for example, in the case of an SRSS recipient in Band 2. The excursion note must be the same note that is provided to the other students in the class (not a tailored note specifically for the SRSS recipient) and should outline the purpose, duration and cost of the excursion or camp. SRSS Providers must attach a copy of the excursion note with the 'Payment Request'. In most situations, where the school is willing to accept it, school related forms may be signed by the Custodian or Carer.

Where it is appropriate to obtain parental/guardian consent, for example if the excursion includes an overnight stay, the requests should be forwarded to the CPON Officer via a 'Payment Request' task in the Service Provider Portal, who will forward the request to the IGOC delegate (IGOC minor).

Bands 4-6

Parents or other adults responsible for a child's care are responsible for making decisions and paying costs relating to school excursions for their children.

11.1.3 School Work Experience

Bands 2-3

All requests for students to undertake work experience activities, including those for one day duration, must be submitted via an 'Additional Services – Other' task in the Service Provider Portal for consideration by the CPON Officer prior to the student undertaking the activity. This must set out the dates and the activities it is expected that the student will undertake, and any allowance (for instance transport stipend, meal vouchers) they may receive.

Work experience for high school aged children in Australia is aimed at providing high school students with a feel for a particular industry and the working environment. It should not be paid and should not provide students with training or extensive internship-style experience.

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It is therefore generally possible for high school students in Band 2 to undertake work experience, so long as the activities have the following general characteristics of work experience:

- short period of time only
- not paid (although the employer may assist with transport costs)
- takes place during years 10, 11 or 12
- involves basic tasks, which do not require training
- will often involve 'shadowing' an employee
- the student should not be filling a gap for an employee.

Work experience would be considered an activity that is undertaken by the student that would allow them to understand the nature of tasks performed within the industry. Repetitive activities, such as a student being tasked with washing dishes or making beds, could be considered work or 'unpaid labour' and would not be considered work experience. If the Service Provider becomes aware that paid or unpaid work is being undertaken by the student they should contact the Department.

Additionally, students should be encouraged to choose work experience activities that do not require the purchase of equipment, such as safety equipment or clothing, as there is no provision in SRSS for such purchases.

Bands 4 – 6

Parents or other adults responsible for a child's care are responsible for making decisions relating to school work experience for their children.

11.1.4 School Transport

Band 2

The Department funds the cost of school transport for SRSS recipients in Band 2, including costs associated with obtaining travel concession cards. The SRSS Provider should purchase relevant tickets for the transport and invoice the Department for the amount. This purchase should be recorded in the Service Provider Portal as a 'Payment Request – Transport' to the CPON Officer. The transport tickets should only cover the SRSS recipients travel to school (or school related activities such as work experience), with the cost of any other transport to be paid for out of their Living Allowance.

Bands 3-6

Transport costs for accompanied children to attend school should be funded from their parent's Living Allowance. This includes the costs of any adults accompanying the child on transport. SRSS Providers should note that in some states children are provided with free public transport by the state government.

Band 3

There may be compelling circumstances where the Department will cover the cost of transport or make a contribution, such as long distance trips. SRSS Providers must complete a *Payment or Movement Request* using the template provided and submit it as an attachment to the 'Payment Request – Transport' task in the Service Provider Portal for consideration by the CPON Officer on a case-by-case basis.

11.1.5 Education for Younger Children

Band 3

Children in Band 3 who are 4-5 years of age (i.e. prior to compulsory schooling) may be able to participate in early childhood education programs (such as pre-school or kindergarten) one year prior to compulsory schooling commencing. Eligible children may attend up to two full-time days or three part-time days per

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week, up to a maximum of 15 hours per week. Participation in these programs is limited to the school term period relevant to each state and territory.

Case workers should discuss early childhood education programs available locally with parents of younger children to determine suitability and preference. They should take into account the child's behaviour and school readiness.

Due to the diversity of provider arrangements within and between states and territories, arrangements have not been set up with early childhood education providers to facilitate access to, or payment for, participation in early childhood programs by children in SRSS. As such, SRSS Providers should liaise directly with the preferred local education provider about the child's enrolment.

Where the child's enrolment is accepted, the SRSS Provider will need to submit a 'Payment Request – Early Childhood Education' via the Service Provider Portal to the CPON Officer for the costs of the program and must wait for a response before the child attends.

Parents with children under the age of four should be made aware of community play groups. Any associated costs must be covered out of the SRSS recipient's Living Allowance.

Bands 4-6

The Department will not fund Early Childhood Education programs for recipients in Bands 4-6.

11.1.6 Childcare

Band 3-6

Generally the Department does not fund childcare to people in the SRSS Program. Requests for childcare for parents in Band 3-6 who need to attend English as a Second Language (ESL) classes or other necessary appointments, such as hospital admission, can be considered, though the expectation is that if there are two parents, one parent should attend while the other minds the child. Alternatively, if other adults are in the house or informal childcare/babysitting arrangements (such as Community Links, friends or family) are available these may be a suitable option. When submitting a 'Payment Request – Childcare Assistance' via the Service Provider Portal to the CPON Officer Band 3 and Status Resolution Officer for childcare funding.

SRSS Providers must clearly demonstrate that all alternative arrangements have been explored by the parent in the first instance. Simply stating that alternative care is unavailable does not demonstrate a need for childcare. All requests must include a completed *Payment or Movement Request* form as an attachment. If childcare is not approved by the Department, costs should be covered by the SRSS recipient.

11.1.7 Education for Older Children

Please note that the end of compulsory schooling age is different in each state and/or territory. SRSS Providers will need to be aware of the exiting school age for their applicable state and/or territory.

Band 2

SRSS recipients who are aged 16-17 year old and living in the community are required to enrol in and attend school (or an alternative learning place, if available and appropriate, in line with state and territory requirements). The SRSS recipient's case worker should discuss education options with the SRSS recipient.

Bands 2-3

The SRSS Provider should ensure that any courses selected are not vocational in nature, as this would be a breach of the SRSS recipient's Residence Determination conditions. The Department may consider participation in courses that are pre-cursors to vocational training, where the course involves practical hands on experience that is of interest to the SRSS recipient and does not lead to a vocational certificate being granted. Similarly, the Department may consider an SRSS recipient undertaking subjects from a vocation

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course, as part of their high school studies, provided the entire course is not completed and the recipient is not awarded with a qualification.

The following factors should be taken into account when considering options for formal education for older youths:

- when the young person will be turning 18 years of age
- their past experience of school-based learning
- any known vulnerabilities (such as mental health issues)
- the young person's level of maturity (they may already consider themselves to be an adult and thus not fit easily into a school environment with less mature youth)
- if the young person is interested in attending school, explain that they need to attend each school day and that they may be placed in classes with less mature youths
- The options for educational arrangements for older children take account of the behavior and maturity of the SRSS recipient, their vocational aspirations and the range of educational options available in the region in which they are living, such as:
 - their local high school
 - a high school with intensive ESL or specialist refugee program.

Where these options are not available or suitable, alternative arrangements may be considered by the Department on a case-by-case basis, for example, options may include enrolling the young person in a Certificate II ESL or VCAL Foundation Program.

If the SRSS recipient wants to enroll in school (or an alternative learning place) then this should be arranged as per standard procedures – (refer to 11.1 Education and Childcare) and recorded in the Service Provider Portal under 'Essential Registrations - School'.

The SRSS Provider must liaise with the preferred education provider about the SRSS recipient's enrolment. If the education provider determines that alternative education arrangements would be more appropriate, this alternative will be settled between the relevant education providers, the SRSS Provider, the SRSS recipient and the Department as needed.

As children in the SRSS Program become adults, they may complete the school term in which they turn 18 years of age. In some cases, it may be possible to stay on at school beyond this period after turning 18. A state/territory Department of education can decide to expand their enrolment intake to include young people who are IMAs and are already enrolled in schools and who wish to continue their school education after they become adults. While only a few jurisdictions have taken this approach so far, policies can change at any time and the most up-to-date information can be obtained by contacting the local Department of education enrolment officer.

Where an agreement by the relevant Department of education is made allowing the student to continue schooling after turning 18, a 'Note' should be entered by the SRSS Provider into the Service Provider Portal detailing the offer to stay at school and whether the student decided to accept it.

Please note that generally no further funding is provided by the Department for SRSS recipients once they have completed the term in which they turn 18 years of age and accept an offer from the school for ongoing schooling. Such older (adult) students will also no longer have access to any education related costs such as the school requirements package or school transport costs.

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Bands 4-6

The SRSS Program does not impose any restrictions on vocational study for SRSS recipients in Bands 4-6, however, any study undertaken will be at the expense of the SRSS recipient. SRSS recipients should confirm that they do not have a 'no study' condition on their visa prior to undertaking any study activities.

Adults who chose to study when they have the capacity to work and support themselves, will not be eligible for SRSS income support. SRSS is not a social welfare program and financial assistance is only intended to support individuals who are unable to work while resolving their immigration status.

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11.2 Community Engagement

11.2.1 Volunteering

Bands 2-6

Some SRSS recipients will be subject to a condition on their Residence Determination or Bridging Visa that they must not engage in paid work. It is however, possible for all SRSS recipients to engage in suitable unpaid volunteering activities. The Department encourages SRSS recipients to become involved in volunteering as a way to interact with their local community, build relationships and obtain new skills which may assist in their temporary settlement or their return home. In addition, volunteering can improve English language skills and address social isolation.

SRSS Providers should discuss possible volunteering opportunities and the benefits of volunteering with SRSS recipients. Many volunteering opportunities offer a one day trial for SRSS recipients to decide if they like the activity. Approval is not required for SRSS recipients to participate in one day trials. However, before a one day trial is conducted, SRSS Providers should undertake an initial assessment to make sure that the volunteer work meets the guidelines below and that the volunteer work is safe, suitable, and does not normally attract remuneration (i.e. it is not a paid position). If an SRSS recipient in Band 2 or 3 wishes to continue the volunteer work, the SRSS Provider must conduct an assessment and seek approval via an 'Additional Services – Volunteering' task in the Service Provider Portal to the CPON Officer.

The volunteering organisation should fall within the following guidelines:

- is an agency in the Not-For-Profit sector or local government authority (for example city council, shire council)
- has an established volunteering program
- has an understanding of the SRSS Program and associated requirements (for example, possible interest of media, and sensitivities including photographs of SRSS recipients in publications such as organisational newsletters or local newspapers) – refer to 14.1.1 Media.

In addition to the above, SRSS Providers must ensure the SRSS recipient will:

- be covered by the host organisation's insurance and workplace health and safety provisions
- not receive remuneration in return for the activities (in cash or kind)
- not be undertaking a role that would otherwise be undertaken in return for wages by an Australian citizen or resident (that is, it is a designated volunteer position)
- be undertaking a position suitable for the SRSS recipient (for example, matches ability, does not unduly interfere with other responsibilities).

Volunteering activities should be carefully considered to ensure they are in line with departmental policy, do not amount to work and are suitable for the SRSS recipient taking into account known vulnerabilities or caring responsibilities. Approvals for volunteering will generally be for a period of time with regular reviews to be undertaken to ensure activities remain appropriate.

Further information can be found at <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work> on what constitutes appropriate volunteer work arrangements. Generally it is preferred for SRSS recipients to engage in volunteering opportunities which do not require police clearances, working with children checks and so on, given that they may not be able to satisfy (due to lack of identity documents or history in Australia) or fund associated identification checks.

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SRSS Providers should ensure SRSS recipients are aware that any costs associated with volunteering will need to be covered out of their Living Allowance. Requests for SRSS recipients in Band 2 to use their Meaningful Engagement Allowance to cover associated costs may be submitted through an 'Additional Services – Meaningful Engagement' activity in the Service Provider Portal to the CPON Officer. No prior approval from the Department is required before SRSS recipients in Bands 4-6 engage in volunteering activities, however, activities need to meet the criteria outlined above.

11.2.2 Meaningful Engagement Assistance

In addition to volunteering opportunities, SRSS Providers are required to encourage and assist SRSS recipients to take part in Meaningful Engagement activities while they are in the SRSS Program. Meaningful Engagement activities should encourage SRSS recipient independence and interaction with the community. Meaningful Engagement activities are not funded by the Department and any costs must be covered from the SRSS recipient's Living Allowance (except for SRSS recipients in Bands 1-2 see below). Activities may be provided by the SRSS Provider through volunteers or as part of contracted service delivery. SRSS Providers should link SRSS recipients into free or low cost activities provided within already existing services wherever possible.

Meaningful Engagement activities should be identified in the SRSS recipient's Case Plan (IMP for Band 1 recipients) at the time of their entry into the SRSS Program. The SRSS recipient's SRSS Provider case worker should discuss with the SRSS recipient their preferences and any constraints on activities (e.g. cost, health) and link them to activities. Approval is not required before activities are pursued for family or adult SRSS recipients.

Case workers should continue to assess SRSS recipients' need for Meaningful Engagement activities as part of the support they provide. Where additional needs are identified the SRSS Provider should assist the SRSS recipients to access suitable activities. All Meaningful Engagement activities accessed by SRSS recipients should be recorded in the SRSS recipient file and in the Service Provider Portal under the relevant task for Meaningful Engagement.

Band 1

The SRSS Provider must consult with the Department and Other Providers to assist in identifying, developing, delivering and facilitating programs and activities which are appropriate to the abilities and needs of the SRSS recipient and to the specific site (Alternative Place of Detention).

Individual Allowance Program (IAP)

SRSS recipients in Band 1 have access to the Individual Allowance Program (IAP) which is administered by the Detention Service Provider in all Immigration Detention Facilities.

IAP points are awarded to SRSS recipients in Band 1 when they participate in Meaningful Engagement Programs and activities. The IAP points provide SRSS recipients access to discretionary items to improve their quality of life in immigration detention and as an incentive to participate in Meaningful Engagement Programs and activities. Activities include:

- educational classes
- skills programs
- sports
- leisure activities
- social activities
- excursions.

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SRSS recipients have personal control over how they use points. SRSS Provider Carers should ensure they are mindful of the SRSS recipients' use of IAP points and, in consultation with the DSP and regional manager, encourage SRSS recipients to use IAP points soundly.

Household allowance scheme (HAS)

This Scheme provides financial assistance to people detained in Immigration Residential Housing (IRH) to purchase food and household items. The HAS provides for the use of IAP points to purchase incidental items or equipment for personal use.

Band 2

Meaningful engagement allowance

The Department provides up to \$200 per recipient, per year for participation in Meaningful Engagement activities. The SRSS Provider is required to facilitate the SRSS recipients in Band 2 to access approved activities using this allowance, through an 'Additional Services – Meaningful Engagement' activity to the CPON Officer in the Service Provider Portal.

SRSS Providers must ensure SRSS recipients are aware that the Meaningful Engagement Allowance is not an entitlement and they cannot accumulate funds, nor can they access any 'remaining funds' when they transfer out of Band 2 or after they have turned 18 years of age.

When seeking approval in relation to Meaningful Engagement Allowance, amounts spent previously in the quarter must be listed in the 'Additional Services – Meaningful Engagement' Request otherwise the request will not be considered.

No new activities will be approved in the four weeks prior to an SRSS recipient turning 18 or, where the SRSS recipient is already 18, or during the transition out period (although they are able to continue with previously approved activities).

Following approval by the CPON Officer of the Meaningful Engagement Activity, SRSS Providers must record all Meaningful Engagement Allowance expenditure within the prescribed threshold as a 'Payment Confirmation – Meaningful Engagement' in the Service Provider Portal.

Approved activities

Approved activities include those which provide an educational, physical or social benefit over a period of time to promote life skills. Excluded activities are those which provide a purely 'one-off' entertainment value or that involves the purchase of an asset, such as a bike or sewing machine, where there is no activity scheduled.

All activities must:

- have adequate supervision for SRSS recipients at all times
- not unduly interfere with education commitments such as homework
- be requested through the Case Plan or an 'Additional Services - Meaningful Engagement'
- be approved by the Department
- have relevant documentation retained on the SRSS recipient's file.

Appropriate activities may include:

- organised local sporting teams, such as, soccer, rugby, netball, basketball
- creative based activities whether in a class/group or pursued at home, such as, art, music, singing, dance, drama classes

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- organised group activities, such as Scouts, Youth groups
- swimming classes or surf life-saving courses
- individual classes that are educational, physical or contain social benefit, or promote life skills
- gym memberships (refer below for specific guidelines on gym attendance).

Excluded activities are:

- purely entertainment based activities, such as trips to the zoo, aquarium, amusement parks, movie theatre, sporting events, concerts;
- driving lessons
- unsupervised or independent activities, as the intention is that SRSS recipients will participate in activities in a group environment. However, creative and health/physical based activities (for instance soccer) as outlined above will be considered.

Costs to be covered include:

- sporting equipment – where specific equipment is a prerequisite for participation in a sporting activity (e.g. soccer boots or uniforms, safety equipment and balls, but not gym clothing or shoes)
- cost of classes activities/materials
- hiring of musical instruments (or purchase of a second hand instrument where it has been demonstrated value for money)
- cost of public transport to attend the activity.

The SRSS Provider should discuss suitable activities with each individual SRSS recipient. As a guide one sporting activity and one other activity per week should generally be sufficient for each SRSS recipient. Requests for SRSS recipients to participate in Meaningful Engagement activities that could be considered high risk (activities that may pose a high level of inherent danger) must address the following aspects:

- the type of organisation providing the service
- the precautions in place to mitigate risk (for instance, safety measures, training provided).

Examples of high risk activities which require approval include physical impact sports such as boxing and martial arts, water based activities (other than at a supervised public swimming pool), abseiling, parachuting, hang gliding, bungee jumping, go karts and motorbikes.

‘One-off’ entertainment based activities

Activities that are ‘one-off’ entertainment based should be budgeted and saved for out of the SRSS recipient’s Living Allowance.

School holidays

SRSS Providers must ensure that suitable activities are arranged for SRSS recipients during school holidays. These activities are generally not covered out of the Meaningful Engagement Allowance, but form part of the normal care arrangements. There may be cases during the school holidays where SRSS recipients in Band 2 wish to go on organised group trips, for example to the coast, snow or bushwalking. The Department may approve these trips from the Meaningful Engagement Allowance based on evidence submitted with the ‘Additional Services – Meaningful Engagement’ task submitted to the CPON Officer in the Service Provider Portal, where such excursions are not purely entertainment based, but are undertaken as a group promoting the SRSS recipients’ relationships in the household.

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Gym memberships

The Department recognises that many SRSS recipients are interested in becoming members of gyms and supports this as a way to maintain a healthy mind and body. SRSS Providers should ensure that the following criteria are met for gym memberships and provide evidence in the 'Additional Services – Meaningful Engagement' Request submitted to the CPON via the Service Provider Portal:

- the selected gym meets the required accreditation standards for gyms
- the SRSS recipient is provided with an 'introduction' to the gym including demonstration of any machines and weights (this could take the form of a session with a personal trainer).

The preference is for SRSS recipients to join gyms offering month by month memberships. Where month by month is not available, the SRSS recipients may join for up to three months at a time. Twelve month memberships will not be approved.

Where SRSS recipients join gyms or participate in other such sporting activities, it is the SRSS Provider's responsibility to ensure that SRSS recipients are aware of the need to behave responsibly when using machines or participating in group activities, including adhering to any occupational health and safety requirements. This may be done through the induction completed by the gym, or by the SRSS Provider. The SRSS Provider should keep evidence of this on the SRSS recipients file and ensure it is available to upon request.

Note: SRSS recipients will need to purchase their own clothing and shoes for gym use.

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Part 12 – Cancellation and exiting the SRSS Program

12.1 Cancellation of SRSS

If an individual does not engage with the Department to resolve their immigration status, a review will be triggered to assess ongoing eligibility for SRSS. The review will be completed by a Departmental officer and the outcome of this review may result in services being cancelled and individuals transitioned out of SRSS.

The following circumstances may trigger an assessment:

- failure to meet set milestones and/or goals outlined by the Status Resolution officer,
- failure to attend scheduled appointments that are linked to status resolution,
- found to have provided false or misleading information or
- failure to engage in the return or removals process.

12.2 Transition Out (SRSS recipient)

Band 1

During the transition out period, support for a Band 1 minors should cease once they exit the APOD, or once the SRSS Provider has provided Transit Support to a placement other than an APOD. Examples of when a minor may transition out of an APOD are:

- a substantive visa is granted
- the recipient is no longer considered a minor and has been transferred to a detention centre for adults
- incarceration or involuntary admission to a mental health facility occurs.

When a recipient is approaching the age of 18, the SRSS Provider should engage the recipient in discussions about where they are likely to be placed after they turn 18 and how to prepare for this. Once this has occurred, the Status Resolution Officer should cease the SRSS recipient's SRSS service in the Service Provider Portal by sending a Transition-out referral to the SRSS Provider for the Band 1 recipient.

Bands 2-6

The role of the SRSS Provider during the transition out period is to prepare the SRSS recipient to depart SRSS Provided Accommodation (where required). SRSS recipients will remain in their current band whilst transitioning out of the program. The Department will advise SRSS Providers of transition out dates via a Referral in the Service Provider Portal. The Referral will also specify if a Transition Out Plan and/or Exit Checklist and/or Essential Registrations are required (via the Service Provider Portal). Confirmation of the SRSS recipient's departure must be within the timeframes outlined below and as specified in the Schedule of Services. SRSS Providers may also be required to complete and upload a Transition Out Plan and Exit Checklist to the respective task in the Service Provider Portal (depending on the Band – further details are below). The SRSS Provider's role does not involve approving transition to a new property. SRSS Providers should, however, work to ensure SRSS recipients are registered with mainstream services and record registrations once completed via the 'Essential Registrations' task in the Service Provider Portal (where applicable).

There are a number of reasons why SRSS recipients may exit the SRSS Program, including, if the SRSS recipient:

- is self-sufficient and has their needs met (Bands 4 – 6)
- is not cooperating with their status resolution

- is returned to a held detention facility (other than Band 1)
- is incarcerated
- departs Australia
- is finally determined through a positive (UAMs will be eligible for referral to the UHM Program) or negative pathway

12.3 Transition Out Plans and Referrals

12.3.1 Transition Out Plans

Bands 1-5

SRSS Providers must complete a Transition Out Plan following an SRSS recipient's substantive visa grant, or when an SRSS recipient refuses to cooperate with the Department to resolve their immigration status.

SRSS Providers must complete and submit a Transition Out Plan to the Department for all SRSS recipients transitioning out of the SRSS Program using the template provided by the Department.

The requirement to complete a Transition Out Plan will be communicated to SRSS Providers by the Department via the Service Provider Portal as a Transition Out Referral or via email.

The Transition Out Plan should include the expected date the SRSS recipient will depart any Provided Accommodation and the last date of their transition period. In the case of visa grant, the Transition Out Plans should be uploaded to the Service Provider Portal within five business days of visa grant notification (as specified in the Schedule of Services) as a 'Transition out Plan' activity for approval (for Bands 2-3 to CPON Officer and Bands 4-5 to Status Resolution Officer).

Additionally, SRSS Providers must end date the 'Accommodation Details' in the Service Provider Portal the day the SRSS recipient departs the property.

A Transition Out Plan is not required for SRSS recipients who are exiting the SRSS Program from Band 6 or are in the following circumstances:

- departing Australia
- re-detention
- following a negative substantive visa decision and exiting SRSS
- taken into police custody or on remand
- death.

Band 1

For Band 1 recipients, the Transition Out Plan should also include service provision, engagement strategies and identified responsibilities to disengage a recipient from Band 1 services. Where possible, the recipient should be involved in case closure discussions.

Band 2

Plans for UAMs should include as much detail as possible on their history and ongoing needs to assist the UHM service provider. It is expected that SRSS Providers make themselves available to the UHM service provider to provide further information to ensure the best placement for the UAM.

Band 6

A Transition Out Plan is not required for SRSS recipients who are exiting the SRSS Program from Band 6; however, SRSS Providers are expected to assist the SRSS recipient with transitioning to mainstream services as needed.

The Department will send Transition Out Referrals in the Service Provider Portal for the following circumstances:

- finally determined
- grant of a substantive visa
- gained employment with an income greater than 89 per cent of the relevant Centrelink allowance for a continuous period of 12 weeks
- death

12.3.2 Transition Out Referrals

SRSS Providers are expected to assist the SRSS recipient with transitioning to mainstream services as needed.

The Department will send Transition Out Referrals in the Service Provider Portal for the following circumstances:

- band 5 recipients who do not require a Transition Out Plan
- band 6 recipients transitioning out of SRSS
- finally determined
- grant of a substantive visa
- gained employment, with an income greater than 89 per cent of the relevant Centrelink allowance for a continuous period of 12 weeks
- death

12.4 Finally Determined

12.4.1 Substantive Visa Grant

Persons who have been granted a substantive visa are deemed finally determined and are no longer eligible for SRSS, following the transition out period.

12.4.2 Substantive Visa Refusal

Persons who do not engage with the Department, or have received a substantive visa refusal decision (and the period within which a review could be instituted has ended without a review having been instituted), or have received a negative outcome on review from the Administrative Appeals Tribunal (AAT) or Immigration Assessment Authority (IAA), are considered finally determined.

Finally determined IMAs and some non-IMAs who have received a substantive visa refusal decision will be granted a final departure Bridging E Visa (BVE) and will no longer be eligible for SRSS.

Final departure BVE holders will receive:

- Medicare
- education for school aged children
- work rights

Due to legislative requirements, some non-IMAs are not able to be granted work rights and may remain eligible for SRSS Band 5, if they meet the remaining eligibility criteria.

Only SRSS recipients diagnosed with significant vulnerabilities that make them unfit to travel, may be eligible for limited support through SRSS (excluding financial assistance), until the barrier to departure is resolved. If an identified barrier does not stop the person from returning home, they will not be eligible for SRSS.

12.5 Transition Out Timeframes

Transition Out timeframes are outlined below; however, SRSS Providers will be advised of specific dates by the Department, via a Referral in the Service Provider Portal. The Referral will specify the date SRSS Services must cease.

12.5.1 Following Grant of a Substantive Visa

It is critical that substantive protection visa holders exiting the SRSS Program are registered and engaged with mainstream services as soon as possible.

SRSS Providers should assist and encourage individuals to register an 'intent to claim' with Centrelink as soon as possible, to minimise potential delays in Special Benefits payments. Individuals who lodge a Special Benefits application within 14 days of the intent to claim, will have their payments backdated to their 'intent to claim' lodgement date.

If an individual does not engage with Centrelink within 14 days from the date of the registered 'intent to claim', the individuals' payments will only be backdated to the date that they lodge their Special Benefits application.

It is important that substantive visa holders engage with Centrelink and Medicare as soon as possible, as the individual is no longer eligible for income support under the SRSS Program from the date of visa grant. No additional payments can be made to bridge the gap until DHS payments commence.

Please note that the Department does not notify individuals that their living allowance has ceased following grant of a substantive visa.

Access to Direct Recipient Costs for Bands 3-6

SRSS providers must seek departmental pre-approval for Direct Recipient Costs relating to SRSS recipients during the transition out period following the grant of a substantive visa. Costs will only be approved under exceptional circumstances. For further details, refer to s. 47E(d).

Held Detention

Individuals who have been granted a substantive visa and then released from held detention, will receive a maximum of 20 business days of transition out support from SRSS Providers.

The Department will advise SRSS Providers of Transition Out dates via a Transition Out Referral in the Service Provider Portal. The Referral will also specify if a Transition Out Plan and/or Exit Checklist and/or Essential Registrations are required (via the Service Provider Portal).

Band 1-2

Band 1-2 recipients who are under 18 years at the time of substantive visa grant (UAMs) must transition out of the SRSS Program 30 business days from notification to the SRSS Provider (by the Department) of the visa grant (unless otherwise directed) as an extension of Band 1-2 services. UAMs granted substantive visas are referred to the Unaccompanied Humanitarian Minors (UHM) Program for their ongoing care and welfare. For the purposes of UHM Program eligibility, the definition of a UAM is any minor who arrived in Australia without a parent or legal guardian. This includes minors who arrived with relatives over the age of 21 who may not be identified as UAMs on CCMDS. IGOC minors will continue to have the same departmental IGOC delegate until they are transitioned out.

For practical reasons, the SRSS Program will continue to provide case management, accommodation, utilities and groceries up to the time that the recipient physically moves out of their SRSS property to their UHM property. Further to any standard UHM allowances, the UHM Program will also provide minors transitioning from SRSS into the UHM Program, a transitional allowance. This will ensure that the individual does not experience financial hardship in the period between when their SRSS Living Allowance ends (on the date of visa grant) and when they receive their first Special Benefits payment.

About the Unaccompanied Humanitarian Minors (UHM) Program

The UHM Program facilitates the provision of relevant care, accommodation, supervision and support services to UAMs who are residing in Australia on a visa determined by the Department to be within the scope of the UHM Program. A majority of UHMs hold a permanent visa under Australia's refugee and humanitarian Program. The UHM Program is available to all IGOC and some non-IGOC minors who are UHMs. The extent of services available depends on the minor's state or territory of residence and whether the minor resides in a metropolitan or regional area.

The UHM Program is delivered through one of the two models, depending on the circumstances of the minor.

The first model generally provides case management to IGOC minors who have a Carer. These minors are referred by the Department to the state and territory government authorities (SCWA) in their state or territory of residence. Non-IGOC minors are also referred to the SCWA if they are residing in a state or territory that accepts referrals of non-IGOC minors.

The second model generally provides case management and accommodation to IGOC minors who do not have a Carer. These minors are referred by the Department to the relevant contracted service provider.

For more information about what support a UAM transitioning from SRSS to the UHM Program may be eligible for, email [s. 47E\(d\)](#)

Band 3

Band 3 recipients who are granted a substantive visa are eligible to receive Band 4 transitional support services for 20 business days. Individuals are not eligible for income support, including rent and bond loans.

Band 5-6

SRSS recipient in Bands 5 or 6 who are granted a substantive visa, must transition out of the SRSS Program within 10 business days of notification (by the Department) of visa grant. SRSS recipient will remain in their existing band during the transition timeframe. Individuals are not eligible for income support, including rent and bond loans.

12.5.2 Substantive Visa Grant Travel Arrangements

Bands 3-4

The department will make and fund travel arrangements (including interstate transfers) for those substantive visa holders who have been released from held detention or are under a residence determination - refer to [2.3.7 Interstate Transfers](#). However, substantive visa holders who decide to change their preferred location in the later part of the transition out period (after week 2), are expected to organise and fund their transport, accommodation and link with mainstream services at the new location themselves.

12.5.3 Following a Negative Substantive Visa Decision

SRSS recipients that have had a protection visa refusal decision made at the primary stage and have not lodged an application for review with Administrative Appeals Tribunal within 28 Calendar days of that decision, will be transitioned out of the SRSS Program as per the timeframes below.

However, should an SRSS recipient lodge an application for review with the Administrative Appeals Tribunal (AAT) within 28 calendar days of the initial decision, they are eligible to remain in the SRSS program until a decision has been made, refer to [3.2.1 SRSS Eligibility Revision](#).

SRSS recipients that have had a protection visa refusal decision made at the primary stage and received a negative review of that decision from the AAT, will be transitioned out of the SRSS Program from the date of the merits review decision, as per the timeframes indicated below.

Most IMAs who are fast track applicants who have had a protection visa refusal decision will be automatically referred to the Immigration Assessment Authority (IAA) for review. If the decision is affirmed by the IAA, the recipient must be transitioned out of the SRSS Program within seven business days. For those fast track applicants who have had a protection visa refusal decision, who are excluded from referral to the IAA (also

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known as excluded fast track review applicants), they have no access to merits review, and must be transitioned out of the SRSS Program as per the timeframes indicated below.

Those who apply for a judicial review of their visa decision made by the AAT, are generally not eligible to receive support through SRSS. Individuals may be eligible to receive limited support if they meet the eligibility criteria for Band 5 and are actively engaging with the Department to depart Australia (refer to [3.1 Eligibility for SRSS](#)).

Individuals who have received a negative visa decision and are classified as 'finally determined' do not qualify for any income support payments through the SRSS Program. Nuclear families with children under 18 years of age may receive income support during the transition timeframe.

Held Detention & Band 3

Individuals who are released from held detention or a Residence Determination, will be granted a final departure BVE and will receive three weeks of transitional services, with no income support (including an initial payment or financial hardship payments). Nuclear families, with children under 18 years of age, will receive up to six weeks of transitional services, with income support.

Band 1-2

UAMs who have received a protection visa refusal decision, or a negative review of that decision will remain in the Band 1-2 property until otherwise advised by the Department.

Band 5-6

SRSS recipients who have received a protection visa refusal decision, or a negative review of that decision will receive seven business days of transitional support, with no income support.

12.5.4 Transition Out Extension Requests

Bands 2-4

Extensions beyond the specified timeframes will only be considered in compelling and compassionate circumstances, for example significant delays in linking with Centrelink and receiving financial assistance. Where an SRSS Provider thinks there are compelling and compassionate circumstances for an extension to the transition timeframe, they should submit an 'Accommodation Extension Request' to the CPON Officer or Status Resolution Officer for Band 4, via the Service Provider Portal. The request must clearly outline the reason for the extension, the additional time required and how the SRSS Provider intends for the SRSS recipient to meet the new deadline. The 'Accommodation Extension Request' must be submitted at least five business days prior to the end of the initial transition period.

Extension requests may also be sought by the UHM Program for UAMs transitioning out of Band 2, where there are delays in arranging their placements.

12.6 Transition out issues

Bands 2-3

Where an SRSS recipient (or former recipient) is unable or is refusing to transition out of a Provided Accommodation property, the SRSS Provider must report this information immediately to SRSS Operations via an 'Escalation – Issue' in the Service Provider Portal and then update the recipient's Case Plan. The SRSS Provider must detail the reason the former SRSS recipient is unable or unwilling to move and also explain how they are engaging with the SRSS recipient or former recipient. In cases where an SRSS recipient is refusing to leave a property, the SRSS Provider will need to provide detailed advice on the steps (including legal action) it will take to remove the SRSS recipient or former recipient from the property.

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Part 13 - Care of Minors in SRSS

This part provides SRSS Providers with information on key aspects of care for minors in the SRSS Program, including:

- child safeguarding
- the *Immigration (Guardianship of Children) Act 1946* (IGOC Act), its regulations, and policies
- care arrangements in place for unaccompanied minors (UAMs).

In addition to the specific arrangements for their care, the broader Duty of Care obligations also apply to minors

13.1 Child Safeguarding Framework

The Child Safeguarding Framework (the framework) is designed to complement the SRSS Operation Procedures Manual. The framework applies to all SRSS providers involved in the support, care and welfare of children and their families. It is particularly relevant to those whose work may impact on a child's overall wellbeing, including those who do not have direct contact with children such as those working in policy, legal and human resources. The framework, policies and supporting documentation can be found on the Child Safeguarding Govdex site, [Section 1.4.3](#).

13.2 Child Safeguarding

Everybody shares a responsibility to ensure that minors are safe from harm and SRSS Providers and departmental staff must all play a role. SRSS Providers should educate and provide information to minors on how to keep themselves safe in the community.

Where a minor has been harmed, is at risk of harm or there is suspicion of harm, SRSS Providers must follow the SRSS incident reporting protocols, including Reporting Child-related Incidents and mandatory reporting requirements in the relevant state or territory. Where harm has occurred or is suspected to have occurred, it is important for the SRSS Provider to work closely with the Department to ensure that appropriate follow up support is available to minors and their families, including referrals to appropriate health (including mental health) and associated services and supports.

In addition, SRSS Providers must ensure that measures are in place to protect minors from harm such as:

- following child safe hiring procedures for staff, including appropriate Working With Children Checks in the relevant state or territory and pre-employment screening
- having a Child Protection Policy in place and ensuring all staff are aware of it
- enforcing clear reporting and conduct guidelines for staff who work with minors.

For more information on SRSS Provider Child Protection Plan requirements, refer to the Schedule of Services.

Child related incidents

The Child Safeguarding Framework describes two processes for responding to child-related incidents; Initial Inquiries and Child Safeguarding Inquiries.

An initial inquiry is the internal process undertaken by any departmental officer or SRSS Provider who has a reasonable belief that a child has been harmed or is at risk of harm and includes:

- documenting the observation, disclosure or information provided
- reporting the incident to the relevant state or territory child welfare authority

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- reporting the incident to the Incident Hotline 1800 177 105 – Option 3
- Departmental officer or SRSS provider must record the incident on the service provider portal in line with incident reporting procedures.

Following the Initial Inquiry by a departmental officer or SRSS Provider, the Detention Superintendent will determine whether or not to conduct a child safeguarding inquiry. A Child Safeguarding Inquiry is mandatory for any child-related incidents that are reported to the state or territory child welfare authorities (SCWAs) or police, and it is at the discretion of the Detention Superintendent to conduct a Child Safeguarding Inquiry for any other child-related incidents that have been reported to them. In community placement, a Child Safeguarding Inquiry operates in addition to pre-existing operational activities (for example case plans provided by service provider case workers), and acts as an additional assurance measure to ensure the protection and wellbeing of children.

Detention Superintendents are also required to ensure that the triple track is integrated in all child-related inquiries and assessments. The **triple track approach principles** focus on:

- the child (their family and the ongoing wellbeing of the child)
- the person of interest (POI) (alleged to have caused the harm)
- systemic issues.

The approach allows a holistic response to a reported incident of child abuse by managing several components simultaneously. It also ensures that the incident is reviewed and any lessons learned are incorporated into future management and prevention strategies.

13.3 Care for IGOC Minors - Immigration (Guardianship of Children) Act 1946

13.3.1 Overview

Under the IGOC Act, the Minister is the legal guardian of certain UAMs in Australia. The Department supports the Minister in this role and administers the IGOC Act and the IGOC Regulations. The IGOC Act provides that (with some exceptions) the Minister is guardian of persons who meet all of the following criteria:

- are not Australian citizens
- have not turned 18 years old
- at the time of arrival in Australia intend to become permanent residents of Australia
- did not arrive in Australia in the charge of, or for the purposes of living in Australia under the care of, a parent, legal guardian or relative who is at least 21 years old.

Minors who arrived in Australia on a temporary visa are, in most cases, also currently excluded from the IGOC Act.

The Department refers to minors who fall under the guardianship of the Minister as 'IGOC minors'. A minor who does not fall within the definition of the IGOC Act is referred to as a 'non-IGOC minor'. There is no legislative definition of a 'non-IGOC minor' and their circumstances are not dealt with by the IGOC Act. Refer to [13.4 Care of non-IGOC UAMs](#) for more information.

13.3.2 Identifying IGOC Minors

The Department is responsible for identifying minors who fall within the scope of the IGOC Act and advising SRSS Providers.

The Department makes an assessment (known as a confirmation of IGOC status) based on the minor's circumstances as at the day of their arrival in Australia to determine whether the Minister is their guardian under the IGOC Act.

The minor's IGOC status will be communicated to the SRSS Provider in the referral before the minor enters Band 2 or 3.

Under current policy, IGOC minors are not usually referred to Bands 4-6. If an SRSS Provider becomes aware of an IGOC minor in these bands, they should refer the situation to the Department immediately, via an 'Escalation – Issue' in the Service Provider Portal to SRSS Operations so that appropriate measures can be put in place for their day to day care.

It is important that SRSS Providers note that not all UAMs are necessarily IGOC minors. In addition, some IGOC minors may also be in family groups. As such, while most IGOC minors will be referred for Band 1 and Band 2 services, some may also be referred for services in Band 3. It is important that SRSS Providers do not assume a minor's guardianship status based on the Band they are referred to or their current situation. Where there is a question or concern regarding the IGOC status of any minor, the SRSS Provider should contact the Department through the CPON Officer or Status Resolution Officer.

13.3.3 The Minister's Guardianship Responsibilities

The IGOC Act provides that the Minister as guardian shall have the 'same rights, powers, duties, obligations and liabilities as a natural guardian of the child' to the exclusion of the parents and every other guardian. The guardian is therefore responsible for the minor's basic human needs – food; housing; health; education; and generally, protection from harm. The Minister's guardianship responsibilities are fulfilled through the delivery of departmental programs, including SRSS and the UHM Program.

13.3.4 IGOC Delegates

In order to meet his guardianship responsibilities, the Minister delegates certain powers and functions to officers known as "IGOC delegates". An officer making decisions as an IGOC delegate of a UAM under the IGOC Act are authorised under Section 5 of the IGOC Act and by the IGOC Instrument of Delegation. For minors in the SRSS Program, the IGOC delegate is usually a senior departmental officer in the APOD (Band 1) or in the state or territory where the minor is located (other Bands).

The primary role of the IGOC delegate is to ensure an IGOC minor's basic welfare needs are met and to make any decisions relating to the welfare of the IGOC minor. They must therefore be informed of any critical events that are not routine or day-to-day occurrences. Refer to [13.6 Decision Making for Minors in the SRSS Program](#) for more information.

13.3.5 Custodians

The Minister or an IGOC delegate may place an IGOC minor in the day-to-day care of an individual or organisation as a Custodian under the IGOC Act. In order to place an IGOC minor with a Custodian, the Minister or IGOC delegate must find the proposed Custodian to be suitable and willing.

Custodians are responsible for the day-to-day care and welfare of IGOC minors. The IGOC Regulations provide that care and welfare includes matters of custody, control, maintenance, education, training and employment. Overall legal authority and responsibility in relation to the IGOC minor always remains with the Minister and his/her IGOC delegates.

Custodian information will be recorded by the Department in the Guardianship view. Once completed, this information will be displayed in the SRSS Service (Custodian/Carer) on the Summary Page. Further information on the Custodianship arrangements in each of the SRSS Bands is detailed below.

Band 1

As IGOC minors in Band 1 remain in the day-to-day care of the Department, no Custodian is required.

Bands 2-3

For IGOC minors in Bands 2-3, the individual or organisation that has actual custody of the IGOC minor will be placed with them as their Custodian. Custodians in Band 2 and Band 3 are confirmed as follows:

- Where an SRSS Provider has been assessed as suitable and willing to provide care services for an IGOC minor, the organisation will be their Custodian
- Where an SRSS Provider's sub-contracted agency has been assessed as suitable and willing to provide day-to-day care for an IGOC minor, this agency will be their Custodian. The SRSS Provider case worker will maintain responsibility for case worker services
- Where an IGOC minor has been assessed as suitable and willing to live with a relative or Community Link, the Community Link will be their Custodian
- Where an IGOC minor is part of an extended family group, an adult family member will be assessed as suitable and willing to be their Custodian. Where the adult family member is under the age of 21 or unable to provide care the SRSS Provider organisation will be Custodian.

Escalating matters to the IGOC delegate

Custodians are required to appropriately escalate matters to the IGOC delegate for information, discussion or decision, as guided by this document and the incident reporting guidelines. For information on what must be escalated for decision, please refer to [13.6 Decision Making for Minors in the SRSS Program](#).

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They should do this by either:

- **SRSS Provider Custodians:** contacting the CPON Officer in the first instance. If the CPON Officer is not available and the matter is urgent, the Custodian should contact the Incident Reporting Hotline on 1800 177 105 – Option 3
- **Community Link Custodians:** contacting the SRSS Provider case worker.

If a Custodian is uncertain whether it is necessary to escalate a matter to the IGOC delegate, or feels that they require guidance from the IGOC delegate in a particular circumstance, the best approach is to escalate the matter to the CPON Officer for discussion.

Community link custodians

In limited circumstances IGOC minors may be able to live with community links while in Band 2 of the SRSS Program. The Department is responsible for determining if a Community Link is able to provide suitable care and support for the minor, through the Community Link Assessment process. If the Department approves a placement, and the Community Link is found to be suitable and willing, minor is placed with the Community Link as Custodian who will provide for their day-to-day care and welfare.

The Department has developed a *Fact Sheet for Community Link Custodians* to explain their role and responsibilities with respect to the IGOC minors. The fact sheet is provided to the proposed Community Link Custodian by the Child Welfare Support Officer at the time the UAM Carer Suitability Assessment is undertaken.

For more information on the role of Custodians, refer to 13.6 Decision Making for Minors in the SRSS Program.

The SRSS Provider must continue to provide case worker services to the IGOC minors, while the Community Link Custodian will be responsible for the day-to-day decisions listed in this Manual. Community Link Custodians must maintain close contact with the SRSS Provider case worker to ensure the needs of the UAM are being met and escalate issues for consideration by the Department through the case worker. For more information on Community Links refer to 7.3 Accommodation with Community Links.

If the Custodian of a minor is intending to leave the Community Link property for more than a few days and leave the minor on their own or in the care of another person in that house, this must be raised with the Department. The Department will determine if the arrangement is suitable and if another person needs to be the Custodian for that period of time. Under the IGOC Act, only the Minister or his delegate can place an IGOC minor in the care of another person.

Custodianship obligations under IGOC legislation – reporting

The IGOC Regulations impose statutory obligations on Custodians. It is important that SRSS Providers ensure all Custodians, whether an SRSS Provider or an individual, are aware of these obligations, particularly the obligation to notify the IGOC delegate of certain serious incidents, as failure to do so is a criminal offence and may attract a criminal penalty. SRSS Providers should follow incident reporting protocols to meet this obligation, as outlined in this Manual.

Custodianship obligations under IGOC legislation – decision making

Under the IGOC Act, certain decisions must be escalated to the IGOC delegate for decision. It is important that all Custodians are aware of these so that they are not in breach of the IGOC Act and Regulations. They are further outlined at 13.6.6 Summary Table of Who May Provide Consent in Certain Circumstances for IGOC and non-IGOC UAMs.

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13.3.6 Ceasing Guardianship

An IGOC minor remains under the Minister's guardianship until they:

- turn 18
- leave Australia permanently
- are granted Australian citizenship
- the Minister makes an order under Section 11 to exclude a minor from the provisions of the IGOC Act.

Beyond these four ways in which the Minister's guardianship can cease, IGOC status will not generally change as a result of subsequent changes to the minor's circumstances. This is because the IGOC Act looks at the minor's circumstances at their time of entry to Australia. However, the assessment may need to be reconsidered if there is new information about the minor's circumstances at the time of entry. SRSS Providers should therefore make the Department aware of any new information they learn about the minor, such as previously undisclosed family members in Australia or intention of the minor at time of arrival, so that this can be considered by the Department.

In very limited circumstances, the Minister may exclude a minor from the Act and therefore cease his guardianship. For example, where a minor's parents arrive in Australia and are willing and able to provide care for the minor. The Minister remains the guardian of the minor unless they are excluded under Section 11 of the Act and, as such, SRSS Providers should refer any such situation to the Department for consideration and further action.

13.4 Care of Non-IGOC UAMs

Non-IGOC UAMs must receive the same level of care as IGOc minors while in the SRSS Program, including in UAM houses in Band 2.

The IGOc Act does not specify who the guardian of a minor is when the Minister is not the guardian, and does not provide for the appointment of another person as guardian. Unless a minor's parents are in Australia or a person in Australia has been legally appointed as the guardian (for example, by a court), these non-IGOC minors may not have a legal guardian in Australia. In this case, the non-IGOC minor's parents (or guardians) outside Australia remain the minor's legal guardians. Other family members who provide care for minors, such as grandparents and older siblings, are not the guardian of the child and should be referred to as the 'Carer'.

When requested, SRSS Providers must provide services to both IGOc and non-IGOC minors. This includes accommodating non-IGOC minors in Band 2 in UAM properties, potentially with IGOc minors. For non-IGOC UAMs in Band 2, the SRSS Provider Carer will be responsible for the day-to-day care of the non-IGOC minor and must make decisions and escalate incidents according to the instructions outlined by the Department (as the detaining authority) in this document. The SRSS Provider case worker will maintain responsibility for case worker services.

13.4.1 Carers of non-IGOC UAMs

Non-IGOC UAMs do not have a Custodian as they fall outside the scope of the IGOc Act. The Department refers to the SRSS Provider or individual charged with the day-to-day care of non-IGOC UAMs in Band 2 as a 'Carer'.

As with IGOc minors, the SRSS Provider is responsible for the day-to-day welfare and care of non-IGOC UAMs including custody, control, maintenance, education and training. The Department should also be notified of events and incidents involving non-IGOC UAMs and the Department will generally need to be consulted for non-routine matters, as per the incident reporting and decision making instructions in the OPM. Refer to [*13.5 Responsibilities of SRSS Providers Caring for UAMs*](#) for more information.

At time of Referral, the Department will advise the SRSS Provider that a Carer is required in the Service Provider Portal. The SRSS Provider will be required to submit the Custodian/Carer Agreement via the 'Confirmation' task in the Service Provider Portal with the Custodian/Carer Agreement attached. The SRSS Provider will also be required to record the Carer's details on the Contacts tab in the SP_Carer role name in the Portal.

13.4.2 Community Link Carers

Some non-IGOC minors may be able to live with Community Links (usually a relative) while in Band 2 of the SRSS Program. Such people are known as Community Link Carers.

As with Community Link Custodians caring for IGOc minors, Community Link Carers of non-IGOC minors are:

- assessed by the Department through a Community Link Assessment as to their suitability to provide care and support for the minor
- responsible for the day-to-day care and welfare of the minor, while the SRSS Provider continues to provide case worker services.

The obligations of the Community Link Carer are the same as those of the Community Link Custodian. Specifically, they must:

- report certain events and seek departmental approval for certain decisions, as set out in this Manual

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- advise the Department, through the SRSS Provider case worker, in advance of any change in the living situation, including if they intend to leave the minor alone or in the care of another person while they are absent
- maintain a close relationship with the SRSS Provider case worker to ensure the minor's needs are being met.

The Department has developed a *Fact Sheet for Community Link Carers* to explain their role and responsibilities with respect to the minor. The fact sheet is provided to the Community Link Carer by the Child Welfare Support Officer at the time the Community Link Assessment is undertaken. For more information on Community Links refer to 9.3 Accommodation with Community Links.

13.5 Responsibilities of SRSS Providers Caring for UAMs (IGOC and non-IGOC Minors)

Band 2

Where a minor is placed in the day-to-day care of an SRSS Provider in the community, the SRSS Provider will have primary responsibility for providing, and making decisions relating to, the day-to-day care and welfare of the UAM within the parameters of Band 2 of the SRSS Program.

Where a UAM is placed in the care of an SRSS Provider's sub-contracted agency, the sub-contracted agency has the same primary responsibilities outlined above. However, the SRSS Provider will continue to have overall responsibility of the services delivered to the UAM under their SRSS Provider contract and the OPM.

In situations where a UAM is placed in the care of a sub-contracted agency, the Department's expectation, is that the SRSS Provider will work closely with the sub-contracted agency to provide guidance about decisions relating to the care and welfare of a UAM. This should occur within the parameters of the contractual relationship between the SRSS Provider and the sub-contracted agency where appropriate.

Only one SRSS Provider will be responsible for a UAM at any time. In addition, where a UAM identifies a relative or other Community Link but is placed in the care of an SRSS Provider in a UAM house, only the SRSS Provider has care and welfare responsibilities in relation to the UAM. While the UAM may be encouraged to build a positive relationship with their Community Link, the Community Link has no legal standing in relation to the UAM and no decision making responsibilities.

SRSS Providers are also responsible for ensuring that Community Link Carer and Custodian arrangements remain suitable, that any changes are reported to the Department and that Community Link Carers and Custodians are aware of their reporting and decision making responsibilities.

The Custodian must seek the IGOC delegates consent for non-routine matters affecting the minor and notify the IGOC delegate of certain events. Custodian information will be recorded in the Service Provider Portal and SRSS Providers will be able to view this information.

An SRSS Provider's authority to make decisions and report incidents for both IGOC minors and non-IGOC minors arises from the Department's responsibility to take reasonable care towards persons who the Department is detaining in immigration detention, including Bands 2-3.

Community expectations and behaviour

In their role as Carers and Custodians, the Department expects SRSS Providers and Community Links to help guide minors to build self-agency and develop independent living skills. Carers and Custodians play an important role in assisting minors to understand community expectations in Australia, including relevant laws. The Department's view is that a Custodian or Carer should take steps to prevent a minor causing loss, harm or damage to others. A Carer or Custodian should act in a manner that a reasonably prudent person would, which will depend on all the relevant circumstances, including practices prevailing in the community and the common understanding of what is practicable and what is to be expected.

The Department considers that, in each case, a Carer or Custodian who suspects a minor has or may engage in illegal activity should bring this to the attention of the IGOC delegate immediately. They must document each step they take to manage the minor's behaviour in order to demonstrate that they have taken all reasonable care to prevent the minor from engaging in illegal activities and causing harm. This could include recording all of the warnings and directions given to the minor in relation to their behaviour and possibly providing a written warning to the minor. If the minor's conduct is serious and persistent, more positive steps should be taken by the Carer or Custodian. This will include discussing the situation with the IGOC delegate and subsequently informing the police.

While Custodians and Carers need to act in the best interests of the minor, there may not necessarily be a conflict between this obligation and the obligation to report criminal activity to the police. This is because it

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would not be in the best interests of the minor in the long term to allow them to continue to engage in illegal activity, although what is in the best interests of a particular minor needs to be considered on a case-by-case basis having regard to all the circumstances.

If a Custodian or Carer is uncertain about what their obligations are in a particular case, they should discuss this with the IGOC delegate to determine what they are required to do in the circumstances.

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13.6 Decision Making for Minors in the SRSS Program

SRSS Providers provide support to unaccompanied minors (UAMs), and other minors, through the SRSS Program. Some of this support is provided by Case workers or Carers. Where an unaccompanied IGOC minor is placed in Band 2 or 3, the SRSS Provider will also fulfil the role of 'Custodian' for that child, as defined under the IGOC Act. UAMs in Band 1 are in the custodianship of the Department.

When making decisions for minors, SRSS Custodians and Carers must consider a range of factors. Below are several considerations that should be taken into account in any decision that affects a minor. They are relevant where the decision is to do with the particular minor and also where the decision is a more general one that will impact on minors in the SRSS Program.

Consideration should be given to the minor's:

- individual circumstances
- age, maturity and any specific vulnerabilities (e.g. physical or mental health concerns)
- best interests
- opinion and wishes.

The importance of family unity and reunification (unless there are concerns for the minor's welfare) should also be considered.

The opinions of the affected minor(s) should be taken into account whenever possible when decisions are made. Including children in decision making promotes the development of children's resilient, compliance and self-agency, and contributes to the protection of children from abuse. This is an important way in which we can engage them in the SRSS Program, improve their self-agency and help to protect them from harm. It is important, however, that minors are not given false expectations. They must be given a clear understanding that, while their opinions will be taken into consideration, they must be weighed against many other factors and the outcome will not necessarily be the one they most wanted.

Other factors that must be considered include:

- the needs and wishes of adult family members who are caring for the minor;
- the parameters and integrity of the SRSS Program
- the Child Safeguarding Framework
- legal frameworks, including the *Migration Act 1958*
- the IGOC Act and Regulations where relevant
- the best interest of the Australian community.

Decision makers should record in the SRSS recipient's Case Plan what factors were taken into consideration in the decision. The minor should be advised of the outcome and, if it was not their preferred outcome, how that decision was reached.

13.6.1 When Can a Minor Make Their Own Decisions?

There are a number of matters that must be escalated to the Department or IGOC delegate for decision, under the IGOC Act. These are outlined in this Manual.

In other circumstances, and where the matter is routine or day-to-day, minors can make their own decisions and provide consent for themselves if they are able to understand the consequences of an issue and the options available to them. This will depend on a range of factors, including the age, maturity and experience of the individual minor.

Where a minor cannot provide their own consent, routine day-to-day decisions about a minor's care and welfare can be made by their Custodian or Carer. Non-routine matters must be referred to the IGOC delegate. Refer to 13.6.6 Summary Table of Who May Provide Consent in Certain Circumstances for IGOC and non-IGOC UAMs.

With respect to medical treatment in particular, it is the responsibility of the medical practitioner to determine who can provide consent, including if the minor can provide consent for themselves. Departmental officers, Custodians, Carers and relatives are able to support and counsel the minor but may not be able to make a decision for them. A medical practitioner has a duty of care in relation to the child and may decide for themselves that they have the legal authority to proceed with the proposed treatment.

13.6.2 Routine Decision Making Responsibilities for UAMs

Band 2-3

SRSS Providers or Community Link Carers and Custodians can make routine and day-to-day decisions relating to minors including:

- school enrolment
- school excursions, unless they involve inter-state travel or an inherent risk
- extra-curricular activities such as sport or music, but not activities that involve an inherent risk
- curfews and house rules
- minor non-emergency health care (where the minor lacks the capacity to make their own decisions)
- social activities.

In providing for the minor's day-to-day care, the Department's expectation is that Carers and Custodian will, taking into account the age and maturity of the minor, encourage the minor to develop and enhance their independent living skills, particularly as the minor gets older. This may include giving minors the freedom to make some of their own decisions on day-to-day matters, within the boundaries of this OPM and any house rules.

Non-routine decisions must be escalated to the Department for decision. Refer to 13.6.3 Non-Routine Consent Decisions for more information.

13.6.3 Non-Routine Consent Decisions

Bands 2-3

SRSS Providers are required to escalate non-routine decisions to the Department for decision, including certain decisions for IGOC minors which must be made by the IGOC delegate in line with the IGOC Act and IGOC Regulations.

Consistent with the Department's duty of care towards persons in immigration detention, the SRSS Provider must consult the Department for non-routine matters for IGOC and non-IGOC minors, including those accommodated with Community Links. Non-routine matters include:

- temporary stays away from the house, including school camps, sleepovers and holidays, even if only for one night
- participation in risky activities
- allowing the minor to temporarily live with another person
- any change in household composition or care arrangements

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- interstate travel either with the Carer/Custodian, another person or on their own
- medical assistance of a serious or critical nature.

Refer to 13.6.1 When can a minor make their own decisions for more information on medical consent decision.

13.6.4 Making Decisions and Providing Consent for Non-IGOC UAMs

In many cases, a non-IGOC minor will have no legal guardian in Australia, however, in practice, there is rarely any difficulty in providing consent for non-IGOC minors. refer to 13.4 Care of Non-IGOC UAMs for more information.

In many cases, older minors, particularly those who are 16 or 17 years of age, will often have sufficient maturity to make their own decisions. Where a minor lacks the maturity or capacity to provide their own consent, the Carer should explain the minor's situation to the person seeking consent, who may accept the consent of another family member, the SRSS Provider Carer or the Department. The Department can also be involved in this discussion. If it is necessary for the parents overseas to provide consent, please contact the Department for further advice.

For more information on who can provide consent, refer to 13.6.6 Summary table of who may provide consent in certain circumstances for UAMs in Bands 2 for more information.

13.6.5 Developing Solutions where there is Disagreement or Uncertainty on the Appropriate Approach in a Particular Matter

Bands 2-3

From a practical perspective, where there is disagreement about the appropriate approach or decision, the Department will, where practicable, engage with the SRSS Provider or Community Link to develop an agreed approach.

Where the disagreement on the appropriate approach or decision in relation to a particular UAM is between the SRSS Provider and a Community Link, the matter should be escalated to the Department (through the CPON Officer) for discussion and decision. The Department's expectation is that this will generally only occur in relation to significant matters, and that the Community Link and the SRSS Provider will seek to reach a mutually agreeable outcome for routine matters.

If a Community Link or SRSS Provider for a UAM is unclear on whether a matter should be escalated to the Department, or feels that a particular decision in the circumstances is more appropriately made by the Department, they should escalate the matter to the Department through the SRSS Provider and the CPON Officer for discussion.

13.6.6 Summary Table of Who May Provide Consent in Certain Circumstances for UAMs in Bands 2

The information in the following table is a brief summary of who can provide consent for IGOC and non-IGOC minors in particular circumstances.

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Issue	Who can provide consent?	
	IGOC minor	Non-IGOC minor
Temporary/Overnight stays of three nights or less	Status Resolution Officer	Status Resolution Officer
Temporary/Overnight stays of more than three nights	The departmental IGOC delegate	The Department (and CPON Officer)
Placing the minor in the care of another person or changing Custodian	The departmental IGOC delegate	The Department (and CPON Officer)
Interstate travel of any length of time	The departmental IGOC delegate	The Department (and CPON Officer)
Photographs of the SRSS recipient which may become publicly available	The departmental IGOC delegate	The Department
Media enquiries relating to the SRSS recipient	The departmental IGOC delegate	The Department
General medical assistance – minor or routine in nature	The minor if they have sufficient maturity and intelligence to understand the decision. Otherwise, the Custodian, at the discretion of the medical practitioner.	The UAM if they have sufficient maturity and intelligence to understand the decision. Otherwise, the Carer, at the discretion of the medical practitioner
General medical assistance – serious or critical in nature (non-routine)	The minor if they have sufficient maturity and intelligence to understand the decision. Otherwise, the departmental IGOC delegate, at the discretion of the medical practitioner.	The UAM if they have sufficient maturity and intelligence to understand the decision. Otherwise, a person with responsibility for the minor, at the discretion of the medical practitioner.
Medical emergency	Usually no person is required to provide consent as medical treatment can be given in an emergency without consent. The departmental IGOC delegate should be informed as soon as practicable.	Usually no person is required to provide consent as medical treatment can be given in an emergency without consent. The Department should be informed as soon as practicable.
Enrolment in school	The Custodian	The Carer
School excursions & gym membership (other than those involving risky activities)	The Custodian	The Carer
Engagement of legal assistance (other than IAAAS)	Escalate to the Department for discussion	Escalate to the Department for discussion
Consenting to high risk activities	The departmental IGOC delegate	The Department
Consent to low-risk activities (for example, after-school activities not funded by the SRSS Program)	The Custodian	The Carer

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Part 14 – Other

14.1 SRSS recipient Privacy

14.1.1 Media

Any approaches by the media towards an SRSS Provider or an SRSS recipient should be reported to the Department in line with incident reporting protocols. SRSS Providers are restricted from releasing or sharing information about SRSS recipients or the SRSS Program, without departmental approval. If it becomes known after the fact that an SRSS recipient has engaged with the media, this should also be reported via the Incident Reporting Hotline.

Bands 1-2

UAMs cannot participate in conversations or activities which involve the media without prior approval from the Department.

Band 1 SRSS Providers should liaise with the DSP in the event of any media interest or requests regarding SRSS recipients in their care.

Band 2 SRSS Providers must advise any such requests via an 'Escalation – Issue' in the Service Provider Portal to the CPON officer and update the recipient's Case Plan.

Bands 3-6

Whilst SRSS recipients (apart from UAMs in Band 1 and 2) are not restricted from talking to the media or having their photograph taken, the SRSS Provider should discuss with the SRSS recipient the possible implications of being identified in the media to ensure they are making an informed decision. SRSS Providers, as well as Status Resolution Officers, as part of their initial orientation discussion with the SRSS recipient, should make them aware of the potential risks, to them and their family, of agreeing to such requests (particularly if they are claiming asylum).

14.1.2 Photographs

Bands 1-2

School Photos

To protect the privacy and security of SRSS recipients in Bands 1-2 they should not be included in any school photographs that can be made public without the approval of the Department. SRSS Providers should seek approval via an 'Escalation – Issue' in the Service Provider Portal and update the recipient's Case Plan. It may be appropriate for individual photos to be taken as part of an official school photo Program, subject to departmental approval and the consent of the IGOC delegate. However, the UAM should not be included in group photos or a collage of individual photos because of the possibility of wider circulation of such photos.

UAMs may be photographed taking part in school activities, where there is a possibility of the photos being included in internal publications such as newsletters. In such situations, a copy of the photo and details of the publication should be forwarded via an, 'Escalation – Issue' in the Service Provider Portal for review and decision by the CPON Officer and updated in the recipient's Case Plan.

Bands 3-6

The decision to allow children to participate in events or activities, which may attract media attention, is up to the parents of the children involved and the Department would not override a parent's decision. Additionally, SRSS Providers are required to ensure parents are aware of the risks associated with images of their children being included in a publicly available forum and the possible implications, to ensure their decision making is informed. The cost of photos should be met by the parent.

Further information and guidance on filming and the steps that need to be taken and considered when photographing children whilst in the SRSS Program see Section 11 – Care of a Minor.

14.1.3 External Organisations

People in the SRSS Program, may, at times, be of interest to organisations such as the Australian Federal Police or the IOM. The Department and the SRSS Provider must facilitate access to SRSS recipients by these agencies as appropriate, bearing in mind the need to maintain privacy for SRSS recipients.

Where an SRSS recipient is involved in court matters or assisting the Australian Federal Police, the SRSS Provider will be notified of the situation and requirements for contact, but will not necessarily be provided with the specific details surrounding the matter itself.

If an SRSS Provider receives a direct request for access to an SRSS recipient, they should redirect the request to the Department via an 'Escalation - Issue' Activity in the Service Provider Portal (CPON) for consideration and update the recipient's Case Plan.

The SRSS Provider can find further information on IOM at www.iomaustralia.org and contact IOM via email at IOMCanberra@iom.int

14.2 Translating and Interpreting

SRSS Providers are responsible for the provision and costs of NAATI accredited interpreters and translators, in circumstances where their use is appropriate to the importance or sensitivity of the communication. The use of a professional interpreter with NAATI accreditation (Level 3 or above) is required when assisting SRSS recipients to access legal or medical services (including Torture and Trauma counselling), or where there is a particular need for the SRSS recipient's confidentiality.

SRSS recipients are not eligible to access fee-free services under the Department's Translating and Interpreting Service (TIS); however, SRSS Providers may make arrangements to use these services on commercial basis at their own cost.

SRSS Providers must ensure all essential written communication is translated into a language understood by the SRSS recipient, including legal documentation such as declarations, emergency information, contact details for emergency services and household safety information. Further requirements regarding communication with SRSS recipients are outlined in the Schedule of Services.

Translating and interpreting costs incurred during torture and trauma counselling sessions are to be invoiced to the Department as s. 47E(d) (refer to s. 47E(d)).

Translating and interpreting costs associated with SRSS recipients who are independently accessing medical and legal services, (where the SRSS Provider has not been involved in the provision of these services) will be funded by the Department. SRSS Providers must facilitate the use of professional interpreters with NAATI accreditation (Level 3 or above) when assisting SRSS recipients in the use of an interpreter. Invoices must be submitted to the Department as a s. 47E(d) for the appropriate band with supporting documentation.

All other translating and interpreting costs are the responsibility of the SRSS Provider.

Use of bilingual staff

SRSS Providers may choose to use bilingual workers for day-to-day interactions with SRSS recipients. When deciding on using bilingual workers for interpretation, SRSS Providers must take into account the SRSS recipient's needs and the content of the discussion. Other SRSS recipients or family members may also be used as interpreters for every day discussions with the recipient, where the SRSS recipient gives their consent.

Communication with the Department

The use of TIS by the SRSS recipient is covered when communicating with the Department, for example the BVE Reporting line. Any communication provided to the SRSS recipient by the Department will include information on how to access TIS when contacting the Department.

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14.3 Death of SRSS recipient and funerals

SRSS Providers must immediately inform the Department of any death, via the incident reporting hotline **1800 177 105 – Option 3**.

Where an SRSS recipient has passed away, SRSS Providers may be asked to assist with funeral arrangements and supporting family members. SRSS Providers should contact SRSS Operations via email or phone to discuss these matters.

In the event of a death, SRSS Providers should also ensure that, subject to the relevant state or territory protocols, all relevant religious and spiritual customs are recognised and respected, which may include having an appropriate religious representative attend the SRSS recipient's property.

Notification of death to the next of kin

In the event of a death in the SRSS Program, the Department is responsible for notifying any next of kin located in immigration detention. Where news of the death of an SRSS recipient is to be passed onto a close relative or member of extended family (as defined by cultural values) who is in immigration detention, the Department must make arrangements for the person to be notified as soon as possible in an appropriate and caring manner. Notifications of an SRSS recipient death to non-relatives or relatives not in immigration detention (such as overseas), is the responsibility of the agency managing the incident, for example the police or hospital.

Where news of the death is to be relayed to a person in the SRSS Program, the Department will liaise with Status Resolution Officers (or SRSS Provider in Band 6) to ensure support networks are put in place prior to the news being passed on.

Funeral and burial arrangements

It would be expected that SRSS Providers first liaise with the SRSS recipient's family to discuss funeral arrangements, including whether the family can fund the funeral in full or in part. If not, the SRSS Provider should ensure the deceased person's family speak with their relevant community group to try to source the required funds.

State and territory governments may provide assistance with funeral and burial arrangements. SRSS Providers should assist the deceased SRSS recipient's family to make an application through state and territory governments.

Cost associated with repatriation of a deceased person will not be covered by the Department.

Property and money

The deceased SRSS recipient's possessions are not to be disposed of by the SRSS Provider until advised to do so by the Department, as they could be required for a coronial investigation.

Once authorised to do so, the SRSS Provider can release the deceased SRSS recipient's possessions to the next of kin as advised by the responsible agency. SRSS Providers should liaise with SRSS Contract Management on a case-by-case basis when the next of kin is not known.

14.4 SRSS recipient Feedback Policy

SRSS Providers should facilitate and support an SRSS recipient's ability to provide compliments or complaints about the care and welfare they are receiving while in the SRSS Program.

It is important that SRSS Providers implement their own mechanisms for handling SRSS recipient feedback including providing information in languages understood by recipients. This information should include guidance for recipient's on how to escalate matters to the Department where required and information about the Department's Global Feedback Unit. SRSS Providers should support SRSS recipients to provide feedback about their SRSS Program experience to the Department's Global Feedback Unit.

SRSS Providers should assure SRSS recipients that their feedback, including complaints, is valued and will be responded to where they wish to identify themselves. If they wish, they can also remain anonymous. SRSS recipients should also be advised that all complaints will be taken seriously, and will contribute to continuously improving the Program. SRSS recipients should be re-assured that there will be no impact on their immigration status or placement within the SRSS Program as a consequence of making a complaint.

SRSS Providers should encourage SRSS recipients to raise any status resolution issues directly with their Status Resolution Officer and use the Global Feedback Unit for other complaints or feedback.

In line with the Department's child safeguarding principles all children, their families and carers should be made aware of and have access to safe mechanisms to report any complaints, concerns or allegations of child abuse.

14.5 Pet Ownership

SRSS recipients must ensure there are no clauses in their tenancy agreement which would prevent or restrict a pet from residing at a property. In addition, they must obtain confirmation from the landlord there are no other pet restrictions for the property or suburb, such as: cat containments, owners' corporate or other legislation.

All costs associated with pet ownership, such as council registration, microchipping, de-sexing surgery, food, veterinary checks and associated costs, vaccinations, equipment, toys, bedding or other accessories will not be covered by the Department. The recipient must cover the full cost of the purchase, care and maintenance of the animal.

Any requests for Financial Hardship Assistance, to assist in the purchase of any of the above items, will not be approved. Requests for Financial Hardship Assistance, where the recipient has spent their available living allowance on pet items, will also not be approved. Any costs incurred due to property damage from the animal, will not be covered by the department. The SRSS recipient will be responsible for all damage repair costs.

Bands 1-4

SRSS Bands 1-4 recipients may own a pet if permission is granted by both the department and the landlord. Approval for pet ownership must be sought from both the department and the landlord before a pet is purchased. In some cases, recipients may be required to provide evidence to demonstrate that they can cover the costs involved in pet ownership.

Requests to the Department should be submitted to CPON.

Bands 5-6

SRSS Bands 5-6 recipients only require approval from their landlord for pet ownership, as per community standards.

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Part 16 – Attachments

16.1 Glossary of Terms

The following terms and their given meaning are used in this instruction.

Term	Definition
Accommodation Suitability Assessment (ASA)	An assessment of an SRSS recipient's proposed accommodation and Community Link, performed by the SRSS Provider in accordance with the Schedule of Services and the SRSS Operational Procedures Manual. It is conducted to ensure that the proposed accommodation is liveable and that the Community Link is willing and able to provide suitable accommodation to the SRSS recipient.
Administrative Appeals Tribunal (AAT)	The AAT Migration and Refugee Division review decisions made by officers of the Department of Home Affairs to refuse or cancel visas.
Alternative Places of Detention (APODs)	Places approved in writing by the Minister, or his/her delegate, where a person may be kept in Immigration Detention other than at an Immigration Detention Centre. Alternative Places of Detention include, but are not limited to, Immigration Residential Housing, Immigration Transit Accommodation, hospitals, nursing homes, mental health facilities, hotels and motels.
Asset	Any item of tangible or intangible property, leased, created, or otherwise brought into existence either wholly or in part in providing the Services, or performing the SRSS Provider's Obligations under the Contract, but does not include perishable items such as food or consumables (including medicines).
Asylum Seeker	A person who has left their country of origin, has applied for recognition as a refugee or sought protection on Complementary Protection grounds and is awaiting a decision on their application.
Baby Items Package	The additional package of goods provided to families with babies. It is a component of Basic Household Goods designed specifically to meet the needs of families with new or young children. Details of pre-approved expenditure and items are contained in the SRSS Operational Procedures Manual.
Band	One of the six categories of SRSS recipient groups determined by the Department which determine the SRSS recipient's eligibility for Services.
Band 6 Application	An application from a person residing in the community to be considered for Band 6 support through the SRSS Program.
Basic Household Goods (BHG)	The household items that the SRSS Provider must provide to Band 2 and 3 recipients. Basic Household Goods must be installed in Provided Accommodation prior to the arrival of the SRSS recipient's at their accommodation, in accordance with the Schedule of Services and the SRSS Operational Procedures Manual.
Basic Starter Package	The basic food and cleaning products that the SRSS Provider must provide to Band 3 and eligible Band 4 SRSS recipients who have exited Held Detention immediately on arrival in Provided Accommodation in accordance with the Schedule of Services and the SRSS Operational Procedures Manual.
Bridging Visa	The form of Visa issued by the Department, and has the same meaning as in the <i>Migration Act 1958</i> (Cth). Without limiting the definition of Bridging Visa under this Contract, Bridging Visas are granted by the Minister or the Department to Asylum Seekers to allow them to lawfully exit Immigration Detention and live in the community.

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Term	Definition
Business Day	A day that is not a Saturday, Sunday or public holiday in the Australian Capital Territory or the Contract Region in which the Services are being supplied.
Carer	An employee or other Personnel of the SRSS Provider who gives substantial, continuing and direct assistance to Minors. Community Links and other family can also be Carers. The Department refers to the SRSS Provider or individual charged with the day-to-day care of non-IGOC UAMs in Band 2 as a 'Carer'.
Case	A single SRSS recipient or family group as identified by the Department.
Case Coordination	Integrated support to help SRSS recipients while in the SRSS Program, including support to connect SRSS recipients to appropriate services. It is delivered on a needs basis.
Case Plan	A detailed report which outlines a strategy to support a Case – an SRSS recipient or family group.
Case Worker	A person who is employed by the SRSS Provider to provide case coordination Services to SRSS recipients as detailed in the Schedule of Services and the SRSS Operational Procedures Manual.
CDT	Community Detention Team
Child protection incident	A child protection incident is a known occurrence of child abuse, or reasonable suspicion of child abuse occurring.
Child safeguarding	The actions that the Department or its contracted service providers takes to promote the safety and wellbeing of children in its care, and to protect them from harm.
Child Safeguarding Inquiry	Following an Initial inquiry, a Child Safeguarding Inquiry is instigated by a senior accountable officer where considered appropriate. It follows the Triple Track Approach and is an internal process which does not impede upon the investigative authorities of state and territory child welfare authorities, and law enforcement bodies.
Child wellbeing	Wellbeing is the ability for a child to realise his or her own potential, or 'self-agency', to better cope with the normal stresses of life, to live and learn productively and to be an active part of a community.
Child Wellbeing Assessment	An assessment that is undertaken independently from the process related to incident reporting that focuses on the ongoing wellbeing of children and builds protective environments designed to enhance children's social, physical, learning, behavioural, and emotional development.
Code of Behaviour	An expression of expectations about how certain subclass 050 bridging (general) Visa holders must behave while in Australia. Certain persons must sign the Code of Behaviour before the Visa is granted.
Commonwealth	The Commonwealth Government of Australia.
Community Link	A person in the Australian community who is a family member or close friend of an SRSS recipient who is willing to offer support such as accommodation to that SRSS recipient.
Community Link Carer	When a UAM is living with a Community Link, the Community Link becomes the Carer for the minor and will provide for their day to day care and welfare.
Contract	The agreement the Department has entered into with the SRSS Provider, under which the SRSS Provider will provide the Services and includes all the Attachments, any annexures or schedules, and any document expressly incorporated.
Contract Administrator	The Assistant Secretary of Community Support Branch, in his/her role as departmental representative nominated in the SRSS contracts and in strategic management of the contracts.

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Term	Definition
Contract Manager	A departmental officer within the SRSS Contract Management team involved in the day to day administration and management of the SRSS Contracts.
Crisis	Is any event that is, or is expected to lead to, an unstable and dangerous situation affecting an individual, group, community, or whole society.
Critical Incident	An Incident determined to be critical by the Department, as outlined in the relevant departmental Incident reporting protocol.
Custodian and Custodianship	The same meanings as set out in the Immigration (<i>Guardianship of Children</i>) Act 1946 (Cth). A Custodian might be a person or entity the Minister or IGOC delegate has assessed as suitable and willing to provide the day-to-day care for an IGOC minor. In most cases, the custodian is a contracted service provider. Refer to the SRSS Operational Procedures Manual for further details.
Deduction	A deduction from an SRSS recipient's Living Allowance made by the Department of Human Services upon authorisation from the Department.
Department	The Commonwealth of Australia as represented by the Department of Home Affairs or any Department, agency or authority of the Commonwealth which is responsible from time to time for administering the Contract.
Departmental delegate	An employee of the Department of Home Affairs who is a delegate of the Minister for the purposes of the Migration Act 1958.
Dependent Child Allowance	An allowance that may form part of the SRSS Payment, it is a percentage of Centrelink's Family Tax Benefits.
Detention Health Service Provider (DHSP)	The contracted provider of all health and medical services to people in Immigration Detention, both Held Detention and in the community under Residence Determination arrangements.
Detention Service Provider (DSP)	An organisation contracted by the Department to provide services at Immigration Detention Facilities.
Status Resolution Officer	An officer of the Department who engages with SRSS recipients to overcome barriers to resolving their immigration status.
Direct Recipient Costs	The reimbursable costs associated with providing Services to SRSS recipients. Costs will only be reimbursed if they have been preapproved by the Department in writing.
Documentation	Any documentation to be provided by the SRSS Provider under the Contract, including any Material specified as Documentation in Attachment A (Statement of Requirement).
Duty of Care	Without limiting the definition of duty of care under Law, the legal Obligation which is imposed on an individual or entity requiring that they or it adhere to a standard of reasonable care.
Eligibility Criteria	The criteria for deciding whether a person is eligible to receive an SRSS Payment.
Emergency	A serious, unexpected, and often dangerous situation requiring immediate action.
Emergency Accommodation	Provided Accommodation for eligible SRSS recipients in Band 5. Emergency Accommodation is available for up to two weeks and it requires departmental approval. Extensions are available in exceptional circumstances only.
Emergency Relief	Assistance provided to eligible SRSS recipients in an immediate financial crisis situation in accordance with the SRSS Operational Procedures Manual.
English as a Second Language (ESL) training	A program course which provides English language tuition to people from non-English speaking backgrounds.

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Term	Definition
Escalation	Tasks / activities that are raised by an SRSS Provider or a departmental officer that are for the purposes of escalating specific events to the Department for further action e.g. identity issues, Assisted Voluntary Return request, changes to family composition, etc.).
Essential Registrations	Assistance provided by the SRSS Provider to register for services, such as Medicare, obtaining bank accounts, enrolling in schools (for some recipients) and also Human Services for a Living Allowance (for Bands 2 to 6 where eligible) consistent with the Schedule of Services.
Exit Checklist	A checklist to be completed by the SRSS Provider, with the SRSS recipient, when an SRSS recipient is exiting Band 2 or 3 Provided Accommodation. It must provide assurance that the SRSS recipient has met their responsibilities prior to exiting and they have exited in accordance with the timeframes stipulated in the Schedule of Services.
Expenses	Any expenses payable by the Department to the SRSS Provider as set out in, or calculated in accordance with, Attachment B (Contract Charges and Expenses).
Family Group	<p>Defined in policy to better enable departmental officers to make decisions about a person's placement. Making rational decisions based on policy is important so family groups are not at risk of being separated. Departmental officers should also refer to Case Management Policy (Placement Review Guide) to assist them with making a decision.</p> <p>Departmental officers should consider two aspects when determining the family group:</p> <ul style="list-style-type: none"> – immediate family members in relation to the principal member* of the family group – other exceptional situations. <p>*The 'principal member' of the family group is the Protection visa application's principal applicant.</p> <p>A number of decision making guidelines are provided below to help departmental officers make rational decisions. The decision making guidelines for immediate family members should be used primarily. The other decision making guidelines become considerations if such situations arise.</p>
Financial Hardship Assistance	Assistance provided to eligible SRSS recipients in an immediate financial crisis situation in accordance with the SRSS Operational Procedures Manual.
Goods	Any Goods required to be provided by the SRSS Provider to either the Department or an SRSS recipient.
Held Detention	Where a person is physically held in an IDF.
IGOC Act	The <i>Immigration (Guardianship of Children) Act 1946</i> (Cth).
IGOC delegates	<p>An IGOC delegate is a person who is delegated, under section 5 of the IGOC Act, certain guardianship powers and functions of the Minister.</p> <p>An IGOC delegate can be an officer of the Department of Home Affairs (the Department), or of a state/territory government authority, who has been delegated by the Minister in the IGOC Instrument of Delegation.</p>

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Term	Definition
IGOC Minor	<p>'IGOC minor' is the policy term used to describe a minor for whom the Minister is the legally recognised guardian under the IGOC Act. IGOC status is assessed based on the minor's circumstances at the time of arrival in Australia. Under the IGOC Act, the Minister is the legal guardian of a child who fulfils all of the following criteria (with some exceptions):</p> <ul style="list-style-type: none"> – is not an Australian citizen – is less than 18 years of age – intended to become a permanent resident of Australia when they entered Australia – did not enter Australia in the charge of, or for the purposes of living in Australia under the care of, a parent, or a relative who is 21 years of age or older.
IHMS	International Health Medical Service
Illegal Maritime Arrival (IMA)	A person who arrives in Australia by a form of maritime transport without a valid visa.
Immigration Detention	The same meaning as in the <i>Migration Act 1958</i> (Cth).
Immigration Detention Facilities (IDF)	Comprise of Immigration Detention Centres (IDC), Immigration Residential Housing (IRH), Immigration Transit Accommodation (ITA) and Alternative Places of Detention.
Immigration Residential Housing (IRH)	A form of Alternative Place of Detention.
Immigration Status Resolution	<p>Stages within the immigration status resolution process aimed at facilitating an immigration outcome. These stages include:</p> <ol style="list-style-type: none"> 1. Primary Decisions or Merits Review; 2. Judicial Review or Ministerial Intervention; and 3. Finally Determined. <p>Primary Decisions Merits Review Stage People's status resolution pathway is relatively simple if they are waiting for the primary decision or a merits review of that decision. For example, a person without work rights may not have an income and only have limited savings. Therefore, they may need the Living Allowance so they can resolve their immigration status. A person's continued eligibility is based on their active engagement with the Department to resolve their immigration status.</p> <p>Judicial Review or Ministerial Intervention Stage People who have sought Judicial Review or Ministerial Intervention should be assigned a Status Resolution Officer or a CSR Officer, as well as people who are at high risk of non-compliance. Departmental officers should monitor a person's immigration pathway and their level of engagement with the Department. Departmental officers can provide SRSS recipients with tangible milestones to inform decisions about their engagement. Departmental officers may change or cease SRSS Services if an SRSS recipient consistently fails to meet the agreed milestones.</p> <p>Finally Determined People with no right to remain, but cannot be removed voluntarily or involuntarily, are eligible for SRSS Services if certain milestones are</p>

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Term	Definition
	<p>met. The Status Resolution Case Plan sets-out the milestones and expectations for SRSS recipients on a negative-pathway. People on a removal pathway are required to actively demonstrate their engagement using the Status Resolution Case Plan. The Status Resolution Case Plan ensures that people who have received a decision are taking responsibility to resolve their immigration status. To be eligible for SRSS Services, individuals need to agree to the steps they will take to resolve their immigration status in the Status Resolution Case Plan.</p> <p>Those who do not leave Australia simply because they refuse to, are generally only allowed work rights, with additional health support on an exceptional basis. In line with the status resolution principles, people who refuse to return home when they have no right to remain, are not cooperating with the Department. Therefore, they do not meet the eligibility criteria. SRSS Services for these people may be limited so they are not encouraged to remain in Australia without the right to do so.</p>
Incident	Includes any Critical Incident, Major Incident, Minor Incident and any Notifiable Incident.
Independent Accommodation	Accommodation funded and maintained by the SRSS recipient.
Independent Observer	The SRSS Provider Personnel who provide Independent Observer Services.
Independent Observer Services	The Services described as such in the Schedule of Services designed to support the wellbeing of eligible SRSS recipients (Unaccompanied Minors and other SRSS recipients as determined by the Department) while they undergo formal interviews.
Individual Management Plan	A Case Plan managed by the Detention Service Provider.
Initial Inquiry	An internal process undertaken by any departmental officer or contracted service provider who has a reasonable belief that a child has been harmed or is at risk of harm. The officer documents observations, information and disclosures, and escalates it to the relevant senior accountable officer, who will make an assessment.
Initial Payment	The initial allowance an SRSS Provider provides to an SRSS recipient in Bands 2 - 4 on exit from a Detention Facility until registered with Human Services who will make subsequent payments.
In-kind Support	Quantifiable goods or services that are provided to SRSS recipients in place of currency to aid or support them. Examples are material aid and food.
Law	Any applicable statute, regulation, by-law, ordinance or subordinate legislation in force from time to time in Australia, whether made by a State, Territory, the Commonwealth, or a local government, and includes the common law as applicable from time to time.
Liability	Any liability (whether actual, contingent or prospective), including for any Loss, irrespective of when the acts, events, circumstances or things giving rise to the liability occurred or existed.
Living Allowance	The financial assistance provided to an SRSS recipient by the Commonwealth to assist that SRSS recipient to meet their day to day cost of living.
Lodgement	The receipt of a Protection visa application.
Loss	All losses, liabilities, damages, fines, costs, interest, fees and expenses, including:

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	<ul style="list-style-type: none"> – legal costs and expenses on a solicitor/own client basis, disbursements, costs of investigation, litigation, settlement, judgment interest and penalties – the value of internal management and staff time assessed according to overhead costs with no profit margin, even if the affected Personnel would not have been engaged in profitable work – the cost of taking reasonable, preventative, protective remedial or mitigating action; – the cost of obtaining any replacement products or services to rectify, remedy or mitigate the damage caused by the relevant event – any amount paid by the Department for any breach of the privacy of an individual, being a reasonable amount as compensation for loss or damage for which the Department would have been liable under the <i>Privacy Act 1988</i> (Cth) if such a breach had been that of the Department.
Major Incident	An Incident determined to be major by the Department, as outlined in the relevant departmental Incident reporting protocol.
Material	Documents, equipment, software, goods, computer file, design, know-how, information and data stored by any means, and the subject matter of any category of Intellectual Property Right.
Meaningful Engagement	A service provided under the SRSS Program, where the SRSS Provider assists SRSS recipients to engage in relevant to build their skills, resilience and independence.
Minister	The Minister for Home Affairs
Minor	A person: <ul style="list-style-type: none"> (a) who is under the age of 18; or (b) whom the Department treats as under the age of 18 in the absence of documentary evidence confirming that person's age.
Minor Incident	An Incident determined to be minor by the Department, as outlined in the relevant departmental Incident reporting protocol.
Movement	The movement of an SRSS recipient between Bands, SRSS Providers or locations. This Service is also described as a transfer between Bands, SRSS Providers or locations.
National Police Check	The police check SRSS Provider Personnel must undergo before performing Services, as described in the Schedule of Services. National Police Checks are also required for Community Links proposed to care for Unaccompanied Minors.
Non-IGOC Minor	Under policy, a non-IGOC minor is an unaccompanied minor who arrives in Australia in circumstances that are not specified in the IGOC Act. Unlike IGOC minors, non-IGOC minors might have no legal guardian in Australia. Their legal guardian may continue to be their parent/s in their country of origin.
Notice	A notice, demand, consent, approval or communication issued under the Contract that: <ul style="list-style-type: none"> (a) is sent in accordance with clause 65 of the Contract; and

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	<p>(b) if the context requires, is sent in accordance with the Schedule of Services and SRSS Operational Procedures Manual.</p> <p>Notify, Notified and Notification have a corresponding meaning. In the Service Provider Portal, Notification refers to tasks that do not require approval from the Department. These include the following task types which are implemented in the SRSS solution (Confirmation, Payment Confirmation, Interview, Assessment, Essential Registration, Escalation, Document, Note).</p>
Obligation	Any legal, equitable, contractual, statutory or other obligation, commitment, duty, undertaking or Liability, present or future.
Orientation Services	Assistance provided to SRSS recipients to support them understand and be able to navigate the environment they are in (life in the APOD or the Australian community), and their rights and responsibilities in the SRSS Program.
Other Providers	Any other entity, including contractors, consultants, service providers or other person/s engaged by the Department to assist with the development or implementation of the SRSS Program or related Programs (including other SRSS providers and other relevant service providers).
Parent	The same meaning as it has in the IGOC Act.
Party or Parties	Either or both the Department and the SRSS Provider as the context requires.
Pay Cycle	The instalment period for which Human Services makes SRSS Payments to an eligible service recipient.
Payability Decision	A decision to make an SRSS Payment to an SRSS recipient.
Payability Rate	The determination by Human Services of the amount of payment an SRSS recipient will receive.
Payment Recipient	The person identified in the Payment Request Notice sent to the Department of Human Services.
Payment Request Notice	The notification of an Eligibility Decision made by the Partner Agency.
Personal Allowance	A proportion of a UAMs Living Allowance provided to them as a Personal Allowance. The actual amount is dependent on age.
Policy	The Status Resolution Support Services Program's policy.
Preliminary Assessment	An initial evaluation performed by the SRSS Provider in accordance with the Schedule of Services to determine whether a person is likely to be eligible for Band 6 Services.
Preliminary Assessment Checklist	The checklist to determine if the person is likely to be eligible for Band 6 support. The SRSS Provider must use the checklist when performing a Preliminary Assessment of an SRSS recipient in accordance with the Schedule of Services and the SRSS Operational Procedures Manual.
Provided Accommodation	Accommodation which required to be provided by the SRSS Provider in accordance with the Contract. It is paid by the SRSS Provider. Band 2, 3 and 5 Provided Accommodation costs will be reimbursed by the Department in accordance with Attachment B (Contract Charges and Expenses).
Refugee	A person who has been found to be a 'refugee' as defined in the Refugee Convention (i.e. a person who is unable to return to their

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	home country owing to a well-founded fear of persecution for one of the Convention grounds).
Registration	The receipt and recording of SRSS recipients' information necessary for Human Services to commence dispersing an SRSS Payment.
Regular Payments	The set of payments provided to SRSS recipients by the Department of Human Services. These payments are the Living Allowance, Rental Allowance and the Dependent Child Allowance.
Removal Officer	A departmental officer who is responsible for planning and coordinating the removal of unlawful non-citizens who have no legal basis to remain in Australia.
Rental Allowance	A type of SRSS Payment, it is a percentage of Centrelink's Rent Assistance.
Rental Bond	A security deposit a tenant pays at the start of a tenancy.
Rental Bond Loan	A loan provided to the SRSS recipient by the SRSS Provider on approval from the Department to assist with bond.
Request	A task that requires approval from the Department before goods or services are rendered to the individual.
Residence Determination	A determination by the Minister under section 197AB of the <i>Migration Act 1958</i> (Cth) that a person can reside at a specified place in the community instead of Held Detention. Sometimes referred to as a 'Community Placement'. SRSS recipients subject to a Residence Determination are free to move about the community but are legally detained.
Schedule of Services	The Services required to be provided by the SRSS Provider in conjunction with the SRSS Operational Procedures Manual.
School Days	Monday to Friday inclusive, with the exception of public and school holidays.
Schooling Requirement Package	A package provided to eligible school aged children as described in the SRSS Operational Procedures Manual. It may include school uniforms, books, stationery and school bags.
Service Provider Portal	A departmental information technology system used to manage SRSS recipients and others engaged with the Department.
SRSS Operational Procedures Manual (OPM)	The document developed and updated by the Department which provides guidance and detailed procedures to assist SRSS Providers with the delivery of the SRSS Program. The guidance and procedures must be followed by the SRSS Provider.
SRSS Program	The Status Resolution Support Services' Program.
SRSS Provider	The entity contracted by the Department to deliver the Services as described in Item 1 of the Contract Details, and includes its Personnel.
SRSS recipient	A person in receipt of Status Resolution Support Services. The Department determines eligibility for Status Resolution Support Services.
SRSS Services	The set of services delivered in accordance to the SRSS Band.
Status Resolution	Determining and finalising an individual's immigration standing.
Status Resolution Support Services (SRSS) or Services	The Services, Goods, Documentation, Contract Material and other Deliverables that the Department requires from the SRSS Provider, as described in the Contract including the Schedule of Services and the SRSS Operational Procedures Manual.
State or Territory Child Welfare Authority	An agency of a state or territory to which state and territory legislation requires notification of child protection incidents.
Subcontract	The contractual or other arrangements with a Subcontractor.

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Subcontractor	A person to whom a person has subcontracted the performance of any part of the Contract in accordance with clause 29 of the Contract, including those person(s) specified at Item 9 of the Contract Details.
Substantive Visa	Any Visa other than a Bridging Visa, criminal justice Visa or enforcement Visa.
Support Recommendation	The recommendation made by an SRSS Provider regarding an SRSS recipient (or Case) for ongoing support.
Supported Accommodation	Provided Accommodation for SRSS recipients in Band 2. It includes Carer support, access to a vehicle and paid utilities and groceries as outlined in the Schedule of Services and detailed in the SRSS Operational Procedures Manual.
Suspension	A temporary stop of an SRSS Payment where a Suspension Reason has occurred. Human Services and the department can request a suspension / restore. If payment is not restored in 13 weeks, Human Services will cease the payment and notify the Department via reporting. The department will then create a stop in the portal.
Suspension Reason	A reason to suspend an SRSS Payment.
Temporary Visa	A Visa which grants permission to temporarily remain in Australia.
Term	The Initial Term plus any extension in accordance with clause 4.1 of the Contract.
Transition Out Services (SRSS recipient)	The Services described as such in the Schedule of Services and the SRSS Operational Procedures Manual, including; <ul style="list-style-type: none"> a) developing, submitting and complying with the Contract Transition Out Plan (Bands 2 - 5); b) assisting an SRSS recipient to exit a property; c) referring SRSS recipients to other service providers; d) assisting with Essential Registration; and e) other Services.
Transitional Accommodation	Provided Accommodation for SRSS recipients in Band 4. It is available for up to six weeks.
Transitional Support	The short term period of time that Band 4 SRSS recipients are entitled to receive Services through the SRSS Program.
Triple Track Approach	Principles focusing on the welfare and safety of the child, Person of Interest, and on systemic processes and learning.
Unaccompanied Humanitarian Minor (UHM)	A UHM is an unaccompanied minor who has been granted a visa offshore under Australia's Humanitarian Program or granted a permanent Protection visa in Australia. There are two types of UHM's: <ul style="list-style-type: none"> – UHM IGOC minors – UHM non-IGOC minors.
UHM Service Provider	For the purpose of the OPM, this term is used to define organisations who provide case management and/or accommodation services to minors under the UHM Program.
Unaccompanied Minor (UAM)	A Minor whom the Department deems to be unaccompanied for the purpose of this Contract.
Visa	The same meaning as in the <i>Migration Act 1958</i> (Cth).
Vulnerability	A diminished capacity to anticipate, cope with, resist and recover from the impact of a natural or man-made hazard. Prescribed vulnerabilities for Band 5 are outlined in Eligibility.

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16.2 SRSS Acronyms

AMEP	Adult Migrant English Program
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 Programs Operations Network
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 Program
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
PS	Policy Statement
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

s. 47E(d)



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The below list should be used by SRSS Providers when they need to contact the Department. This list must be used in conjunction with the contact instructions provided throughout this manual.

Section	Description	Contact Details
Incident Reporting Hotline	Bands 2-6 Incident reporting	s. 47E(d)
SRSS Payment Recovery	Recovery of overpayments	s. 47E(d)
SRSS Payment Support	Support in relation to SRSS Recipient Payments	s. 47E(d)
SRSS Payment Policy	SRSS Recipient Payment policy advice	s. 47E(d)
CPON Officers	Bands 2-3 Operations	s. 47E(d)
Child Wellbeing Branch	Child Welfare Support – complex case support	s. 47E(d)
Child Wellbeing Branch	Child Welfare Policy	s. 47E(d)
SRSS Operations	Bands 2-5 Operations	s. 47E(d)
	Band 6 Operations	s. 47E(d)
Service Provider Portal Support	Support services for the SRSS Portal	s. 47E(d)
Referrals & Submissions (Bands 2-3 only)	Referrals	s. 47E(d)
	Provided Accommodation Placements	s. 47E(d)
Health Policy	Bands 1-3 Health Policy	s. 47E(d)
Detention Health Operations	Bands 1-3 Operations assistance for health matters for recipients	s. 47E(d)

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Health Services Contract Management	Contract management of the IHMS contract	s. 47E(d)
DHSP Community Detention Team (CDT)	Bands 1-3 Health services	s. 47E(d)
SRSS Contract Management	Bands 1-6: Contract, Finance and KPI advice	s. 47E(d)
SRSS Program Support	Policy and Program advice	s. 47E(d)
Education	<u>school-aged children, including children with additional education needs (special needs)</u>	s. 47E(d)
SRSS Govdex Site	Program Documentation	s. 47E(d)
UHM & Guardianship Section	Matters relating to IGOC minors Transition to UHM program	s. 47E(d) s. 47E(d)

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