Australian Government
Department of Home Affairs

SRSS Operational Procedures Manual

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Approval

Approved by	Title	Date
Greg Baker	Assistant Secretary, Status Resolution Branch	14 February 2019

Review of this document

This document will be reviewed and updated by the Department of Home Affairs as required.

Further assistance

If you require further assistance regarding the information contained in this document, please contact the SRSS Program Management Section.

E: s. 22(1)(a)(ii)

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Table of Contents

1. Glossary **6**

2. Purpose of this Document **13**

2.1. Outline of the OPM 14

3. SRSS Program Roles and Responsibilities **15**

3.1. Minister for Home Affairs 15
3.2. Departmental Representative 15
3.3. SRSS Provider 15
3.4. Status Resolution Branch 15
3.5. Status Resolution Officer 16
3.6. Other roles in the Department 16
3.7. Detention Health Service Provider (DHSP) 17
3.8. Facilities and Detainee Service Provider (FDSP) 17
3.9. UHM Service Provider 18
3.10. Department of Human Services (DHS) 18
3.11. Recipient responsibilities 18

4. SRSS Provider Requirements **19**

4.1. SRSS Program Services 19
4.2. Access to support and Program Services 20
4.3. Communication with the Department 21
4.4. Record keeping 21
s. 47E(d)
4.6. SRSS Provider duty of care 23
4.7. Child Safeguarding Framework 23
4.8. Recipient feedback policy 23
s. 47E(d)
4.10. SP Portal 26
4.11. Translating and interpreting 26
s. 47E(d)
4.13. Ongoing Supported Accommodation (Band 2) 35
4.14. Ongoing Provided Accommodation (Band 3) 36
4.15. Transitional Accommodation (Band 4) 37
4.16. Urgent and Emergency Accommodation 37
4.17. Case Workers 38
4.18. Carers 40
4.19. Care for UAMs 40
4.20. Incidents involving SRSS Providers 43

5. Recipient workflow **44**

5.1. Pre-entry 44
5.2. Transition In 44
5.3. Recipient Management 44
5.4. Transition Out and Exit 45

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

6. Pre-entry **46**

6.1. Applications for the SRSS Program (Bands 5–6) 46
6.2. Initial eligibility – Individual found to be ineligible 47

7. Transition in **48**

7.1. SP Portal referral 48
7.2. Reception and induction 50
7.3. Orientation assistance and Essential Registrations 50
7.4. Development of Case Plans 53

8. Recipient Management – General **55**

8.1. Status resolution 55
8.2. Case Coordination (Bands 1–6) 56
8.3. Case Worker support (Bands 2–6) 56
s. 47E 58
8.5. Change of circumstances 63
8.6. Recipient Transfers (Band, Location, SRSS Provider) 67
8.7. Incidents 70
8.8. Additional incident reporting for IGOC Minors (Bands 2–6) 74
8.9. Residence Determination – Decision-making for UAMs (Bands 2–3) 74
8.10. Residence Determination – Temporary stays and temporary visitors (Bands 2–3) 78
8.11. Residence Determination revocation (Bands 2–3) 79
8.12. Residence Determination – Community Links (Bands 2–3) 80
8.13. Community Links (Band 4) 82
8.14. Health services (Bands 2–3) 82
8.15. Income Support overview 85
8.16. School-aged children enrolments 91
8.17. Education for children and adults (Bands 4–6) 95
8.18. Community Engagement 95
8.19. Recipients of interest to external organisations 97
8.20. Independent Observer Services 98
8.21. Ambulance cover – Bands 4–6 99
8.22. Driving 99
8.23. Purchases of items or services 99
8.24. Above cap requests for recipients 100
8.25. Payment confirmations 100

9. Recipient Management – Supported Living Services (Bands 2–3) **101**

9.1. Ongoing Supported/Provided Accommodation 101
9.2. Education assistance for school-aged children (Bands 2–3) 103
9.3. Income Support (Bands 2–3) 106
9.4. Meaningful Engagement Allowance (Band 2) 106
9.5. UAM clothing allowance (Band 2) 108
9.6. Department-initiated travel (Band 2–3) 108
9.7. Baby Items Package (Band 3) 108
9.8. Registering birth of baby and birth certificate (Bands 2–3) 109
9.9. Transit Assistance Allowance (Bands 2–3) 109
9.10. Form Filling Assistance (Bands 2–3) 109

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9.11. Visa-related health checks (Bands 2–3) 110
9.12. Torture & Trauma counselling services (Bands 2–3) 110

10. Recipient Management – Transitional Services (approval required) 111

10.1. Transitional Accommodation (Band 4) 111
10.2. Transitional Travel Arrangements (Bands 3–4) 112

11. Recipient Management – Additional Services (approval required) 113

11.1. Additional Services – Request (Bands 2–4) 113
11.2. Additional Services – Request (Bands 5–6) 114
11.3. Additional Services – Urgent and Emergency Accommodation 115
11.4. Additional Services – Emergency Support 115
11.5. Additional Services – Carer Support 115
11.6. Additional Services – Financial Hardship Assistance 116
11.7. Additional Services – Financial Hardship Assistance Loan 116
11.8. Additional Services – Income Support (Bands 4–6) 117
11.9. Additional Services – Torture and Trauma counselling services (Bands 4–6) 117
11.10. Additional Services – Health and Medical (Bands 4–6) 119
11.11. Additional Services – Transport for compelling circumstances 124
11.12. Additional Services – Childcare 124

12. Transition Out and Exit 125

12.1. Transition Out – Band 1 recipients 125
12.2. Transition Out – Band 2–4 recipients 126
12.3. Exit – Band 1 recipients 126
12.4. Exit – Band 4–6 recipients 127
12.5. Health and wellbeing – Cessation of Services following a visa grant (Bands 1–3) 128
12.6. Transition Out Plan 128
12.7. Transition out timeframes 128
12.8. Transition out following substantive visa grant (Bands 1–3) 128
12.9. Additional Services required after transition out period 129
12.10. Transition Out or exit Issues 129
12.11. Departing Provided Accommodation following substantive visa grant (Bands 2–3) 129
12.12. Departing Provided Accommodation following bridging visa grant 130
12.13. Provided Accommodation – Requests for extension to depart accommodation 130
12.14. Departing Provided Accommodation 131
s. 47E(d) 133
12.16. Health Discharge Summary (HDS) (Bands 1–3) 133
12.17. Record keeping – Management of recipient records 134

Appendix A – Band 5–6 Program Services 135

Implementation of OPM version 8 135
New Band 5–6 recipients 135

Appendix B – Direct Recipient Cost table 136

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1. Glossary

Accommodation Suitability Assessment (ASA) The assessment of a recipient's proposed accommodation to ensure that the proposed accommodation is acceptable.
Additional Services Program Services provided to recipients with a genuine need or who have a specific barrier preventing a status resolution outcome.
Administrative Appeals Tribunal (AAT) The AAT Migration and Refugee Division reviews 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 may include: - Immigration Residential Housing, - Immigration Transit Accommodation, - Hospitals, nursing homes, mental health facilities, hotels and motels.
Baby Items Package This is the additional package of goods provided to certain recipients with or expecting babies. Referenced in the Contract as the 'Baby Package' as part of the BHG.
Band One of the six categories of recipient groups, which is determined by the Department according to the recipient's eligibility.
Basic Household Goods (BHG) Essential household items that the SRSS Provider must supply in Provided Accommodation, such as furniture and appliances.
Basic Starter Package Essential items, such as food, that are provided to certain recipients upon entry into Provided Accommodation.
Bridging visa One type of visa issued by the Department. This has the same meaning as in the *Migration Act 1958* (Cth).
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, or other recipients as approved by the Department. 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 recipient or family group as identified by the Department.
Case Coordination Integrated support to help recipients while in the SRSS Program, including the coordination and oversight of the provision of appropriate supports.
Case Plan A detailed document that outlines a strategy to support a recipient (also refers to an Individual Management Plan).
Case Worker A person who is employed by the SRSS Provider to provide case coordination Services to recipients as detailed in the Schedule of Services and the SRSS Operational Procedures Manual.
Change of circumstances Refers to when the circumstances of a recipient change, affecting their immigration status, eligibility for the SRSS Program or Program Services.
Child protection incident A known occurrence of child abuse or a reasonable suspicion of child abuse occurring.
Child safeguarding The actions that the Department or its contracted service providers take to promote the safety and wellbeing of children in its care, and to protect them from harm.
Child Safeguarding Inquiry A mandatory departmental process that occurs for any child-related incidents that are reported to the state or territory child welfare authorities (SCWAs) or police.
Child Wellbeing 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 (CWA) An assessment that is undertaken by the SRSS Provider when developing or maintaining a Case Plan. It 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.

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Commencement of Identity (COI) document The first authoritative credential that an individual will use in the Australian community to establish their identity.
Commonwealth The Commonwealth Government of Australia.
Community Link A person in the Australian community who is a family member or close friend of a recipient who is willing to offer support such as accommodation to that recipient.
Community Link Carer When a non-IGOC 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.
Community Link Custodian When an IGOC UAM is living with a Community Link, the Community Link becomes the Custodian for the minor and will provide for their day-to-day care and welfare.
Continuity of Care The provision of seamless, responsive, ongoing health care (including mental health care) during and, where prescribed, after detention.
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 Status Resolution Branch, in his/her role as the 'Departmental Representative' nominated in the Contract and in strategic management of the Contracts.
Corporate Overhead Fee The Corporate Overhead Fee includes the overheads and costs associated with managing the Services and the administration of Direct Recipient Costs.
Crisis 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 extraordinary or unexpected circumstance that may cause a traumatic reaction, as outlined in the *Incident Reporting Protocols for SRSS Providers*.
Custodian and Custodianship The same meanings as set out in the IGOC Act. A Custodian might be a person or entity the Minister or IGOC delegate has assessed as suitable who has legal responsibility to provide the day-to-day care for an IGOC minor, including routine decision-making.
Deduction A deduction from a recipient's Living Allowance made by DHS or the SRSS Provider on 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.
Department of Human Services (DHS) Makes SRSS Payments on behalf of the Department of Home Affairs.
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 a recipient's Income Support.
Detention Health Service Provider (DHSP) The contracted provider of all health and medical services to people in Immigration Detention.
Direct Recipient Costs The reimbursable costs associated with providing Services to recipients in line with the Contract. The SRSS Provider can only seek reimbursement for Direct Recipient Costs in accordance with this OPM.
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 that 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 services under the SRSS Program.
Emergency A serious, unexpected, and often dangerous situation requiring immediate action.
English as a Second Language (ESL) course A program that provides English language tuition to people from non-English speaking backgrounds.
Escalation Tasks or activities that are raised by an SRSS Provider or a departmental officer that are for the purposes of referring specific events to the Department for further action.

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Essential Registrations
Assistance provided by the SRSS Provider to register for services, such as Medicare, obtaining bank accounts, enrolling in schools (for some recipients) consistent with the Schedule of Services.

Evidence
Information indicating something is true or happened.

Evidence of Immigration Status ImmiCard (EIS ImmiCard
A card issued onshore to eligible visa holders and undocumented immigration detainees living in the community who do not have a visa, such as some individuals covered by a Residence Determination.

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).

Facilities and Detainee Service Provider (FDSP)
An organisation contracted by the Department to provide services at Immigration Detention Facilities.

Family Group
Immediate family members related to the principal member of the family group who is the Protection visa's principal applicant.

Finally determined (with respect to a visa application)
A visa application is finally determined when:

- a decision that has been made in respect of that application is not, or is no longer, subject to review by the AAT under Part 5 or Part 7 of the Act, or
- a decision that has been made in respect of that application was subject to review by the AAT under Part 5 or Part 7 of the Migration Act but the period within which such a review could be instituted has ended without a review having been instituted, or
- a decision has been made in respect of the application in relation to an application for a protection visa by an excluded fast track review applicant.

Finally determined (with respect to an individual or recipient)
For the purposes of this OPM, an individual is considered finally determined when they have received a substantive visa refusal decision and the visa application is finally determined.

Financial Hardship Assistance
Assistance provided to approved recipients in an immediate financial crisis in accordance with the OPM.

Goods
Any Goods required to be provided by the SRSS Provider to either the Department or a recipient.

Health Discharge Summary
A document that is completed by the DHSP when an individual departs detention.

Held Detention
Where a person is physically held in an IDF.

IGOC Act
The *Immigration (Guardianship of Children) Act 1946* (Cth).

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.

IGOC Minor
The policy term used to describe a minor for whom the Minister is the legally recognised guardian under the IGOC Act.

Individual
A person; in some contexts this may also refer to a family.

Individual Allowance Program
A program that provides access to discretionary items likely to improve the quality of life for detainees and act as an incentive to participate in the structured programs and activities.

Initial Eligibility Assessment
An initial evaluation performed by the SRSS Provider to determine whether a person is likely to be eligible for Bands 5–6.

Illegal maritime arrival (IMA)
'Illegal' refers to the mode of entry of persons who enter Australia by boat without a valid visa. Asylum seekers and migrants who are smuggled to Australia may breach border controls and domestic laws in entering and seeking protection in Australia. The Migration Act 1958 refers to 'unauthorised arrivals' but in this report the term used is 'illegal maritime arrivals'.

Immigration Detention
The same meaning as in the *Migration Act 1958*.

Immigration Detention Facilities (IDFs)
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
Determining and finalising an individual's immigration matters.

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Incident Includes any Critical Incident, Major Incident, Minor Incident and any Notifiable Incident, as outlined in the *Incident Reporting Protocols for SRSS Providers* document.
Independent Accommodation Accommodation funded and maintained by the 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 recipients (Unaccompanied Minors and other 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.
In-kind support Quantifiable goods or services that are provided to approved recipients in place of currency to aid or support them.
Issue An important factor with a recognisable solution that, if left unchecked, may escalate into an incident.
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 a recipient by the Commonwealth to assist that recipient to meet their day-to-day cost of living.
Mainstream services Services available in the Australian community.
Major Incident As outlined in the *Incident Reporting Protocols for SRSS Providers*.
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 recipients to build their skills, resilience and independence. Any activity that helps recipients to build skills, resilience, and independence.
***Migration Act 1958* (Act)** The principal legislation that regulates travel to Australia and the stay of non-citizens.
Minister The Minister for Home Affairs.
Minor A person: (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.
National Police Check A check conducted on police information that is disclosable to determine a person's suitability for a position of trust, specified field of endeavour, or as required by legislation.
Needs assessments Needs assessments are designed to identify the care and wellbeing support required by the recipient as per the Schedule of Services. The information gathered is to be used by the SRSS Provider to inform the recipient's Case Plan.
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. There is no legislative definition of a 'non-IGOC minor' and their circumstances are not dealt with by the IGOC Act.
Obligation Any legal, equitable, contractual, statutory or other obligation, commitment, duty, undertaking or Liability, present or future.
Orientation Services Assistance provided to recipients to support them to 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.

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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 in the IGOC Act.
Pay Cycle The instalment period for which DHS makes SRSS Payments to an approved recipient.
Personal Allowance A proportion of a UAMs Living Allowance provided to them as a Personal Allowance.
Policy The Status Resolution Support Services Program's policy.
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 a recipient in accordance with the Schedule of Services and the OPM.
Principal The 'principal member' of the family group who is the Protection visa application's principal applicant.
Program Services Services provided to recipients as part of the SRSS Program.
Protection visa A permanent visa issued to people who met the eligibility criteria to be recognised as refugees.
Recipient A person in receipt of SRSS.
Recipient Management Fee The Recipient Management Fee includes all costs associated with the performance of the Services for recipients.
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 home country owing to a well-founded fear of persecution on one of the Convention grounds).
Registration The receipt and recording of recipients' information necessary for DHS to commence dispersing an SRSS Payment.
Regular Payments The set of payments provided to recipients by DHS. These payments are the Living Allowance, Rental Allowance and the Dependent Child Allowance.
Removal If a person has no lawful basis to remain in Australia and does not depart voluntarily from the community, the Department may detain them as a UNC and remove them under section 198 of the Australian *Migration Act 1958*. Even if a person chooses to depart from immigration detention, it is classed as a removal rather than a voluntary return.
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 DHS payment that may form part of a recipient's Income Support.
Rental Bond A security deposit a tenant pays at the start of a tenancy.
Rental Bond Loan A loan provided to an approved recipient by the SRSS Provider to assist with bond.
Residence Determination A determination by the Minister under section 197AB of the *Migration Act 1958* (Cth) that a person can reside at a specified place in the community instead of Held Detention. Recipients subject to a Residence Determination are free to move about the community but are legally detained.
Return and Reintegration Assistance Program (RRAP) A program delivered through contractual arrangements by the Department's contracted service providers that offers a status resolution outcome for a variety of individuals in Australia. It provides support in order for individuals to make informed and voluntary choices about returning to their country of origin, or to a third country as appropriate.
Schedule of Services The Services required to be provided by the SRSS Provider in conjunction with the OPM.
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 OPM.
Service Provider Portal (SP Portal) A departmental information technology system used to manage recipients and others engaged with the Department.
Situational awareness The perception of environmental elements and events with respect to time or space, the comprehension of their meaning, and the projection of their future status

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SRSS application An application from an individual residing in the community to be considered for support through the SRSS Program. The individual must satisfy certain eligibility criteria.
SRSS Application Process The process that outlines the steps involved for an individual's SRSS application, from the Initial Eligibility Assessment to the Notification of Outcome.
SRSS Exit Checklist A checklist to be completed by the SRSS Provider, with the recipient, when the recipient is exiting Band 2 or 3 Provided Accommodation. It provides assurance that the recipient has met their responsibilities prior to exiting and they have exited in accordance with the timeframes stipulated in the Schedule of Services.
***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.
SRSS Payment A regular payment to help with basic living costs while recipients are resolving their status.
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 its Personnel (including its subcontractors).
Status Resolution Officer (SRO) An officer of the Department who engages with recipients to overcome barriers to resolving their immigration status. SROs are also a liaison point between the Department and SRSS Providers, providing assistance on recipient issues and escalating priority recipient cases for consideration.
Status Resolution Support Services (SRSS) The needs-based support and assistance provided to eligible asylum seekers and other non-citizens as they seek to resolve their immigration status and, once their immigration status as been resolved, as they transition to mainstream services in the Australian community or make preparations to depart Australia.
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.
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.
Supported Living Services Services provided to recipients who are a UAM or subject to a Residence Determination.
Support Recommendation The recommendation made by an SRSS Provider regarding a recipient for ongoing support.
Suspension A temporary stop of an SRSS Payment where a Suspension Reason has occurred.
Suspension Reason A reason to suspend an SRSS Payment.
Temporary visa A visa that provides for the temporary entry of people from overseas for purposes that benefit Australia, such as tourism, study, work or other activities. From 2014–15 this definition was expanded to include Special Category (subclass 444) visas provided to New Zealanders when they enter Australia.
Torture and Trauma service (T&T service) A specialised support service for recipients who are experiencing psychological or psychosocial difficulties associated with surviving torture and trauma.
Transition Out Transition out refers to the move into the Australian community from detention.
Transitional Services Services provided to recipients who are moving into the Australian community from detention.
Transitional Accommodation Provided Accommodation for recipients in Band 4.
Translating and Interpreting Service (TIS National) The Department's in-house interpreting service that enables communication between non-English speakers and government agencies.
UAM Community Link A Community Link of a UAM.
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.
Unaccompanied Minor (UAM) A minor whom the department deems to be unaccompanied for the purpose of the Contract.

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Unlawful non-citizen (UNC) A UNC is a non-citizen who does not hold a valid visa and who is unlawful in Australia. Under the *Migration Act 1958*, a UNC must be detained and removed from Australia as soon as practicable.
UHM Program A program that facilitates the provision of relevant care, supervision and support services to minors on certain visas who are in Australia without a parent or legal guardian, who fall under the auspices of the IGOC Act, and for whom the Minister for Home Affairs is the legal guardian.
Visa The same meaning as in the *Migration Act 1958* (Cth).
VEVO (Visa Entitlement Verification Online) A free service that enables visa holders and approved organisations real time verification of a visa holder's current visa status and conditions. The service is available online or via a free mobile app, 24/7.
Vulnerability A diminished capacity to anticipate, cope with, resist and recover from the impact of a natural or man-made hazard.

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2. Purpose of this Document

This document sets out the instructions SRSS Providers must consider when delivering the SRSS Program. It is intended for use by the SRSS Providers contracted to deliver services to recipients. As outlined in Clause 14 *(SRSS Operational Procedures Manual)* of the *Status Resolution Support Services Contract* (the Contract), this document:

> *'...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 Contract also states that the SRSS Provider must comply with the *SRSS Operational Procedures Manual* (the OPM). 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 (see the priority of documents figure).

This document is owned by the Department of Home Affairs ('the Department') and will be updated as required. In addition, the Department may need to issue updates or policy clarification in relation to the OPM, without issuing a new version (the Addendum process). Any updates or policy clarification 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 affect them or their eligibility for services.

Priority of documents figure

SRSS Providers must comply with documents in the following order, as outlined in Clause 3 (*Priority of Documents*) of the Contract.

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).
Contract: 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 Status Resolution Support Services OPM together set the standards to which the Services must be performed and any limitations or restrictions that may apply to the Services.
Status Resolution Support Services OPM	The Status Resolution Support Services OPM provides a detailed description of the required Services, including any process that must be followed. It sets 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	As outlined in the Contract, the SRSS Provider must develop an Operations Manual that describes the operational practices, guidelines and procedures the SRSS Provider will follow.

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2.1. Outline of the OPM

Table 1: *Outline of the OPM*

Contents	Description
Purpose of this document	Outlines the purpose of the OPM.
Roles and responsibilities	Roles and responsibilities of key people, groups and service providers.
SRSS Provider requirements	SRSS Provider administration of the SRSS Program and responsibilities of key SRSS Provider personnel.
Recipient workflow	Outlines the recipient workflow.
Pre-entry procedures	Procedures on how certain individuals may apply for the support of the SRSS Program.
Transition in procedures	Procedures to manage referrals and orientation as recipients enter the SRSS Program.
Recipient management procedures	Outlines procedures for day-to-day management of recipients, including Program Services available, financial limits and costs, and the Program Services for which recipients are eligible to receive.
Transition out and exit procedures	Procedures required for when recipients are leaving the SRSS Program.
Appendices	Additional information, such as Recipient Costs Table.

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3. SRSS Program Roles and Responsibilities

3.1. Minister for Home Affairs

Under the *Migration Act 1958*, the Minister for Home Affairs (the Minister) has the following powers in relation to residence determination and immigration:

- Specify a Residence Determination
- Vary or revoke a Residence Determination
- Grant a visa to a person who is in immigration detention.

The Minister also has guardianship responsibilities for certain UAMs as prescribed by the *Immigration (Guardianship of Children) Act 1946* (IGOC Act). The Minister (who can also be the Minister for Immigration, Citizenship and Multicultural Affairs), 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. In practice, the Minister's guardianship powers under the IGOC Act are delegated to officers of the Department of Home Affairs or appropriate officers in state/territory child welfare authorities. These settings, which facilitate day-to-day care and support to these children, are given effect by instrument of delegation under s 5(1) of the IGOC Act.

The Minister's guardianship responsibilities are fulfilled through the delivery of departmental programs, including SRSS and the UHM Programs.

3.2. Departmental Representative

The Assistant Secretary of Status Resolution Branch. The Departmental Representative oversees the Status Resolution Branch and is responsible for the strategic management of SRSS Contracts at a national level.

3.3. SRSS Provider

The SRSS Provider is one of several organisations contracted by the Department to deliver services to recipients. The SRSS Provider has a number of responsibilities, as outlined in the Contract, including that it must:

- act in accordance with the requirements set out in the Contract, the Schedule of Services and this OPM
- liaise with, and comply with any directions given by the departmental representative(s), provided those directions are not inconsistent with the Contract.

3.4. Status Resolution Branch

This branch is responsible for the day-to-day management of the SRSS Program, including guidance around the Contracts, financial management, assessments, queries and communication. Key contacts are outlined below.

SRSS Contract Services team – Responsible for day-to-day management of the Contract and SRSS Provider quality assurance activities.

SRSS Finance and Payment Recovery team – The Finance and Payment Recovery team manages the finances, including invoice payments and financial quality assurance activities relating to the SRSS Program. They also administer, manage and provide advice for recipient debts obtained on the SRSS Program.

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SRSS Operations and Support Manager/team – The SRSS Operations and Support Manager is the addressee for many SP Portal activities for Band 2–6 recipients, as per the OPM. They are supported by the SRSS Operations and Support team, the SRSS Provider's primary point of contact with the Department for issues related to the delivery of services for Band 2–3 recipients as well as for SRSS payment issues and technical assistance with the SP Portal. SRSS Operations and Support Officers liaise with SRSS Providers to manage and finalise requests and transition out processes 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 other business areas as required. The team also has responsibility for SRSS Payment Support for the escalation of SRSS payment issues and SRSS Service Provider Portal Support for technical assistance with the SP Portal.

SRSS Assessments Manager/team – The SRSS Assessments Manager is supported by the SRSS Assessments team, who are responsible for the initial assessment for SRSS Applications (Band 5 and 6) and final approval for Continued Eligibility Reviews for Bands 5–6. The SRSS Assessments team also provides advice and support, technical assistance, and are the first point of contact relating to delivery of SRSS Band 6 Program Services.

SRSS Procedures and Advice team – This team is responsible for the revision and development of operational policy for SRSS, SRSS Program advice, support and communications.

Band 2–3 Placements team – This team allocates properties, ensures the relevance of Provided Accommodation properties and may request the SRSS Provider to renew or terminate the leases of certain Provided Accommodation properties.

Referrals and Submissions team –This team is responsible for arranging for the Minister to sign Residence Determinations for Band 2–3 recipients and ensuring recipients are accommodated in the appropriate leased properties.

The *SRSS Key Contact List* further outlines the contact details for this Branch and other key contacts in the Department and is updated regularly.
Contact s. 47E(d) **for the most recent version.**

3.5. Status Resolution Officer

Status Resolution Officers (SROs) are responsible for providing appropriate oversight and intervention for relevant recipients in order to reduce/remove identified status resolution barriers that may prevent a recipient from achieving a status resolution outcome.

The SRO engages with the recipient and assists them to work cooperatively towards resolving their status in a fully informed manner, consistent with legislation and government policy.

SROs are a crucial liaison point between the Department and SRSS Providers, providing assistance on recipient issues and escalating priority cases to the SRSS Assessments Manager for urgent consideration.

3.6. Other roles in the Department

SRSS Operational Coordination team – This team provides support to the SRO Network within the Department. They manage and finalise Case Plans and requests for cases that are deemed to be complex. They also manage the SRSS Incident Reporting Hotline.

Detention Health Operations Section – Provides advice to SRSS Providers on appropriate referrals for health services or delays in accessing these services.

IMA Commercial Transfers – Responsible for developing itineraries, and sending itineraries to SRSS Providers for the relocation of Band 2–3 recipients.

Detention Superintendents – Responsible for the overall management of detainees within IDFs. They ensure that Australia discharges its obligations under the Vienna Convention on Consular Relations and relevant bilateral consular agreements. Where appropriate, they exercise delegated guardian powers

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and functions for IGOC minors under the IGOC Act and are required to act in the best interests of the child. They have the authority to oversee the protection and wellbeing of children in held detention and those covered by a Residence Determination. The Detention Superintendent is the senior accountable officer for any Child Safeguarding Inquiry.

Child Wellbeing Branch – This branch is responsible for managing child-related risk present in any of the Department's programs or practices. This includes establishing policy and procedural settings, providing advice and training, escalating cases with state and territory child welfare agencies and promoting best practice in the application of the Department's *Child Safeguarding Framework* in immigration programs and associated service provision. The branch monitors child safeguarding inquiries and the UAM Community Link Assessment process. It also has policy and operational responsibility for the Unaccompanied Humanitarian Minor (UHM) Program, which includes minors who fall within the jurisdiction of the IGOC Act (IGOC minors). Operational personnel are outlined below.

Child wellbeing officer – Child wellbeing officers advocate for and oversee the Department's integration of the consideration and protection of children into its operational activities. Child wellbeing officers work with relevant stakeholders to assess the best interests of children engaging with immigration programs, including monitoring the wellbeing of minors in held detention, providing specialist input to inquiries and escalating cases with state and territory child welfare agencies where required.

IGOC Delegate – IGOC delegates (prescribed under an instrument of delegation) 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.

3.7. Detention Health Service Provider (DHSP)

The DHSP is contracted to provide health services for all people in detention (recipients in Bands 1–3). 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 GP and pharmacy provider for eligible recipients, coordinating health care including referrals for specialist support and services, as well as payment of related invoices.

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 recipients in Bands 2–3. These may include escalation of health issues as well as advice about billing queries.

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

3.8. Facilities and Detainee Service Provider (FDSP)

This service provider is contracted to provide services to all people in IDFs, including Band 1 recipients. These services include catering, clothing, programs and activities, facilitation of visits and communications, as well as access to education services for all school aged detainee children. Services also include facilities management, security services, transport and escort, cleaning, welfare and engagement (including complaints management). The FDSP is required to tailor their services to the individual needs of people in detention.

The FDSP actively and continually assesses its current and planned activities and areas of responsibility for potential incidents and implement plans, practices and procedures to minimise the risk of potential incidents occurring. Should incidents occur the FDSP actively seeks to minimise the extent and duration of incidents. The service provider must provide a safe and secure environment in all facilities for Detainees, personnel and visitors, ensuring that each individual's human rights, dignity and welfare is preserved in accordance with the direction of the Department.

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3.9. UHM Service Provider

UHM service providers are contracted directly to the Department to meet a UHM's individual health, educational, religious, social, cultural and other needs (for example, provision of legal assistance when required).

3.10. Department of Human Services (DHS)

DHS administers the SRSS Payments to approved recipients, at the direction of the Department.

3.11. Recipient responsibilities

In receiving Program Services, recipients must:

1. Actively engage with the Department to resolve their immigration status. Failure to engage and comply with any milestones or reviews set by the Department may result in immediate cessation of Program Services.
2. Understand that resolving immigration status may include the recipient accessing the Return and Reintegration Assistance Program to facilitate a return to their country of origin, or a third party country as appropriate.
3. Continue to comply with the terms and conditions of their visa or residence determination, including reporting to the Department and engaging with the SRSS Provider.
4. Act honestly in all dealings with the Department and use Program Services in the manner in which they were designed to assist the recipient.
5. Contribute to a cohesive Australian community (for example, by engaging in social activities, learning English).

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4. SRSS Provider Requirements

SRSS Providers are responsible for ensuring recipients access Program Services through the SRSS Program. SRSS Providers must ensure they know their roles and responsibilities in relation to the SRSS Program.

Case Coordination for recipients is primarily done through Case Workers, with support from Carers, and other SRSS Provider personnel. It is therefore essential that Case Workers in particular know their responsibilities. SRSS Providers are responsible for allocating Case Workers, Carers and Custodians to recipients to oversee their care and welfare.

Where SRSS Providers use subcontractors to deliver the services outlined in the Contract, it is expected SRSS Providers manage subcontractors in line with the Contract.

Each SRSS Provider will be held accountable for the actions of its subcontractors, including their adherence to the Schedule of Services and this OPM. This includes where a Case Worker or Carer is employed by a subcontractor.

4.1. SRSS Program Services

SRSS Providers should adhere to the instructions outlined in this document when delivering Program Services to recipients.

Program Services are delivered to approved recipients using three categories:

- **Supported Living Services:** Provided to certain individuals in immigration detention, including those subject to a Residence Determination, and unaccompanied minors.
- **Transitional Services:** Provided for a limited time to assist individuals to integrate into the Australian community from held detention.
- **Additional Services:** Provided to recipients with a genuine need or to address a specific barrier/s preventing a status resolution outcome.

Once the Department has placed a recipient into a Band, they will only have available the Program Services that are:

- outlined in this OPM for that particular Band and within the circumstances and the caps described, or
- approved by the Department.

Approval by the Department is required where any recipient requires Program Services:

- above the caps outlined in the Program Services they have available to them
- outside what the recipient is pre-approved, or has been approved for, or
- any Additional Services.

4.1.1. Supported Living Services

Supported Living Services are a group of services contingent on a recipient requiring ongoing accommodation to be provided by the Department and where the recipient requires high-level support. They are conditional, may be capped, and may have further requirements that a recipient will need to meet.

4.1.2. Transitional Services

Transitional support services are designed to meet the short-term needs of recipients as they exit held detention to integrate into the Australian community where they have never previously lived in the Australian community.

Persons granted a substantive visa and transitioning out of held detention or the SRSS Program, must access mainstream services for which they are eligible, including support payments.

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4.1.3. Additional Services

The provision of Additional Services is based on identifying barriers to the individual's status resolution and providing assistance in removing the identified barriers. Where individuals apply for the SRSS Program, they are agreeing to their responsibilities, including engaging with the Department in meeting set milestones to progress their status resolution.

Services are flexible and determined by the Department on a case-by-case basis. Program Services available may include the provision of access to accommodation, facilitating access to physical and mental health care, financial assistance, and other appropriate support mechanisms.

4.2. Access to support and Program Services

4.2.1. Band 1 recipients

Band 1 recipients have most of their day-to-day care requirements met by the FDSP, while health services are met through the DHSP. Band 1 recipients have a Carer supplied by the SRSS Program.

Any Program Services provided to Band 1 recipients will be through Additional Services, on a needs basis, but it is expected that these services will be arranged by the FDSP and/or DHSP in the first instance.

4.2.2. Band 2 recipients

Band 2 recipients will be assigned a Case Worker and a Carer and have access to health services through the DHSP.

The Supported Living Services available to Band 2 recipients are outlined below:

- Ongoing Supported Accommodation
- Income Support
- Education assistance for school-aged children
- Meaningful Engagement Allowance
- Clothing Allowance
- Department-initiated travel assistance

Approval by the Department is required for any Program Services that are not listed above or are above the caps outlined in this OPM.

4.2.3. Band 3 recipients

Band 3 recipients have an assigned Case Worker and have access to health services through the DHSP.

The Supported Living Services available to Band 3 recipients are outlined below:

- Ongoing Provided Accommodation
- Income Support
- Education assistance for school-aged children
- Baby Items Package
- Registering birth of baby & medical certificate

Approval by the Department is required for any Program Services that are not listed above or are above the caps outlined in this OPM.

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4.2.4. Band 4 recipients

Band 4 recipients will be assigned a Case Worker.

Program Services provided to Band 4 recipients are based on need and requires approval from the Department. These services may include one or more of the Transitional Services:

- Transitional Accommodation
- Transitional Travel Arrangements

Approval by the Department is required where a Band 4 recipient requires services:

- outside what the recipient has been approved for, or
- any Additional Services.

These services may be identified by SRSS Providers, but must be approved by the Department.

4.2.5. Band 5–6 recipients

Program Services provided to Band 5–6 recipients are determined by the Department. These services are flexible but specific to overcoming the barrier/s to their status resolution.

The Department must approve all services for Band 5–6 recipients, as there are no pre-approved Program Services. Program Services approved by the Department for Band 5–6 recipients may include supports similar to the Supported Living Services, Transitional Services, and Additional Services, while other services may not be listed in this document.

Program Services for Band 5–6 recipients will be identified by the Department based on the SRSS Application Process, Support Recommendations made by SRSS Providers and Continued Eligibility Reviews.

4.3. Communication with the Department

Communication protocols for the various requirements within the SRSS Program are described throughout this OPM, including where the SP Portal should be used.

For urgent matters, SRSS Providers must contact the Department via email or phone using the SRSS Departmental Contacts list.

4.4. Record keeping

The Department's *SRSS Records Management Guide* outlines records obligations and informs SRSS Providers of the process for the transfer of records between SRSS Providers and the Department.

Under no circumstances are SRSS Providers to destroy any recipient or SRSS Program records without written approval from the Department

s. 47E(d)



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Table 2: *Report due dates*

s. 47E(d)

Table 3: *Due dates for plans and other documents*

s. 47E(d)

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4.6. SRSS Provider duty of care

The SRSS Provider must meet its duty of care to recipients and any duty of care it has to other persons arising from the performance of its obligations under the Contract. Without limiting the SRSS Provider's duty of care obligations, the SRSS Provider must ensure, as far as is reasonably practicable, the health and safety of recipients, Personnel and other persons and staff in a manner that is consistent with the requirements of relevant legislation, including the *Work Health and Safety Act 2011 (Cth)*.

4.7. Child Safeguarding Framework

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 *Child Safeguarding Framework*. SRSS Providers must ensure that the *Child Safeguarding Framework* and associated policy documents have been implemented in their organisations.

As part of this, SRSS Providers should educate and provide information to minors on measures that support their safety in the community. SRSS Providers must also 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
- completing the Department's Child Safeguarding eLearning
- reading and signing the Department's *Child Protection Mandatory Behaviours Declaration*
- 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.

4.8. Recipient feedback policy

It is important that SRSS Providers implement their own mechanisms for handling recipient feedback, including providing information in languages understood by recipients. This information should include guidance for recipients on how to escalate matters to the Department where required, and information about the Department's Global Feedback Unit.

SRSS Providers should facilitate and support a recipient's ability to provide compliments or complaints about the care and welfare they are receiving while in the SRSS Program. Feedback about their SRSS Program experience can be provided to the Department's Global Feedback Unit.

SRSS Providers should assure recipients:

- their feedback, including complaints, is valued and will be responded to where they wish to identify themselves, noting recipients can also remain anonymous
- all complaints will be taken seriously, and will contribute to continuously improving the Program
- there will be no impact on their immigration status or placement within the SRSS Program because of making a complaint.

SRSS Providers should encourage 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.



Feedback for the Department of Home Affairs can be given through the Compliments, complaints and suggestions website.

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4.9.3. Direct Recipient Costs

The SRSS Provider can only seek reimbursement for Direct Recipient Costs in accordance with this OPM. Direct Recipient Costs will only be reimbursed if:

- the item/service is included in the Direct Recipient Costs Table for the relevant Band and expenditure is in line with this OPM and within the relevant cap
- the item/service is included in the Direct Recipient Costs Table for the relevant Band and expenditure is in line with this OPM, but where it is over the relevant cap the Department has provided approval in writing to the SRSS Provider, or
- the item/service is not included in this OPM, such as an Additional Service, but the SRSS Provider has obtained prior approval in writing from the Department for the SRSS Provider to spend the specified amount on the recipient for the proposed purpose.

Evidence to verify expenditure must be retained by the SRSS Provider and submitted as requested to substantiate the invoiced amounts.

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

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

4.9.4. SRSS Provider interim payments

SRSS Provider interim payments are payments SRSS Providers are approved to make to recipients in lieu of their regular SRSS Payments while payment issues with DHS are being investigated. They are usually approved for periods of two weeks at a time, in line with their regular SRSS payment periods.

SRSS Provider Interim Payments should be recoverable by one of the following methods:

- SRSS Payment Support team adjusts the recipient's allowance eligibility start date to the day after the last date of the approval period
- the SRSS Provider may be required to enter a payment deduction for the SRSS Provider Interim Payment amount paid to the recipient.

4.9.5. Invoicing for Contract Services

The SRSS Provider must 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.

In accordance with Clause 34 (Invoices) of the Contract, SRSS Providers are required to provide a correctly rendered tax invoice to the Department. Each invoice is to be provided monthly in arrears by the 15th of the month (or the next business day where the 15th falls on a public holiday or weekend). The tax invoice is to be accompanied by relevant worksheets and supporting information using departmental templates.

For accountability purposes, and to avoid unnecessary payment delays, separate invoices have been developed for each fee element:

- Corporate Overhead Fee
- Band 1 Recipient Management Fee & Direct Recipient Costs
- Band 2 Recipient Management Fee & Direct Recipient Costs
- Band 3 Recipient Management Fee & Direct Recipient Costs

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- Band 4 Recipient Management Fee & Direct Recipient Costs
- Band 5 Recipient Management Fee & Direct Recipient Costs
- Band 6 Recipient Management Fee & Direct Recipient Costs

The SRSS Provider must provide any additional information or clarification in relation to a submitted invoice upon request by the Department. If the SRSS Provider fails to provide that additional information or clarification to the Department's satisfaction, the Department may withhold payment of the invoice until the additional information or clarification has been provided to the Department's satisfaction.

1. Submit correctly rendered invoices by the 15th of the month (or the next business day), using the Invoice template.
   Invoices must be addressed to Home Affairs, ABN 33380054835, and sent to the SRSS Finance and Payment Recovery team.
2. Attach relevant worksheets and supporting information using departmental templates. SRSS Provider must ensure that all costs are substantiated and evidence is available upon request, correctly rendered, including GST amounts.

The Department's standard for paying invoices is within 30 days of receiving a correctly rendered invoice.

4.10. SP Portal

Although SRSS Providers may have their own service provider systems to store recipient information and notes, it is a requirement that the SP Portal be the primary storage location of information relating to any recipient, including Case Plans and incidents.

SRSS Providers have been given an SRSS IT Pack with detailed information to support and inform their use of the SP Portal system. SRSS Providers must use the SP Portal in accordance with the provided information.



For clarification in respect to any content in the IT pack, email
s. 47E(d)

4.11. Translating and interpreting

SRSS Providers are responsible for ensuring all essential written communication is translated into a language understood by the recipient. This includes legal documentation such as declarations, emergency information, contact details for emergency services and household safety information.

Recipients are not approved to access fee-free services under the Department's Translating and Interpreting Service (TIS). SRSS Providers may arrange to use these services on a commercial basis at their own cost.

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.

4.11.1. Translating and interpreting – Direct Recipient Costs

The use of a professional interpreter with NAATI accreditation (Level 3 or above) is required when assisting recipients to access legal or medical services (including Torture and Trauma counselling), or where there is a particular need for the recipient's confidentiality.

Translating and interpreting costs incurred during the following are to be invoiced to the Department as Direct Recipient Costs:

- torture and trauma counselling sessions
- where approved recipients independently access approved medical and legal services (where the SRSS Provider has not been involved in the provision of these services).

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1. Outline translating and interpreting Direct Recipient Costs in the relevant invoice for the appropriate Band, with supporting documentation.

4.11.2. Use of bilingual staff

SRSS Providers may choose to use bilingual workers for day-to-day interactions with recipients. When deciding on using bilingual workers for interpretation, SRSS Providers must obtain the recipient's consent and take into account the recipient's needs and the content of the discussion.

Other recipients or family members may also be used as interpreters for general discussions with the recipient, where the recipient gives their consent.

4.12. Provided Accommodation management

It is the responsibility of the SRSS Provider to provide Provided Accommodation:

- Ongoing Supported Accommodation
- Ongoing Provided Accommodation
- Transitional Accommodation
- Emergency Accommodation

SRSS Providers must ensure that Provided Accommodation is for the use of the intended recipients only. Friends and family members cannot use properties as an alternative to sourcing their own accommodation. SRSS Providers are not responsible for managing Community Link properties.

The SRSS Provider must ensure the following is undertaken before recipients enter the accommodation:

- Accommodation Suitability Assessment
- Connection of utilities
- Connection of telephone landlines (connection fees will be reimbursed by the Department in accordance with Attachment B of the Contract)
- Appropriate BHG items are identified and placed in the property
- Provision of a Basic Starter Package (for Ongoing Supported/Provided Accommodation)

1. If the SRSS Provider becomes aware that a recipient/individual is residing in a Band 2 or 3 Provided Accommodation property without approval, the SRSS Provider is to ask the recipient/individual to vacate immediately and notify the Department as per the *Incident Reporting Protocols for SRSS Providers*.

4.12.1. Provided Accommodation – Leased accommodation standards

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

Properties must meet the below Property 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 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

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- 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 is 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.

4.12.1.1. Tenancy agreements

SRSS Providers should only enter into a tenancy agreement where the property meets the Leased Accommodation Standards, and is in accordance with Clause 17 (Leases) of the Contract. Where a tenancy agreement is entered into by the SRSS Provider that 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.

4.12.1.2. Renewal of lease

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 Band 2–3 Placements team.

1. Notify Band 2–3 Placements via email as soon as possible within 30 business days of the lease expiring if a lease renewal is not available for an occupied property.
   A new property will be allocated, or where necessary, the SRSS Provider will be required to source an alternative property following approval by Band 2–3 Placements team.

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s. 47E(d)

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4.12.3. Provided Accommodation inventory

1. Complete the *SRSS Provided Accommodation Inventory* template every week.
   The inventory must include accurate details about all leased properties such as their capacity, bedroom count, bathroom count, tenancy agreements (including end date of tenancy), location and number of occupants in the property.
2. Submit the completed template of inventory to the Referrals and Submissions team by email,

s. 47E(d)

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4.12.6. Internet connection (Band 2)

s. 47E(d)

RSS 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.

Service providers should review the Department's supporting guide which provides guidance on how to stay safe online, *Internet and social media use for children* (as part of the *Child Safeguarding Framework*).

1. Ensure a poster outlining the recipient's responsibilities using the internet is visibly displayed near the computer, using Form 1449 (Status Resolution Support Services Programme Internet Access Agreement for UAM residing in UAM households) as a guide.

4.12.7. UAM utilities and household groceries (Band 2)

SRSS Providers will cover the cost of utilities and household groceries in Band 2 Ongoing Supported Accommodation. The Department retains a portion of the UAMs Living Allowance for a fortnightly household contribution. The retained amount should cover the cost of electricity, water, telephone (local calls) and gas (if used) for the household as well as household groceries.

The Department's guide for utility costs and the amount for household groceries can be found in the *Living Allowance Calculator*. These costs should be invoiced as a Direct Recipient Cost.

4.12.8. Basic Household Goods package (BHG)

Basic Household Goods are items that are considered essential for accommodation. Items purchased as part of the BHG package remain the property of the SRSS Provider in accordance with Clause 18 (Goods) of the Contract.

All BHG items remain the property of the SRSS Provider and SRSS Providers are responsible for managing BHG items. The SRSS Provider must keep appropriate records of the purchase of BHG package and items. SRSS Providers must also undertake a stocktake of BHG items for their records, each time a recipient permanently departs the property.

Where the Provided Accommodation property is empty, a BHG Package must be installed prior to the arrival of the recipients at the accommodation. A BHG package should initially be installed to match the capacity of the accommodation (number of bedrooms). Additional BHG items should be installed and available at the property prior to a recipient's planned arrival date.

The BHG Package is a capped amount, depending on the number of recipients in the accommodation. There are seven Expenditure Groups for the provision of BHG items, s. 47E(d)

SRSS Providers must ensure that all BHG items listed in the standard items guide are provided within the amount specified for each Expenditure Group.

Table 4: *Expenditure Groups for BHG*

s. 47E(d)

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4.12.8.1. BHG Package – Standard items guide

The below listed goods details the required BHG in any Provided Accommodation in Bands 2–3. Items can be purchased new or used, but must:

- Be provided within the Expenditure Group cap
- be applicable for the size of the property (number of bedrooms) and the climate of the area
- be in good working order (new or used) and
- achieve value for money.

***Table 5:** BHG standard items guide*

Basic Household Package – Standard items guide		
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 - 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 **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). **Fire and 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.	**Kitchen equipment** - microwave - 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. Rugs, a heater, a fan and additional blankets may be purchased only where the climate is extreme and the accommodation requires it.	**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). **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. **Linen Package** - standard pillow per person - blankets per person (2) - quilt/doona per couple/individual - quilt/doona cover per couple/individual (2) - sheet sets per couple/individual including pillowcase (2) - towels per person (2) - face washers per person (2) - mattress protector per couple/individual

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4.12.8.2. BHG Package – Initial purchase

1. Purchase BHG Package in line with Expenditure Groups, standard items guide and requirements, including value for money.
2. Record BHG Package as an **SP Portal 'Payment Confirmation – Small Allowance'**.
3. Once the BHG has been provided, record an **SP Portal 'Confirmation – Basic Household Goods Package'**. This record should indicate the products have been provided and are within the required thresholds outlined in the Expenditure Groups.

4.12.8.3. BHG items – s. 47E(d)

1. Check storage and vacant properties for a suitable replacement and use suitable replacement in the first instance. If a suitable replacement is found in a storage facility, submit a request via email to the SRSS Operations and Support team if removal costs are being sought using the *Payment or Movement Request* template, including supporting documentation, such as relevant quotes.
2. If a suitable replacement is not found, purchase a s. 47E(d) line with requirements, including value for money. This includes replacement Linen Packages.
3. Record any replacement BHG purchases as an **SP Portal 'Confirmation – Basic Household Goods'**.

4.12.8.4. BHG items – Over BHG individual item cap

1. Seek approval via an **SP Portal 'Additional Services - Other'** to SRSS Operations and Support team for:
   - s. 47E(d)
   - any replacement item (due to wear and tear or faults) s. 47E(d)

4.12.8.5. BHG items – Departure from accommodation by recipient

All BHG items provided by the Department must remain with the SRSS Provider and the Provided Accommodation property, except for the Linen Package component of the BHG Package.

4.12.8.6. BHG items – Storage

SRSS Providers should seek to use storage areas in existing Provided Accommodation properties to store BHG items not currently in use, for instance, garages or locked storage areas. 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 storage, disposal, or other processes constitute best value for money.

4.12.9. Baby Items Package (Band 3)

A Baby Items Package covers specific essential goods for families with children s. 47E(d)

- prior to a family's arrival in the Provided Accommodation (along with the Standard BHG Items), or
- 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 consider value for money. Linen must be new, but all other items may be second hand. Items that are approved for purchase as part of the Baby Items Package are outlined below.

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Table 6: BHG – Baby Items Package

Baby Items Package
- high chair - cot, mattress per child - pram/stroller - baby bath - baby towels per child (3) - mattress protector per child (2) - change mat per child (2) - sheets and blanket (no pillow) per child (3)

4.12.10. Computer Package (Band 2)

SRSS Providers are required to supply a Computer Package in Ongoing Supported Accommodation households where there are four or more Band 2 recipients.

The Computer Package includes the cost of the computer and installation, and other essential equipment. This includes:

- anti-virus software
- a program to limit internet access to approved websites, such as parental control software, and
- essential peripheral equipment, such as a printer
- other software, such as computer games (these must adhere to appropriate ratings for under 18 years)

s. 47E(d) .

Webcams are not considered essential and should not be purchased with the Computer Package. Replacement printer cartridges are considered an everyday item and should be purchased from the Income Support.

1. Record Computer Package purchases as an **SP Portal 'Payment Confirmation – Small Allowance'**.

4.12.10.1. Computer and internet usage

Where recipients are found not to be following the guidelines, they may be barred from using the internet for a period. Where a recipient continues to breach the guidelines, this should be raised as an issue.

1. Ensure each UAM completes Form 1449 (Status Resolution Support Services Programme Internet Access Agreement for UAM residing in UAM households) prior to their using the internet and computer.
2. File the form in the SRSS Provider's records.
3. Ensure a poster outlining the recipient's responsibilities using the internet is visibly displayed near the computer, using Form 1449 as a guide.

4.12.11. Household Activity Items (Band 2)

SRSS Providers are required to ensure that all Ongoing Supported Accommodation property has household activities for recipients. Items purchased must:

- promote sharing and participation by all house members
- be appropriate for use by future recipients, as the items remain at the property
- meet Australian safety standards
- be appropriate for the ages in the household.

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Suitable items to be purchased from this package include a table tennis table, soccer balls, board games or other similar equipment. If SRSS Providers are unsure whether an item is allowable, they should check with the SRSS Operations and Support team.

The Household Activity Item s. 47E(d) Ongoing Supported Accommodation property.

Items that can only be used by one person at a time are generally not acceptable, such as roller blades, skateboards, bicycles. Game consoles are also not acceptable.

SRSS Providers must ensure recipients are aware that equipment is to be used responsibly and safely so as not to endanger the recipients or anyone else. Band 2 recipients must sign an undertaking to use all such equipment responsibly.

1. Record all Household Activity Items purchases as an SP Portal 'Payment Confirmation – Small Allowance'.

4.12.12. Mobile phone handset provision (Band 2)

All Band 2 recipients are provided with a mobile phone handset at the time of their Induction.

4.12.13. Basic Starter Package (Band 3)

The Basic Starter Package is provided to Ongoing Supported/Provided Accommodation households when a recipient/s enters the accommodation. It should comprise of appropriate staple food items (for example, bread, butter, milk and eggs) and other essential items, such as cleaning products.

The Basic Starter Package should be available in the property prior to the arrival of recipients, either delivered a few days before their arrival or on the day of arrival.

Table 7: *Expenditure Groups for Basic Starter Package*

s. 47E(d)

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 recipients moving in to the property. For example, if eight recipients move in, s. 47E(d) on the Basic Starter Package. This will ensure economies of scale.

The Department recognises that in large group households recipients are likely to regularly leave and new recipients arrive. Therefore, for any subsequent arrivals, s. 47E(d) the new arrival.

There may be occasions where the Department advises that a recipient will be travelling to a location, and the SRSS Providers purchases a Basic Starter Package, but the recipient does not arrive. In these circumstances, the SRSS Provider should invoice the Department for the cost of the Basic Starter Package.

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s. 47E(d)

[redacted]

4.12.14. Landlines and NBN

Where provided properties become NBN ready, the Department will consider covering the cost of the change-over only at the time that the phone line to a Band 2 or 3 property is at the point that the old lines are switched off and it will be disconnected.

SRSS Providers will need to retain evidence of when the property will be disconnected for financial audit/quality assurance purposes.

4.12.15. Transfer support to accommodation (Band 2–3)

In limited circumstances transfer support may need to be provided to Band 2–3 recipients. The Department will advise the SRSS Provider when this is required for Band 2–3 recipients.

4.13. Ongoing Supported Accommodation (Band 2)

Ongoing Supported Accommodation is accommodation provided to recipients in Band 2 of the SRSS Program. The SRSS Provider will hold the tenancy agreement for the property.

Ongoing Provided Accommodation requires the SRSS Provider to provide the goods and/or services below.

Table 8: *Ongoing Supported Accommodation goods and/or services*

s. 47E(d)

[redacted]

4.13.1. Group accommodation model

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

There is no specific model when creating a Band 2 recipient household. SRSS Providers should give consideration on a case-by-case basis to individual circumstances, including vulnerabilities, the level of support required, ethnicity, age, gender and religion with the overall aim of making the household as compatible as it can be.

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 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, recognising the need for flexibility with this group.

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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 recipients.

4.13.2. Recipients 18 years and over in Band 2 accommodation

There may be situations where recipients who are aged 18 and over are placed in a household with their younger sibling(s) or other relatives. This arrangement may be used 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).

Where the sibling is an IGOC minor, the SRSS Provider will be the Custodian until they no longer require full-time care, or the sibling can be placed in the care of older relative who is at least 21 years of age (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 adult is placed in Band 2 Ongoing Supported Accommodation with their siblings, they will receive Band 2 Income Support. The remainder of the Living Allowance will be used by the SRSS Provider to cover groceries and utilities, as per all Band 2 recipients (see *Living Allowance Calculator*), with the actual costs being invoiced back to the Department for reimbursement.

It is expected that SRSS Providers conduct ongoing conversations with recipients about managing their finances. This education should provide them with realistic expectations regarding their Income Support 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 purposes.

4.14. Ongoing Provided Accommodation (Band 3)

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

Ongoing Provided Accommodation requires the SRSS Provider to provide the goods and/or services below.

Table 9: *Ongoing Provided Accommodation goods and/or services*

Ongoing Provided Accommodation
BHG Package (including Linen Package) – According to expenditure groups
Basic Starter Package – According to expenditure groups
s. 47E(d) [redacted]
Transfer support to accommodation – As approved by the Department

4.14.1. Ongoing Provided Accommodation model

It is expected that families 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.

Should a recipient in Band 4–6 be approved to be accommodated in an Ongoing Provided Accommodation property, they will be required to make a contribution of 39 per cent of their total income support payment. In addition, while staying in the Ongoing Provided Accommodation property, the recipient will be required to contribute to groceries and other household expenses.

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1. Amend the **SP Portal Accommodation Detail 'Category'** to 'Service Provider Leased', where a Band 4–6 recipient is accommodated in Ongoing Provided Accommodation.

4.14.1.1. Property 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 a 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.

4.14.1.2. Cleaning

SRSS Providers must ensure properties are clean and in good working order prior to the recipient occupying the residence.

4.15. Transitional Accommodation (Band 4)

SRSS Providers are required to secure suitable Transitional Accommodation to meet the short-term needs of recipients as they transition out of immigration detention arrangements where required. 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 recipients.

SRSS Providers should monitor the standard of accommodation that recipients are placed in, to ensure safety and appropriateness. Transitional Accommodation for recipients must prepare recipients for the realities of the private rental market and where possible be located close to amenities and public transport.

The SRSS Provider should, initially place recipients in properties that are affordable, wherever possible, as recipients may wish to later remain in the accommodation at their own expense.

Costs associated with Transitional Accommodation for the prescribed period (six weeks) will be payable under the Band 4 Recipient Management Fee.

4.16. Urgent and Emergency Accommodation

Urgent and Emergency Accommodation is alternative accommodation for a short period due to unforeseen and sudden circumstances. This may include a relationship breakdown, the sudden unsuitability of a property, where a recipient is required to attend court or review hearings, or to attend interviews with the Department and other authorities. The SRSS Provider will source and arrange the type of accommodation suitable to the needs of the recipient near to the required location.

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

1. **Community Links** – such as family, friends, and religious and other community groups. Where Community Links that can appropriately accommodate a 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.

s. 47E(d)

[redacted]

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4.17. Case Workers

The key responsibility of Case Workers is to help manage the wellbeing of recipients to build self-sufficiency in the Australian community, in accordance with their nominated Band. To do this, it is expected that Case Workers:

- Provide support to recipients to develop the necessary skills to independently engage in the community
- provide support to recipients according to their individual circumstances and needs and adjust that support, as required
- understand that in order for recipients to receive assistance and support, they must continue to meet SRSS Program eligibility requirements and fulfil their recipient responsibilities
- ensure recipients have realistic expectations about their responsibilities and obligations, and understand that the level of support provided is in line with Australian government and community expectations

Case Workers maintain responsibility for Case Coordination. Case Workers must:

- Regularly monitor and review each recipient in their care
- Ensure their Case Worker contact details are recorded in the SP Portal.
- Ensure they are familiar with the Residence Determination or visa Conditions of the individuals they manage
- Undertake Needs Assessments, maintain Case Plans, complete Transition Out Plans and Support Recommendations, as required or directed by the Department
- Liaise with relevant persons, such as Carers, Community Links, Department representatives and other service providers
- Ensure recipients receive appropriate orientation and all Essential Registrations are completed within the timeframes
- Ensure recipients are linked to appropriate services and programs in the community and undertake meaningful engagement activities
- Provide Financial Management Support, including budgeting assistance
- Ensure recipient is aware of the terms of their access to SRSS and the recipient responsibilities
- Report and manage incidents
- Identify, record, raise, monitor, and resolve issues.

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

4.17.1. Needs Assessments

Needs assessments are ongoing assessments that are designed to identify the care and support required by recipients. They subsequently inform the recipient's Case Plan.

4.17.2. Orientation assistance

Orientation assistance is important for developing the skills necessary to help recipients achieve a level of independence in the community and ensuring they understand their responsibilities. Requirements for orientation assistance is outlined in the Contract.



General information to assist the progression of a recipient's orientation can be found in the *Life in Australia Book* on the Australian values website.

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4.17.3. Assistance to secure independent accommodation (Band 4)

Case Workers are required to assist Bands 4 recipients to access secure independent accommodation, such as, private rentals or community housing. Case Workers should provide guidance to 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.

4.17.4. Medication management

SRSS Providers are responsible for assisting 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 Recipient to manage their medication.

For recipients in Band 2, the Carer should securely store all medication and dispense it as needed to the recipient. This reduces the risk of the Recipient misusing the medication, or another Recipient accessing their medication. Recording the dispensing of medication to minors in an appropriate way is also advisable and would be in in keeping with the principles of the Child Safeguarding Framework

4.17.5. Financial Management Support for recipients

As part of the SRSS Program orientation process, SRSS Providers are required to provide Financial Management Support to new recipients who receive a Living Allowance. The purpose of providing financial management support to recipients is to:

- prevent situations where recipients are unable to meet their expenses
- prevent recipients falling into debt
- prepare recipients for life beyond the SRSS Program by ensuring they have the skills to manage their finances in the future.

This support should include:

- ensuring recipients understand how their Living Allowance should be used
- information such as seasonal price variations of fruit and vegetables, the differences between supermarkets, and fluctuating seasonal costs of heating/cooling their residences
- budgeting guidance.

SRSS Providers should also provide recipients with a budgeting guide that clearly sets out fortnightly income and expenditure and estimated future bills. They should make recipients aware of:

- how much money is needed for food, household expenses, and bills
- how much can be spent on activities and personal purchases, and
- how much can be saved.



The MoneySmart *Money Management Kit* may assist SRSS Providers with providing Financial Management Support. The kit can be found on the MoneySmart website.

4.17.5.1. Budget support (Band 2)

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

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4.17.5.2. Personal allowance (Band 2)

Recipients receive a portion of their Living Allowance as a personal allowance from DHS. The remainder of the Living Allowance is retained by the Department to cover the cost of utilities and household groceries.

As essential living expenses are covered for Band 2 recipients, SRSS Providers should advise UAMs to use their personal allowance on day-to-day expenses. These may include phone cards, mobile credit, public transport, additional clothing and footwear, and entertainment activities.

4.17.5.3. Income Support (Band 3)

The Department assists Band 3 recipients with Supported Living Services, such as accommodation, health services, education assistance for school-aged children and the Baby Items Package.

This means Income Support should be used to pay for all essential household and living expenses, either not provided by the Department, or above the capped amounts. Essential household and living expenses include food and other household products (toiletries, cleaning products), medicine, child expenses, and transport.

4.17.5.4. Income Support (Band 4–6)

Income Support is only provided to approved Band 4–6 recipients. Where recipients are approved to receive Income Support, it is expected that it is used to pay for rent, utilities, and other essential household and living expenses. Essential household and living expenses include food and other household products (toiletries, cleaning products), medicine, child expenses, transport, ambulance cover and medicine/medical expenses.

4.18. Carers

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, such as live-in Carers required for Band 2 recipients, will be included in the SP Portal 'Referral' to SRSS Providers.

Carers must understand who can make decisions for UAMs and consult with the relevant persons or organisations when required.

At time of the SP Portal referral, the Department will advise the SRSS Provider that a Carer is required.

4.18.1. Meaningful programs and activities for Band 1 recipients

Individual Allowance Program points are awarded to Band 1 recipients when they participate in meaningful programs and activities delivered by the FDSP.

SRSS Provider Carers should ensure they are mindful of the recipients' use of Individual Allowance Program points and, in consultation with the FDSP, encourage recipients to use Individual Allowance Program points soundly.

The SRSS Provider must consult with the Department and other service providers to assist in identifying and facilitating programs and activities. Activities must be appropriate to the abilities and needs of the recipient and to the specific site (Alternative Place of Detention).

4.19. Care for UAMs

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. 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.

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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. While most IGOC minors will be referred for Band 1 and Band 2 services, some may also be referred for services in Band 3.

Only one SRSS Provider will be responsible for a UAM at any time. 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.

Where a UAM is placed with a Community Link, SRSS Providers are responsible for:

- ensuring that Community Link Carer or Community Link Custodian arrangement remain suitable
- ensuring Community Link Carers and Custodians are aware of their reporting and decision-making responsibilities
- any changes are reported to the Department.

Any Custodian must seek the IGOC delegate's consent for non-routine matters affecting the minor and notify the IGOC delegate of certain events. SRSS Providers will be able to view Custodian information in the SP Portal.

4.19.1. Non-IGOC minors

Non-IGOC minors may not have a legal guardian in Australia. In these cases, 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'.

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.

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. 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 is still required to provide a Case Worker (except for Band 1 recipients).

4.19.2. Subcontractors

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 as the SRSS Provider. The SRSS Provider will continue to have overall responsibility of the services delivered to the UAM under their Contract and the OPM.

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.

4.19.3. 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.

A Custodian has legal responsibility to provide the day-to-day care for an IGOC minor, including routine decision-making. The IGOC Regulations provide that care and welfare includes matters of custody, control, maintenance, education, training and employment.

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Non-routine decisions must be made by the IGOC delegate. 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 displayed in the SP Portal SRSS Service (Custodian/Carer), on the 'Summary' page.

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 service
- 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 may 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
- 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 may 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.

4.19.3.1. Custodianship obligations – 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. 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 OPM.

4.19.3.2. Custodianship obligations – 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 requirements so that they are not in breach of the IGOC Act and Regulations.

4.19.3.3. Custodianship – Escalating matters to the IGOC delegate

SRSS Providers need to ensure that Community Link Custodians understand when to contact the SRSS Provider Case Worker. Custodians are required to escalate relevant matters to the IGOC delegate for information, discussion or decision.

4.19.4. Community expectations and behaviour

In their role as Carers and Custodians, the Department expects SRSS Providers, and Community Links where applicable, to support minors to develop independent living skills with the aim of being self-directed and self-sufficient wherever possible. 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

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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 steps that are positive 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 is not a conflict between this obligation and the obligation to report criminal activity to the police. This is because it would not be in the best interests of the minor in the long term to allow them to continue to engage in illegal activity. The best interests of each 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.

4.20. Incidents involving SRSS Providers

SRSS Provider must have a plan for resolving incidents or allegations involving SRSS Provider personnel. It is expected that conducting a full review of allegations be included in the plan and that the Department be kept informed and consulted throughout the review process. The Department reserves the right to instruct SRSS Providers to commission a full review of the allegations by an organisation not directly responsible for the day-to-day care of the recipient.

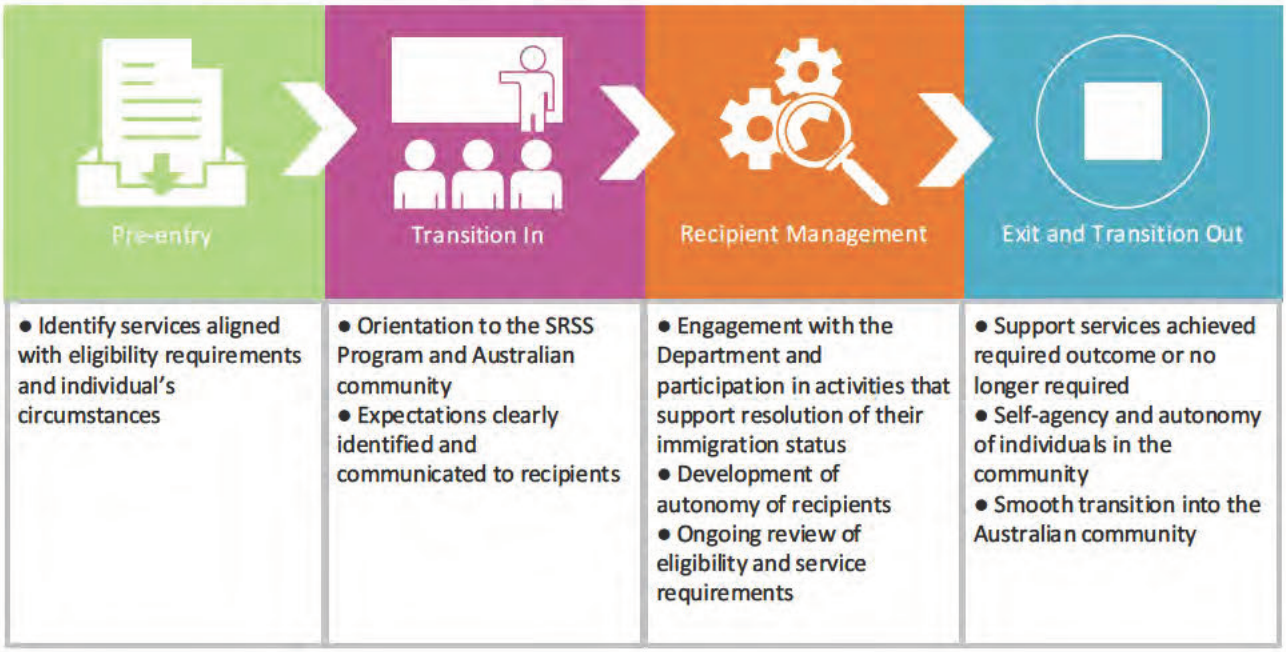
In order to protect the privacy of the staff member involved, the Department will log the incident in its internal incident reporting system and refer to this in the SP Portal.

1. Advise the staff member to immediately cease their responsibilities until the allegations have been reviewed (where the incident involves allegations of inappropriate conduct by SRSS Provider staff).
2. Notify SRSS Contract Services team and the SRSS Operational Coordination team via email of the allegation and confirm to the Department that the staff member has been stood down.

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5. Recipient workflow

The recipient workflow diagram outlines the progress of a recipient through the SRSS Program.



5.1. Pre-entry

- Ensuring the individual satisfies the eligibility requirements of the SRSS Program
- Identifying adequate support services required to resolve the individual's immigration status (including immediate support requirements in a crisis)
- Decision on whether the individual will be supported by the SRSS Program and what supports are required.

5.2. Transition In

- Referral of recipient to SRSS Provider, outlining the circumstances of the recipient and the services required
- Recipient orientation is completed.

5.3. Recipient Management

- Appropriate and targeted support services are provided to the recipient until no longer required
- Recipients are provided with support to independently engage in the status resolution process
- Risks to the recipient and/or the Australian community are managed
- Recipient continues to participate in resolving their immigration status
- Engagement activities with Australian community are encouraged
- Recipient is reviewed to ensure ongoing eligibility and that services are aligned to requirements.

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5.4. Transition Out and Exit

- Outcomes of providing services to individual are achieved, their immigration status is resolved or the individual no longer requires support
- Individual exits the SRSS Program and has the ability to access services in the Australian community.

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6. Pre-entry

The pre-entry phase occurs before an individual is receiving SRSS. This stage involves applications for the SRSS Program (Bands 5–6).

The following forms can be found on the Department of Home Affairs website:

- Form 1448: Status Resolution Support Services Program Debt Agreement
- Form 1450: Status Resolution Support Services Program Privacy Notice

6.1. Applications for the SRSS Program (Bands 5–6)

The SRSS Application Process may be commenced by an SRSS Provider, on behalf of non-citizens in the community who intend to engage Australia's protection obligations (and who are not currently receiving SRSS).

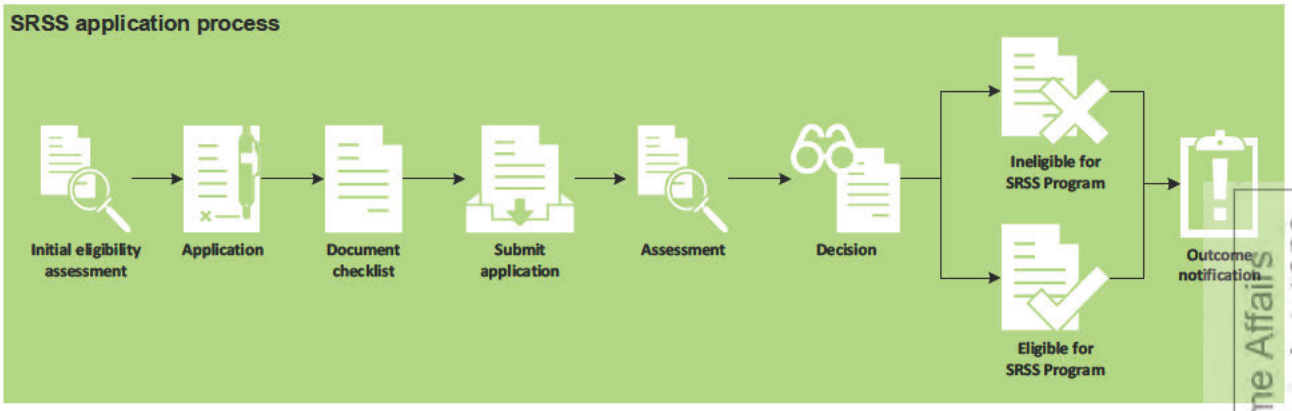
The SRSS Application Process for Band 5–6 support is outlined in the figure below. The SRSS Provider must ensure applications have all relevant information in order for the Department to make a decision (including attachments) and that applicants meet the eligibility requirements.

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
- supporting documentation (see SRSS Document Checklist at end of Form 1455, and *SRSS Medical Evidence Fact Sheet* for details relating to medical evidence).

The SRSS Provider will be notified of a decision via an SP Portal referral.

6.1.1. SRSS Application Process figure



6.1.2. SRSS Application Process

1. Conduct an initial eligibility assessment regarding the individual's eligibility for SRSS. SRSS Providers must remember that the provision of Program Services is based on identifying barriers to the individual's status resolution or that preclude them from working and providing assistance in removing the identified barriers. Where alternative community support exists, this should be used in the first instance.
   If the SRSS Provider considers the applicant ineligible, no further action is required.
   Should the SRSS Provider consider the applicant eligible for SRSS following their initial eligibility assessment, then the application process can begin.
2. Assist the applicant with the completion of their application using Form 1455 (Application for Status Resolution Support Services (SRSS)), and informs the applicant that, by applying for SRSS, they are agreeing to meet their responsibilities, including to engage with the Department in meeting set milestones to progress their status resolution.

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SRSS Providers should refer to the *SRSS 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 individual's Application for Program Services:

- Form 1455 (Application for Status Resolution Support Services (SRSS))
- Form 1448 (Status Resolution Support Services Repayment Agreement)
- Form 1450 (Status Resolution Support Services Privacy notice and consent)
- Supporting documentation demonstrating eligibility for each any Additional Services that are requested.

If the applicant requires emergency assistance, SRSS Providers can contact the SRSS Assessments team to discuss the possibility of placing the applicant on program without supporting documentation. The applicant will have 20 business days to supply supporting documentation.

3. Submit the application, and attachments via the **SP Portal 'Application' tab**, using 'Band 5 Application – SRSS Services' or 'Band 6 Application – SRSS Services' to the SRSS Assessments Manager. Select, 'Edit', then 'Send for Review' to the SRSS Assessments Manager.
4. Monitor the outcome status (approved / refused / ineligible / withdrawn / further information required) of the application in the **SP Portal 'Application' view**. If approved or refused a letter will be included in SP Portal 'Application View'. The SRSS Provider will also be notified of an approval via a referral in the SP Portal if the applicant has been approved.
5. Once an outcome is decided, the SRSS Provider should notify the applicant of the outcome and progress any further actions.

6.2. Initial eligibility – Individual found to be ineligible

1. Notify the SRSS Assessments team via email where a non-citizen in the Australian community, who would like to apply for SRSS but is deemed ineligible, presents with a significant health concern or as a risk to the community.

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7. Transition in

Procedures for this stage, depending on the Band the recipient is in, may include

- SP Portal referrals for recipients to the SRSS Program
- Transfer support to Provided Accommodation
- Reception and Induction
- Orientation to the SRSS Program, community and provided accommodation, as required
- Essential Registrations
- Developing a Case Plan

7.1. SP Portal referral

The Department will make an SP Portal referral to the relevant SRSS Provider for individuals entering the SRSS Program. The SP Portal referral will contain specific instructions on the services to be provided to the recipient, as well as any timeframes and expectations with regard to status resolution milestones and goals to be met. The SRSS Provider is expected to deliver the appropriate services in accordance with the referral and the service provision required.

Referrals to SRSS Providers in the SP Portal will indicate:

- whether orientation assistance is required
- the address of the Provided Accommodation property the recipient will be accommodated (if required)
- the Program Services they have been approved to receive (Bands 5–6)
- whether an Initial Payment must be provided to the recipient upon exit from an Immigration Detention Facility (Band 4).

7.1.1. SRSS Provider unable to deliver services

1. Request an exemption, in writing, for the Department's consideration. The exemption must detail why the SRSS Provider is unable to deliver services. The decision as to whether the referral will proceed will be made by the Department.

7.1.2. SRSS Provider assigns a Case Worker (Bands 2–6)

1. Once a Case Worker has been assigned to a recipient, **record the Case Worker contact details in SP Portal**.

7.1.3. Accepting referrals to Band 1

Where possible, several days' notice will be provided to the SRSS Provider. This will ensure there is sufficient time to organise the required service/s. SRSS Providers are required to provide carer support and independent observer services immediately following a referral, and when the minor arrives at the APOD.

7.1.4. Assignment of Carer (Band 2)

1. Submit the Custodian/Carer Agreement via an **SP Portal 'Confirmation'** task, with the Custodian/Carer Agreement attached, when the Department advises that a Carer is required.
2. Record the Carer's details on the **'Client info' > 'Carer' tab in the SP Portal**.

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7.1.5. SP Portal referrals to SRSS Program (Bands 2–3)

The Department will advise the SRSS Provider of a recipient's transfer into Band 2 or 3 via a SP Portal 'Movement – Location' referral. The SRSS Provider will accept the referral and make arrangements for the recipient transfer to occur within 10 business days of this acceptance.

The Department will advise the specific property in the SP Portal as an 'Accommodation Referral Request' for Bands 2–3. The specified address will be determined by the Department using the SRSS Provider maintained property inventories. Only the Minister can make a Residence Determination for the recipient to reside at a specified address in Bands 2–3 so it is important that property inventories are up-to-date.

The Department will notify the incoming SRSS Provider via the referral when a recipient is initially placed into Band 2 or 3 of the SRSS Program or is transferring to a new contracted SRSS Provider/location.

7.1.6. Transfer support to Provided Accommodation (Bands 2–3)

1. Request an itinerary from IMA Commercial Transfers via an **SP Portal 'Confirmation-Itinerary'** task five business days before the scheduled travel date.
2. Emai s. 47E(d) for confirmation.
3. Set the **SP Portal 'Confirmation-Itinerary'** task to 'Complete'.

The Department will then record the recipient's travel itinerary in the SP Portal within two business days of the scheduled travel date. Where the transfer is part of a Department coordinated charter flight, the exact date, location and destination of the recipient transfer will be provided to the SRSS Provider.

7.1.7. SP Portal referrals to SRSS Program (Band 4)

Referrals for Band 4 will generally be made for individuals in immigration detention (held or Residence Determination) being granted a visa (Bridging or substantive visa):

- Recipients in Bands 2 and 3, where exceptional vulnerabilities are present may receive limited transitional services
- Individuals leaving held detention arrangements (other than recipients in Band 1).

In most cases, Band 4 recipients will be approved for identified Transitional Services. The Department will provide information regarding the Program Services required for all Band 4 recipients in the initial SP Portal referral.

The following transition timeframes apply for those individuals departing held detention:

- **Maximum three weeks:** Individuals who are granted a Final Departure BVE (without Income Support and not eligible for an Initial Payment).
- **Maximum four weeks:** Individuals/families granted a substantive visa (without Income Support and eligible an Initial Payment).
- **Maximum six weeks:** Nuclear families (with children under 18 years of age) who are granted a Final Departure BVE and individuals/families who are granted a standard BVE, with Income Support. These individuals are eligible for a one-off Initial Payment, if required.

Limited Transitional Services may also be available for certain recipients if a serious vulnerability is identified. The Department will notify SRSS Providers of the timeframes for recipients in Band 4.

7.1.8. SP Portal referrals to SRSS Program (Bands 5–6)

SP Portal referrals for Bands 5–6 will indicate the Program Services that the recipient has been approved to receive.

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7.2. Reception and induction

SRSS Providers should conduct a reception and induction that covers:

- addressing immediate needs
- an overview of Program Services available (for Bands 2–3)
- the provision of mobile phone handset and Basic Starter Package (for certain recipients as outlined in OPM)
- recording relevant contact details
- an induction into Provided Accommodation (where applicable).

1. Record an **SP Portal 'Confirmation - Reception and Induction'** task, once Reception and Initial Property Induction has been completed.

7.2.1. Basic Starter Package (Bands 2–3, or as approved)

1. Record an **SP Portal 'Confirmation – Basic Starter Package'** task, once the Basic Starter Package has been provided to approved recipients.

7.2.2. Safety around the home – Form 1451 (Bands 2–3)

1. Ensure the recipient has had an induction into Provided Accommodation and has signed Form 1451 (Status Resolution Support Services Programme Understanding safety in and around the home).

7.2.3. Internet access for UAMs – Form 1449 (Band 2)

1. Ensure the recipient is aware of internet safety and has signed Form 1449 (Status Resolution Support Services Program Internet Access Agreement for UAM residing in UAM households)

7.2.4. Mobile phone handset provision (Band 2)

1. Note the provision of the mobile phone handset in the Case Plan, as well as the recipient's allocated phone number.

7.2.5. Condition report (Bands 3–5)

The SRSS Provider must assist the recipient to complete a property condition report when they enter a Provided Accommodation property (Band 3) or where it is a requirement for the accommodation (Bands 4–5).

The SRSS Provider must also assist recipients in Provided Accommodation to complete a property condition report on exit from the property. Failure to do so may result in the Department refusing to meet any damage costs, as the damage cannot be attributed to particular occupants. A copy of these reports must be retained on the recipient's file.

7.3. Orientation assistance and Essential Registrations

Orientation assistance is split into:

Initial orientation – Provided within five business days of the recipient entering the community to cover basic information on the property and local area.

Comprehensive orientation – Commence within one month of the recipient entering the community and must aim to be completed within three months from the date of commencement.

Orientation should be adjusted according to:

- Whether the recipient is entering the Australian community from held detention for the first time

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- Whether the recipient has transferred between Bands, SRSS Provider, location or is in Bands 5–6
- The history of the recipient in the Australian community
- The maturity or capacity of the recipient.

This support is provided by the SRSS Providers and should include (as required):

- information about the location of amenities and services
- linking recipients with ethnic and religious community groups and community centres
- providing basic information about Australian rules and laws that they must follow and appropriate public behaviour, for example, child protection legislation and mandatory reporting, domestic violence legislation, road safety
- courses on parenting skills, managing teenagers in the Australian context, and managing family conflict
- education about Australian public systems, including how the taxation, public health and social welfare systems operate
- basic financial management support, including what Income Support should be used for
- assisting recipients with setting up a bank account in order to receive Income Support
- parents with children under the age of four should be made aware of community play groups

The orientation planned and delivered for each recipient should be detailed in the Case Plan.

Applicable recipients must have an initial orientation completed within five business days of entering the community.

7.3.1. Orientation assistance (Bands 2–4)

Orientation assistance must be offered to all Band 2–4 recipients to help them develop the skills they require to live in the Australian community.

7.3.2. Orientation assistance (Bands 5–6)

Where deemed necessary, SRSS Providers should provide orientation assistance to Band 5–6 recipients.

7.3.3. Orientation – Case Notes

It is good practice for SRSS Providers to record ongoing case notes regarding a recipient's orientation progression in the recipient's Case Plan when general competencies are reached. Non-participation in orientation services must also be recorded in the recipient's Case Plan.

7.3.4. Initial orientation

1. Record an **SP Portal 'Confirmation – Orientation'** task once all initial orientation competencies are completed.
2. Ensure the Case Plan is updated.

7.3.5. Comprehensive orientation

1. Once the comprehensive orientation is complete, and the recipient clearly demonstrates the ability to access required services and move about the community unaided, record an **SP Portal 'Confirmation – Orientation'** task once all initial orientation competencies are completed.
2. Ensure the Case Plan is updated.

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7.3.6. Essential Registrations

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

- registering with DHS for Income Support (Bands 2–3, or as approved) when the recipient has an initial interview booked with DHS
- applying for Medicare (for approved Band 4–6 recipients)
- opening a bank account (all recipients)
- ensuring compulsory school-aged children are enrolled in school (this may mean the SRSS Provider assists with enrolment, or confirms that school-aged children are enrolled).

SRSS Providers are also required to do the following:

1. Ensuring Form 1448 (Status Resolution Support Services Programme Repayment Agreement) and Form 1450 (Status Resolution Support Services Programme Privacy notice and consent) are completed and uploaded to SP Portal when the recipient transfers into the SRSS Program or relevant band. For Band 5–6 recipients, these forms are normally completed at the time of application.
2. Advising recipients that they have access to RRAP (for those who are finally determined).
3. Registering with *jobactive* (for recipients able to work).
4. Taking out appropriate ambulance cover, as the Department will not cover the costs associated with ambulances (Bands 4–6).

SRSS Providers must record the completion of these tasks once they are complete.

1. Assist recipient with Essential Registrations in the community and ensure certain administrative tasks are complete.
2. Record the completion of Essential Registrations in SP Portal:
   - **'Essential Registrations – Allowance'**(Registration for Income Support)
   - **'Essential Registrations – Health'** (Registration with Medicare)
   - **'Essential Registration – Banking'** (Bank account)
   - **'Essential Registration – School'** (School-aged children enrolled in school) and include the date the child commenced school and the name of school the child has enrolled in (in 'Comments' field).
   - **'Administration – Other'** (Where required, Forms 1448 and 1450, access to RRAP, register with *jobactive* and ambulance cover – outline this in the 'Comments' field.

7.3.7. Initial payments (Bands 2–4)

SRSS Providers are required to provide initial payments, equivalent to a fortnight of Income Support to individuals and families who are released from held detention into Residence Determination (Bands 2–3).

If required, SRSS Providers are able to provide initial payments, equivalent to a fortnight of Income Support, to:

- nuclear family groups with children under 18 years who have been granted a final departure BVE from held detention and
- individuals and families who are granted a standard BVE from held detention
- individuals and families who are granted a substantive visa from held detention.

Single adults who are granted the final departure BVE are not eligible for initial payments on release from held detention.

The funds assist recipients to purchase basic items during their transit to and subsequent arrival in the community until they receive their regular Income Support or Centrelink Payment from DHS for those who are granted substantive visas.

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SRSS Providers should use the *Living Allowance Calculator* (provided by the Department) to calculate the correct initial payments for recipients. The Department will update and reissue the *Living Allowance Calculator* with each review of allowance rates. Any questions regarding the *Living Allowance Calculator* should be directed to the SRSS Finance and Payment Recovery team via email. The SRSS Provider should invoice the Department for funds provided as Direct Recipient Costs.

If an initial payment is required for recipients who have been granted a BVE from held detention, an SP Portal 'Third Party Services' referral request will be raised by the Department.

1. Once an initial payment is made to the recipient, enter an **SP Portal 'Payment Confirmation – Initial Payment'** activity.

7.4. Development of Case Plans

SRSS Providers are responsible for creating and maintaining all Case Plans for recipients. Case Plans should be an interactive record reflecting the recipient's needs. They should identify the specific services that have been, or will be, provided to address those needs, as well as their goals, health status and progress.

Case Plans must:

- adopt a strengths-based approach, outlining clear strategies for improving recipients' independence
- be based on the recipient's assessed capabilities and complex needs
- include timeframes for the delivery of services
- identify issues, risks and costs
- have all sections completed.

Recipients must be given the opportunity to participate in the development of their Case Plan. Recipients are more likely to engage with the SRSS Program and with their own needs and goals if they participate in the development of their Case Plan.

Case Plans should include detailed information on:

- contact information, including emergency contact details
- items and services provided or refused, such as orientation, accommodation, health needs, allocated health provider or GP information, financial allowance and support, such as medication management provided to the recipient
- items and services required by or provided to the recipient outside of the general level of support outlined in this document
- the outcomes to be achieved, or achieved, while on the SRSS Program
- contact with the recipient and subsequent updates and/or actions
- a Child Wellbeing Assessment (for Band 1–3 recipients who are aged 18 years and under)
- education details for children and adults, including school enrolments for children or changes in enrolment
- repeated illness or patterns of adverse behaviour, including missing appointments
- mental and physical health concerns and/or treatment
- strategies for linking the recipient with community support and updates on how these are progressing
- meaningful engagement activities undertaken or being undertaken, such as volunteering opportunities and, for Band 2 recipients, costs attributed to Meaningful Engagement Allowance
- any 'Change of Circumstances'.

Only one Case Plan is required for each family, with information on all members included. All Case Plans must be uploaded to the SP Portal and the primary recipient.

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7.4.1. Case Plans – Initial approval

Case Plans for recipients in Bands 2, 3 and 5 require approval by their SRO. Case Plans for recipients in Bands 4 or 6 do not require approval by the Department.

If the Department 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.

7.4.2. Case Plan – Creation of IMP (Band 1)

When a minor is referred for Band 1 support, the SRSS Provider must coordinate with the FDSP to review or develop a comprehensive Individual Management Plan (IMP). The IMP is officially managed by the FDSP, with the SRSS Provider collaborating and constructively contributing to the development of the IMP.

An IMP is to be developed for each detainee including for each minor. For UAMs, an Independent Observer (IO) is to be present when an IMP is developed. In the case of IGOC minors, the IGOC delegate must be notified and involved in the IMP.

7.4.3. Case Plan – Creation of initial Case Plan (Bands 2–6)

1. Ensure the Case Plan is completed on the template provided and uploaded into the SP Portal within 10 business days of the recipient's arrival in the community or transitioning between Bands and/or SRSS Providers.
2. For families, include requirements for all members of the family, as only one Case Plan is required per family unit. Attach the Case Plan against each family member, but assign the activity against the principal family member.
3. For new recipients:
   - Use **SP Portal 'Case Plan – Initial'** activity, including the date the recipient takes up residence in the SRSS Program (Bands 2, 3 and 5) and submit activity to the recipient's SRO for approval.
   - Use **SP Portal 'Confirmation – Case Plan'** activity (Bands 4 and 6) and finalise the activity.

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8. Recipient Management – General

This stage focuses on the day-to-day requirement of managing and supporting recipients. The procedures relating to this stage involve ensuring the recipient has access to the Program Services they require, monitoring progress and reporting issues.

8.1. Status resolution

The intention of the SRSS Program is to provide support on a needs basis to recipients as they resolve their immigration status. The Department expects that the resolution of a person's immigration status results in either the grant of a substantive visa or departure from Australia.

8.1.1. Returns – RRAP engagement

Where a recipient is interested in departing Australia and returning to their country of origin, or to a third country, the SRSS Provider may be asked to liaise with departmental officers or contracted service providers to provide information for assessments required as part of the returns process.

Recipients may be able to access returns assistance where they wish to depart voluntarily from Australia. Return services typically consist of three stages: pre-return counselling and planning; arranging and facilitating travel (including obtaining travel documents) and; immediate post-arrival assistance.

1. Where a recipient is interested in departing Australia, contact the recipient's SRO via email or phone (unless the recipient prefers that the SRSS Provider not contact the Department).

8.1.2. Recipients communicating with the Department

The costs associated with the recipient using TIS National is covered when communicating with the Department, for example the BVE Reporting line. Any communication provided to the recipient by the Department will include information on how to access TIS National when contacting the Department.

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8.1.3.2. Replacement EIS ImmiCards (Bands 4–6)

Recipients may request a replacement EIS ImmiCard in the event their original card is lost, stolen or damaged. SRSS Provider can assist recipients with ordering a replacement card.



Replacement cards must be ordered online at Proof of identity (ImmiCard) – Overview.

8.1.3.3. Replacement of Residence Determination ImmiCards (Bands 2–3)

A replacement for a Residence Determination ImmiCard can be requested by the recipient's SRSS Provider.

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On 2 August 2017, the 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 visa details and conditions.

1. Complete the 'Request for Replacement Residence Determination ImmiCard (RDI)' form and submit it to SRSS Operations and Support team.

8.1.3.4. Requesting Changes to personal information for ImmiCard holders

If a recipient wishes to request a change to their biodata details, they must contact their departmental SRO. 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.

Requests for changes to personal information for ImmiCard holders should be requested online at Proof of identity (ImmiCard) – Overview.

8.2. Case Coordination (Bands 1–6)

As outlined in the Schedule of Services, the SRSS Provider is responsible for the provision of Case Coordination. The Department expects that SRSS Providers will pay particular attention, as applicable to their allocated Band and the recipient's needs, to a 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 recipient issues and report them through the Case Plan or Incident Reporting processes (by using the *Incident Reporting Protocols for SRSS Providers*) in the SP Portal as appropriate.

8.3. Case Worker support (Bands 2–6)

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

- maintain regular contact with recipients and undertake needs assessments
- maintain, review and update Case Plans and Child Wellbeing Assessments
- make relevant support recommendations
- submit reasonable Payment or Movement Requests.

8.3.1. Needs assessments

When undertaking a needs assessment to develop a Case Plan, the Case Worker must:

- involve the recipient in identifying their needs
- identify the care and welfare support required by the recipient

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- develop strategies to identify and build on the recipient's strengths so they are able to achieve a level of self-sufficiency
- pay particular attention to the needs of young people (people aged 15–25 years), including focusing specifically on developing suitable plans to engage them in meaningful activities
- take into account any information provided in the referral process or Band 6 Application as relevant
- ensure recommended Program Services are in accordance with this OPM or relevant approvals.

8.3.2. Regular contact with recipients

One way to ensure Case Plans and the SP Portal contain up-to-date and relevant information on the recipient and their circumstances is through regular contact with recipients and conducting regular needs assessments.

SRSS Providers must ensure Case Workers contact recipients during their first weeks in the community and then at least once each month after they are established in the community. Through regular needs assessments, Case Workers can identify the care and wellbeing support required by the recipient. This will assist with determining whether contact should occur more frequently for recipients displaying a higher level of need. Where no issues are identified, this should also be noted.

Table 10: *Timeframes for regular contact with recipients*

Band	Regular contact
Bands 2–3	Face-to-face contact with recipients at the recipient's place of residence at least once per calendar month (or more frequently for recipients displaying a higher level of need).
Bands 4–5	In-person or phone contact with recipients at least once per calendar month (or more frequently for recipients displaying a higher level of need). Face-to-face contact must take place at least every three months.
Band 6	Have in-person or phone contact with all recipients at least once per calendar month (or more frequently for recipients displaying a higher level of need).

8.3.3. Regular contact (Bands 2–5)

1. After each contact with the recipient, review the Case Plan, including the 'Child Wellbeing' section where there are children under 18 (Bands 2–3), and update with current information, as required.
2. To confirm monthly contact with recipients (in the same calendar month the contact occurred), where the Case Plan has not required updating, submit an **SP Portal 'Interview – Case Assessment'**:
   - use the 'Description' field to identify any face-to-face contact
   - use the 'Comments' field to include a summary case note of what was discussed, such as whether any issues were raised relating to health, housing, education (or no issues were raised) during the monthly contact.

SRSS Providers should ensure that the recipient's residential and postal address are correct at each monthly contact and update, if required.

8.3.4. Regular contact (Band 6)

1. Submit an **SP Portal 'Interview – Case Assessment'**.

   To confirm monthly contact with recipients (in the same calendar month the contact occurred) , where the Case Plan has not required updating, submit an **SP Portal 'Interview – Case Assessment'**:
   - use the 'Description' field to identify any face-to-face contact
   - use the 'Comments' field to include a summary case note of what was discussed, such as whether any issues were raised relating to health, housing, education (or no issues were raised) during the monthly contact.

SRSS Providers should ensure that the recipient's residential and postal address are correct at each monthly contact and update, if required.

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8.3.5. Non-contact escalation

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

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

1. Where an SRSS Provider tries to contact a recipient for regular contact, and the recipient does not respond within 10 business days, the SRSS Provider must submit an **SP Portal 'Escalation – Issue'** task.
2. If a recipient does not make contact before the next scheduled monthly contact, update the recipient's Case Plan with the details. Submit an updated Case Plan using an **SP Portal 'Escalation – Issue'** task to:
   - the recipient's SRO (Bands 2–5)
   - the SRSS Operations and Support Manager (Band 6)

This will advise the Department that contact was attempted and the recipient has not responded.

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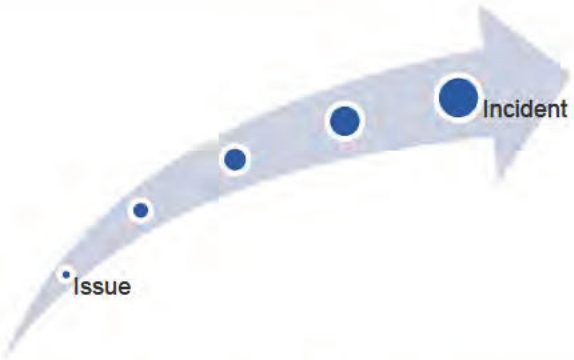
8.4.1. Child Wellbeing Assessment (CWA)

A CWA has been incorporated into the Case Plan for children and families with children in Bands 1–3. Like the Case Plan, a CWA must be reviewed every three months or after significant changes or incidents.

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8.4.2. Issues

The SRSS Provider should encourage Case Workers to ensure issues are addressed with recipients before they escalate. One way of looking at an issue is its relationship to an incident: a minor issue, if left unaddressed, may escalate to a significant issue, which may contribute to an incident.



For example, if a child is showing increased isolation from their family, and this is not addressed, this may result in the child being disengaged from activities and socialisation, which may be the cause for the child to stop going to school (school absenteeism).

1. Bring significant issues to the attention of the Department by updating the recipient's Case Plan and submitting it using an **SP Portal 'Escalation – Issue'** task.

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8.4.4. Submitting updated Case Plans and CERs

As a minimum, Case Plans must be submitted on a three-month basis, even where there are no changes to the recipient's situation. CERs are completed in lieu of a Case Plan update and in line with the approval period.

Although Case Plans are not required to be regularly submitted to the Department for Band 5 recipients, an updated Case Plan may be requested by the Department at any time.

8.4.5. Updating for the attention of the Department (Bands 2–6)

1. Where a significant change has occurred that requires the attention of the Department, make all required updates on the Case Plan template.
2. Upload Case Plan as an **SP Portal 'Case Plan – Update'**:

   For Case Plan updates for families, the SP Portal activity only needs to be recorded against the principal recipient.

8.4.6. Support recommendation

The SRSS Provider is required to advise the Department immediately and make a recommendation where they consider there is a significant change in a recipient's circumstances that:

- may affect their eligibility, and results in a recipient exiting a Band (Bands 2–3)
- may affect their eligibility for the SRSS Program (Bands 5–6)
- may affect their service or support levels and a Band movement may need be considered (Bands 4–6).

8.4.7. Support recommendation (Bands 2–3)

1. Submit a support recommendation by updating the Case Plan using the 'Planned Review of this Case Plan' section.

   Include comprehensive details of the change and the effect of the change, such as detailed information on specific vulnerabilities, any protective factors or supports required. It may be worth a preliminary discussion with the SRO before compiling a support recommendation.
2. Submit the support recommendation as an **SP Portal 'Support Recommendation'** activity to the recipient's SRO.

8.4.8. Support recommendation (Band 4)

See 'Additional Services required after transition out period' section where a Band 4 recipient requires services/support that may require a Band movement.

8.4.9. Support recommendation (Bands 5–6)

1. Complete the *SRSS Continued Eligibility Review* template where a change may affect a recipient's eligibility for the SRSS Program or result in a reduction of their current service or support levels.

   Include comprehensive details of the change and the effect of the change, such as detailed information on specific vulnerabilities, any protective factors or supports required. It may be worth a preliminary discussion with the recipient's SRO or SRSS Assessments Officer before compiling a support recommendation.
2. Submit the support recommendation as an **SP Portal 'Confirmation – Case Plan Review'** activity with the completed CER, including 'CER – Outside Review Period' in the 'Comments' field, to:
   - the recipient's SRO (for Band 5)
   - the SRSS Assessments Officer (for Band 6).

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8.4.10. Summary of SP Portal activities for Case Plans and notifications

More information can be found in the *Status Resolution Support Services (SRSS) – Case Plan Update* Quick Reference Guide.

Table 11: *Summary of SP Portal activities*

SP Portal activity	Summary
Case Plan – Update (Bands 2–4, 6)	Case Plans must be updated and submitted to the Department where there are: - outstanding actions - significant changes that may affect eligibility or Program Services they require - after an incident occurs - within 10 business days of incident closure of incident closure for all Major/Critical Incidents, or - as a minimum, every three months if there are no significant changes (Band 2–4). Significant changes could include: - a Child Wellbeing Assessment/Case Plan with outstanding action - increased isolation from support - patterns in seeking medical services - severe financial issues - provision of birth certificate following the birth of a child (attach birth certificate under newborn's SRSS Service) - refusal to Attend School (Bands 2–3 for five consecutive absences) - transitioning into Bands 2, 3 and 5 from other SRSS Bands/Providers. The Department may request a Case Plan at any time, including for a Band 5 recipient.
Confirmation – Case Plan Review (Bands 5–6)	Where a completed *SRSS Continued Eligibility Review* template is being uploaded for assessment for a Band 5–6 recipient: - at the review period ('CER' in 'Comments' field) - for a support recommendation outside the review period ('CER – Outside Review Period' in 'Comments' field) - upon request from Department. Include significant changes and incidents, as well as information relating to the ongoing goals and milestones that are required to be met by recipients.
Interview – Case Assessment	To record monthly contact.
Confirmation – Case Plan	Where a Case Plan has no outstanding actions or does not require approval by the Department. Such as: - where a CWA is included and there are no concerns by the three-month period and this is the only change - notification of pregnancy, birth of a baby - change of SRSS Providers - transitioning into Bands 4 and 6 from other SRSS Bands - refusal to attend school (Bands 4 and 6, for five consecutive absences).
Additional Service (under 'Applications' tab, for Bands 5–6)	Where a change to recipient's circumstances that may require Additional Services, upload a completed *SRSS Additional Services Request* template.
Support Recommendation (Bands 2–3)	Where a change in a recipient's circumstances that affects their current support levels or results in a recipient exiting Band 2–3.

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SP Portal activity	Summary
Escalation – Family Composition	Update Case Plan with details and attach Form 1022 (Notification of changes in circumstances) where a change in relationship status or family composition (such as a relationship breakdown) that may affect their Income Support payments and/or immigration status (ensure recipient has notified DHS). If it involves the commencement of a partnered relationship or a relationship breakdown, include the commencement and/or separation dates on the Form.
Escalation – Issue	Update Case Plan and notify the Department where a particular issue that needs to be resolved has been identified, such as: - non-contact escalation - requests for access to recipients by external organisations to the Department - recipients have commenced full-time study (over 20 hours).
Escalation – Dormancy-Income	Recipient commences employment and it may affect their Income Support payments.
Escalation – Dormancy-Disengagement	Recipient ceases employment and it may affect their Income Support payments.

8.5. Change of circumstances

Recipients must notify the Department about any change of circumstances that:

- Affects an answer to a question in a recipient's Protection Visa Claim
- May affect their eligibility for the SRSS Program

Table 12: *Actions relating to change of circumstances*

Change of circumstance	Action
Affects an answer to a question in a recipient's application form for protection	Form 1022 (Notification of changes in circumstances) must be submitted to the Department and relevant SP Portal 'Escalation' activity.
May affect their Income Support payments	Notify DHS if change may affect Income Support payments and submit relevant SP Portal 'Escalation' activity.
May affect their immigration status or eligibility for the SRSS Program or Band	See 'Support recommendation' section.

SRSS Providers must notify the recipient's SRO, or the SRSS Operations and Support team for Band 6, when they become aware of any of the below listed change of circumstances regarding a recipient. Change of circumstances include:

- employment status (such as the recipient or their spouse/partner gets a job or starts working) or income changes that may affect their income support payments and/or immigration status
- expecting a baby
- change in relationship status and/or family composition, such as where the recipient enters into a new relationship or has a baby
- full time study (Bands 4–6 only)
- the recipient plans to resolve their status by departing Australia.

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SRSS Providers should use their discretion in whether the recipient's SRO (or the SRSS Operations and Support team for Band 6) should be notified for a change of circumstances not listed above.

Where any of the above listed change of circumstances may affect a recipient's eligibility for a Band, or the SRSS Program, a support recommendation must be completed.

Where the recipient is receiving DHS SRSS Payments, and the change may affect their Living Allowance, Dependent Child Allowance and/or Rental Assistance Allowance, DHS should be notified. SRSS Providers must assist recipients with notifying DHS of any DHS Change of Circumstances, including change of rental payment or relationship status, as the recipient's DHS SRSS Payments may need to be recalculated. See 'DHS Change of Circumstances' section.

8.5.1. Employment status (Band 4–6)

Recipients must advise their SRO and SRSS Provider when they or their spouse/partner gain employment. Additionally, recipients will need to report to DHS fortnightly prior to payment day and DHS will regularly assess the recipient's circumstances and adjust payments as required.

Where a Band 6 recipient gains employment and earns more than what they would receive if in receipt of their Income Support, they would enter a dormancy period of 12 weeks and their Income Support 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. This also applies to where a Band 6 recipient's spouse/partner earns above the DHS determined threshold for spouses/partners of recipients.

8.5.1.1. Recipient commences employment (Bands 4–6)

1. Ensure the recipient has notified DHS, where the change may affect their DHS Payments.
2. Update the Case Plan with the relevant information.
3. Submit an **SP Portal 'Escalation – Dormancy-Income'** activity to:
   - the recipient's SRO (Bands 4–5)
   - SRSS Operations and Support team (Band 6).

8.5.1.2. Recipient ceases/reduces employment (Bands 4–6)

1. Ensure the recipient has notified DHS, where the change may affect their DHS Payments.
2. Update the Case Plan with the relevant information.
3. Submit an **SP Portal 'Escalation – Dormancy-Disengagement'** activity to:
   - the recipient's SRO (Bands 4–5)
   - SRSS Operations and Support team (Band 6).

8.5.2. Expecting a baby

SRSS Providers must inform the Department when a recipient is expecting a baby. The notification should include any relevant medical documentation and the expected due date of the baby.

8.5.3. IGOC minors in Bands 4–6

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.

1. Submit an **SP Portal 'Escalation – Issue'** to the SRSS Operational Coordination team to ensure that appropriate measures are put in place for the IGOC minor's day to day care.

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8.5.4. IGOC minors – Arrival in Australia

1. Where an SRSS Provider becomes aware of any new information about an IGOC minor that relates to their time of entry into Australia, they should make the Department aware by contacting the recipient's SRO. This information would include previously undisclosed family members in Australia or the intention of the IGOC minor at time of arrival.

8.5.5. Changes in relationships or family composition (Bands 2–6)

Changes is relationships or family composition must be explained in the recipient's Case Plan and the Department notified. Where the recipient is receiving Income Support, this may affect one or all of their allowances. In addition, the SRSS Provider should undertake a review of the family's Dependent Child Allowance when one parent has been exited from SRSS due to dormancy or has had their immigration status determined.

8.5.5.1. Relationship changes

Any relationship changes, including the commencement of a partnered relationship, separations, reconciliations or change of Carers needs to be promptly reported to the Department.

SRSS Providers are required to provide support to all recipients involved during a relationship breakdown. This may include linking recipients to their GP who may recommend family counselling or other support if appropriate.

In some cases, recipients may wish to separate and live apart in the community, or continue to remain living in the same property. The recipient's living arrangements in such cases will be determined after a further vulnerability assessment, undertaken by the recipient's SRO (or SRSS Operations and Support team), of each family member.

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 the care of children, the parent with the children 51% or more of the time will receive the Dependent Child Allowance (DCA) for the child/children from DHS. This is because DHS are only able to pay one parent DCA. For shared care arrangements, it is the responsibility of the parents to ensure that they are both able to provide for the daily needs of children whilst in their care, and negotiate any financial arrangements required.

SRSS Providers have an obligation to meet the Department's incident reporting protocols, including reporting child-related incidents. In addition, 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.

Addresses of the recipients are to be updated in SP Portal with the relevant dates.

1. Update the **SP Portal 'Accommodation' details**, both residential and postal addresses in SP Portal for recipients that may have had relationship changes that have led to changes to addresses.

8.5.5.2. Newborn children (Bands 2–6)

Following receipt of the baby's official birth certificate, Band 4–5 recipients must provide their SRO with a certified copy, while Band 6 recipients must provide a certified copy of the birth certificate by email to the visa processing area or attend their nearest Home Affairs 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.

SRSS Provider should ensure the recipient has notified DHS, where the change may affect their income support payments. SRSS Provider must undertake a review of the family's Dependent Child Allowance in relation to the FTB Part B portion, within 10 business days of the baby being born. The payment will be backdated to the date of birth if registration occurs within this 10-day period.

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1. Within 10 business days of the birth of a baby notify the Department by:
   - updating the Case Plan, include the child's name (where known), name(s) of the parent(s), immigration status of parent(s), date of birth, the details of the hospital where the birth occurred Details and a copy of the blue book and/or hospital record as an attachment
   - submitting an **SP Portal Escalation – Family Composition'** against primary recipient to the recipient's SRO (or SRSS Operations and Support Manager for Band 6).
2. Submit Form 1022 (Notification of changes in circumstances) to the Department and include any relevant supporting documentation, such as Blue Book or hospital records within 10 business days, regardless of any delays in the naming of the child.
3. If the newborn child is confirmed as eligible for SRSS, 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 and payments will only be made from the date the Department is notified.
4. At the next monthly contact with the recipient, the SRSS Provider must also submit an **SP Portal 'Confirmation - Case Plan'** activity in SP Portal, as per the standard timeframes
5. Include a certified copy of the baby's birth certificate in the recipient's Case Plan and submit as an **SP Portal 'Case Plan – Update'** task. For recipients in Band 6, the SRSS Operations and Support team 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.
6. All babies must be included on a valid PV application within 12 weeks of birth, to remain eligible for Program Services.

The Department will determine the date of occurrence and payments will commence from that date, regardless of when it is advised. When 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 recipient's SRO (or SRSS Operations and Support for Band 6) will update the family group details in the SP Portal and notify DHS so SRSS Payments can be adjusted. This process may take up to 14 calendar days from the date of notification to DHS; 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.

8.5.6. Registering newborn with Medicare (Medicare-eligible Bands 4–6)

1. Ensure the recipient has notified DHS, where the change may affect their income support payments and update the Case Plan with the relevant information.
2. Confirm that the recipient has notified Medicare. Recipients can use the Newborn Child Declaration form given to them at the hospital as the proof of birth document,

8.5.7. Recalculating Living Allowance

4. Ensure the recipient has notified DHS, where the change may affect their DHS Payments.
5. Update the Case Plan with the relevant information.
6. Submit an **SP Portal 'Escalation - Family Composition'** activity to SRSS Operations and Support Manager and attach a completed Form 1022 (Notification of changes in circumstances), including any relevant supporting documentation.

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8.6. Recipient Transfers (Band, Location, SRSS Provider)

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

8.6.1. Band transfer – From Band 1

Recipients transferring from Band 1 may be eligible for SRSS in Bands 2–4. Required information will be provided to SRSS Providers at the time of the SP Portal referral.

8.6.2. Band transfer – From Band 2

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

8.6.2.1. Band transfer – Band 2 recipients turns 18 years of age

SRSS Providers must ensure Band 2 recipients transition out of the Supported Accommodation household within 10 business days of their 18th birthday. The SRSS Provider must prepare Band 2 recipients for this transition, with planning and preparation commencing at least three months prior to the 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.

Recipients, who are Aged Determined to be adults, must be transitioned out of Band 2 and the UAM household as soon as practicable. The Department will assess these recipients and communicate the decision to SRSS Providers, where applicable, via an SP Portal referral.

There are two options for a Band 2 recipient that turns, or is determined to be over, 18 years old:

- they may be considered for possible referral to the Minister for the grant of a Bridging visa (and Band 4)
- they may transition to Band 3.

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 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
- 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 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
- unable to seek approval for new activities in the month before their 18th birthday (or subsequent to them turning 18)
- unable to access the UAM clothing allowance during the transition period or in the month prior to them turning 18.

SRSS Providers must assist Band 2 recipients transferring to Band 4 to depart Provided Accommodation.

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8.6.3. Band transfers – From Band 3

Recipients will transfer out of Band 3 following the grant of a visa (bridging or substantive visa):

- Individuals transferring from Band 3 who have been granted a final departure BVE, will generally be eligible to receive Band 4 services for up to 15 business days (with no income support),
- Nuclear families with children under 18 years of age who have been granted a final departure BVE will receive up to 30 business days transition support (with income).
- Where a specific vulnerability or status resolution barrier exists, individuals and families transferring from Band 3 who have been granted a standard BVE may receive up to thirty business days 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 assist Band 3 recipients transfer to Band 4 immediately on notification via an SP Portal referral. SRSS Providers must also assist recipients transferring from Band 3 to depart Provided Accommodation within the required timeframes.

8.6.4. Band transfer – SRSS Provider request for Band 4 recipient to Band 5/6

Where an SRSS Provider identifies a Band 4 recipient who requires support beyond their exit date, the SRSS Provider must start the SRSS Application Process, including the initial eligibility assessment.

If the application goes ahead, it must be submitted via the SP Portal to the SRSS Assessments Manager 10 business days before the recipient's exit date from Band 4. See 'Additional Services required after transition out period' section.

8.6.5. Band transfers – Common Band 5/6 movements

Where a Band 5 recipient's level of support that they require is reduced, as their barriers to status resolution or ability to work are resolved, they may transfer from Band 5 to Band 6.

Where a Band 6 recipient's level of support that they require is increased, as additional barriers to status resolution or ability to work are identified, they may transfer from Band 5 to Band 6.

See instructions in the 'Needs assessments' section.

8.6.6. Transfer between SRSS Provider

The Department will notify SRSS Providers if a recipient is to transfer to another SRSS Provider. It is expected SRSS Providers will work together to ensure the recipient's transfer is successful, with no gaps to the recipient's support.

Where a recipient transfers to an SRSS Provider, an SP Portal referral will be made to the new SRSS Provider. All relevant information regarding the recipient will be provided to the incoming SRSS Provider by the Department at the time of SP Portal referral.

1. Before the transfer has occurred, the sending SRSS Provider must:
   - update the Case Plan and attach it to the **SP Portal 'Confirmation – Case Plan'** activity
   - finalise all tasks and activities for the recipient in the SP Portal.

All client recipient records must be transferred to the incoming SRSS Provider as outlined in the *SRSS Records Management Guide*.

8.6.7. Location transfers – Transfers between APODs (Band 1)

SRSS Providers may be required to provide an escort to assist the young person throughout their travel. Where required, SRSS Providers must cooperate with the FDSP in any Band 1 location transfer.

1. Where the SRSS Provider has provided an escort, record that an escort has been provided by submitting 'Transit Assistance From and To' in the **SP Portal 'Confirmation'** task.

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8.6.8. Recipient relocations (Bands 2–3)

The decision to relocate a recipient must be made by the Minister before any relocation occurs. The Minister makes these decisions on recommendation from the Department, based on consultation with the SRSS Provider, the recipient's SRO and other support agencies where relevant (for example, health professionals).

Where the relocation is approved and includes a change in SRSS Provider, it is expected that the existing SRSS Provider will liaise with the incoming SRSS Provider regarding transfer logistics.

The SRSS Provider must not relocate a recipient, or give any indication that relocation will be approved, without prior approval from the Department.

8.6.8.1. Recipient relocations – request to move (Bands 2–3)

A recipient may request to relocate while in Band 2/3. Any relocation request must:

- clearly indicate the reason for the request
- measures taken to improve the suitability of the current placement,
- relevant advice from supporting agencies
- why a new placement would be more suitable for the recipient, and
- include documentation that support the above.

Decisions are made on a case-by-case basis. This process is the same for recipients living in Provided Accommodation and those living with a Community Link.

1. Submit an **SP Portal 'Movement – Location'** activity to the SRSS Operations and Support team for consideration, including supporting documentation.

8.6.8.2. Location transfers – Support to Provided Accommodation (Bands 2–3)

The Department will notify the receiving SRSS Provider via the referral when a recipient is transferring to a new location.

1. Request an itinerary from IMA Commercial Transfers via an **SP Portal 'Confirmation-Itinerary'** task five business days before the scheduled travel date.
2. Send an email to the s. 47E(d) for confirmation.
3. Set the **SP Portal 'Confirmation-Itinerary'** task to 'Complete'.
   The Department will then record the recipient's travel itinerary in the SP Portal within two business days of the scheduled travel date. Where the transfer is part of a Department coordinated charter flight, the exact date, location and destination of the recipient transfer will be provided to the SRSS Provider.

8.6.8.3. Location transfers – Interstate (Bands 2–3)

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

1. The sending SRSS Provider must request an itinerary from the Department via the SP Portal, ensuring 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.
2. Following formal transfer notification, the incoming SRSS Provider is required to prepare to collect, transport and receive the recipient.
3. Case Workers from the sending and incoming SRSS Providers (if relevant) must communicate via email with regard to the transfer.

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8.6.8.4. Location transfers – Intrastate transfers (Bands 2–3)

There may be occasions where a recipient is transferring from an APOD (Band 1) to a Band 2 or Band 3 placement and does not require flights. The SRSS Provider should arrange for a suitable date and time with the recipient's SRO to collect the recipient and transport them to their accommodation.

When there are issues with meeting recipients at their destination (for example, the recipient cannot be located), SRSS Providers should follow the *Incident Reporting Protocols for SRSS Providers* and contact the Incident Reporting Hotline on s. 47E(d)

The use of the 'Transport' functionality in the SP Portal for intrastate transfers within the SRSS Program is optional.

8.6.9. Location transfers – Interstate (Bands 4–6)

Recipients who are entering Bands 4–6 will generally be located in the state or territory in which they currently reside.

Recipients in Bands 4–6 will be responsible for all costs associated with a request to relocate 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.

8.6.10. Accommodation detail updates (Bands 4–6)

SRSS Providers must update the accommodation details in the SP Portal when a recipient changes address.

1. Update the **SP Portal 'Accommodation' details** when a recipient moves into privately leased accommodation.
2. Ensure recipients notify DHS of their change of circumstances and provide supporting documentation in order to receive Rental Assistance Allowance.
3. Record any assistance to register for this allowance in the **SP Portal as 'Essential Registration – Rental Assistance'**.

8.7. Incidents

In order to meet its internal and external reporting requirements, the Department relies on SRSS Providers to report incidents in a timely, accurate and detailed manner. The SRSS Provider must provide regular, as needed or as requested, reports to the Department, the FDSP and other relevant providers on recipient welfare issues.

8.7.1. Incidents (Band 1)

Every effort must be made by SRSS Provider to assist the FDSP to minimise the extent and duration of any incident involving a Band 1 recipient and related damage or other adverse consequences. Where required, SRSS Providers must report, or cooperate with the FDSP in reporting, incidents.

8.7.2. Incidents (Bands 2–6)

All incidents must be responded to in a timely and effective manner, in accordance with the Department's *Incident Reporting Protocols for SRSS Providers*. The *Incident Reporting Protocols for SRSS Providers* contains guidance on incident reporting and recording (including incident types and reporting levels).

SRSS Providers must have a 24-hour contact number that enables recipients, Case Workers or other organisations to report incidents to the Department as they unfold.

Following a report to the Incident Hotline, the SRSS Provider must provide regular, as needed or as requested, updates to the Department, regarding the incident. This includes any recipient welfare issues that arise because of the incident.

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All incidents must also be recorded in the SP Portal, and a written incident report must be completed for all incidents (in line with the *Incident Reporting Protocols for SRSS Providers).*

As a minimum, written incident reports should include:

- circumstances or description of the event, including who was involved (including non-SRSS recipients, external agencies and SP staff) a timeline of the event, if deemed useful
- what follow-up action the SRSS Provider has taken, or will take (this should include actions taken to support the recipient immediately following the incident, and any actions taken in order to obtain further information from external agencies such as state or territory child welfare authorities or police).

The SRSS Provider is required to update the recipient's Case Plan following the closure of a major or critical an incident.

8.7.3. Incidents – Reporting (Band 1)

1. Notify the immigration facility FDSP Duty Manager in all instances when a child-related incident occurs in an alternative place of detention. SRSS Providers must cooperate with the FDSP in reporting incidents.

8.7.4. Incidents – Reporting (Bands 2–3)

1. Report all incidents concerning Band 2–3 recipients via the Incident Reporting Hotline on s. 47E(d) (Option 3) within the timeframes specified in the Schedule of Services and the *Incident Reporting Protocols for SRSS Providers*. If the Incident Reporting Hotline officer or SRSS Provider does not believe the child has been harmed, or is at risk of significant harm, the incident does not need to be reported to the state or territory child welfare authority.
2. Provide regular, as needed or as requested, updates to the Incident Reporting Hotline.
3. Upload a written incident report to the incident in the SP portal in accordance with the *Incident Reporting Protocols for SRSS Providers*.
4. Update the individual's Case Plan 10 business days after the incident has been closed and attach it to an **SP Portal 'Case Plan – Update'** activity to the recipient's SRO.

8.7.5. Incidents – Reporting (Bands 4–6)

1. Report all critical and major incidents concerning recipients in Bands 4–6 via the Incident Reporting Hotline on s. 47E(d) (Option 3) within the timeframes specified in the Schedule of Services and the *Incident Reporting Protocols for SRSS Providers*. If the Incident Reporting Hotline officer or SRSS Provider does not believe the child has been harmed, or is at risk of significant harm, the incident does not need to be reported to the state or territory child welfare authority.
2. Provide regular, as needed or as requested, updates to the Incident Reporting Hotline.
3. Upload a written incident report to the incident in the SP portal in accordance with the *Incident Reporting Protocols for SRSS Providers*.
4. Update the individual's Case Plan 10 business days after the incident has been closed and attach it to an **SP Portal 'Case Plan – Update'** activity to:
   - the recipient's SRO (Bands 4–5)
   - the SRSS Operations and Support Manager (Band 6).

8.7.6. Incidents – Updates

SRSS Providers should continue to monitor open incidents and provide regular updates until the incident is closed. Regular updates may include the response of the SRSS Provider or actions taken by the recipient in response to the incident.

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1. Record updates to incidents by entering relevant notes in the SP Portal in a new incident version, via the Incident Reporting Hotline or as directed by departmental staff, until the incident is closed.

8.7.7. Threats of self-harm and/or suicide

All threats of self-harm and/or suicide from recipients should be taken seriously.

If a Case Worker is with the recipient when the threat is made, the Case Worker should remain with the recipient until the person accesses professional assistance. Where there are concerns for the Case Worker's safety, the police should be called for assistance.

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.

1. Maintain situational awareness during the incident.
2. Carry out relevant emergency procedures in the event of an imminent threat or risk of self-harm or suicide by an individual.
3. Report the incident in accordance with the Department's *Incident Reporting Protocols for SRSS Providers* and the *Reporting Child-related Incidents Policy* and mandatory reporting requirements in the relevant state or territory.

8.7.8. UAM incident management and reporting

The relevant state or territory child welfare authorities must be notified in situations where children have been exposed to family violence or been involved in a child protection incident. The *Child Safeguarding Framework* has further information on child safeguarding. The *Reporting child related incidents policy* should also be reviewed in combination with the *Child Safeguarding Framework*.

8.7.9. Child abuse, domestic violence and/or sexual violence

SRSS Provider should offer equal support to all recipients involved in child abuse, domestic and/or sexual violence. This is irrespective of their alleged behaviour, and 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 recipients, including any person of interest who has harmed or may harm a child, should be referred to their GP who may recommend counselling or other specialised treatment or intensive support if appropriate.

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 as per the *Incident Reporting Protocols for SRSS Providers*. s. 47E(d)

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. This is 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.

8.7.10. Child safeguarding (incidents)

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 the *Reporting Child-related Incidents Policy* and mandatory reporting requirements in the relevant state or territory. Where a child-related incident occurs, the SRSS Provider is expected to assist as required, including where an Initial Inquiry or Child Safeguarding Inquiry is conducted.

The relevant state or territory child welfare authorities must be notified in situations where children have been exposed to family violence or been involved in a child protection incident. The *Child Safeguarding*

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Framework has further information on child safeguarding. The *Reporting child related incidents policy* should also be reviewed in combination with the *Child Safeguarding Framework*.

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. Follow up support would include referrals to appropriate health (including mental health) and associated services and supports.

8.7.11. Breach of Residence Determination conditions or Code of Behaviour

Recipients agree to comply with the Residence Determination conditions (Bands 2–3) or the Code of Behaviour (Bands 4–6) before being placed in the community. Any breach of conditions must be reported as an incident.

Conditions attached to Band 2 placements refer to the recipient abiding by house rules. This means that a recipient may be in breach of their conditions if they do not adhere to the rules set by the SRSS Provider. Where a Band 2 recipient consistently breaches house rules, the SRSS Provider should notify the SRSS Operational Coordination team through an incident report in the SP Portal.

1. Report any breach of Residence Determination conditions or Code of Behaviour as an incident. Where a Band 2 recipient consistently breaches house rules, the SRSS Provider should notify SRSS Operations through an incident report in the SP Portal as outlined in the *Incident Reporting Protocols for SRSS Providers*.

8.7.12. Death of a recipient

In the event of a death, SRSS Providers should ensure that, subject to the relevant state or territory protocols, all relevant religious and spiritual customs are recognised and respected. This may include having an appropriate religious representative attend the recipient's property.

1. Where the SRSS Provider becomes aware that a recipient has passed away, they must immediately inform the Department via the incident reporting hotline:
   Phone: s. 47E(d) (Option '3').

8.7.12.1. 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 a recipient dies, news of the death is to be passed on to a close relative or member of the extended family (as defined by cultural values) who is in immigration detention. The Department must arrange for the person to be notified as soon as possible in an appropriate and caring manner. Notifications of a 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 SROs (or the SRSS Provider in Band 6) to ensure support networks are put in place prior to the news being passed on.

1. Where the SRSS Provider is asked to assist with funeral arrangement and supporting family members, they should contact SRSS Operational Coordination via email or phone to discuss.

8.7.12.2. Funeral and burial arrangements

It would be expected that SRSS Providers first liaise with the 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 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.

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8.7.12.3. Property and money

s. 47E(d)

Once authorised to do so, the SRSS Provider can release the deceased 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.

8.8. Additional incident reporting for IGOC Minors (Bands 2–6)

s. 47E(d)

8.9. Residence Determination – Decision-making for UAMs (Bands 2–3)

SRSS Providers provide support to 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. Several considerations that should be taken into account in any decision that affects a minor or where the decision is a more general one that will impact minors in the SRSS Program. Consideration should be given to the minor's:

- individual circumstances
- age, maturity and any specific vulnerabilities (for example, 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 should be taken into account whenever possible when decisions are made. Including children in decision-making promotes the development of children's resilience, compliance and self-agency, and contributes to the protection of children from abuse. This is an important way in which SRSS Providers can engage minor in the SRSS Program, improve their self-agency and help to protect them from harm.

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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 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.

8.9.1. Minors making 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. 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.

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 himself or herself. 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.

8.9.2. Routine decision-making responsibilities for UAMs

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 take 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.

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8.9.3. Non-Routine consent decisions for UAMs

SRSS Providers are required to escalate non-routine decisions to the Department for decision, including certain decisions for IGOC minors that 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
- interstate travel either with the Carer/Custodian, another person or on their own
- medical assistance of a serious or critical nature.

8.9.4. Decision-making and providing consent for non-IGOC minors

In many cases, a non-IGOC minor will have no legal guardian in Australia. Many 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 his or her own consent, the Carer should explain the minor's situation to the person or entity seeking consent. This person may accept the consent of another family member, the Carer or the Department. The Department can also be involved in this discussion.

If it is necessary for the parents overseas to provide consent, SRSS Providers should contact the Department for further advice.

8.9.5. Developing solutions for decision-making

Where there is disagreement or uncertainty about the appropriate approach or decision, the Department will engage (where practicable) 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 SRSS Operations and Support team) 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.

Occasionally, a Community Link or SRSS Provider for a UAM might be 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. In these circumstances, they should escalate the matter to the Department through the SRSS Provider and the SRSS Operations and Support team for discussion.

8.9.6. Consent 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.

Table 13: *Summary of consent for UAMs*

Issue	IGOC minor	Non-IGOC minor
Temporary / Overnight stays (three nights or less)	SRO	SRO
Temporary/Overnight stays (more than three nights)	Departmental IGOC delegate	The Department (and SRSS Operations and Support team)

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Issue	IGOC minor	Non-IGOC minor
Placing the minor in the care of another person or changing Custodian	Departmental IGOC delegate	The Department (and SRSS Operations and Support team)
Interstate travel of any length of time	Departmental IGOC delegate	The Department (and SRSS Operations and Support team)
Photographs of the Recipient which may become publicly available	Departmental IGOC delegate	The Department
Media enquiries relating to the Recipient	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. Where consent to provide emergency treatment is requested in advance (for example, medical indemnity form for excursion or activity) then this should be endorsed by the IGOC delegate.	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. Where consent to provide emergency treatment is requested in advance (for example, medical indemnity form for excursion or activity) then this should be endorsed by the IGOC delegate.
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 for high-risk activities	The departmental IGOC delegate	The Department
Consent for low-risk activities, such as, after-school activities not funded by the SRSS Program	The Custodian	The Carer

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8.9.7. IGOC status – Concerns

IGOC assessments may be reconsidered by the Department if there is new information about the minor's circumstances at the time of entry. Therefore, the Department should be made aware of any new information learnt about the minor. This information would include previously undisclosed family members in Australia or intention of the minor at time of arrival, so that this can be considered by the Department.

8.9.7.1. IGOC status – Concerns by the SRSS Provider

1. Contact the Department through the SRSS Operations and Support Manager in the first instance. If the SRSS Operations and Support Manager is not available and the matter is urgent, contact the Incident Reporting Hotline on s. 22(1)(a)(ii) (Option 3).

8.9.7.2. IGOC status – Concerns by the Community Link

1. The Community Link should contact the SRSS Provider Case Worker, who will contact the Department through the SRSS Operations and Support Manager.

8.10. Residence Determination – Temporary stays and temporary visitors (Bands 2–3)

Temporary stays are for a short-term period and will only be approved in limited circumstances where there is a genuine need. This is because, as a condition of their Residence Determination, recipients must reside in their allocated property each night, unless they have received prior approval to stay temporarily at a different address.

Limited circumstances include where:

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

The Department will not approve overnight stays for non-essential activities, such as visiting family or friends.

Temporary stay requests are not required for emergency hospital admissions.

A number of factors must be considered when arranging a temporary stay or temporary visitor in SRSS accommodation, including:

- the visa status of the host/visitor
- proposed sleeping and travel arrangements
- the mental health status of the recipient
- the reason for the stay/visit
- behaviour of the 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 (for temporary stay)
- in the case of UAMs, the age of the host.

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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 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 recipients are aware of emergency procedures to follow if an incident should occur during a temporary stay. This includes whom 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 while awaiting a 197AD approval, the case must be transferred in the portal to the incoming SRSS Provider. The sending SRSS Provider must then transition the recipient out of their care, and the portal activity finalised for that recipient. The incoming SRSS Provider will then have full responsibility for the recipient and should invoice the Department directly.

SRSS Provided Accommodation properties cannot be used by friends and family members as an alternative to sourcing their own accommodation.

8.10.1. Temporary stay request (Bands 2–3)

1. Submit temporary stay requests as an **SP Portal 'Movement - Temporary'** to:
   - the recipient's SRO (for temporary visits of three or less nights)
   - the SRSS Operations and Support Manager (for temporary visits of more than three nights)

Ensure a Movement Request is completed with relevant details. Requests must be in line with the limited circumstances and considerations and be submitted a minimum or 10 business days before the stay is to take place.

8.10.2. Temporary visitor request (Bands 2–3)

1. Submit temporary visitor requests as an **SP Portal 'Additional Services – Other'**:
   - To the recipient's SRO (for temporary visits of three or less nights)
   - To the SRSS Operations and Support Manager (for temporary visits of more than three nights)

Requests must be in line with the limited circumstances and considerations.

8.11. Residence Determination revocation (Bands 2–3)

Where a recipient's Residence Determination has been revoked, the SRSS Provider's responsibility will be to assist the recipient to pack belongings, collect health documentation from DHSP health providers and to disengage the recipient from any activities. The SRSS Provider may also be asked to liaise with departmental officers to provide information for assessments.

The Department will advise the SRSS Provider via an SP Portal 'Referral'. This will detail all requirements of the SRSS Provider.

A Transition Out Plan does not need to be completed where a recipient's Residence Determination has been revoked; however, an *SRSS Exit Checklist* is required. The SRSS Provider must work with the Department to return belongings to the recipient as appropriate.

s. 47E(d)

If the 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.

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8.12. Residence Determination – Community Links (Bands 2–3)

Instead of Provided Accommodation, recipients may be able to live with a Community Link, following a Community Link Assessment. Under no circumstances should a Band 2–3 recipient reside with a Community Link without the Department's approval.

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

s. 47E(d)

1. Ensure the Community Link identified is willing and financially able to accommodate the recipient.
2. Fill in a Payment or Movement Request form and submit via an **SP Portal 'Movement - Location'** request to the SRSS Operations and Support team.

The SRSS Operations & Support team will then advise the SRSS Provider on what further information they are required to provide to complete the assessment of the proposed Community Link arrangement. This could include National Police Checks, Working With Vulnerable People Checks and other information about the Community Link and the proposed living arrangements.

8.12.1. Community Link – Change of circumstances

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.

1. Attach an updated ASA if the Community Link's circumstances change against a new **SP Portal 'Assessment – Accommodation Suitability Assessment'** task.
2. 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.
3. Submit an **SP Portal 'Movement – Location'** task for situations involving a change of address to SRSS Operations and Support team for decision. Household contribution payments must not commence at the new address until the Minister has approved the relocation/movement.

8.12.2. Community Link accommodation (Band 2–3)

Where a Band 2–3 recipient is approved to live with a Community Link, they will have access to the following:

- BHG Package for Community Link accommodation (limited, including Linen Package)
- Mobile phone handset (Band 2)
- Community Link household contribution
- Income Support
- Meaningful Engagement Allowance (Band 2).

s. 47E(d)

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8.12.2.1. BHG Package for Community Link accommodation

Items provided to recipients living with Community Links are dependent on need. If required, it is expected that a bed, bedside table and desk be provided. TVs and white goods should not be provided.

When the recipient exits the Band or the SRSS Program any goods provided must be returned to the SRSS Provider for use in other Provided Accommodation properties. The total amount spent on the BHG Package must be less than the amount for Group 1/Single sharing.

The SRSS Provider is not responsible for Community Link accommodation.

1. Record the provision of BHG items for recipients in Community Link accommodation in the SP Portal as per the instructions in the BHG Package section.

8.12.2.2. Landlines in Community Link properties

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

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 ask the Community Link to ensure the 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.

8.12.3. Case Workers for recipients living with Community Links

The SRSS Provider must continue to provide Case Worker Services to UAMs who are living with Community Links. Community Link Custodians and Community Link Carers must maintain close contact with the Case Worker to ensure the needs of the UAM are being met and to escalate issues for consideration by the Department through the Case Worker.

If the Community Link Custodian 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. Under the IGOC Act, only the Minister or his delegate can place an IGOC minor in the care of another person.

8.12.4. Community Link Custodian

The Custodian is responsible for the day-to-day decisions. 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.

If the Community Link 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. Under the IGOC Act, only the Minister or his delegate can place an IGOC minor in the care of another person.

The Department has developed a fact sheet for Community Link Custodians to explain their role and responsibilities with respect to the IGOC minors. It is provided to them when they undertake the interview.



For a copy of the fact sheet for Community Link Custodians, email s. 47E(d)

8.12.4.1. IGOC minors – Escalating matters to the IGOC delegate

The IGOC delegate needs to be informed of matters affecting IGOC minors in a timely manner.

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1. Contact the SRSS Operations and Support team in the first instance when a matter needs to be escalated to the IGOC delegate for information, discussion or decision. This may be when an SRSS Provider Custodian or Community Link Custodian becomes aware of a matter.
   If the SRSS Operations and Support team is not available and the matter is urgent, the Custodian should contact the Incident Reporting Hotline on s. 22(1)(a)(ii) – Option 3.
   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 SRSS Operations and Support team for discussion.

8.12.5. 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 a Case Worker.

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
- 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. It is provided to them when they undertake the interview.



For a copy of the fact sheet (where the Minister is not Guardian), email s. 47E(d)

8.13. Community Links (Band 4)

Where a recipient 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 recipient occupying the property.

1. Undertake an initial assessment of the Community Link via telephone to determine whether the Community Link is willing and able to accommodate the recipient.
2. Submit the outcome of this assessment via an **SP Portal 'Community Link - Interview'** activity within four business days of receiving the referral in the SP Portal, as outlined in the Schedule of Services.

8.14. Health services (Bands 2–3)

The Department relies on the clinical advice provided by the contracted DHSP and other qualified health professionals sourced by the DHSP, as well as public health professionals, to recommend and provide health services to approved recipients. The Department and SRSS Providers are required to act on that clinical advice.

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SRSS Providers are responsible for facilitating recipients to access to health services while they are in Bands 2–3. This includes explaining the DHSP system to recipients, assisting them to make appointments and raising new or outstanding health issues with the DHSP where appropriate.

1. Submit health and medical requests via an **SP Portal 'Payment Request – Extra Funds Health'** to the SRSS Operations and Support team.
   The request must include a completed *Payment of Movement Request* template including any supporting documentation, such as a GP completed '*Clinical Indication Form*' (this form has been provided by the DHSP to all network GPs) or specialist documents.

8.14.1. IHMS Healthcare Card

Following notification from the Department, the DHSP issues this card to all recipients 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. Recipients are not required to pay for these services. The DHSP will be billed and subsequently reimbursed.

8.14.2. Preferred GP and pharmacy

Recipients must choose a preferred GP and pharmacy from the list of DHSP subcontracted providers. SRSS Providers must communicate this choice to the DHSP CDT. 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.

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

8.14.3. Health and wellbeing – Referral process (Bands 2–3)

Health service provision for recipients is based on a primary care model, with all health services needing to be requested through the recipient's preferred GP. Recipients are required to make an appointment with a GP for review and referral, prior to making appointments for:

- General psychological services for mental health concerns
- Dental services for the relief of pain, infection control and emergency dental procedures or dental treatment that is deemed clinically necessary
- Optical services
- Hearing services deemed clinically necessary
- Specialist providers, such as support for adolescents reporting suicidal thoughts or other forms of psychological distress.

DHSP GPs then contact the CDT to refer the recipient to an appropriate network provider.

If a referral requires approval, then the SRSS Provider, network provider and/or 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.

8.14.3.1. Threats of self-harm and/or suicide

Managing the risk of self-harm is everyone's responsibility and must be holistic and multidisciplinary. 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 recipient should be made by the GP or hospital.

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The coordination and delivery of ongoing mental health treatment is the responsibility of the treating health professionals. Once the Department, in consultation with the DHSP, approves a referral, the SRSS Provider can assist the recipient to make the appointment.

If the referral does not require approval then the network provider, SRSS Provider and/or 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.

The referral process is managed through the 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.

8.14.4. General Psychological Services (Bands 2–3)

Where SRSS Provider Case Workers have concerns about the mental health of a recipient, they should inform CDT and these should also be raised with the recipient's SRO via email and **must** be recorded in the recipient's file.

8.14.5. DHSP delays

1. Raise questions about appropriate referrals or delays in accessing services with the CDT s. 47E(d) in the first instance, or Detention Health Operations Section s. 47E(d) if further advice is required.

8.14.6. Emergency Health Care

SRSS Providers are responsible for educating 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 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.

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 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.

1. Inform the CDT where a Band 2–3 recipient is required to pay an initial fee before being admitted to hospital due to lack of acceptance of their DHSP healthcare card or Residence Determination ImmiCard. This should occur as soon as possible once the recipient has accessed a hospital.
2. Forward the invoice to DHSP at s. 47E(d) Where necessary the recipient should be reimbursed immediately (where they have a tax invoice).
3. Submit an **SP Portal 'Payment Request – Extra Funds'** 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 Band 2–3 recipient has been inadvertently charged by a DHSP Network Provider, the SRSS Provider should contact the CDT immediately to arrange a refund from that Network Provider. If the 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.

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8.15. Income Support overview

DHS make Income Support payments on behalf of the Department of Home Affairs. The regular SRSS payments made by DHS may consist of three allowances. These three allowances are:

- Living Allowance
- Dependent Child Allowance
- Rental Assistance Allowance.

Recipients are ineligible for other DHS payments.

The Department provides payment commencement dates for any recipient who is approved to receive Income Support. All payments made by DHS are made fortnightly, in arrears.

Where recipients are approved to receive Income Support, service providers will assist recipients with DHS when they enter into the SRSS Program. The commencement date for payments is the date on which the recipient:

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

In situations where a recipient is receiving long term, ongoing treatment or care in a care facility (such as hospital or an aged care facility), Income Support may not be payable during this period. The Department will advise DHS, on a case-by-case basis, if a recipient's payment should be cancelled or suspended.

8.15.1. Living allowance

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. The existing Newstart and Youth Allowance income tests and rules apply to recipients who are earning an income.

Recipients must inform:

- DHS of any income and/or assets which may affect their payments, and
- the Department and DHS of any change of circumstances.

8.15.1.1. Living Allowance calculations

Band 2 – The Living Allowance rate is calculated at 89 per cent of the Youth allowance, and depends on the age of the recipient. A portion of the Living Allowance is retained by the Department/SRSS Provider for payment of utilities and household groceries.

s. 47E(d)



Band 4–6 – Living Allowance rates for approved recipients are based on 89 per cent on the relevant Newstart or Youth Allowance, depending on the Recipient's circumstances. The existing Newstart and Youth Allowance income tests and rules apply to recipients who are earning an income. Recipients must inform DHS of any income and/or assets that may affect their payments.

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8.15.2. Dependent Child Allowance

The Department will determine if the recipient has a dependent child and qualifies for the Dependent Child Allowance. 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. Primary parent recipients who are partnered, will receive the FTB Part A component from DHS, and where applicable, the FTB Part B component from Providers. DHS will pay both FTB Par A and B components for a single parent.

The Department may determine the date payments commence where a dependent child has been in the care of a 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, the date the Department was notified of the birth or the date on which the child became a dependent of the recipient.

Where a dependent child is already in the care of a recipient, the Dependent Child Allowance commences from the start date of the recipient's Living Allowance.

A recipient is not eligible for the Dependant Child Allowance for a child in the following circumstances, if:

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

The Dependent Child Allowance will be paid to an approved recipient, who is 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.

8.15.3. Rental Assistance Allowance

Rental Assistance Allowance is paid by DHS 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 recipients who are paying for Private Accommodation.

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

- the recipient is accommodated in Ongoing Supported/Provided Accommodation or Emergency Accommodation
- the recipient is in receipt of free board and/or lodging
- the recipient is residing in government housing or an Australian Government funded nursing home or hostel
- the Department advises DHS the recipient is not eligible due to alternative accommodation arrangements.

The Rental Assistance Allowance is based on Rent Assistance and its existing rules and, as such, supporting documentation must be provided to DHS. 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 recipient

Rental Assistance Allowance will be paid to approved recipients at the same time as the Living Allowance.

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8.15.4. Income Support (DHS allowances) – approvals

SRSS Providers must ensure that recipients are approved by the Department for any DHS allowances.

Table 14: *Approvals for Income Support*

Recipient	Income Support (as determined by the Department)	Approval
Band 2	Living allowance	Referral from Department in SP Portal
Band 3	Living Allowance Dependent Child Allowance	Referral from Department in SP Portal
Band 4	Living Allowance Dependent Child Allowance Rental Assistance Allowance	Referral from Department in SP Portal Approvals will specify whether any allowances are approved.
Bands 5–6	Individuals must have a demonstrated barrier preventing them from working to support themselves or resolving their immigration status and provide evidence.	Referral from Department in SP Portal Decisions on accessing DHS allowances for Bands 5–6 recipients will be based on their application for SRSS, their most recent CER, request for Additional Service or a support recommendation. Approvals will specify whether any allowances are approved.

8.15.5. Arranging Income Support for recipients

Where a recipient is approved to receive DHS allowances, the SRSS Provider must assist recipients with DHS within five business days of their entry into the SRSS Program to:

- arrange the recipient's initial interview with DHS
- assist the recipient to open a bank account (where required)
- ensure the recipient has the BSB and account numbers recorded for their DHS interview
- record when the bank account is set up.

An individual lodging an initial claim with DHS should provide a COI and a secondary document.

1. Record when the bank account is set up as an **SP Portal 'Essential Registration – Banking'** task.
2. Record when the recipient has an initial interview booked with DHS as an **SP Portal 'Essential Registrations - Allowance'** activity.

8.15.5.1. Commencement of Identity documents

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.

s. 47E(d)

s. 47E(d)

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.

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8.15.5.2. 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 COI document and include, but are not limited to:

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

8.15.6. DHS change of circumstances

It is important that recipients tell DHS if there are changes to:

- personal and contact details
- bank details
- relationship status, for example if they become partnered or separated
- arrangements for anyone in their care, including their own children
- work status
- accommodation details (use the DHS Accommodation Details Form to do this)
- living arrangements if they're single and start sharing their accommodation with anyone outside the family who's 16 or older (use the DHS Relationship Details Form to do this)
- gender identity – gender updates are optional.

8.15.6.1. Rental assistance allowance payments following change of address (Bands 4–6)

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 recipient time to obtain and provide the required verification of change of address to DHS. If such verification has not been provided within the 28 business days, the Rental Assistance Allowance will cease.

8.15.6.2. Provided Accommodation & Income Support (Bands 4–6)

Where Band 4–6 recipients are receiving Income Support and are accommodated in Provided Accommodation, they will be expected to contribute 39 per cent of their Living Allowance (if they are receiving the Living Allowance) towards the cost of their Urgent/Emergency Accommodation, where the duration exceeds two weeks (on the 15th calendar day).

1. Ensure the **SP Portal 'Contact Details' tab**, 'Address Type' field, is listed as 'Service Provider Leased' at the end of the initial two-week period. This will ensure the Rental Contribution is deducted from the recipient's Income Support.

s. 47E(d)

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s. 47E(d)

8.15.8. Income Support – Cessation

Income Support will cease when a recipient is no longer eligible for the SRSS Program as determined by the Department.

Eligibility for Income Support will cease without confirmation by the Department when:

- 13 weeks have elapsed since payments were dormant have not been restored (applies to Band 5 and 6 only).
- the recipient dies (payments cease on the date of the death of the individual)
- the recipient departs Australia (payments cease the day before the departure date)

8.15.8.1. Income Support – Cessation (Bands 5–6)

The Department may cease an eligible Recipient's Living Allowance where, following an investigation, it is confirmed that the 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 recipient's Income Support payments and may involve recovery of funds. The decision to cease such payments will only be made by the SRSS Operations and Support Manager, who will advise the SRSS Provider and DHS via a 'Stop Transaction' in the SP Portal.

8.15.9. Income Support – Suspension

Income Support may be suspended immediately where the recipient:

- is not contactable
- fails to report on a change in their financial circumstances
- fails to attend an immigration appointment
- fails to participate in a financial assessment without adequate notification/reason, where alternative arrangements have not been made.

s. 47E(d)

8.15.10. Income Support – Restoration

If a recipient completes the activity or action related to the suspension and their Income Support is restored, the appropriate arrears are paid as applicable.

The Department informs DHS of its decisions regarding restoration or suspension of SRSS Payments. The Department also provides DHS with a restoration date and whether the recipient is entitled to a back payment. This will be reflected in the SP Portal.

8.15.11. Income Support – Cancellation

Cancellations may result for a number of reasons. This will be reflected in the SP Portal with a Stop Payment Notice - Cessation of Living Allowance under Band 6.

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8.15.12. Income Support – Reinstatement

The Department may consider an SRSS Application when the individual:

- provides any requested information
- makes arrangements to repay any overpayments, where applicable
- meets eligibility criteria
- completes the SRSS Application Process.

The decision to reinstate Income Support payments will only be made by the Department. SRSS Operations Band 6 will record this in the SP Portal once undertaken and advise the SRSS Provider via a SP Portal referral.

8.15.13. DHS SRSS Payment Review

DHS conducts reviews of a recipient's SRSS Payment to ensure a recipient's personal information is current and that their SRSS Payment Rate is correct. DHS generally undertakes SRSS Payment Reviews on a six-month basis, however, the timing of these reviews can be before or after the six months in some situations.

A recipient may be asked to respond to DHS about an SRSS Payment Review. If the recipient fails to respond to DHS, their SRSS Payment will be suspended until the recipient undertakes the SRSS Payment Review.

8.15.14. No payment received

Income Support is not an entitlement and is made due to eligibility, including financial hardship. If recipients do not receive payments or are concerned that payments do not reflect their circumstances, they should raise this with DHS or the SRSS Provider as soon as possible.

8.15.15. Income Support – Queries

1. Queries relating to cessation or stoppage of SRSS Payments should be directed as follows:
   - Bands 2–3 and 6 to the SRSS Operations and Support team
   - Bands 4–5 to the recipient's SRO.

8.15.16. Payment deductions

The Department may require DHS to reduce a recipient's Living Allowance, as a deduction, to recover a sum that has been provided to the recipient.

Reasons for deductions include, but are not limited to:

- Transitional Accommodation Contribution
- Financial Hardship Assistance Loan 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
- Repayment of damage to property or other invoices.

Other deduction reasons may be provided by the Department, for example, repayment for damage to property or other invoices.

The Payment Deduction will be five per cent of the recipient's fortnightly Living Allowance unless the recipient chooses to pay off the amount in full.

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1. Discuss whether the recipient wants to make payments out of their Living Allowance or pay the amount in full.

   Payments: Submit an **SP Portal 'Additional Services - Other'** task to the SRSS Operations and Support Manager, attaching all relevant supporting documentation, such as specifying the reason for damage and the value of the goods for consideration. Once approved, submit an **SP Portal 'Allowance Modification – Deduction'** to SRSS Payment Recovery for repayments of repair/replacement cost. The Department will notify DHS and the repayments will be made by way of a Payment Deduction.

   Pay in full: Make arrangements with the SRSS Payment Recovery team, before submitting an **SP Portal 'Allowance Modification – Deduction'**.

The Payment Deduction will be **5 per cent** of the recipient's fortnightly SRSS Living Allowance.

8.15.17. Person Permitted to Enquire (PPE)

Individuals can appoint someone else to talk to DHS about their payment. DHS need their approval before this occurs.



The form authorising a PPE to talk to DHS the behalf of an individual is on the DHS website.

8.15.18. Income Support – Resolution of issues

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

8.16. School-aged children enrolments

SRSS Providers are required to provide support to parents to ensure their children attend school and assist them in resolving any issues. Education support is available for school-aged children to attend school. Children must be enrolled in school in order for this support to be provided.

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 SRSS Operations and Support Manager.

8.16.1. School Enrolments

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

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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 or territory.

SRSS Providers should encourage parents to enrol their child/children in school, once they reach school age, in line with the relevant state and territory enrolment requirements. Parents may choose to delay their child's commencement at school, depending on their circumstances.

SRSS Providers must ensure children of compulsory school age are enrolled in school. 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).

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, with ninety five per cent of all eligible children should be enrolled in schools within this timeframe.

Where the SRSS Provider is finding it difficult to meet this timeframe, they must raise the issue with the Department.

1. SRSS Providers should confirm enrolment ages in the state and territory in which the child/children are placed. This information can be found on the relevant state or territory education website. SRSS Providers must record an **SP Portal 'Essential Registrations – School'** task once school enrolment has been completed (or confirmed for Band 1 recipients).
   Always include the date the child commenced school and the name of school the child has enrolled in (in 'Comments' field).

8.16.2. School enrolments (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, 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.

8.16.3. School enrolment for children with additional needs

The enrolment process may take longer for children with a disability or requiring additional educational support. Children with disabilities may require special consideration regarding enrolment in an appropriate school that can cater to their needs.

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. Depending on the nature of a child's disability, further assessments, such as an Occupational Therapy assessment, may be required by a school to determine the level of educational support required.

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Table 15: School enrolment and compulsory school ages across Australia

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
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
SA	Must turn five before May 1 of the year they attend	Six years old
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
Vic	Must turn five by 30 April 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

8.16.4. UAM school absences for medical appointments

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 UAM's:

- physical capacity, maturity and ability to communicate appropriately with a medical practitioner,
- ability to understand any medical advice provided, and
- ability to safely travel to and from the appointment unsupervised (for example, navigate public transport or complex travel routes).

8.16.5. Case Worker – School enrolments when recipient transfers to new area

1. Record an **SP Portal 'Essential Registrations – School'** task once enrolment has been completed. SRSS Provider must include:
   - Date the child commenced school
   - Name of school the child has enrolled in (in comments)
2. Update Case Plan.

8.16.6. Case Worker – Issue with school enrolment

1. Raise the issue with school enrolment first with the recipient's SRO, or the SRSS Operations and Support Manager, via email or through an **SP Portal 'Escalation'** task.
2. Update the recipient's Case Plan.

8.16.7. Case Worker – School enrolment incident

1. Raise the school enrolment incident first with the recipient's SRO, or the SRSS Operations and Support team, via email or through an **SP Portal 'Escalation'** task.
2. Update the recipient's Case Plan.

8.16.8. Pre-school programs

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

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8.16.9. Early childhood education programs (no costs)

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. Participation in these programs is limited to the school term period relevant to each state and territory. SRSS Providers should liaise directly with the preferred local education provider about the child's enrolment.

8.16.10. School work experience (Bands 2–3)

It is generally possible for high school students in Bands 2–3 to undertake work experience. s. 47E(d) [redacted]

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 is not filling a gap for an employee.

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 SRSS Provider becomes aware that paid or unpaid work is being undertaken by the student they should contact the Department.

1. Submit an **SP Portal 'Additional Services – Other'** task to the SRSS Operations and Support Manager to seek departmental approval, prior to the student undertaking the activity.
2. Outline:
   - the dates and the activities that the recipient will undertake
   - any allowance (for instance transport stipend, meal vouchers) they may receive.

8.16.11. Education for older children (Bands 2–3)

Recipients who are 16–17 years old and living in the community are required to enrol in and attend school or an alternative learning place, in line with state and territory requirements. The recipient's Case Worker should discuss education options with the recipient.

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 youths)
- 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
- their vocational aspirations and the range of educational options available in the region in which they are living, such as their local high school or a high school with intensive ESL.

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Should recipients undertake education in an alternative learning place, the SRSS Provider should ensure that any courses selected are not vocational in nature, as this would be a breach of the recipient's Residence Determination conditions.

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.

The SRSS Provider must liaise with the preferred education provider about the recipient's enrolment. If the education provider determines that alternative education arrangements would be more appropriate, this alternative should be settled between the relevant education providers, the SRSS Provider, the recipient and the Department as needed.

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 recipient and does not lead to a vocational certificate being granted. Similarly, the Department may consider a recipient undertaking subjects from a vocation course, as part of their high school studies. This is provided the entire course is not completed and the recipient is not awarded with a qualification.

1. Follow 'School enrolment' procedure.

8.16.12. Education when a child turns 18

SRSS Providers must discuss whether the recipient whether they intend to continue school after they turn 18. Where a recipient intends to continue school after they turn 18, the SRSS Provider must assist the recipient in contacting the enrolment officer at the school to make arrangements or liaise with the FDSP (for Band 1 recipients).

It is a decision for the state/territory education department as to whether to continue the enrolment of young people who wish to continue their school education after they become adults.

1. Where an agreement by the relevant education department is made allowing the student to continue schooling after turning 18, **a 'Note' should be entered into the SP Portal** detailing the offer to stay at school and whether the student decided to accept it.

No further funding is provided by the Department for recipients once they have completed the term in which they turn 18 years of age and accepted an offer from the school for ongoing schooling. Such adult students will no longer have access to any education-related funding assistance such as the Schooling Requirements Package or Public Transport Assistance to travel to school.

8.17. Education for children and adults (Bands 4–6)

There are no restrictions on vocational study for recipients in Bands 4–6. Any study undertaken will be at the expense of the recipient. 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, may not be eligible for Income Support, as SRSS is intended to support individuals who are unable to work while resolving their immigration status.

8.18. Community Engagement

8.18.1. English as a Second Language

SRSS Providers should encourage all adult recipients to participate in English as a Second Language community programs where available.

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8.18.2. Meaningful Engagement activities

Recipients should be encouraged and assisted to take part in Meaningful Engagement activities while they are in the SRSS Program. Meaningful Engagement activities encourage recipient independence and interaction with the community.

Suitable activities discussed with each recipient and recipients are linked to free or low cost activities wherever possible. Meaningful Engagement activities should be identified in the recipient's Case Plan (or IMP for Band 1 recipients) at the time of their entry into the SRSS Program. Case Workers should discuss with the recipient their preferences and any constraints on activities, such as cost or health, and link them to appropriate activities. Approval is not required before activities are pursued for family or adult recipients.

These may be provided by the SRSS Provider through volunteers or as part of contracted service delivery. As a guide, one sporting activity and one other activity per week should generally be sufficient for each recipient.

Case Workers should continue to assess recipients' need for Meaningful Engagement activities as part of the support they provide. Where additional needs are identified, the SRSS Provider should assist the recipients to access suitable activities. All Meaningful Engagement activities accessed by recipients should be recorded in the recipient's file and in the SP Portal under the relevant task for Meaningful Engagement.

1. Submit an **SP Portal 'Confirmation - Meaningful Engagement'** when the Band 3–6 recipient has started a Meaningful Engagement activity.

8.18.3. Volunteering activities

Being involved in volunteering is a way to interact with the local community, build relationships and obtain new skills. In addition, volunteering can improve English language skills, address social isolation and assist with mental health.

Volunteer work should be safe, suitable, and not normally attract remuneration (i.e. it is not a paid position). The volunteering organisation should fall within the following guidelines:

1. Be an agency in the Not-For-Profit sector or local government authority (for example city council, shire council).
2. Have an established volunteering program.
3. Have an understanding of the SRSS Program and associated requirements (for example, possible interest of media, and sensitivities including photographs of recipients in publications such as organisational newsletters or local newspapers).

Although some recipients will be subject to a condition on their Residence Determination or Bridging Visa that they must not engage in paid work, recipients may engage in suitable unpaid volunteering activities.

SRSS Providers should discuss possible volunteering opportunities and the benefits of volunteering with recipients. Many volunteering opportunities offer a one-day trial to decide if the individual likes the activity.

It is preferred that recipients engage in volunteering opportunities that do not require police clearances, working with children checks and so on. This is because they may not be able to satisfy associated identification checks due to a lack of identity documents or history in Australia and it may be difficult for them to fund these checks.

No prior approval from the Department is required before recipients in Bands 4–6 engage in volunteering activities, however, activities need to constitute volunteer work.



Information on what constitutes appropriate volunteer activities can be found on the Fair Work Ombudsman website.

8.18.3.1. Volunteer activities (Bands 2–3)

Individuals covered by a Residence Determination are able to undertake volunteer work. SRSS Providers should undertake an initial assessment to make sure that the volunteer work meets certain guidelines before any one-day trial is undertaken.

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The volunteer work should be safe, suitable, and not normally attract remuneration (that is, it is not a paid position. SRSS Providers must ensure the 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 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 recipient taking into account known vulnerabilities or caring responsibilities. Approvals for volunteering will generally be for a set period, with regular reviews to be undertaken to ensure activities remain appropriate.

1. Conduct an assessment of the activity (where a recipient in Band 2 or 3 wishes to continue the volunteer activity).
2. Submit an **SP Portal 'Additional Services – Volunteering'** task to the SRSS Operations and Support Manager to seek approval for volunteering activities.
3. Regularly review the Case Plan to ensure activities remain appropriate.

8.19. Recipients of interest to external organisations

Recipients may be of interest to organisations, such as the Australian Federal Police. The SRSS Provider must facilitate access to recipients for these agencies, as appropriate, bearing in mind the need to maintain privacy for recipients.

Where a 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.

8.19.1. Access to a recipient

If an SRSS Provider receives a direct request for access to a recipient, it should be forwarded to the Department.

1. Direct requests for access to recipients by external organisations to the Department via an **SP Portal 'Escalation - Issue'** activity to the SRSS Operations and Support Manager for consideration and update the recipient's Case Plan.

8.19.2. Media and photographs

SRSS Providers must have processes in place to manage media enquiries regarding the SRSS Program and recipients. SRSS Provider should report approaches by media to the Department in line with the *Incident Reporting Protocols for SRSS Providers*. This includes where:

- the SRSS Provider is approached by media
- a recipient is approached by media, or
- the SRSS Provider becomes aware after the fact that a recipient has been approached by or engaged with media.

SRSS Providers are restricted from releasing or sharing information about recipients or the SRSS Program, without departmental approval.



Media enquiries can be referred to the Department's Media Coordination as soon as possible after receipt via telephone s. 47E(d)

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8.19.3. Media – UAMs

For Band 1 recipients, SRSS Providers should liaise with the FDSP in the event of any media interest or requests regarding recipients in their care.

8.19.3.1. Media – Band 2 recipients

For Band 2 recipients, SRSS Providers must advise the Department of any media requests.

1. Submit an **SP Portal 'Escalation – Issue'** task to the SRSS Operations and Support Manager and update the recipient's Case Plan.

8.19.4. Photographs of children

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.

SRSS Providers must not take photos of any UAM in Band 1.

8.19.4.1. UAMs – School photos

Participation in school photographs is conditional on those images not being published either online or in school publications or newsletters and are limited to individual photographs only. To protect their privacy and security, and to reduce any risk of a sur place protection claim, UAMs who are Protection visa applicants should not be included in any group school photographs/publications that could be made public.

The consent of the guardian/IGOC delegate of a minor is required before any photograph of an UAM is taken.

Subject to approval by the ABF Detention Superintendent (Facility) and the consent of the guardian, Band 1 recipients attending school may have individual photographs taken as part of official school photograph program.

1. Seek approval from the Department for any photo that may be made public via an **SP Portal 'Escalation – Issue'** to the SRSS Operations and Support Manager. Ensure a copy of the photo and details of the publication are supplied.
2. Ensure the recipient's Case Plan is updated.

8.20. Independent Observer Services

Where Independent Observer Services are required, the Department will send an SP Portal 'Referral' to SRSS Providers, including the date, time and location of the interview.

SRSS Providers must provide the service within 24 hours of notification, or within a timeframe otherwise agreed to by the Department. SRSS Providers should record the provision of service using the SP Portal.

1. Record the provision of Independent Observer Services using the **SP Portal 'Confirmation – Independent Observer Services'** task once complete.

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8.21. Ambulance cover – Bands 4–6

Bands 4–6 recipients should ensure they have appropriate ambulance cover when living in the community. This is especially important where recipients are chronically ill and may require repeat ambulance services.

It is at the recipient's discretion regarding which health provider they use for ambulance cover and is appropriate to their needs.

Please note, some 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.

8.22. Driving

SRSS Providers should direct recipients to the relevant licensing authority for advice if a request for assistance to obtain a driver's licence is received. Should 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 a recipient break any laws as a result of driving, they will be liable for the associated penalties. Similarly, recipients are responsible for personal injury or property damage caused by a driving accident.

If SRSS Providers become aware of a recipient involved in breaking any laws, they should treat it as an incident and report accordingly.

The Department will not assist recipients in the SRSS Program to drive.

8.23. Purchases of items or services

8.23.1. Delivery of items or services – Recipients

1. Record any purchase attributable to a recipient as an **SP Portal 'Payment Confirmation'** with the following information:
   - Details of the item/service
   - Individual invoice numbers and amounts
   - Date when the service was undertaken/item was purchased

s. 47E(d) [redacted] The SRSS Provider must retain this documentation for auditing purposes and make it available to the Department upon request.

8.23.2. Delivery of items or services – Property

All purchases should achieve value for money and documentation maintained to contribute to accurate record keeping.

1. Costs attributable to a property (such as utilities) that are unable to be allocated to a recipient, must be recorded against the property in the Property Manager by the SRSS Operations and Support Team.

s. 47E(d) [redacted]. The SRSS Provider must retain this documentation for auditing purposes and make it available to the Department upon request.

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8.24. Above cap requests for recipients

1. For any requests above the caps outlined in the OPM, or above what the recipient has been approved for, the *Payment or Movement Request* template should be filled in and submitted via either the appropriate **SP Portal 'Payment Request'** with an **'Above Threshold'** Sub Type or an **SP Portal 'Payment Request – Extra Funds'** (where no 'Sub Type' is available in SP Portal).

8.25. Payment confirmations

Although the cost of an item or service may be pre-approved up-to a dollar amount, actual expenditure, for purchases attributable to a recipient, must be recorded as an SP Portal 'Payment Confirmation' (unless otherwise advised), and include details of the expenditure.

1. All payment confirmations must be recorded as the relevant **SP Portal 'Payment Confirmation'** within 10 business days of when the service was undertaken or when the item was purchased (or when the statement/invoice for items/services are received from the supplier).

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9. Recipient Management – Supported Living Services (Bands 2–3)

Table 16: *List of Supported Living Services*

s. 47E(d)



9.1. Ongoing Supported/Provided Accommodation

Recipients in Bands 2–3 are provided with either Ongoing Supported Accommodation or Ongoing Provided Accommodation.

9.1.1. Property condition report (Band 3)

As per the Schedule of Services, on 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 recipient's file. When the 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. An exit property condition report/checklist should be used for this.

The SRSS Provider should inform the recipient that they are responsible for rectifying any unsatisfactory conditions prior to their departure from the property.

9.1.2. Property maintenance and cleaning

It is expected that recipients will maintain their property to an acceptable standard, in much the same way tenants in the private rental market must. Recipients are responsible to maintain an appropriate level of cleanliness and hygiene while in the property, and minor property maintenance, such as replacing light bulbs and garden maintenance.

9.1.3. Linen Package (Band 2–3)

The Linen Package is part of the BHG Package. The Linen Package is provided to a new Band 2/3 recipient entering the SRSS Program and Provided Accommodation properties. Where it is provided in a new property, it needs to be purchased in line with the BHG expenditure groups. Where it is provided to a recipient moving into a property, s. 47E(d) line with BHG items being replaced). It is expected that recipients take their Linen Package when they exit or transfer to other Provided Accommodation properties.

Upon departure from Ongoing Supported/Provided Accommodation, the recipient may only take with them the blankets assigned to them, and not any blankets purchased by the SRSS Provider for the BHG Package. This should be noted in the recipient's Case Plan and *Exit Checklist*.

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Table 17: List of linen from Linen Package

Linen
- standard pillow per person - blankets per person (2) - quilt/doona per couple/individual - quilt/doona cover per couple/individual (2) - sheet sets per couple/individual, including pillowcase (2) - towels per person (2) - face washers per person (2) - mattress protector per couple/individual

9.1.4. Linen Package purchase

1. Record any Linen Package (BHG Package item) purchase for a new recipient as **an SP Portal 'Confirmation – Basic Household Goods'**.

9.1.5. Linen Package replacements

SRSS Providers may replace linen if it becomes worn, s. 47E(d) and only with a linen item that is listed in the Linen Package list.

1. Record any Linen Package (BHG Package item) purchase for a new recipient as an **SP Portal 'Confirmation – Basic Household Goods'**.

9.1.6. BHG items – Replacement due to damage or missing

Recipients will be held accountable for BHG and household items that are damaged due to misuse and/or missing. These items will need to be repaired or replaced by the recipient using their Income Support.

In these instances, the SRSS Provider will cover the cost of a replacement item and arrange with the recipient how they will pay for the damaged or missing item: either by making payments out of their Income Support, or paying the amount in full.

1. Discuss whether the recipient wants to make payments out of their Living Allowance or pay the amount in full.

   Payments: Submit an **SP Portal 'Additional Services - Other'** to the SRSS Operations and Support Manager, attaching all relevant supporting documentation, such as specifying the reason for damage and the value of the goods for consideration. Once approved, submit an **SP Portal 'Allowance Modification – Deduction'** to SRSS Payment Recovery for repayments of repair/replacement cost. The Department will notify DHS and the repayments will be made by way of a Payment Deduction.

   Pay in full: Make arrangements with the SRSS Payment Recovery team, before submitting an **SP Portal 'Allowance Modification – Deduction'**.

9.1.7. Mobile phone handset provision (Band 2)

Mobile phones that are lost or damaged and need to be replaced should be funded by the recipient from their Living Allowance.

1. Record the purchase of a mobile phone handset for a Band 2 recipient as an **SP Portal 'Payment Confirmation – Small Allowance'**.

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9.1.8. Pet ownership in Provided Accommodation

Where recipients are in Provided Accommodation and would like to own a pet, they must seek approval from the Landlord, and the Department, before the pet is purchased. SRSS Providers must show the Department that the recipient has:

- ensured there are no clauses in their tenancy agreement which would prevent or restrict a pet from being at a property
- sought approval from the landlord and obtain confirmation that there are no other pet restrictions for the property or suburb, such as cat containments, owners' corporate
- ensured they are aware of laws and legislation
- demonstrated they have the maturity to own a pet
- can cover the costs involved in pet ownership, including such things as registration, vaccinations and vet visits
- understood that they may not be able to continue to look after the pet if their immigration status changes
- sought approval from the Department.

9.2. Education assistance for school-aged children (Bands 2–3)

This Band 2–3 recipient education support is available for school-aged children, as part of the Supported Living Services available to them. This includes:

- Schooling Requirements Package s. 47E(d)
- Public transport assistance to travel to school (actual costs for Band 2 recipients only)
- School excursions funding (actual costs for Band 2 recipients)
- School excursions assistance (as approved by the Department for Band 3 recipients)
- Early childhood education programs (as approved by the Department for Band 3 recipients).

9.2.1. Schooling Requirements Package (Bands 2–3)

The Schooling Requirements Package is available to any child who is enrolled in school. It is only to be used to purchase items that are essential to taking part in school, such as:

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

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.

The Schooling Requirements Package is s. 47E(d) child. Subsequent packages are available for each school year, regardless of any Band change throughout the school year. Any items needed above the cap should be funded out of the recipient's Income Support.

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 s. 47E(d) . In all cases, cheaper options should be sourced, such as the purchase of second hand text books and uniforms.

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SRSS Providers are not permitted to:

- spend more s. 47E(d) , per school year of the Schooling Requirements Package
- provide any remaining funds s. 47E(d) the recipient
- use the funds for any other purpose.

Any items or cost associated with items that are not essential to taking part in school, such as elective subjects, casual clothing (even if for school), or extracurricular activities, should not be funded by the Schooling Requirements Package. These items or costs can be funded from the recipient's Income Support.

Items that are purchased from the Schooling Requirements Package can be kept by the recipient when they transition out of the SRSS Program.

9.2.2. Schooling Requirements Package – Initial Package

1. Enter the initial Schooling Requirements Package as an **SP Portal 'Payment Confirmation – Schooling Requirements Package'** activity.

9.2.3. Schooling Requirements Package – Subsequent Packages

1. Recorded further Schooling Requirements Packages in subsequent years (after the initial package is provided) as an **SP Portal 'Payment Confirmation – Schooling Requirements'** activity. Ensure the school year is reflected in the 'Comments'.

9.2.4. Public transport assistance to travel to school (Band 2)

Where public transport is not covered by the state/territory government, the Department will fund the cost of school transport for recipients, including costs associated with obtaining travel concession cards.

Transport tickets should only cover the recipient's travel to school (or school-related activities, such as work experience).

1. SRSS Provider should record the purchase of relevant tickets for school transport for Band 2 recipients as an **SP Portal 'Payment Request – Transport'** to the SRSS Operations and Support Manager.

9.2.5. School excursions – General

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.

Although in most situations, and where the school is willing to accept it, school-related forms may be signed by the Custodian or Carer

Where approval is required by the Department, an excursion note from the school must be provided as supporting documentation. The excursion note must be the same note that is provided to the other students in the class (that is, not a tailored note specifically for the recipient) and should outline the purpose, duration, and cost of the excursion or camp.

Food will only be covered by the Department where it is covered as part of the overall cost of school excursions or camps. Incidental expenses associated with school excursions will not be funded by the Department, as it is expected that it be paid from the recipient's Income Support.

Excursions that do not form part of the standard school curriculum, such as entertainment-based excursions, will not be funded by the Department.

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For school excursion funding, approval is required for the activity and SRSS Providers must ensure that permission is given by the appropriate individual. For any funding for school excursions, evidence must be supplied to the decision-maker to show that the activity:

- forms part of, or demonstrates a clear link to, the standard school curriculum and/or are educational, or
- is an annual year group camp for school-aged children.

Approved school excursions are funded in total by the Department for Band 2 recipients.

For school excursions to be funded by the Department for Band 3 recipients, s. 47E(d) over and the activity approved by the Department.

9.2.5.1. School Excursions – Day excursions (Bands 2–3)

Departmental approval for one-day excursions are only required for UAMs and IGOC minors where it involves a risky activity or interstate travel.

1. Seek approval from the Department for day school excursions that involve a risky activity/interstate travel by submitting an **SP Portal 'Additional Services – Other'** task, attaching the excursion note, to the SRSS Operations and Support Manager.

9.2.5.2. School Excursions – Overnight excursions, no cost sought (Bands 2–3)

Overnight excursions must be treated like overnight stays for children in Bands 2–3. They must be approved by the Department prior to the excursion taking place.

For IGOC minors, approval will be required from the IGOC delegate.

1. Complete a *Temporary Stay Request* and submit it via an **SP Portal 'Movement - Temporary'** task. Submit the task to the SRSS Operations and Support Manager, prior to the excursion taking place, and no earlier than six weeks prior to the excursion taking place.
   If applicable, evidence of parental/guardian consent should be included with the request.

9.2.5.3. School Excursions – Overnight, cost sought (Bands 2–3)

1. Submit a Temporary Stay Request via an **SP Portal 'Additional Services – Other'** task to the SRSS Operations and Support Manager, prior to the excursion taking place, and no earlier than six weeks prior to the excursion taking place.
2. For funding, submit an **SP Portal 'Payment Request – Extra Funds'** task to SRSS Operations and Support Manager and attach a completed Payment Request. The Payment 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.
3. Where parental/guardian consent is required, submit an **SP Portal 'Payment Request'** task to the SRSS Operations and Support Manager.

9.2.6. Early childhood education programs (Band 3)

Children in Band 3 who are 4–5 years of age (that is, 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.

Children may be able to attend without any costs. SRSS Providers should liaise with the school and parents/guardian to determine whether the school will accept enrolment.

The Department may approve funding for children to attend up to two full-time days or three part-time days per week, up to a maximum of 15 hours per week.

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1. Submit an **SP Portal 'Payment Request – Early Childhood Education'** to SRSS Operations and Support Manager for the costs of the program if the school will accept enrolment. The details of the arrangement must be outlined in the Payment Request. The SRSS Provider must wait for a response before the child can be enrolled.

9.3. Income Support (Bands 2–3)

See 'Income Support' section.

9.3.1. Income Support cessation

1. Advise the Department via an **SP Portal 'Escalation - Issue'** activity where the recipient:
   - is not contactable
   - fails to report on a change in their financial circumstances
   - fails to attend an immigration appointment
   - fails to participate in a financial assessment without adequate notification/reason or where alternative arrangements have not been made.

9.3.2. Recipient rental contributions

While accommodated in Provided Accommodation, recipients will be expected to make a contribution toward the cost of their accommodation out of any Income Support.

Where recipients are provided with accommodation assistance in exceptional circumstances, there is an expectation that they will move to their own longer-term accommodation as soon as practicable.

9.4. Meaningful Engagement Allowance (Band 2)

Approved activities include those that provide an educational, physical or social benefit over a period of time to promote life skills. As a guide, one sporting activity and one other activity per week should generally be sufficient for each recipient.

All activities must:

- have adequate supervision for recipients at all times
- not unduly interfere with education commitments such as homework
- be requested through the Case Plan or an SP Portal 'Additional Services - Meaningful Engagement'
- be approved by the Department
- have relevant documentation retained on the 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
- 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.

No new activities will be approved in the four weeks prior to recipient turning 18 or, where the Recipient is already 18, or during the transition out period, although they are able to continue with previously approved activities until such time as they exit the program.

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The Meaningful Engagement Allowance can be used to assist Band 2 recipients doing Meaningful Engagement activities, s. 47E(d) . The Meaningful Engagement Allowance is not an entitlement, and cannot be accumulated, nor can any 'remaining funds' be accessed if the recipient transfers out of Band 2.

Costs that can be covered include:

- sporting equipment – where specific equipment is a prerequisite for participation in a sporting activity (for example. soccer boots or uniforms, safety equipment and balls, but not gym clothing or shoes)
- cost of classes, activities/materials
- cost of memberships associated with the activity, where a casual membership or access is not available
- 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.

Activities that will not be considered are:

- those that provide a purely 'one-off' entertainment value, such as trips to the zoo, aquarium, amusement parks, movie theatre, sporting events, concerts
- those that involve the purchase of an asset, such as a bike or sewing machine, where there is no activity scheduled
- unsupervised or independent activities, as the intention is that recipients will participate in activities in a group environment, for example, driving lessons.

Where a membership is required for the activity, the following membership periods should be purchased, in order of priority:

1. fortnightly or month-by-month
2. three months at a time
3. transferable twelve month memberships that can be suspended.

Where the Meaningful Engagement Allowance will be spent on high risk activities, approval from the Department will be required before the activity is undertaken. Some high risk activities include:

- physical impact sports, such as boxing, rugby league and martial arts
- water-based activities (other than at a supervised public swimming pool),
- abseiling, parachuting, hang gliding, bungee jumping, go karts and motorbikes.

9.4.1. Meaningful Engagement Allowance – Request

1. Submit an **SP Portal 'Additional Services – Meaningful Engagement'** activity to the SRSS Operations and Support Manager. The request should include amounts spent previously in the quarter, otherwise the request will not be considered.
   Where the activity is high risk (activities that may pose a high level of inherent danger), address the following aspects:
   - the type of organisation providing the service
   - precautions in place to mitigate risk (for instance, safety measures, training provided).
2. The Case Plan must be updated with the details of the activity.

9.4.2. Meaningful Engagement Allowance – Recording expenditure

1. Record the Meaningful Engagement Allowance expenditure, within the prescribed threshold, as an **SP Portal 'Payment Confirmation – Meaningful Engagement'**, ensuring the activity has been approved by the SRSS Operations and Support Manager.

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9.5. UAM clothing allowance (Band 2)

A UAM clothing allowance is available to Band 2 recipients. Clothing purchased using this allowance is for essential, seasonal use only. s. 47E(d) SRSS Providers are required to purchase essential clothing for Band 2 recipients, such as jackets and long pants for winter, and t-shirts and shorts for summer.

s. 47E(d)

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

9.5.1. UAM clothing allowance – Under cap (Band 2)

1. Compile a list of all items purchased, the date/s of purchase and costs for the item/s.
2. Notify the Department by submitting an **SP Portal 'Payment Confirmation – Small Allowance'** activity to the SRSS Provider and enter in the 'Comments' field which season the clothing was for.
3. The SRSS Provider must finalise this activity and set this activity to 'Complete'.

9.6. Department-initiated travel (Band 2–3)

The Department will fund travel by a recipient where the Department requires them recipient to travel in the same state or interstate to attend an appointment as part of their Status Resolution process.

9.7. Baby Items Package (Band 3)

It is capped s. 47E(d) , and should be installed:

- prior to a family's arrival in the Provided Accommodation (along with the Standard BHG Items), or
- 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 consider value for money. Linen must be new, but all other items may be second hand. Items that are approved for purchase as part of the Baby Items Package are outlined below.

Table 18: *List of items in BHG Baby Items Package*

Baby Items Package
- high chair - cot, mattress per child - pram/stroller - baby bath - baby towels per child (3) - mattress protector per child (2) - change mat per child (2) - sheets and blanket (no pillow) per child (3)

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The following items from the Baby Items Package can be taken by recipients when they depart Provided Accommodation:

- pram/stroller
- baby bath
- baby towels per child (3)
- mattress protector per child (2)
- change mat per child (2)
- sheets and blanket (no pillow) per child (3).

9.7.1. Baby Items Package – Purchase

1. Record all Baby Items Package purchases as an **SP Portal 'Payment Confirmation – Small Allowance'**.

9.8. Registering birth of baby and birth certificate (Bands 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). s. 47E(d) [redacted]

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 s. 47E(d) [redacted] 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.

1. Ensure the recipient has notified DHS, where the change may affect their income support payments.
2. Update the Case Plan with the relevant information.
3. Submit an **SP Portal 'Payment Request – Extra Funds'** activity to SRSS Operations and Support Manager, along with the completed Payment or Movement Request form attached and relevant supporting documentation.

9.9. Transit Assistance Allowance (Bands 2–3)

SRSS Providers may be required to provide recipients with a small Transit Assistance Allowance to allow for the purchase of a meal during travel to/from Provided Accommodation. s. 47E(d) [redacted] 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.

9.10. Form Filling Assistance (Bands 2–3)

Where an individual requires assistance completing forms or other 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 Payment Request, with relevant supporting documentation provided.

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1. Submit an **SP Portal 'Payment Request – Extra Funds'** activity to the SRSS Operations and Support Manager.

9.11. Visa-related health checks (Bands 2–3)

The Department will reimburse the SRSS Provider for visa-related health checks. 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 recipient, by making an appointment on the recipients' behalf and providing the recipient with a supporting letter for their scheduled appointment.

1. Record that the recipient has received the visa-related health check service in the recipient's Case Plan.
2. Record an **SP Portal 'Payment Confirmation – small allowance'** activity with a brief comment included in the description field of the service provided, for example, Health check for TPV.

9.12. Torture & Trauma counselling services (Bands 2–3)

Before entering the SRSS Program, recipients who have been exposed to torture and trauma may have been accessing T&T counselling services. Where possible, and where the recipient consents, relevant recipient information may be transferred from the existing counsellor to the new counsellor in the community by the CDT. These 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 the CDT in the first instance.

If recipients disclose a history of torture and trauma to their SRSS Provider that has not already been disclosed, or the SRSS Provider believes a referral for T&T services is required, the SRSS Provider must organise an appointment with the recipient's preferred GP.

After the initial six sessions, the T&T treating agency to review and evaluate the effectiveness of sessions for each recipient. This occurs after each block of six counselling sessions is completed, with a maximum of 18 sessions per calendar year.

If SRSS Providers require clarification on the referral process, contact the CDT.

9.12.1. Torture & Trauma – Referral (Bands 2–3)

1. Send the recipient's medical treatment plan to CDT in order to refer a recipient to torture and trauma counselling. This will ensure an understanding of the recipient's overall wellbeing and services being accessed. 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.

SRSS Providers should arrange to have any translating and interpreting costs incurred during torture and trauma counselling sessions invoiced to the Department (as per the Direct Recipient Costs Table).

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10. Recipient Management – Transitional Services (approval required)

Transitional support services are designed to meet the short-term needs of recipients as they exit held detention to integrate into the Australian community where they have never previously lived in the Australian community.

Table 19: *List of Transitional Services*

Transitional Services	Caps or approval
Transitional accommodation (Band 4) Transitional Travel Arrangements (Bands 3–4)	As approved by the Department As approved by the Department

10.1. Transitional Accommodation (Band 4)

The cost of providing Band 4 Transitional Accommodation is covered by SRSS Providers under the Recipient Management Fee. There are four types of Transitional Accommodation that SRSS Providers may need to source. They should be sourced in the following order:

1. **Community Contacts** – Where family, friends, religious and other community groups are identified that can appropriately accommodate the recipient, this option must be used.
2. **Band 3 properties no longer required** –Band 3 Provided Accommodation that is no longer being used may be used for Transitional Accommodation (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.
3. **Boarding houses, rooming houses, hostels, backpackers and similar** – While this type of accommodation is not considered suitable for families, other recipients may be placed here, as required. Recipients should be aware that there is a requirement to share rooms or dorms, where appropriate. If a recipient is unwilling to share a room, the SRSS Provider should discuss alternative arrangements with the recipient and explain that he/she will have to be accommodated at their own expense.
4. **Budget accommodation such as motels and hotels, capped at 3 stars (this option should be used as a last resort)** – A recipient who cannot be in the above accommodation types, may be accommodated in budget motel/hotel rooms. If recipients are booked into hotel/motel accommodation, they will be expected to share twin-rooms. If a recipient is unwilling to share a room, the SRSS Provider should discuss alternative arrangements with the recipient and explain that he/she will have to be accommodated at their own expense.

s. 47E(d)

10.1.1. Transitional Accommodation timeframes

Recipients remaining in Transitional Accommodation up to the approved period, and where an extension has not been approved by the Department, will be responsible for 100 per cent of the cost of the accommodation. In these cases the 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.

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10.2. Transitional Travel Arrangements (Bands 3–4)

The Department will make and fund travel arrangements, including interstate transfers, for substantive visa holders who have been released from held detention or have been subject to a residence determination.

Substantive visa holders who decide to change their preferred location in the later part of the transition out period (that is, after week 2), are expected to organise and fund their transport, accommodation and link with mainstream services at the new location themselves.

1. Submit an **SP Portal 'Movement – Location'** activity to the SRSS Operations and Support team within two weeks of substantive visa grant to request funding for travel arrangements.

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11. Recipient Management – Additional Services (approval required)

Additional Services are expected to be temporary or for a fixed period, and reviewed after the period outlined in the approval. No Additional Services are pre-approved for any recipient.

For Band 2–3 recipients, SRSS Providers will need to ensure they clearly explain the requirement for the Additional Service, what alternatives have/have not been tried, and why it is unreasonable to expect the recipient to make arrangements using their Income Support.

For Band 4–6 recipients, the provision of Additional Services is based on identifying barriers to the individual's status resolution or ability to work, and providing assistance in removing the identified barriers. Where individuals apply for the SRSS Program, they are agreeing to their responsibilities, including engaging with the Department in meeting set milestones to progress their status resolution.

Where the Department approves an Additional Service, it is expected that the Additional Service is provided to recipients as outlined in the approval. It is expected that regular reviews will be undertaken to ensure Program Services remain relevant.

For Band 1 recipients, it is expected that the FDSP and DHSP would provide assistance in the first instance.

There may be Additional Services available to recipients that are not prescribed in this section, or in this OPM. For example, Visa-related health checks (covered under Supported Living Services) may be requested as an Additional Service for Band 4–6 recipients, as long as it can be shown that it relates to removing a barrier/s to the individual's status resolution or ability to work.

Table 20: *List of Additional Services*

s. 47E(d)



11.1. Additional Services – Request (Bands 2–4)

1. When requesting any Additional Service for Band 2–4 recipients, complete the *Payment or Movement Request* template. Ensure the following is addressed:
   - explain the reason for the request (including compelling circumstances or details of crisis), what alternatives have/have not been tried, and why it is unreasonable to expect the recipient to make arrangements using their Income Support
   - provide supporting documentation as relevant, such as quotes, GP referral/s, budgeting evidence, value for money statement (if relevant).
2. Submit the *Payment or Movement Request* template and relevant supporting documentation via the appropriate SP Portal request to the SRSS Operations and Support Manager.

If the request is considered an emergency, submit an **SP Portal 'Escalation – Issue'** or contact the Incident Reporting Hotline.

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11.1.1. Summary of SP Portal activities for Additional Service request (Bands 2–4)

Table 21: *Summary of SP Portal activities for Additional Services requests for Bands 2–4*

SP Portal	Situation / circumstances
Payment Request – Transport	Transport for compelling circumstances.
Payment Request – Childcare Assistance	Childcare where all other avenues have been considered.
Payment Request – Financial Hardship Assistance	- Initial Financial Hardship Assistance (in-kind support) request for Bands 2–3 & 5–6. - Financial Hardship Assistance Loan: Additional request for Bands 2–4.
Movement – Emergency	- Urgent Accommodation (Bands 2–3): Contact SRSS Placements Bands 2–3 for potential suitable housing). - Urgent Accommodation (Band 4)
Payment Request – Pharma – Above Threshold	Any health and medical expenses for which a recipient has not been approved.
Payment Request – T&T above threshold	Torture and Trauma counselling sessions beyond what has been approved.
Payment Request – Mental Health	General psychological services
Escalation – Issue	Emergency Support.

11.2. Additional Services – Request (Bands 5–6)

1. When requesting any Additional Service for Band 5–6 recipients, complete the *SRSS Additional Services Request* template. Ensure the following is addressed:
   - identify the barrier/s to the individual's status resolution or ability to work and how the Additional Service will assist in removing the barrier/s, what alternatives have/have not been tried, the reason for the request (including compelling circumstances or details of a crisis)
   - provide supporting documentation as relevant, such as quotes, GP referral/s, budgeting evidence, value for money statement (if relevant).
2. Submit the *SRSS Additional Services Request* template and relevant supporting documentation via the **SP Portal 'Application'** tab, with the Application Category as 'Additional Services' and using the 'SRSS Services' Application Type.
3. Send to the SRSS Assessments Manager.

If the request is considered an emergency, submit an **SP Portal 'Escalation – Issue'** or contact the Incident Reporting Hotline.

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11.3. Additional Services – Urgent and Emergency Accommodation

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.

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

1. **Community Links** – such as family, friends, religious and other community groups. Where Community Links that can appropriately accommodate a recipient (temporarily) are identified, this option must be used.
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, s. 47E(d) This option should be used as a last resort and approval should be obtained from SRSS Operations prior to arrangements being finalised.

s. 47E(d)

Extensions beyond the initial period should note that the previous request was approved by the Department and contributions to the accommodation costs by the recipient will commence. Supporting documentation must be included to demonstrate the steps that are being taken to source alternative accommodation.

11.4. Additional Services – Emergency Support

At any time, a 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 SRSS Provider prior to such arrangements being finalised by the SRSS Provider.

11.5. Additional Services – Carer Support

Occasionally, there may be vulnerable people 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 a recipient has been allocated a Carer, the SRSS Provider must work closely with that Carer to deliver services to the recipient/s.

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11.6. Additional Services – Financial Hardship Assistance

Financial Hardship Assistance can be provided to assist in resolving an unforeseen crisis. Requests for assistance for recipients are expected to be in exceptional circumstances only, and only for a short period of time. Examples of crises where financial hardship assistance may be required, include events such as:

- house fire
- domestic violence
- critically ill family members.

The Department must approve all requests for financial hardship assistance. No form of financial hardship assistance is pre-approved and the Department must approve all requests for Financial Hardship Assistance.

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

SRSS Providers should not refer recipients to charity organisations for food vouchers or support as these services must be left available for the Australian community. The following situations are not to be considered unforeseen crises:

- the birth of a baby, as the family has had many months to plan and save for items that are associated with the birth of the child
- a child/children starting school, as the family has had many months to plan and save for items
- utility bills or infringement notices, as arrangements can be made to pay in instalments, payment plans or through weekly/fortnightly/monthly direct debit arrangements
- costs associated with funerals or ambulances.

11.6.1. In-Kind Support for families requests (Bands 2–3, 5–6)

Vouchers or material aid are available when a family unit experiences a crisis, such as inability to afford food or essential items, despite budgeting carefully. The amount of vouchers and/or material aid provided will depend on the crisis circumstance and supporting documentation. Approvals will be given on a case-by-case basis.

Vouchers or material aid must be used to resolve a crisis in the first instance, before requesting any access to a Financial Hardship Assistance Loan.

11.7. Additional Services – Financial Hardship Assistance Loan

Where recipients require assistance in resolving a crisis, they may apply for a Financial Hardship Assistance Loan. 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. s. 47E(d)

For Bands 2–3 and 5–6, loans will only be approved where:

- the recipient can demonstrate that they have budgeted appropriately
- s. 47E(d)

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Evidence and supporting documentation must be provided for Financial Hardship Assistance Loans, such as:

- evidence of financial hardship and, if material aid has been used, how much and 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.

For Bands 4–6, the loan may be used for rent and/or bond loans when applying for private properties within a six month period after release from detention. Supporting documentation may include a tenancy agreement.

11.8. Additional Services – Income Support (Bands 4–6)

To be approved to receive Income Support, individuals must have a demonstrated barrier preventing them from working to support themselves and provide evidence of this.

11.9. Additional Services – Torture and Trauma counselling services (Bands 4–6)

Torture and Trauma counselling services may be funded by the Department where the recipient can demonstrate that it is a barrier to their status resolution or ability to work. All Torture and Trauma counselling services for Bands 4–6 must be approved by the Department. The recipient must have a referral to a T&T treating agency before the Department will consider a request to fund this Additional Service.

A common way for the Department to approve Torture and Trauma counselling services is through the '6+6+6' model. This is where the recipient is allocated six T&T counselling sessions at a time, with a maximum of 18 T&T counselling services over a calendar year. In some cases, T&T counselling services will be counted over 12-month period (as advised by the Department).

Departmental approval is required for each block of six sessions as no Torture and Trauma counselling sessions are pre-approved.

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. Recipients may be eligible for T&T where they can demonstrate that it is a barrier to their status resolution or ability to work and:

- they are referred for T&T counselling by a GP, or
- 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.

In all instances, the request and type of referral should be appropriately indicated and evidenced in the SP Portal. The following should be uploaded to the SP Portal as evidence of a referral:

- letter or email from the recipient's GP referring them to a T&T treating agency for counselling
- Health Discharge Assessment indicating that they have been receiving T&T counselling.

The '6+6+6' model for approved recipients is outlined below.

1. An initial allocation of six, two-hour counselling sessions within a certain period is approved. A review is done by the T&T treating agency after the initial six counselling sessions.
2. After the initial period, if further sessions are required, the request and type of referral must be appropriate to the recipient's assessed needs, be evidenced with reference to the recipient's treatment plan and include the T&T agency's review. The recipient may be approved for a further six, two-hour sessions within a certain period. A subsequent review is done at the completion of the twelve sessions.
3. After the second period of six sessions, if further sessions are required, the recipient may be approved for an additional six sessions (to a total maximum of 18 sessions in a calendar year).
4. A review is done by the T&T treating agency after the 18 counselling sessions.

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For sessions that are required over the initial six, the review requires the T&T counselling agency to provide written evidence to support any continuation of service and outline the specific interventions required. Attendance dates must also be included in this written evidence. 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.

Depending on when the sessions are required, a *Continued Eligibility Review* template or an *SRSS Additional Services Request* template will need to be completed. The following supporting documentation must be provided before the recipient accesses any additional T&T counselling services:

- Evidence of the need for continuation of service from a senior member of the treating agency.
- The dates of the sessions already attended and dates of those sessions not attended, including late cancellations for which the SRSS Provider has or will be invoiced a fee. This information must be included in the Counsellor's Treatment Summary.

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 on the Phoenix Australia website.

Where the Department has approved T&T counselling services, the approval will 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. The 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.

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, including those booked by the recipient directly without any referral, will not be paid by the Department.

11.9.1. Session times

Each session should not exceed two hours. Where a counselling session exceeds two hours in duration, the additional time above the two hours should be recorded as an extra session.

11.9.2. Cancellation of counselling

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. The Department must also be notified.

11.9.3. 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. After two consecutive reports of non-attendance, SRSS Providers are required to reconsider the appropriateness of a referral.

The reason/s for the non-attendance at sessions should be detailed in the CER and Case Plan.

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11.10. Additional Services – Health and Medical (Bands 4–6)

If health and/or medical issues are the barrier for an individual in resolving their immigration status or ability to work, the Department will consider funding certain health and/medical support to address the barrier. This may mean facilitating access to physical and mental health care. As circumstances and health and medical support can vary, the Department will assess requests on a case-by-case basis.

Details of approved Additional Services will be provided by the Department. Where the Department approves Additional Services relating to health and medical services, details for services will be similar to what is provided in the Australian community to Australian citizens and residents.



Further information or access to the most recent Medicare Benefit Schedule can be found on the Department of Health MBS Online website.

11.10.1. Additional Services – Health and Medical (Bands 4–6) (Medicare eligible, Category One recipients)

SRSS Program Health and Medical support is only available to Bands 4–6 where approval has been given by the Department. Recipients who are eligible for Medicare must access health and medical services provided by the public health system. Recipients who are Medicare eligible (Category One recipients) 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.

Medicare provides access to medical and hospital services for all eligible Australian citizens and residents in Australia. DHS 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).

The Department may consider funding some health and medical services for Band 4–6 Medicare eligible recipients in exceptional circumstances, such as:

- Psychological services where there has been a significant change in the recipient's clinical condition or care circumstances which necessitates a further referral for services.
- Mental health sessions where this requirement is outlined in the recipient's Mental Health Plan.
- Dental for children aged between 2–17 years, in line with what is provided under the Child Dental Benefits Schedule, such as 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).



Further information on the Child Dental Benefits Schedule can be found on the Department of Human Services Medicare website.

11.10.2. Additional Services – Health and Medical (Bands 4–6) (Medicare ineligible, Category Two recipients)

SRSS Program Health and Medical support is only available to Bands 4–6 where approval has been given by the Department. It is important that recipients receive Program Services for which they are eligible and that approval is sought from the Department for anything outside of the guidelines. Documentation must be maintained to contribute to accurate record keeping.

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The Department may fund general health and medical services equivalent to what an Australian citizen or permanent resident would receive under Medicare for recipients who are Medicare ineligible (Category Two recipients). The Department will specify what health/medical services have been approved.

Recipients who are Medicare ineligible should still be charged the local rate at hospitals and other health services. Medicare ineligible recipients are expected to pay the equivalent to the Medicare gap when accessing health and medical services.

The Department will not provide funding for Medicare gap payments.

11.10.2.1. General health and medical model (Bands 4–6) (Medicare ineligible)

Where the Department approves the general health and medical model, the below caps are usually applied where there is no 'Medicare gap'.

Table 22: *General health and medical model (Medicare ineligible Band 4–6 recipients)*

Health service	SRSS Provider approval cap for Category Two
General Practitioner	s. 47E(d)
Specialist (as referred by a GP) including: - **diagnostic imaging** - **surgical or therapeutic procedures** ***Note: physiotherapy is not considered a specialist service unless there is a referral by a GP as part of a chronic illness management plan***	
Pathology	
Hospital visit **(admission or accident and emergency visit)**	
Optometry **(Purchasing spectacles)**	
General Psychological Services	
Dental **(general check-up and emergency)**	
Pharmaceuticals	

Where a recipient in Band 4–6 has been approved by the Department to receive additional services using the general health and medical model, SRSS Providers can approve the above health and medical services for these recipients, as long as they fall below the caps outlined in the table above. The recipient must pay for any 'gap' payment.

1. SRSS Provider can approve health and medical services for recipients below caps outlined in the General health and medical model table, where the recipient has been approved for the model (with the recipient paying the 'gap', in line with Medicare Benefits Schedule).
2. Any provision of health medical services must be recorded in the SP Portal as:
   - **'Payment Confirmation – [relevant health service] – Below Threshold'**.

   The Payment Confirmation activity must include:
   - a detailed overview of treatment provided (including all MBS Item Numbers)
   - the reasons for accessing such services or treatment
   - supporting documentation such as GP referrals must be attached to the Portal activity, where appropriate.

SRSS Providers are not required to attach invoices to the SP Portal but all invoices must be retained on file for audit purposes.

Where no MBS number is provided or available, this should be recorded as an **SP Portal '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.

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Dental Services (Bands 4–6) (Category Two, Medicare ineligible)

Where approved by the Department will fund up to s. 47E(d) calendar year for general check-up and emergency dental services s. 47E(d) years for children aged 2–17 years), as per the general health and medical model table above.

Emergency dental care is defined as a recipient experiencing severe and chronic pain as a result of a dental problem, for example, a broken tooth or abscess, that requires a tooth extraction and impacts significantly on the recipient's physical health.

1. Record the dental treatment below the prescribed threshold for an approved recipient as an **SP Portal 'Payment Confirmation – Dental – Below threshold'**.

Optometrist Services (Bands 4–6) (Category Two, Medicare ineligible)

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 ineligible recipients.

1. Record an **SP Portal 'Payment Confirmation – Optical – Below threshold'** for provision of optometrist services to approved recipients.

Prescription spectacles (Bands 4–6) (Category Two, Medicare ineligible)

To assist in purchasing low cost, basic prescription spectacles the Department will fund up to the value of s. 47E(d) year, as per the table above, for approved recipients. This amount can be approved by the SRSS Provider and costs will be reimbursed to the SRSS Provider as a 'Direct Recipient Cost'. The SRSS Provider should obtain evidence of the clinical need for spectacles and the associated costs and attach this to the SP Portal.

Recipients are able to upgrade frames or lenses at their own costs (should this be more than the s. 47E(d) capped limit). The Department will not fund the purchase of non-prescription eyewear or eye care.

General Psychological Services – Bands 4–6

Where psychological issues are the barrier for an individual in resolving their immigration status or ability to work, the Department will consider funding certain support to address the barrier. Evidence that should accompany any request for general psychological services should be a mental health treatment plan by the specialist 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 Additional Services.

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. General counselling can include marriage and relationship counselling or drug and/or alcohol counselling.

SRSS Providers are required to encourage recipients with mental health concerns to attend their GP for appropriate treatment.

Where a recipient is not eligible for Medicare, the Department may agree to fund up to 10 sessions per year, in line with what is available through Medicare.

1. Record general psychological services below the prescribed threshold for an approved recipient as an **SP Portal 'Payment Confirmation – [relevant health service] – Below Threshold**.

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 sessions. Advice should be sought from the GP as to the recipient's need for further services. The Department may approve an additional six mental health sessions where this requirement is stipulated in the recipient's Mental Health Plan.

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1. Submit a request for additional general psychological services for an approved recipient as an **SP Portal 'Payment Confirmation – [relevant health service] – Above Threshold'** to:
   - The recipients SRO (Bands 4–5)
   - The SRSS Operations and Support Manager (Band 6).

11.10.2.2. Pharmaceuticals Benefit Scheme Schedule Model (Bands 4–6)

A common way for the Department to approve pharmaceutical support for Band 4–6 recipients is to use the Pharmaceuticals Benefit Scheme (PBS) Schedule model. This is where prescription medications can be purchased by Band 4–6 recipients in line with what is provided to Australian citizens or permanent resident concession card holders – the PBS Schedule rate.

Where a recipient is approved by the Department for the PBS Schedule model for pharmaceuticals:

- For the cost of each medication, the recipient pays the co-payment (the amount a concession card holder would pay towards the cost of the PBS medicine), and the SRSS Provider is invoiced the remaining amount.
- The SRSS Provider may approve purchases of PBS medications up to the s. 47E(d) item cap (with the co-payment per medication deducted).
- Where more than one brand of medication is available, the cheapest option must be purchased.
- Once recipient's total applicable co-payment reaches the concessional safety net threshold, any additional prescription medications will be free for the remainder of the calendar year.
- Recipients need to keep a record of PBS medications on a Prescription Record Form, which is available from pharmacists. If Band 4–6 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 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.

Table 23: *PBS Co-payment and Safety Net Threshold*

Rates for 2019* Concession card holders	
PBS Co-payment	s. 47E(d)
PBS Safety Net threshold	
When PBS Safety Net threshold is reached	Free

* The amount of co-payment is adjusted on 1 January each year in line with the Consumer Price Index.

The most recent Pharmaceutical Benefits Scheme can be found on the Department of Health PBS website.

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1. Where recipients are approved for the PBS model, SRSS Providers can approve purchases of PBS medications up to the s. 47E(d) item cap (with s. 47E(d) -payment per medication deducted). Where more than one brand of medication is available, the cheapest option must be purchased, ensuring value for money is achieved.

11.10.2.3. Compulsory vaccinations model (Bands 4–6) (Category Two, Medicare ineligible)

Where Band 4–6 recipients who are not eligible for Medicare are approved for vaccinations, the costs associated with vaccinations may be aligned with what is available to Australian citizens and permanent residents in the Australian community. Therefore, only compulsory vaccinations would be approved.

11.10.2.4. Retrospective approvals above threshold (Category Two, Medicare ineligible)

Retrospective payment for above threshold medical expenses will only be considered in emergencies. The SRSS Provider must 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 or Movement Request* template via the Service Provider Portal to SRSS Operations and Support team for consideration. The request must include supporting documentation, such as the invoice for any emergency health or medical assistance provided to the 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 Direct Recipient Costs table. Costs associated with emergency health or medical treatment not listed in the Direct Recipient Costs table must be forwarded to SRSS Contract Management for consideration.

11.10.2.5. Items or services in excess of the cap amount, outside the approval or to cover 'gap payment'

Recipients are expected to cover items/services in excess of cap amounts, outside the approval and cover gap payments, just like Australian citizens and residents.

Items/services in excess of the cap amount, outside the approval, or to cover health or medical services beyond what would be covered by Medicare will only be considered in exceptional circumstances, and on a case-by-case basis.

In particular, a 'gap payment' will not be covered in the following circumstances:

- the 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 Recipient to have services charged at the MBS rate
- a bulk billing provider was not utilised when one was available
- the recipient has already paid for the treatment/service.

1. Submit an **SP Portal 'Payment Request – Above threshold'** request to the SRSS Operations and Support Manager, including for :
   - a purchase in excess of the PBS medications cap amount of s. 47E(d) item (with s. 47E(d) payment per medication deducted), or outside the policy
   - dental services above the cap (a corresponding dental plan (from the dentist that provided the original consultation must be included).
   - Requests for gap payments.
2. Include a completed *Payment or Movement Request* template detailing any other information, such as:
   - A reason for the Department covering the payment, clearly explaining the exceptional circumstances and why it is unreasonable to expect the recipient to pay the amount.
   - a referral from a Medicare registered GP or health professional.

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11.11. Additional Services – Transport for compelling circumstances

There may be compelling circumstances where the Department will cover the cost of transport, or make a contribution, such as long distance trips.

11.12. Additional Services – Childcare

There is an expectation that:

- if there are two parents, childcare is not required as one parent can mind the child/children
- 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.

SRSS Providers must clearly explain why childcare is required and demonstrate that all alternative arrangements have been explored by the parent in the first instance.

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12. Transition Out and Exit

Recipients will exit the SRSS Program for a number of reasons, including when the recipient is deemed to no longer need their required support services, as determined by the Department, or granted a substantive visa.

Transition out refers to the move into the Australian community from held detention. This generally occurs from Bands 1–3, although occasionally adults may move into the Australian community from immigration detention.

The role of the SRSS Provider during the transition out period is to prepare the recipient to ensure a smooth transition from detention into the community, including departing any Provided Accommodation (where required). For transition out and exit, it is expected SRSS Provider will ensure recipients are:

- disengaged from relevant Program Services, including ensuring the DHSP is notified that the recipient is ineligible for continued expenses
- linked to relevant services in the community while exiting the SRSS Program, such financial, medical, *jobactive*, as appropriate
- aware of their options in departing Australia and returning to their country of origin (or to a third country) if their status is still unresolved and they are deemed to be finally determined, such as being linked with RRAP service providers.

The Department will advise SRSS Providers of exit/transition out dates via an SP Provider 'Transition Out Referral'. The referral will detail:

- the planned exit date
- whether a Transition Out Plan and/or SRSS Exit Checklist is required
- which Essential Registrations are required.

For recipients who transition out of the SRSS Program, recipients will remain in their current Band, if an adult is transitioning from detention, they will be placed in Band 4. If a Band 2–3 recipient requires Additional Services after the transition out period, they may move to Band 4, upon notification from the Department.

SRSS Providers are expected to assist any recipient with transitioning to mainstream services as needed.



Templates required in this section:

- *SRSS Exit Checklist*
- *Transition Out Plan* template

12.1. Transition Out – Band 1 recipients

A minor may transition out when they are granted a substantive visa. During the transition out period, support for Band 1 recipients should cease once they exit the APOD, or once the SRSS Provider has provided Transit Support to a placement other than an APOD (if required).

Regardless of why a Band 1 recipient exits the SRSS Program, instructions for the SRSS Provider will be provided in the SP Portal 'Transition Out Referral'.

1. Undertake the actions specified in the SP Portal 'Transition Out Referral'. These may include:
   - completing a Transition Out Plan (as instructed)
   - providing Transit Support to a placement other than an APOD
   - liaising with the UHM service provider or FDSP
   - undertaking Essential Registrations.

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12.2. Transition Out – Band 2–4 recipients

1. Undertake the actions specified in the SP Portal 'Transition Out Referral'. These may include:
   - completing a Transition Out Plan (as instructed)
   - arranging exit from Provided Accommodation and filling in an *SRSS Exit Checklist* (for Bands 2–3)
   - arranging Transitional Accommodation
   - registering the recipient with Centrelink and Medicare, as required.

12.2.1. Substantive visa grant – Registering with mainstream services (Bands 2–3)

When a recipient is granted a substantive visa, any Income Support they may be receiving from DHS is ceased as at the date of the visa grant. The Department does not notify individuals that their living allowance has ceased following grant of a substantive visa.

SRSS Providers must assist recipients who have been granted a substantive visa with registering and engaging with mainstream services as soon as possible after the visa grant. This includes:

- Centrelink
- Medicare.

1. Assist the recipient with registering with Centrelink by:
   - submitting an 'intent to claim' with Centrelink as soon as possible, to minimise potential delays in Special Benefits payments, then
   - lodging a Special Benefits application within 14 days of the 'intent to claim', to 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 individual's payments will only be backdated to the date that they lodge their Special Benefits application.
2. Assist the recipient in enrolling to get a Medicare card in order to claim Medicare benefits.

12.2.2. Substantive visa grant – Access to Direct Recipient Costs (Bands 3–6)

SRSS providers must seek departmental pre-approval for Direct Recipient Costs relating to recipients during the transition out period following the grant of a substantive visa.

12.2.3. Substantive visa grant – Travel Arrangements (Band 3)

The Department will make and fund travel arrangements (including interstate transfers) for recipients who are being released from held detention, or who are no longer under a residence determination, because of a substantive visa grant.

12.2.4. Substantive visa grant – Travel arrangements (Band 4)

Substantive visa holders in transition out from Band 3 will have their travel arrangements made and funded by the Department if enough notice is given. The Department will not fund travel arrangements where a recipient changes their preferred location in the later part of the transition out period (after week 2).

12.3. Exit – Band 1 recipients

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. Where the recipient is no longer considered a minor, and their immigration status has not changes, they will exit the SRSS Program and be transferred to an IDF.

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12.4. Exit – Band 4–6 recipients

1. Undertake the actions specified in the **SP Portal 'Transition Out Referral'**. These may include:
   - completing a Transition Out Plan
   - registering the recipient with Centrelink and Medicare, as required.

12.4.1. Following a negative substantive visa decision

Recipients who receive a Protection visa refusal decision at the primary stage and who have not lodged an application for review with the AAT within 28 calendar days of that decision, will be exited from the SRSS Program.

Recipients who have lodged an application for review with the AAT within 28 calendar days of the initial decision are eligible to remain in the SRSS Program until a decision has been made.

Recipients who have received a Protection visa refusal decision at the primary stage and who received a negative review of that decision from the AAT, will be transitioned out of the SRSS Program. The transition out process will commence from the date of the merits review decision.

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. Fast track applicants who have had a Protection visa refusal decision and are excluded from referral to the IAA (also known as excluded fast track review applicants) have no access to merits review.

Table 24: *Transition out/exit timeframes following a negative substantive visa decision*

Recipient	Exit / Transition out timeframe
Band 1–2 recipient who is under 18 and granted a substantive visa	Transition out of SRSS Program within 30 business days from notification to the SRSS Provider as an extension of Band 1–2 Program Services. Where a UAM is referred to the UHM Program, the UHM Program will also provide a transitional allowance to minors transitioning from SRSS into the UHM Program (as Income Support is ceased from the date of visa grant).
Band 3 recipient granted a substantive visa	Receives Band 4 Transitional Services for 20 business days. Individuals are not eligible for Income Support, including rent and bond loans.
Band 5–6 recipient granted a substantive visa	Exit SRSS Program within 10 business days of notification (by the Department) of visa grant. The recipient will remain in their existing band during the transition timeframe. Individuals are not eligible for Income Support, including rent and bond loans.
Individuals in held detention or residents in Residence Determination who are granted a final departure BVE	Three weeks of Transitional Services, with no Income Support. Nuclear families, with children under 18 years of age, will receive up to six weeks of Transitional Services, with Income Support (as approved by the Department.
IMAs who are fast track applicants, who have had a protection visa refusal decision and the decision is affirmed by the IAA	The recipient must be exited out of the SRSS Program within seven business days.

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.

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.

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12.5. Health and wellbeing – Cessation of Services following a visa grant (Bands 1–3)

Eligibility for health care and torture and trauma counselling under the DHSP ceases on the day of visa grant for Band 1–3 recipients. 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 recipient.

In some extenuating and compassionate circumstances the Department may consider approving finalisation of a 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)

1. Ensure the IHMS Healthcare Card is handed to the Case Worker, who is then required to return it to the DHSP and record this as an **SP Portal 'Confirmation – Health Services Card'**.

This is critical to ensure appropriate access to DHSP services only during the eligibility period.

12.6. Transition Out Plan

Where the recipient is transitioning out or exiting the SRSS Program, SRSS Providers may be required to complete a Transition Out Plan. The Department will advise SRSS Providers of the requirement for a 'Transition Out Plan' via the SP Portal referral.

1. Using the Transition Out Plan template, complete a Transition Out Plan, including the following:
   - the expected date the recipient will depart any Provided Accommodation
   - the last dates of their transition period
   - service provision, engagement strategies and identified responsibilities to disengage a recipient from their SRSS, if required
   - for UAMs, as much detail as possible on their history and ongoing needs to assist the UHM service provider – it is also expected that SRSS Providers make themselves available to the UHM service provider.
2. In the case of visa grant, the Transition Out Plan should be uploaded as an **SP Portal 'Transition Out Plan'** activity within five business days of visa grant notification for approval to:
   - SRSS Operations and Support Manager (Bands 1–3)
   - the recipient's SRO (Bands 4–5).

12.7. Transition out timeframes

SRSS Providers will be advised of specific dates for transition out by the Department via the SP Portal Referral. The SP Portal Referral will specify the date SRSS Provider must cease Transition Out.

12.8. Transition out following substantive visa grant (Bands 1–3)

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

The Department will advise SRSS Providers when a recipient is required to transition out of the SRSS Program, via an SP Portal referral, which will specify the date services must cease.

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Table 25: Departure from Ongoing Supported / Provided Accommodation timeframes following a substantive visa grant

Recipient	Time to exit Ongoing Supported / Provided Accommodation
Band 1–2 UAM recipient granted a substantive visa	Within 30 business days, with no Income Support provided from date of visa grant.
Band 3 recipient granted a substantive visa	Within 20 business days, as Transitional Services (Band 4), with no Income Support provided from date of visa grant.

12.8.1. Transition out – Extension requests (Bands 2–4)

In some cases, the SRSS Provider may believe that the transition out of a recipient will not be done within the specified timeframe and there are compelling and compassionate circumstances as to why. If this is the case, SRSS Providers should submit an extension request.

1. SRSS Provider should submit an **SP Portal 'Accommodation Extension Request'** at least five business days prior to the end of the initial transition period. The request must clearly outline:
   - the reason for the extension,
   - the additional time required
   - how the SRSS Provider intends for the recipient to meet the new deadline.
2. The **SP Portal 'Accommodation Extension Request'** must be submitted to the SRSS Operations and Support team.

12.9. Additional Services required after transition out period

In some cases, SRSS Providers may identify a Band 4 recipient who will require Additional Services after the transition period. SRSS Providers can assist recipients with filling in an SRSS Application for SRSS 10 business days before the recipient's exit date from Band 4. See 'Pre-entry' section.

12.10. Transition Out or exit Issues

Where there are issues in the transition out or exit process, the SRSS Provider must immediately notify the Department.

1. Submit an **SP Portal 'Escalation – Issue'** activity to SRSS Operational Coordination.
2. Update the Case Plan with the relevant information. The Case Plan must include a description of the issue and what the SRSS Provider is doing to resolve the issue (including whether legal action will be taken).

12.11. Departing Provided Accommodation following substantive visa grant (Bands 2–3)

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

The Department will not pay SRSS Providers for Provided Accommodation costs associated with recipients who have been granted a visa after their accommodation exit period. As such, no new services should be provided to recipients during this time.

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12.12. Departing Provided Accommodation following bridging visa grant

Table 26: *Departure from Provided Accommodation timeframes following a Bridging visa grant*

Recipient	Time to exit Ongoing Supported / Provided Accommodation
Band 1–2 UAM recipient granted a bridging visa	15 business days
Band 3 recipient granted a standard BVE	10 business days
Single adult granted a final departure BVE	15 business days
Nuclear families (with children under 18 years old) granted a final departure BVE	30 business days

12.12.1. Band 3 properties following visa grant of recipients

In most cases, when a Band 3 property will become vacant following a recipient's 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).

Where appropriate, the property may be used for Band 4 Transitional Accommodation while the recipient is receiving Band 4 services (for up to six weeks). If this is the case, and the recipient remains in the property at the end of the Band 3 exit timeframe, the SRSS Provider must ensure:

- that all costs associated with Band 3 have been finalised.
- the property is recorded in the SP Portal as a Band 4 Transitional Accommodation property.

Recording the property as a Band 4 Transitional Accommodation property will ensure the recipient's SRSS Payments accurately reflect their status.

Costs for the Band 4 transitional Accommodation property, such as cleaning, repairs and maintenance associated with the property cannot be passed through to the Department. These costs are included in SRSS Providers ongoing Recipient Management Fees.

The recipient may be willing/able to retain the lease on the Band 4 property, as Independent Accommodation after they exit the SRSS Program. If this is the case, the property lease may be transferred into the recipient's name.

1. Amend the **SP Portal Accommodation Detail 'Category' to 'Privately Leased'** where a Band 4 recipient exits the program and transfers an Ongoing Provided Accommodation property lease into their name.

Where a 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. 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.

12.13. Provided Accommodation – Requests for extension to depart accommodation

Extensions beyond the specified timeframes will only be considered in compelling and compassionate circumstances. Where an extension is approved, it will not be for longer than 10 business days following a Bridging visa grant, or 20 business days following a substantive visa grant.

If an extension to remain in the property is approved, former Band 2–3 recipients are expected to contribute to accommodation expenses.

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1. Submit an **SP Portal 'Accommodation Extension Request'** to the SRSS Operations and Support Manager at least five business days prior to the end of the initial transition period. The request must clearly outline:
   - the reason for the extension, including the compelling and compassionate circumstances
   - the additional time required
   - how the SRSS Provider intends for the recipient to meet the new deadline.

12.14. Departing Provided Accommodation

It is the recipient's responsibility to leave any 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 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 recipient. This means it can be addressed with them before they depart the property (for example, bathroom not cleaned properly, garden needs weeding).

SRSS Providers are advised when recipients should be exiting Provided Accommodation, via the SP Portal, when they are required to assist recipients out of Provided Accommodation.

The SRSS Providers role during the transition out period is to prepare the recipient to depart from the Provided Accommodation to Transitional or Independent Accommodation.

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

1. Confirm that the recipient has departed the Provided Accommodation property by end-dating the **SP Portal 'Accommodation details'** on the day the recipient departs the property This will notify the Department that the recipient has departed the property.
2. The recipient's Case Plan should be updated with the date of exit and any items they have taken with them, such as linen and baby items.

12.14.1. Ongoing Provided Accommodation – Condition report

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 recipient's file. This will 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.

12.14.2. Provided Accommodation – End of lease cleaning

Where the Department notifies the SRSS Provider that a property is no longer required, SRSS 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.

1. Where end of lease steam cleaning of carpets is required, the SRSS Provider may submit a request to the SRSS Operations and Support Manager, via email, for consideration of the cost, including supporting documentation, such as quotes.

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12.14.3. Mobile phone handset return (Band 2 only)

1. Ensure the mobile phone handset is returned prior to the Band 2 recipient leaving Ongoing Supported Accommodation household.
2. Record the return of the mobile phone handset must be recorded in the *SRSS Exit Checklist*.

The SRSS Provider must keep returned handset, ensuring the phone is cleared of any data, until another Band 2 recipient enters the Band and requires a handset.

12.14.4. Baby Items Package – Recipient departs Provided Accommodation

Recipients may take the pram/stroller, change mat, baby bath, baby linen from the Baby Items Package when they depart Provided Accommodation.

1. Record in the Case Plan and *Exit Checklist* when the recipient takes the following items from the Baby Items Package: pram/stroller, change mat, baby bath, baby linen.

12.14.5. Linen Package - Exit

Upon departure from Ongoing Supported/Provided Accommodation, the recipient may take the Linen Package with them. They may only take with them the blankets assigned to them from the Linen Package, and not any blankets purchased by the SRSS Provider for the BHG Package.

1. Record in the Case Plan and *Exit Checklist* that the Linen Package items have been taken by the recipient.

12.14.6. SRSS Exit Checklist

1. When a recipient is departing Provided Accommodation, the SRSS Provider must complete an *SRSS Exit Checklist*, using the template provided by the Department prior to the recipient departing the Band 2 or 3 Provided Accommodation.
2. The SRSS Provider must upload the completed *SRSS Exit Checklist* via an **SP Portal 'Confirmation - Exit Checklist'** five business days prior to the recipient's exit date.

12.14.7. Transitional Accommodation – Departing

Recipients must exit Transitional Accommodation prior to the end of the applicable transition out period.

12.14.8. Transitional Accommodation – Extension

1. Submit an **SP Portal 'Accommodation Extension Request'** to SRSS Operations and Support team to request an extension of Band 4 services for any recipient wishing to remain in Provided Accommodation beyond this time.

12.14.9. Cleaning

On departure from the property, 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 recipient's expense.

12.14.10. Provided Accommodation – Costs associated with departure

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 recipient has departed the property.

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12.14.11. Recovery of costs – Recipient exited SRSS Program

1. As soon as possible, email the SRSS Operations and Support team to determine the best means of addressing this issue. SRSS Providers may be directed to submit an **SP Portal 'Payment Request – Extra Funds'** activity upon receiving advice from SRSS Operations and Support team.

12.14.12. Recovery of costs – Recipient still supported by SRSS Program

See 'Payment Deductions' section.

12.15. Removal from Australia

It is important that any recipient who is being removed from Australia has access to all their belongings and medical records.

1. The SRSS Provider must assist the recipient to:
   - pack belongings
   - collect health documentation from DHSP health providers (Bands 2–3) or their GP (Bands 4–6)
   - disengage the recipient from any activities.

In some cases, the SRSS Provider may need to arrange for this to occur, as the recipient may not be present.

12.16. Health Discharge Summary (HDS) (Bands 1–3)

12.16.1. Leaving detention

Prior to leaving detention arrangements, including Band 1, individuals will receive a written Health Discharge Summary (HDS) from the DHSP provider. The HDS provides a summary of the recipient's health status at the time of leaving detention. The HDS is placed in a specially labelled A4 envelope, along with up to 28 days' supply of any medications the recipient may need on discharge from detention. The HDS package also includes the recipient's details and a translated copy of the HDS.

The 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 recipient or their preferred GP after the transfer to another Band occurs.

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

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.

12.16.2. Substantive visa grant – Arranging a HDS (Bands 2–3)

1. When a recipient transfers out of Bands 2–3 following the grant of a visa, the SRSS Provider is responsible for organising an appointment with the recipient's preferred GP.
   The GP will then review the recipient, and complete the HDS. The GP will provide the HDS, following a request from CDT.

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12.17. Record keeping – Management of recipient records

Records must be archived or destroyed as per the Contract Requirements.

1. Once the recipient is transitioned out, the SRSS Provider must follow the instructions in the *SRSS Records Management Guide*.

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Appendix A – Band 5–6 Program Services

Implementation of OPM version 8

Band 5–6 recipients who are on program before the implementation date of this OPM will have access to the Band 5–6 Program Services in the table below. They will have access to these Program Services until their first CER is undertaken either on, or after, the implementation date of this OPM. This CER will be used to confirm specific Program Services available to the recipient.

Once a CER has been completed for current Band 5–6 recipients, they will only have available the Program Services that have been approved by the Department through the CER. The 'Continued Eligibility Review' and 'Additional Services – Requests' sections outline the process for any Additional Services require outside of the CER review period.

Table 27: *Program Services available to current Band 5–6 recipients until CER is completed*

Recipient	Band 5–6 Program Service	Details
Band 5–6 recipients who were on program before the OPM v8 implementation date	Schooling Requirements Package	Continued access only where this has been used before the implementation date of this OPM. See 'Schooling Requirements Package' section.
Band 5–6 recipients who were on program before the OPM v8 implementation date	Torture and Trauma	Continued where a six-session block has been started (for initial six sessions) or approved before the implementation date of this OPM.
Band 5–6 recipients who were on program before the OPM v8 implementation date	Income Support	Continued at current rate, unless there is a change of circumstance.
Band 5–6 recipients who were on program before the OPM v8 implementation date (Category Two, Medicare ineligible only)	Health and Medical Support	Continued access as outlined in 'General health and medical model' section.
Band 5–6 recipients who were on program before the OPM v8 implementation date (Category One, Medicare eligible only)	Health and Medical Support	No pre-approved Health and Medical. See 'Additional Services – Health and Medical (Bands 4–6) (Medicare eligible, Category One recipients)' section for current health and medical support

New Band 5–6 recipients

Individuals who are approved through the SRSS Application Process on or after the implementation date of this OPM, will be subject to the approvals in their SRSS Application. The 'Continued Eligibility Review' and 'Recipient Management – Additional Services' sections provide more information where Additional Services are required after an SRSS Application is approved.

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Appendix B – Direct Recipient Cost table

s. 47E(d)



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s. 47E(d)

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

s. 47E(d)

[redacted]

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

s. 47E(d)

[redacted]

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