

Payment Group		Payment Date	
	NAME		ID
Principal Applicant			
Partner			
Minors			
Address		Phone Number	

EMPLOYMENT DECLARATION

Employer			
Type of Work		Total Income Earned	\$

PAYMENT INFORMATION

		RPC Residents	Community Residents	Payment
Marital Status	Single	\$ 110.00	\$ 200.00	+
	Couple	\$200.00	\$370.00	+
Minor Dependant	(Under 18)	\$ 60.00	\$110.00	+

DEDUCTIONS

Employment Income		Minus \$27.50	Minus \$50.00	
Infant Pack Provided	Nappies & Formula per Fortnight	Minus \$60.00		
Backpay				
TOTAL	Total income support payable in your next payment			\$

I understand that providing false or misleading information is fraud, and may result in income support being ceased, and could impact third country resettlement.

Applicant Signature		Date	
SSO Initials			
Comments			
Phone Cards			



Nauru Garrison and Welfare Services Contract
INCOME SUPPORT PAYMENT (ISP)
PROCEDURE

Document No. 0817-WEL-CLS-PRO-011

DOCUMENT APPROVAL

REV	DOCUMENT CUSTODIAN	REVIEWED	POSITION TITLE	APPROVED	POSITION TITLE	DATE
0	Client Services	s. 22(1)(a)(ii)	Payment Support Officer	s. 22(1)(a)(ii)	Senior Manager: Community Services	20/12/2018

DOCUMENT HISTORY

REV	DATED	COMMENTS / CHANGES MADE
A	10/05/2018	New Issue – Issued for Review This procedure has also incorporated the following Documents: <ul style="list-style-type: none"> • SMPR-0817-WEL-042 - Income Support Services Procedure; • 0817-WEL-CLS-PRO-003 - Cash Payments Procedure; and • Discharging a Refugee.
B	25/06/2018	Section 11.2 - Discharge from Settlement Support Services added to procedure.
0	20/12/2018	Updated to reflect addition of Income Support Payments to Community Based Asylum Seekers.

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1 INTRODUCTION

1.1 Scope

This document provides the processes required for Income Support Services in accordance with Schedule 1, Part 5, Clause 2.11 (Income Support) of the Statement of Work. The following procedure is subject to review and pending any changes to the Nauru Income Support – Guidelines for Service Providers.

1.2 Purpose

The purpose of this document is to outline clear processes for the successful delivery of Income Support Services. This document outlines the role and responsibilities of the following Canstruct International (CSI) employees:

- Settlement Support Officers (SSO);
- Payment Support Officer (PSO);
- Settlement Welfare Team Leader (SWTL); and
- Client Services Manager (CSM).

The Refugee Income Support Payment (RISP) Procedures apply to all CSI staff who are involved in the service delivery of Income Support for Refugees.

Information and processes contained in this document are not exhaustive nor do they limit duties and responsibilities as organisational changes occur.

1.3 Relationship to Other Plans and Procedures

This procedure is designed to complement and work in conjunction with other existing plans, procedures and working documents including:

- 0817-SUP-LOG-PRO-013 Infant Pack Distribution Procedure;
- 0817-WEL-CLS-REG-007 ISP Master Financial Assessment Data Register;
- 0817-WEL-CLS-FOR-025 ISP Procedure Acknowledgement Form;
- 0817-WEL-CLS-FOR-026 ISP Data Entry Checklist;
- 0817-WEL-CLS-FOR-028 ISP Authority to Collect Form;
- 0817-WEL-CLS-FOR-030 ISP Bank Account Details Form;
- 0817-WEL-CLS-FOR-033 ISP Income Support Compliance Forms;
- 0817-WEL-CLS-FOR-034 ISP Relationship Declaration Form; and
- 0817-WEL-CLS-FOR-035 ISP Income Support Payment Schedule Template.

External:

- Nauru Income Support: Guidelines for Service Providers (Department of Home Affairs).

1.4 Definitions and Abbreviations

TERM	DEFINITION
ABF	Australian Border Force
ATC	Accommodation and Transport Coordinator
CBAS	Community Based Asylum Seeker
CSI	Canstruct International: The Service Provider contracted to provide Nauru Garrison and Welfare Services on behalf of Department of

TERM	DEFINITION
	Home Affairs (Department) and Australian Border Force (ABF) at the Nauru Regional Processing Centre (NRPC).
CSM	Client Services Manager: Employed by CSI, the Client Services Manager is responsible for the delivery of Client Service programs on Nauru, including those delivered by the Welfare Officers, Specialist Support team, Community Engagement Coordinator and Settlement Welfare team.
Department	Department of Home Affairs
ESC	Eigigu Solutions Corporation
FS	Finance Supervisor: Employed by CSI, the Finance Supervisor is the Nauruan based finance employee responsible for processing of RISP / ISP.
GoN	Government of Nauru
ISCF	Income Support Compliance Form
ISP	Income Support Payment
MoU	Memorandum of Understanding
NRPC	Nauru Regional Processing Centre
OMR	Overseas Medical Review
PSO	Payment Support Officer: Employed by CSI, the Payment Support Officer is responsible for the day to day administration of RISP / ISP, including reporting to Finance and answering questions from Refugees.
RIOD	Reception, Induction, Orientation and Departure
RISP	Refugee Income Support Payment
RoN	Republic of Nauru
RPC	Regional Processing Centre
RSD	Refugee Status Determination
SSO	Settlement Support Officer: Employed by CSI, SSOs support Refugees through the completion of their Income Support Compliance Forms and direct any inquiries accordingly.
SWTL	Settlement Welfare Team Leader: Employed by CSI, the Settlement Welfare Team Leader oversees the PSO and SSO in their day to day responsibilities and is an escalation point for queries from Refugees.

2 INCOME SUPPORT ELIGIBILITY AND PAYMENT RATES

Income support is provided to Refugees living in Nauru to purchase basic necessities. Persons transferred from Australia under the Memorandum of Understanding (MoU) between the Republic of Nauru and the Commonwealth of Australia, relating to the transfer to and assessment of persons in Nauru and related issues (the MoU) and then determined by the Government of Nauru (GoN) to be Refugees, are eligible for consideration for Refugee income support.

Refugee income support and CBAS payments are paid fortnightly in advance. The payment is considered to be for the two (2) weeks from the date the payment is made to the date before the next payment is due. Refugees and CBAS can only receive their own payment or payments for their partner and dependent children. The fortnightly rates outlined below reflect the maximum amount a Refugee or CBAS can receive in income support and does not take in to account applicable deductions, such as infant packs and employment earnings (outlined further below).

Table 1: Fortnightly income support payment rates

FAMILY COMPOSITION	FORTNIGHTLY PAYMENT RATE	
	REFUGEES IN THE COMMUNITY	REFUGEES IN THE RPC
Single Adult	\$200	\$110
Couple	\$370 per couple	\$200
Dependent child (under 18 years)	An additional \$110 per child	An additional \$60 per child

Ongoing eligibility is subject to a financial needs assessment that takes in to account both family composition, accommodation (Community vs RPC Resident) and other income sources. This information is verified through what is provided on the ISCF each fortnight and cross checking against other data sources such as the Master Data Welfare Database and Accommodation Data Base.

2.1 Employment Earnings

Reported earnings from employment will be deducted on a dollar for dollar basis over the employment incentive amounts (\$50 per fortnight Community Rate and \$27.50 for RPC residents). For ESC employees, income earnings are provided by Finance in order to apply the appropriate deductions to RISP. Refugees can receive up to a maximum combined fortnightly income (employment plus RISP) of \$250 for single adults or \$420 for couples.

2.2 Infant Pack Deductions

- Families with children aged under four years are entitled to a pack each fortnight that includes four cans of formula (for children up to two years old); 70x 600ml bottles of water (for children up to two years old); and one carton of nappies (between 130 and 200 nappies, depending on the required size). Distribution of these packs is outlined under the [Infant Pack Distribution Procedure](#);
- Each fortnight the PSO receives an email from the Settlement Site Team providing notification of Refugees who received an infant pack in the previous fortnight; and
- The PSO ensures \$60 is deducted from the Primary parents' income support payment per pack delivered

3 ISP MASTER FINANCIAL ASSESSMENT DATA

The *ISP Master Financial Assessment Data* records information required for the assessment and processing of EFT and / or Cash Payments to eligible Refugees. The spreadsheet is a live document populated from the Master Data Welfare Database and the Accommodation Data Base which contains information provided to CSI by the GoN and ABF.

The *ISP Master Financial Assessment Data* is used to identify the correct payment rate for individuals and families as outlined in Departmental guidelines. The spreadsheet lists information for every Refugee and CBAS living either in the RPCs or the community, including Refugees who may be overseas on medical review (OMR). It also identifies the following:

- If someone is accommodated in alternative accommodation;
- Number of dependents;
- Whether they are employed; and
- Other relevant information.

A Refugee is entitled to receive the community rate only after being approved to move to a community location by the GoN and after completion of the required Reception, Induction, Orientation and Departure (RIOD) procedures. After applicable procedures have been completed by a Refugee moving in to the community, the Accommodation and Transfer Coordinator (ATC) will update the Master Data Welfare Database to reflect the approved accommodation location. Master Data Welfare Database updates will be automatically populated onto the *ISP Master Financial Assessment Data* and will initiate the increase to the community rate.

The spreadsheet will reflect accommodation status as follows:

- **Occupied:** Refugee has GoN approval to live at that address and will receive the community rate;
- **Unauthorised:** Refugee does not have GoN approval to live at that address;
- **Authorised:** This is used when a Refugee is approved for a place in the community but is no longer living at that address and no update of their new location has been received (Beach House staff to inquire during signing process);
- **Vacant:** Accommodation / room is vacant; or
- **Unknown status:** Unable to confirm whether site is vacant or someone has moved in unauthorised.

The spreadsheet is saved daily to ensure all changes are captured according to relevant dates.

4 RISP PAYMENT SCHEDULE

A RISP Payment Schedule is created to inform Refugees and CBAS of reporting and RISP payment days. The RISP payment schedule is displayed on the front reception counter at the Beach House and is also available to Refugees and CBAS as a hard copy.

The RISP schedule is a 14-day cycle. Day 1 is the first day after the EFT payments have been processed and the day prior to the commencement of the reporting period (see [Figure 1](#)).

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Select date	Select date	Select date	Select date	Select date	Select date	Select date
Group AB Pay Day Bank Transfer (EFT)	Group CD Pay Day Bank Transfer (EFT)	Group EF Pay Day Bank Transfer (EFT)		Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	BEACH HOUSE CLOSED
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Select date	Select date	Select date	Select date	Select date	Select date	Select date
Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment				BEACH HOUSE CLOSED
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Select date	Select date	Select date	Select date	Select date	Select date	Select date
Group AB Pay Day Bank Transfer (EFT)	Group CD Pay Day Bank Transfer (EFT)	Group EF Pay Day Bank Transfer (EFT)		Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	BEACH HOUSE CLOSED
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Select date	Select date	Select date	Select date	Select date	Select date	Select date
Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment				BEACH HOUSE CLOSED
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Select date	Select date	Select date	Select date	Select date	Select date	Select date
Group AB Pay Day Bank Transfer (EFT)	Group CD Pay Day Bank Transfer (EFT)	Group EF Pay Day Bank Transfer (EFT)		Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	Beach House 10am-5pm Complete Review Form for Insert next 3 payment dates + month Payment	BEACH HOUSE CLOSED

Figure 1: Income Support Payment Schedule Example

5 RISP TEXT MESSAGING

Text Message reminders are sent to Refugees to encourage attendance at the Beach House and completion of ISCFs within the reporting week. Reminders will be sent as follows:

- On the day prior to the first reporting day with the message, "Reminder to attend the beach house to sign your RISP form between Fri 13.04 to Wed 18.04" (with the relevant dates); and
- On day 13 prior to the last reporting day with the message, "Reminder, Wed 18.04 last day to sign for RISP at beach house" (with the relevant dates).

Text messaging is also sent to refugees and CBAS who are entitled to a cash payment. A Reminder will be sent with the message, "Reminder, cash payments will be available for collection at the beach house on Mon 03.12.18 between 12pm and 3pm. You will need to bring your ID card".

6 PREPARATION OF THE ISCFs

6.1 Payment Support Officer Role

- Prior to the six reporting days, the PSO prints off each individual ISCF using the mail merge function connected to the *ISP Master Financial Assessment Data* spreadsheet;
- PSO to ensure the RISP Master Financial Assessment Data is filtered to show only Primary Refugees who are EFT recipients;
- Ensure all relevant fields required to populate the ISCF are correct including, Payment Dates;
- PSO to complete *ISP Data Entry Checklist*;
- PSO to print a hard copy of the individual ISCF for each eligible Refugee;

- Over the course of the six reporting days the PSO updates the 'ISP Master Financial Assessment Data' to record the day the ISCF was signed;
- PSO to record any changes to personal details reported on the ISCF such as phone number, family changes and employment details onto the 'ISP Master Financial Assessment Data';
- PSO to refer any discrepancies reported on the ISCF to the ATC. The ATC will update the Accommodation Database to identify the discrepancy. The discrepancy will be identified as (unauthorised) on the Accommodation Database which will then automatically populate *the ISP Master Financial Assessment Data* (it will identify unauthorised accommodation in Red);
- Instances where Refugees are suspected of providing a false declaration of address will be reported via email to the SWTL and the CSM. CSM will escalate to s. 47E(d) via s. 47E(d), Cc'ing s. 47E(d). This inquiry will be sent by s. 47E(d) to Department s. 47E(d) (@homeaffairs.gov.au) for clarification on how CSI should proceed, on a case by case basis. The email will include any relevant historical information on the Refugee relating to RISP, their current authorised accommodation and what has previously been reported on their ISCFs, to assist in making an informed decision;
- PSO will enter reported employment earnings onto the *ISP Master Financial Assessment Data*;
- Reported changes to circumstances such as accommodation or the birth of a baby are noted on the *ISP Master Financial Assessment Data* after verification from the appropriate Department or Service Provider;
- Refugee payments are divided into groups for the purpose of assisting the Bendigo bank as follows: Groups AB = Monday Deposit, CD= Tuesday Deposit and EF= Wednesday Deposit. PSO prepares the Accounts Payable for each individual group ensuring any Refugees who have not presented to the beach house during the six allocated reporting days are removed from the Accounts Payable. PSO emails the Accounts Payable to the Finance Supervisor (FS) for distribution to FoundU for electronic payments to be processed on the following Monday, Tuesday, Wednesday according to the allocated payment groups; and
- ISCFs will be electronically scanned and saved in PDF format. The scanned ISCF PDFs form a component of RISP reporting (Item 3) to Department. Hard copy ISCFs will be filed and stored in a secure location.

6.2 Amendments to Printed ISCFs

Last minute changes may be required for some individuals after the ISCF have been printed. These changes can include but are not limited to:

- Refugees departing or returning from OMR;
- Move from RPC into community;
- Resettlement to third country;
- Change in family composition such as a breakdown in relationship (whereby the Relationship Declaration Form should also be completed) or birth of a baby, change of custody; and
- Incarceration.

Changes should be updated on the *ISP Master Financial Assessment Data* spread sheet and the ISCF re-printed if possible. Alternatively, the printed form should be amended and changes initialled by the PSO.

6.3 Process for Settlement Support Officers

- Settlement Support Officers (SSO) attend the Beach House to provide support and assistance to Refugees while signing ISCF. The reporting period covers six reporting days (Friday, Saturday, Sunday, Monday, Tuesday Wednesday);
- Refugees attending the Beach House are required to present identification;
- Acceptable forms of identification (ID) are:

- Refugee ID Card; or
- Nauruan Drivers Licence with correlating RSD Paperwork.
- SSO will use the ID presented to verify identity by using ID number, name and face to photo match;
- SSO provides the Refugee with the correct individual ISCF. ISCFs are not to be taken offsite by the Refugee;
- SSO asks the Refugee to confirm all pre-populated fields on the ISCF are correct (name, Refugee ID, address, partner and dependants, and employment details), and to initial each section if so;
 - Discrepancies identified by the Refugee are noted on the ISCF by the SSO;
 - If the Refugee requires, a translated ISCF and brief instructions on the process of checking the form is available to provide clarity on what is required; and
 - Refugees who complete the employment declaration are required to provide a payslip as evidence of earnings. A letter from an employer or bank statement may also be accepted. Alternatively, an employment declaration may be completed for those who are self-employed.
- Refugees declaring a change in relationship status, will be required to complete the *ISP Relationship Declaration Form*;
- SSO provides an explanation of the payment amount and payment date. SSO again checks if the Refugee has any changes to report and reminds the Refugee that provision of false information is considered fraud and may result in cessation of income support;
- SSO is responsible for phone card distribution as follows:
 - SSO ensures sufficient phone cards are available for distribution;
 - SSO requests a current *Phone Card Distribution Register* from the PSO;
 - Refugees living in an RPC2 who present an RPC ID are entitled to receive a phone card;
 - Issue two phone cards to any eligible Refugee upon request;
 - SSO to ensure phone cards collected are recorded on the ISCF and the *Phone Card Distribution Register*;
 - *Phone Card Distribution Register* scanned or delivered to the PSO;
 - Refugees who dispute any detail on the ISCF are to be referred to the PSO;
 - Refugees are required to sign the ISCF to acknowledge all details are correct;
 - SSO initials and dates the ISCF;
 - SSOs will assist refugees and CBAS during the cash payment distribution; and
 - SSO will assist the refugee or CBAS to complete the ISCF and Payment Summary.
- SSO asks the Refugee or CBAS to confirm all pre-populated fields on the ISCF are correct (name, Refugee ID, address, partner, dependants and employment details) and to initial each section if so;
 - Discrepancies identified by the Refugee are noted on the ISCF by the SSO;
 - If the Refugee requires, a translated ISCF and brief instructions on the process of checking the form is available to provide clarity on what is required; and
 - Refugees who complete the employment declaration are required to provide a payslip as evidence of earnings. A letter from an employer or bank statement may also be accepted. Alternatively, an employment declaration may be completed for those who are self-employed.

7 AUTHORISATION TO REPORT

- Refugees or CBAS unable to attend the Beach House to sign the ISCF, can authorise another person to report on their behalf (i.e. friend, family member or case worker). Refugees authorised to sign, must present a completed *ISP Authority to Collect Form* with an accompanying medical certificate prior to the close of the reporting period;
- Refugees or CBAS with authorisation to report on behalf of a Refugee or CBAS are permitted to sign EFT or collect a cash payment, if approved;
- In extenuating circumstances, the Settlement Welfare Team Leader is able to approve the facilitation of ISCF reporting at an alternate location (i.e. RoN Hospital or RPC1); and / or
- Circumstances not specified above should be escalated to Department with relevant history for guidance on how to proceed.

8 BACK PAYMENTS

- Refugees who do not attend the Beach House within the reporting period to sign their ISCF, may be entitled to a back payment;
- The Refugee will need to submit a request form to the ABF and provide supporting documentation (i.e. a medical certificate) to explain an inability to sign within the reporting period;
- Refugees unable to provide supporting documentation will forfeit the support payment for that payment period;
- In extenuating circumstances, the individual case should be escalated to Department with relevant RISP history in order to receive guidance on how to proceed;
- Department will review each request on a case-by-case basis and make a determination either finding the Refugee has a legitimate reason to warrant a back payment or has not shown cause to warrant a back payment;
- Refugees identified as eligible for a back payment, will receive payment in the next payment cycle. In extenuating circumstances, Department may allow the Refugee to collect a cash payment as soon as practicable; and
- Department will communicate any decision via letter to the Refugee and via email to the PSO.

9 PRO-RATA PAYMENTS

- Refugees may be entitled to a pro-rata payment under the following circumstances:
 - Birth of a Baby;
 - Completion of the RIOD process;
 - Return from OMR;
 - Release from Incarceration; and / or
 - Refugee Transfer from Overseas.
- If the change of rate was within the previous payment period, the PSO will calculate a back payment;
- Pro-rata payments will be calculated by dividing the relevant fortnightly rate by two to determine the weekly rate;
- If changes in circumstances occurred part way through the pay week, the payment will be calculated at the highest relevant rate;
- Refugee returning from OMR are entitled to a replenishment allowance of \$100 as soon as practicable on their return. This will be paid in cash if it is outside the normal income support payment period (following the same process as per Cash Payment Process). If this amount is less

than the pro-rata rate for the number of days between their return to Nauru and their next payment date, they are entitled to a pro rata to be back-paid the difference;

- If the replenishment allowance amount is more than they have been entitled to for the days between their return and their next payment, this will be considered a bonus; and
- If a Refugee has received a positive hand-down which has occurred outside the normal RISP processing period (a one-off pro-rata cash payment is often required to give the Refugee time to open a bank account. This is not subject to a financial needs assessment.

10 CASH PAYMENTS PROCEDURE

s. 47G(1)(a)

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11 DISCHARGE FROM SETTLEMENT SUPPORT SERVICES

11.1 Cessation of Income Support Payments

Refugees will have their income support payment ceased under the following circumstances:

- Disengagement from the settlement service provider;
- Failure to comply with an eviction notice from the GoN Settlement Service;
- Provision a false declaration on the ISCF;
- Declining a formal offer of resettlement in a third country, or is assessed as not engaging in a third country resettlement;
- Visa cancellation;
- Incarceration in a Nauru Prison; and
- Permanent Departure from Nauru (excluding OMR).

Decisions to cease income support will be confirmed by Department after consultation with CSI, on a case-by-case basis.

11.2 Discharge from Settlement Support Services

Formal discharge from Settlement Support Services can occur through the following situations:

- Department formally advises that a Refugee should be discharged from services;
- Department agrees on a recommendation that Settlement Support Services cease for a Refugee; or
- The Refugee chooses to no longer receive Settlement Support Services (the Refugee should be requested to put this in writing, which should be provided to Department).

When advice of discharge is received, the following process will occur:

- PSO will update the *ISP Master Financial Data* with the departure date or date of discharge;
- PSO to delete benefit details from the *ISP Master Financial Data* to ensure no further payments will be made; and
- The refugee will then remain on the *ISP Master Financial Data* during the current reporting period, after which time the refugee is deleted.

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12 HEADING

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