

**From:** s. 22(1)(a)(ii)  
**To:**  
**Subject:** FW: SRSS Information Package - 11-06-20 [DLM=For-Official-Use-Only]  
**Date:** Wednesday, 24 June 2020 8:35:57 AM  
**Attachments:** [SRSS Information Package - 11-06-20.docx](#)

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Regards,

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

Assistant Director | SRSS Program Management  
Status Resolution Branch | Immigration Integrity and Community Protection Division  
Immigration and Settlement Services Group  
Department of Home Affairs

s. 47E(d)

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**From:** s. 22(1)(a)(ii)  
**Sent:** Thursday, 11 June 2020 3:52 PM  
**To:** SRSS Procedures & Advice  
**Subject:** SRSS Information Package - 11-06-20 [DLM=For-Official-Use-Only]

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Hi All,

As discussed at today's teleconference, please find attached the information package that we have developed for some of our stakeholders. This will hopefully ensure a better understanding in the network of what the SRSS Program is, the eligibility requirements, and how clients can apply for SRSS. This can also be used as a quick reference guide to answer any of the more basic questions that these stakeholders may receive from clients regarding the SRSS Program. Apologies for the very short time-frame, but if you could please send through any comments/updates by COB tomorrow (Friday 12/06), it would be very much appreciated.

Regards,

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

Assistant Director | SRSS Program Management  
Status Resolution Branch | Immigration Integrity and Community Protection Division  
Immigration and Settlement Services Group  
Department of Home Affairs

s. 47E(d)


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# Status Resolution Support Services

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## Eligibility

Due to the tiered approach to support within the SRSS program, eligibility differs depending on a person's immigration status and identified needs and vulnerabilities. Generally, those people who hold a substantive visa or who have a Bridging visa with work rights are not eligible for the SRSS program.

Eligibility depends on various circumstances, for example, family composition, the age of the individuals and the vulnerabilities of the individual or family members. People with a serious mental or physical health issue, a disability or a cognitive impairment which precludes them from working, may be provided income support through the SRSS program.

Finally Determined (as defined in s5(1) of the Act) individuals are generally NOT eligible for SRSS, and may only be considered under exceptional circumstances:


- Have a significant diagnosed mental health illness where they may likely inflict harm to others or themselves, or
- A significant physical health concern that deems them unfit to depart the country, or they have a life expectancy less than 12 months, or

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- In limited circumstance, be on a departure pathway and actively engaging with one of the Departure Service Providers.

Assessments are highly individual and done on a case-by-case basis and eligibility depends on these factors. The program encourages clients with work rights to support themselves and their family throughout the process of their immigration status being resolved.

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**From:** s. 22(1)(a)(ii)  
**Sent:** Monday, 22 June 2020 2:10 PM  
**To:** s. 22(1)(a)(ii)  
**Subject:** FW: SRSS Eligibility Band 5 & 6 [SEC=UNCLASSIFIED]

UNCLASSIFIED

UNCLASSIFIED

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**From:** SRSS Contracts  
**Sent:** Wednesday, 15 April 2020 4:46 PM  
**To:** s. 22(1)(a)(ii)

**Subject:** SRSS Eligibility Band 5 & 6 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear SRSS Provider,

Thank you all for your patience over the past few weeks while consideration has been given to the SRSS eligibility criteria for Bands 5 & 6, in light of the ramifications arising from measures taken by Government to stem the spread of COVID-19, such as loss of employment.

Whilst we acknowledge these circumstances are extremely challenging and many people are experiencing hardship, unfortunately at this point in time, we are unable to relax any of the existing SRSS eligibility criteria. Eligibility remains a matter for Government and SRSS is not to be considered as a welfare program.

Those seeking to access SRSS support:

**Must:**

- Be a non-citizen in the Australian community (who is not detained under the Act).
- Be seeking to engage Australia's protection obligations through the grant of an appropriate protection or humanitarian visa. For IMAs, this means being invited to apply, or having an application for a Temporary Protection Visa or Safe Haven Enterprise Visa with the Department or with merits review. For non-IMAs, their original entry visa to Australia must have expired and they must have a valid Protection Visa application awaiting assessment with the Department or with merits review.
- Be actively engaged with the Department to resolve their immigration status by meeting status resolution milestones.

- Have a genuine barrier that impacts their ability to engage in their status resolution process

**Meet one or more of the following criteria:**

- have a serious physical or mental health issue
- have a serious disability
- have a cognitive impairment, for example an acquired brain injury
- are a single parent with children under school age (dependent on each state or territory age restrictions)
- are a primary carer for an individual with a vulnerability identified as per above
- be an individual that is 70 years or older

**Finally Determined Eligibility (NOTE: Finally Determined individuals are generally NOT eligible for SRSS services, and will only be considered under exceptional circumstances, such as below)**

- Have a significant diagnosed mental health illness where they may likely inflict harm to others or themselves, or
- A significant physical health concern that deems them unfit to depart the country, or they have a life expectancy less than 12 months, or
- Be on a departure pathway and actively engaging with one of the Departure Service Providers

Should you have an application that you feel is not clear cut, please feel free to discuss this with SRSS Assessments, as you would normally.

We appreciate that this messaging will be difficult for you and your teams to convey to those approaching you for assistance. However, we felt it best to inform you there is no shift in eligibility at this point, so that you can manage that messaging appropriately and divert your resources to those applications that do meet current eligibility criteria.

Should this position change, we will inform you accordingly.

Thank you for your ongoing support during these challenging times.

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