



Dear Service Providers,

We would like to provide you with information regarding the following topics:

- Referrals for Torture and Trauma Counselling
- Service Provision during transition to OPM 8
- Requesting additional services
- Govdex update
- ESL

Referrals for Torture and Trauma Counselling

The Department of Home Affairs has reviewed the process for referral to Torture and Trauma (T&T) providers under the SRSS program.

Currently the Operational Procedures Manual for Services Providers (OPM 8) states that a referral for T&T must be provided by a General Practitioner to be approved for this service. In order to provide a more timely provision of assistance to SRSS recipients accessing T&T services, the Department will also accept referrals from Torture and Trauma specific associations who are members of FASSTT and registered psychologists.

Please note that whilst the Department will only approve services on the basis of assessment by the above professionals, service providers and others can refer individuals to their GP or a T&T provider for an assessment.

If you are unsure of the process or would like to discuss an individual case, please contact the SRSS Assessments team.

The department has separately written to FASSTT to provide them with the above information.

Service Provision during transition to OPM 8

The department has implemented arrangements for transition from OPM 7 to OPM 8. The transition period arrangements are in place from 4 March 2019 until the recipient/s first completed CER.

- Services that were 'pre-approved' under OPM 7 **and** were being accessed by recipients prior to 4 March 2019 can continue during the transition period.
- Services that were 'pre-approved' under OPM 7 and were **not** being accessed by recipients prior to 4 March 2019 will require approval by the department.
- Where a recipient requires access to new services, please submit all required evidence along with a completed CER.
- The completion of a CER will enable the department and service providers to have confidence that all required services and supports are being provided.

Requesting additional services

When additional services are required for an SRSS recipient, these may be requested through an Additional Services Request or a CER, as appropriate.

1. Continued Eligibility Review (CER)

In addition to planned review periods when a CER is conducted, a CER is also appropriate when a recipient presents with a significant change in circumstances and/or needs. The CER process allows a comprehensive and holistic review of the recipients and provides the service provider and department with confidence that appropriate services are provided. On approval of a CER the department will set a new review period as appropriate.

2. Additional Services Request

An Additional Services Request can be submitted during the review period, where minimal additional needs are identified. The additional services process does not change the CER review period previously set.

Note: In addition to scheduled CER reviews period, the department may request a CER at any time, including where it is determined that a CER is more appropriate than an additional services request.

Govdex update

The Govdex site was previously scheduled to cease on 31 March 2019 and has now been extended until 30 June 2019. Users of Govdex have maintained their access to SRSS information.

ESL

Service providers are reminded that recipients' involvement in activities that assist their English language development is strongly encouraged.

Please refer to the below sections of the OPM (v8).

- 3.11 Recipient responsibilities
- 8.18 Community Engagement

Where English language is a barrier to employment ESL classes may be provided as a specific service. Where indicated, ESL should be included in an application, CER or an additional services request for consideration.

Please direct any queries to the Procedures & Advice mailbox:

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Kind Regards

SRSS Procedures & Advice | SRSS Program Management
Status Resolution Branch | Immigration Integrity & Community Protection Division
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