



SRSS Operational Procedures Manual

Version 8, 4 March 2019

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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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.

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.

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.

Incident	Includes any Critical Incident, Major Incident, Minor Incident and any Notifiable Incident, as outlined in the <i>Incident Reporting Protocols for SRSS Providers</i> 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 <i>Incident Reporting Protocols for SRSS Providers</i> .
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.

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

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 has 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.

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.

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:

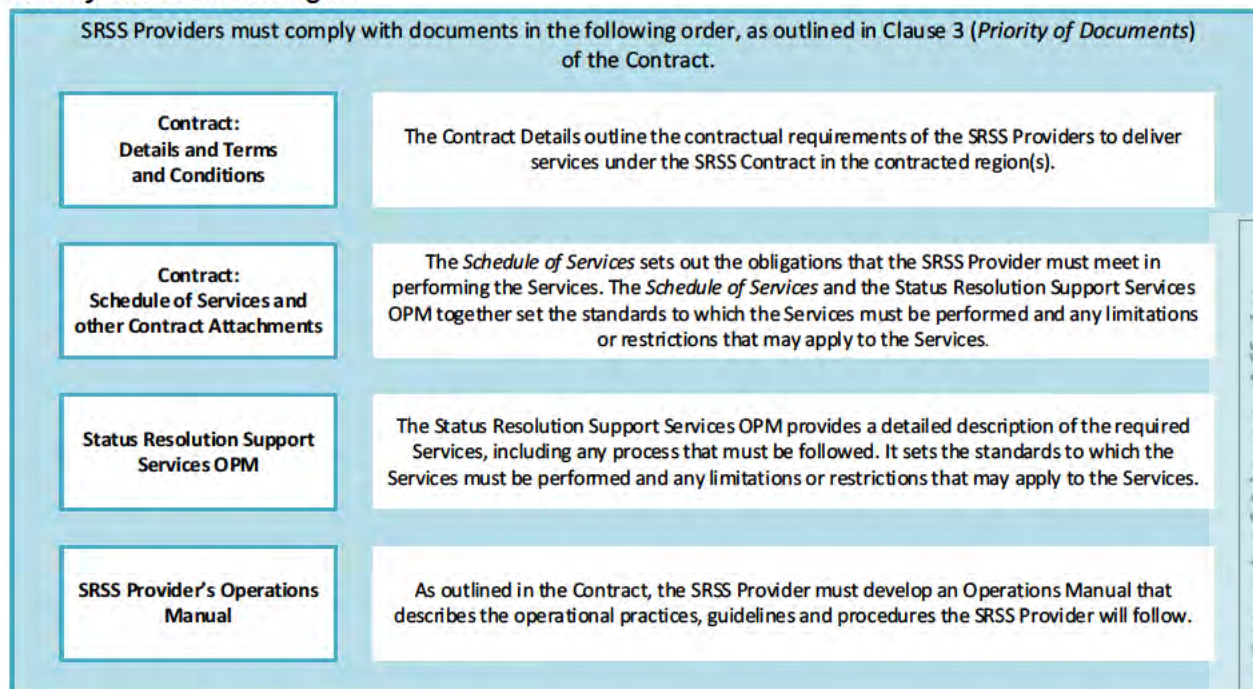
- *the processes that must be followed when performing the Services*
- *additional standards that must be met when providing the Services*
- *any limitations or restrictions that may apply to the Services (including applicable financial limits and costs and payments that require the Department's approval 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



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.

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.

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

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.

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).

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.

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.

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)

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

- 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).

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

- 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.

s. 47E(d)


s. 47E(d)



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)



4.12.6. Internet connection (Band 2)

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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)

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 <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - 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 <p>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.</p>	Kitchen equipment <ul style="list-style-type: none"> - 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. <p>Rugs, a heater, a fan and additional blankets may be purchased only where the climate is extreme and the accommodation requires it.</p>	White goods <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - standard pillow per person - blankets per person (2) - quilt/duona per couple/individual - quilt/duona 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

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.

Table 6: BHG – Baby Items Package

Baby Items Package
<ul style="list-style-type: none"> - 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.

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.

s. 47E(d)

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)

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.

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)
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.

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)

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.

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. SRSS 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 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.

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.

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.

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

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.

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.

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.

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).

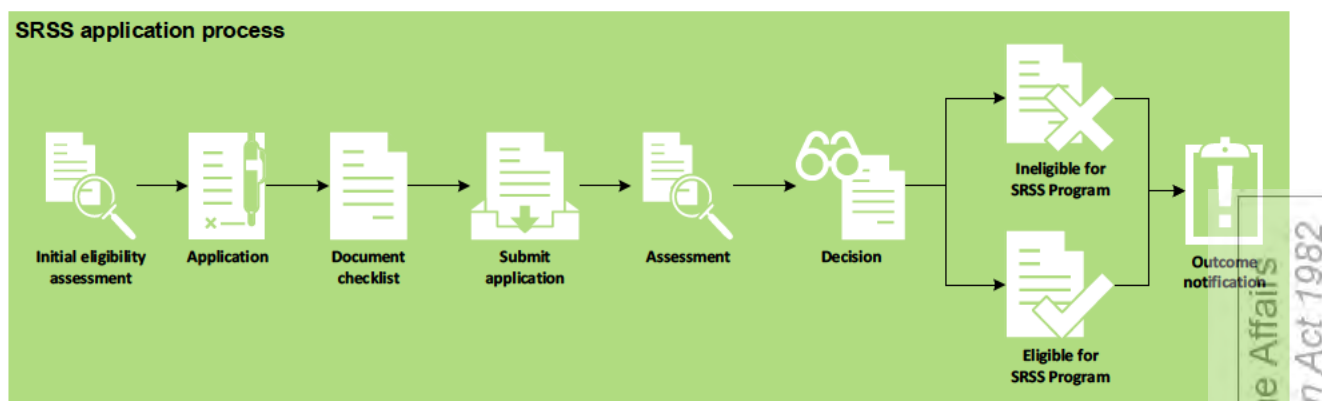
The SRSS Application Process for Band 5–6 support is outlined in the figure below. The SRSS Provider must ensure applications have all relevant information in order for the Department to make a decision (including attachments) and that applicants meet the eligibility requirements.

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.

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.

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 the 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.**

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. Email ^{s. 47E(d)} [REDACTED] 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.

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

- 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.

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.

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.

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.

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.



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

- 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.

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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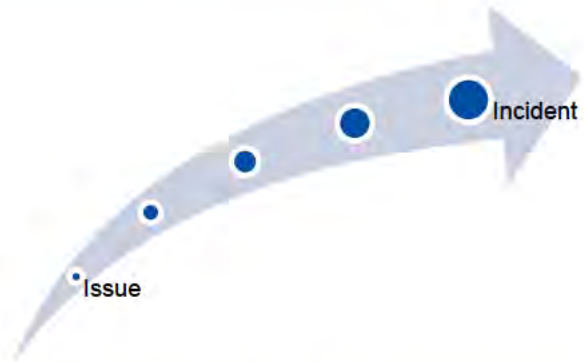
8.4.1. Child Wellbeing Assessment (CWA)

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.

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).

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)	<p>Case Plans must be updated and submitted to the Department where there are:</p> <ul style="list-style-type: none"> - 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). <p>Significant changes could include:</p> <ul style="list-style-type: none"> - 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. <p>The Department may request a Case Plan at any time, including for a Band 5 recipient.</p>
Confirmation – Case Plan Review (Bands 5–6)	<p>Where a completed <i>SRSS Continued Eligibility Review</i> template is being uploaded for assessment for a Band 5–6 recipient:</p> <ul style="list-style-type: none"> - 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. <p>Include significant changes and incidents, as well as information relating to the ongoing goals and milestones that are required to be met by recipients.</p>
Interview – Case Assessment	To record monthly contact.
Confirmation – Case Plan	<p>Where a Case Plan has no outstanding actions or does not require approval by the Department. Such as:</p> <ul style="list-style-type: none"> - 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 <i>SRSS Additional Services Request</i> 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.

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 ' <u>Support recommendation</u> ' 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.

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.

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 in 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.

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.

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.

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.

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)} [redacted] 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.

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.