

# Status Resolution Support Services (SRSS) – Overview

The Objective of the SRSS Programme is to deliver appropriate support to people seeking to resolve their immigration status. The SRSS Programme is one single integrated programme that endeavours to provide better flexibility and continuity in delivering services to the clients and replaces the following four programmes:

- Asylum Seeker Assistance Scheme (ASAS);
- Community Assistance Support Programme (CAS);
- Community Detention Programme (CD); and
- Support services for unaccompanied minors in an alternative place of detention (APOD).

The following broad areas of service combine to deliver the SRSS Programme:

- Financial Assistance –facilitated by the Department of Human Services through Centrelink
- Accommodation Services –flexible Accommodation Services
- Case Coordination – coordinated, integrated, needs-based support.

Given below is the set of services that clients allocated to each band are eligible within SRSS.

Band	Band Description	Services provided	Case Worker									
			Orientation Support	Carer Support	Independent Observer Services	Needs Assessments	Case Plans	Other Case Work Assistance	Supporting SRSS recipients Health	Meaningful Engagement	Financial Hardship Assistance	Provided Accommodation
<b>Band 3 (broadly correlates to CD)</b>	Families and adults in the community under Residence Determination arrangements	Accommodation and case coordination. <ul style="list-style-type: none"> <li>• The Minister must make a residence determination for the SRSS recipient to reside at a specified place.</li> </ul>	✓	❖	❖	✓	✓	✓	✓	✓	✓	✓
<b>Band 4 (broadly correlates to CAS T-S)</b>	Families and adults exiting immigration detention on eligible bridging or substantive visas who require short-term transitional support	Accommodation and case coordination. <ul style="list-style-type: none"> <li>• Services are short-term (up to 6 weeks) transitional support</li> <li>• Band 2 and 3 can be referred to Band 4 for assessment.</li> </ul>	✓	✗	❖	✓	✓	✓	✓	✓	✓	✓
<b>Band 5 (broadly correlates to CAS Ongoing)</b>	People in the community with complexities that require oversight and intervention from a departmental case manager and SRSS case worker	Case coordination services. <ul style="list-style-type: none"> <li>• A client (who is not detained), assessed by DIBP as having a prescribed vulnerability and/or is experiencing barriers which impede their ability to resolve their immigration status.</li> <li>• Band 4 and 6 can be referred to Band 5 for assessment.</li> </ul>	❖	✗	❖	✓	✓	✓	✓	✓	✓	❖
<b>Band 6 (broadly correlates to ASAS)</b>	People seeking to engage Australia’s protection obligations while lawful in the community facing financial hardship	Basic case coordination services <ul style="list-style-type: none"> <li>• A client (who is not detained), assessed as experiencing financial hardship and is seeking to engage grant of an appropriate protection or humanitarian visa.</li> <li>• Band 4 and 5 can be referred to Band 6 for assessment.</li> <li>• An application may be made by an SRSS Provider on behalf of a person in the community not currently receiving SRSS</li> <li>• Casework is limited.</li> </ul>	❖	✗	❖	❖	✓	✓	✓	✓	❖	❖

(❖ on an exceptional basis only)

