

Addressing the humanitarian needs of migrants in transition

Status Resolution Support Service Overview

Red Cross is committed to addressing the humanitarian concerns of migrants in need.

Australian Red Cross works globally to progress our purpose with the International Federation of Red Cross and Red Crescent Societies and the International Committee of the Red Cross.

The support we deliver includes tracing and restoring family links; immigration detention monitoring; emergency relief; support for trafficked people and other local programs across the country.

One aspect of our local Migration Support Programs is delivery of the Department of Immigration-funded Status Resolution Support Service (SRSS).

Our purpose

Red Cross is committed to ensuring that people made vulnerable through the impact of migration receive the humanitarian support they need regardless of their legal status.

Our goal

Our goal with Status Resolution Support Service is to work with people seeking protection in Australia to:

1. Access essential services
2. Forge community connections
3. Build on client strengths and resilience to further self-agency

How we will achieve our goal:

CAPACITY BUILDING

Building on the strengths of our clients and fostering connections with the community.

SERVICE DELIVERY

Migration Hubs in each State and Territory, accommodation services, orientation services and quality casework.

ADVOCACY

Advocating for clients and working with communities to influence policy and access to services.

Changing migration trends

There are significant shifts in global migration trends that set a context for our Migration Support Programs work in Australia.

Regional conflict contributes to displacement and is a significant 'push factor' for the movement of people to other countries resulting in increasing demand for humanitarian response.

Globalisation means that most nations are now involved in migration and there is greater mobility across countries.¹

Along with greater mobility there is also a changing pattern of migration where temporary migration is replacing permanent settlement and immigration policy favours skilled over non-skilled migration.²

The ease of movement of people and increased capacity for communication across borders leads to a strong ongoing relationship with the country of origin.

The importance of community is increasing in scope and has become a vehicle for development, and has the potential to significantly assist development outcomes. Emphasis on our Community Development Framework recognises the increasing importance of communities in assisting to provide ongoing solutions for our clients.

The trend toward onshore applications by asylum seekers is highly unpredictable. With the Commonwealth's humanitarian entrant program at 13,750 (at September 2014) and places capped for onshore visas at 2,750 permanent protection visas for 2013-14, there are likely to be a large number of asylum seekers on temporary visa arrangements for long periods of time³. Large numbers of asylum seekers will be on Bridging visas, Humanitarian Stay (Temporary) visas and Temporary (Humanitarian Concern) visas, with varying levels of support and service provision.

The large number of asylum seekers on temporary visa arrangements indicates health, wellbeing and the ongoing impact of visa status uncertainty will be continuing issues over time.

The current trend towards lower numbers of maritime arrivals may or may not continue, and may also depend on the future settlement outcomes for asylum seekers in offshore detention arrangements.

Migrants are increasingly building and maintaining strong and enduring connections⁴ and relationships in both source and destination countries.

Supporting migrants during periods of transition requires durable solutions; this is where our work is so valuable.

What hasn't changed?

OUR COMMITMENT

Nationally and internationally to addressing the needs of vulnerable migrants, as we have been doing for 100 years.

NEED

The challenges of finding sustainable ways to provide safety and support the wellbeing of vulnerable migrants remain, and will do so into the future.

OUR ADVOCACY

Advocating for individuals and communities; influencing policy and public debate.

OUR POLICY

Red Cross Policy on Migration.

OUR FRAMEWORK

Red Cross Ways of Working, Casework Model, Good Practice Guides, MSP Community Development Framework.

1. Massey, D.M., Arango, J., Hugo, G., Kouaouci, A. and Taylor, J.E., 1998. *Worlds in Motion: Understanding International Migration at the End of the Millennium*, Clarendon Press, Oxford. Reprinted: 2005.

2. Hugo, G. 1999. A new paradigm of international migration to Australia, *New Zealand Population Review*, 25 (1) pp. 1-39.

3. Figures available at <http://refugeehealthnetwork.org.au/wp-content/uploads/Refugee-and-asylum-seeker-policy-changes-and-statistics-snapshot-v4.5.pdf>

4. <http://www.migrationpolicy.org/article/circular-migration-keeping-development-rolling>

About SRSS

The process of assessing visa applications and asylum claims, including any review process, is known as the immigration status resolution process. The SRSS program provides support to people as they engage with the Department of Immigration to resolve their immigration status. The guiding principles of the SRSS are to involve clients in identifying and addressing their own needs and building on their own strengths. In this way MSP, and our new Hubs, are well placed to deliver this program.

The SRSS Programme has three broad areas of service delivery:

1. Orientation Services;
2. Accommodation Services;
3. Case Work Support.



Client profile

SRSS clients are referred to Red Cross by the Department of Immigration and may include, but are not limited to:

1. Unaccompanied Minors in Alternative Places of Detention; Red Cross will partner with Save the Children to deliver this aspect of the service on the Australian mainland.
2. Unaccompanied Minors, adults and family groups who are legally detained under the Migration Act 1958 (Cth) but who reside in the community under Residence Determination arrangements;
3. Adults and family groups who reside in the community on Bridging Visas and other Temporary Visas; and
4. Other vulnerable people in the community in the process of resolving their immigration status.

Support offered

The Department will refer clients to services by 'bands'. Clients will be eligible for services based on the band they are in.

BAND 1

Services are delivered to SRSS clients in Alternative Places of Detention by our contracted partners Save the Children. They include carer support and independent observer services.

BAND 2

SRSS clients in this band include unaccompanied minors living in the community on residence determinations. Services include provided accommodation with carer support and case worker support.

BAND 3

SRSS clients in this band include families and other vulnerable adults living in the community on residence determinations. Services focus on building capacity and fostering independence and include provided accommodation and case worker support.

BAND 4

Services are short-term (up to six weeks) Transitional Support delivered to SRSS clients in the Australian community. They include orientation, provided accommodation and case worker support.

BAND 5

Services are delivered to SRSS clients in the Australian community, focussing on stabilising clients by addressing mental health and other complex needs. Services include case worker support by appointment.

BAND 6

Services are delivered to SRSS clients in the Australian community, with emphasis on developing the community's capacity to support clients and the client's capacity to link to these supports. Services include case worker support by appointment.

Role of Red Cross in SRSS

Red Cross will perform the following role:

- Provide community orientation and education;
- Work with clients in identifying and addressing their needs;
- Build on clients' strengths to achieve a greater level of self-sufficiency;
- Provide accommodation support services including transitional housing and independent, long-term accommodation.

MSP functions to deliver SRSS

MANAGEMENT

- Capacity building • Advocacy • Leadership • Reporting
- Implementation quality, consistency and scalability

CLIENT SERVICES

- Transition in • Initial payment • Assessment • Tenancy support • Group orientation & education • Referral to service providers • Linkage to community • The Hub
- Casework by appointment • Community development • Reporting • Transition out

BUSINESS OPERATIONS

- Payments and invoicing • Logistics • Client property management
- Partner and subcontract management • Auditing and reporting
- Monitoring and evaluation