



Status Resolution Support Services payment

Lacagta Status Resolution Support Services (SRSS) waxay kaa caawineysaa fulinta kharashaadka aasaasiga ah intaad Australia ku nooshahay oo aad sugaysid inaad wax ka baqasho xaaladaada laanta socdaalka.

Lacagta hoos imaneysa SRSS waxaad heli doontaa Living Allowance. Iyadoo ku xiran xaaladahaaga, lacagtaada waxaa sidoo kale laga yaabaa inay ku jirto Rental Assistance Allowance iyo/ama Dependent Child Allowance. Waxaa sidoo kale laga yaabaa in lagu siiyo isticmaalka Medicare.

Ma heli doontid lacagaha kale ee Centrelink ama adeegyada intaad qaadaneyso lacagtaan.

Doorka The Department of Human Services

Waxaan ku siin doona lacagta SRSS anagoo wakiil ka ah Department of Immigration and Border Protection. Waxaan idiin sheegi karnaa marka lacagta lagu siin doono waxaana ka jawaabi doona su'aalaha ku saabsan isbedelada lacagtaada ee ku xiran isbedelada nololshaada.

Doorka Department of Immigration and Border Protection

Department of Immigration and Border Protection waxay ka jawaabi karaan su'aalo ku saabsan:

- xaaladaada laanta socdaalka
- dhammaan arimaha visaha
- xuquuqdaada shaqo
- isbedelada lacagahaaga la xiriira xaaladaada viso.

Doorka adeeg bixiyahaaga

Haddii aad xaq u leedahay, adeeg bixiyahaaga ayaa ku siin doona caawimaad dheeraad ah sida shaqaalaha kiiskaaga iyo taageerada xaalada degdega ah.

Sida lacagta lagu siiyiin doono

Si loo hubiyo inaan sii wadno lacagta in lagu siiyo, waxaad u baahan tahay inaad xasuusato:

- inaad timaado dhammaan balamahaan kula leenahay
- ka soo jawaabida waraaqahaan kuu soo dirno, Department of Immigration and Border Protection iyo adeeg bixiyahaaga iyo
- usoo sheeg, Department of Immigration and Border Protection iyo adeeg bixiyahaaga wixii isbedel ah ee ku saabsan nololshaada isla markay dhacaan.

Waxaad u baahan tahay inaad **isla markiiba** noo soo sheegto haddii aad:

- bedesho faahfaahinta xiriirkaaga ama cinwaankaaga
- bedesho faahfaahinta xisaabtaada bangiga
- bilowdo xiriir cusub ama aad kala tagtaan lammaanahaaga
- ilmo ka tago ama ku soo biiro xannaanadaada
- shaqo hesho, joojiso shaqada ama dakhligaagu isbedelo
- u baahan tahay inaad bedesho balantaada ama aad ballan cusub naga sameysato
- qorsheynayso inaad ka baxdo Australia.

Macluumaadka xiriirka ee muhiimka ah

Iyadoo ku xiran su'aashaada ama waxaad u baahan tahay inaad soo sheegto, waxaa jiri doona dad kala duwan oo aad u baahan doonto inaad la xiriirto.

Wixii su'aalo ah ee ku saabsan lacagtaada SRSS ama inaad soo sheegto wixii isbedelo ah ee ku saabsan xaaladahaaga:

- nagala soo xiriir **131 202**. Marka lagu weydiiyo luuqadaada sheeg dheh 'SRSS' laba jeer meeshii aad luuqadaada ka sheegi lahayd.

Wixii su'aalo ah ee ku saabsan fiisahaaga ama xaaladaada laanta socdaalka:

- kala xiriir Department of Immigration and Border Protection **1300 853 773**.

Arimaha kale oo dhan ama inaad usoo sheegto isbedelada xaaladahaaga adeeg bixiyahaaga:

- la xiriir adeeg bixiyahaaga.



Status Resolution Support Services payment

The Status Resolution Support Services (SRSS) payment helps you meet basic living expenses while you are in Australia and waiting to hear about your immigration status.

Under the SRSS payment you will get a Living Allowance. Depending on your circumstances, your payment may also include Rental Assistance Allowance and/or Dependent Child Allowance. You may also be given access to Medicare.

You will not have access to other Centrelink payments or services while receiving this payment.

The Department of Human Services' role

We will pay you the SRSS payment on behalf of the Department of Immigration and Border Protection. We can tell you when you will be paid and answer questions about changes in your payment linked to changes in your life.

The Department of Immigration and Border Protection's role

The Department of Immigration and Border Protection can answer questions about:

- your immigration status
- all visa matters
- your work rights
- changes in your payments linked to your visa status.

Your service provider's role

If eligible, your service provider will provide you with additional assistance such as a case worker and emergency support.

How to keep getting paid

To make sure we continue to pay you, you need to remember to:

- come to all your appointments with us
- respond to letters from us, the Department of Immigration and Border Protection and your service provider, and
- tell us, the Department of Immigration and Border Protection and your service provider about any changes in your life as soon as they happen.

You need to let us know **immediately** if you:

- change your address or contact details
- change your bank details
- start a new relationship or separate from your partner
- have a child enter or leave your care
- get a job, stop working or have a change in your income
- need to change your appointment or make a new appointment with us
- are planning to leave Australia.

Important contact information

Depending on your question or what you need to report, there will be different people you need to contact.

For questions about your SRSS payment or to report any changes in circumstances:

- contact us on **131 202**. When you are asked to nominate your language say ‘SRSS’ twice instead of naming your language.

For questions about your visa or immigration status:

- contact the Department of Immigration and Border Protection on **1300 853 773**.

For all other matters or to report your changes in circumstances to your service provider:

- contact your service provider.