



Lacagbixinta Status Resolution Support Services

Status Resolution Support Services (SRSS) Lacag bixintu waxay kaa caawintaa inaad la tacaasho ama wax ka qabato kharajka noloshaada markaad Australia joogto oo aad sugayso xaalkaaga Immigration-ka.

Department of Home Affairs ayaa noo sheegi doonta haddii aad bixin karto lacagtaan.

Lacagbixinta waxaa ku jiri doona SRSS Living Allowance waxayna ku xiran tahay xaalkaaga, Department of Home Affairs ayaa laga yaabaa inay go'aansato sidoo kale inay ku siin karaan:

- Gunada ijaarka
- Gunada dadka kugu tiirsan.

Markii aad qaadato lacagtaan, kama heli karto lacagbixin kale ama adeegyo annaga.

Haddii lagu siiyo Bridging Visa waxaad ka heli kartaa caawimada qiimaha daryeelka caafimaadka Medicare.

Sida loo codsado

Si aad u dalbato, waxaad u baahan doontaa inaa la xiriiro adeega lacagbixinta SRSS adeegbixiyaha Dawlad Goboleedkaaga ama territoriga. Waxay kaa caawimi doonaan inaad dalbato SRSS payment. Gal [immi.homeaffairs.gov.au/what-wedo/status-resolution-service](https://www.immi.homeaffairs.gov.au/what-wedo/status-resolution-service)

Haddii Department of Home Affairs ay aqbasho dalabkaaga, waxaad u baahan doontaa inaad timaado ballantayada si ay u bilaabato helida lacagtaada. Adeeg bixiyahaaga ayaa caawin doona qaansheegadka cusub ee ballantayada. Ballantaan waxay kugu xiri doontaa Medicare haddii aad xaq u leedahay.

Ballanta, waxaanu ku weydiin doonaa dukumintiyada si aad u caddayso:

- aqoonsiga
- Dakhliga
- Faahfaahinta bixinta kirada oo ay ku jirto lacagtu meeshay u socoto, faahfaahinta cinwaanka, qofka la nool iyo faahfaahinta carruurta, haddii ay khusayso.

Aqoonsiga waxaa lagu caddayn karaa Immicard ama baasaboort. Haddii aadan kuwaan haysan, la hadal adeegbixiyaha SRSS-kaaga.

Doorka Services Australia

Waxaanu ku siin doonaa lacagbixinta SRSS payment oo magaca Department of Home Affairs. Waanu kuu sheegi karnaa marka lagu siinayo lagana jawaabayo su'aallaha wixii ku saabsan isbedelada lacagbixintaada lala xiriiro inay isbedelka xaalkaaga.

Doorka Department of Home Affairs'

Department of Home Affairs ayaa ka jawaabi karta su'aallaha ku saabsan:

- Xaalkaaga immigration-ka
- Dhamaan xaalladaha fiisada
- Xuquuqdaada shaqada
- Isbedelada lacag bixintaada lala xiriiro inay xaalka fiisadaada.

Doorka adeegbixiyahaaga

Adeegbixiyuu wuxuu awooda inuu ku siiyo kaalma siyaada ah sida maaraynta kayska iyo kaalmada dhaqaale ee xaalladaha degdegta ah.

Sidii lagu sii wadi lahaa lacag bixinta

Si aad u xaqiijiso in aan sii wadno in aan lacag ku siino, waxaad u baahan tahay:

- Inaad timaado dhamaan balamada aad nala leedahay iyo adeegbixiyayaaga, iyo
- Inaad ka jawaabto warqadaha annaga naga yimid, Department of Home Affairs iyo adeegbixiyayaaga, oo
- noo sheeg annaga, Department of Home Affairs iyo adeegbixiyahaaga wixii ku saabsan isbedel kasta oo xaalkaaga ah isla marka ay dhacaan.

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

- Bedesho cinwaankaaga iyo faahfaahinta xiriirka
- bedesho faahfaahinta bangigaaga
- bilawdo cilaaqaad cusub ama ka duwan ninkaaga
- uu soo ilmo galo ama ka tago daryeelkaaga
- Hel shaqo, joojiyo shaqaynta ama uu is bedelay dakhliga ku soo galaa
- u baahan tahay inaad bedesho ballantaada ama aad nala samaysato ballan cusub annaga
- aad qorshaynayso inaad ka tagto Australia.

Haddii aadan noo sheegin wax ku saabsan isbedeladaan waxaa laga yaabaa inaad hesho lacagbixin dibna aad noogu soo celiso.

Macluumaad muhiima oo la xiririda

Wixii su'aalla oo ku saabsan SRSS Payment ama inaad ka warbixiso isbedelada xaalkaaga, naga soo wac **131 202** ka dibna raac wixii ku xiga. Gacanta ha kuugu jiro nambarka macmiilaha ama Nambarka Tixraaca Macmiilaha markaad wacdo.

Macluumaad intaas ka badan oo ku saabsan adeega bixiyayaasga SRSS, gal **immi.homeaffairs.gov.au/what-we-do/status-resolution-service**

Xaalladaha kaleeto la xiriir bixiyaha adeegaaga.

Macluumaad intaas ka badan

- Gal **servicesaustralia.gov.au/SRSS** macluumaad badan oo Ingiriis ku qoran. Macluumaadka luqadaha kale ah, riix 'Translate'
- Gal **servicesaustralia.gov.au/yourlanguage** halkaas oo ka akhriyi karto, dhegaysan karto ama macluumaad aad daawan karto oo luqadaada ku qoran
- Wac **131 202** si aad ugula hadasho afkaaga wixii ku saabsan lacagbixinta Centrelink iyo adeegyada
- Wac **132 011** Medicare iyo **131 272** ee Child Support. Aan ogaano haddii aad u baahan tahay mutarjum, waana qabanqaabin doonaa turjubaan lacag la'aan
- Booqo xarunta adeega.

Ogsoonow: ka wicida elefoonkaaga gurigaaga nambarka '13' meel kasta oo Australia ah waxaana la iska qaadaa qadar go'an. Heerkaasi waa iska bedeli karaa qiimaha maxaliga ah waana ka duwanaan karaa adeegbixiyayaasha. Wicitaanada namburada '1800' oo gurigaaga ah wac lacag la'aan. Ka wicida laga sameeyo kan dadweynaha iyo moobaylada waxaa laga yaabaa in la mudeeyo wuxuuna ku kacaa qiima aad u sarreeya.

Afeef

Macluumaadka qoraalkaani ka kooban yahay waxaa looga dan leeyahay keliya tuse ahaan lacagbixinta iyo adeegyada. Waa masuuliyadaada inaad go'aan ka gaarto haddii aad doonayso inaad dalbato lacag bixin aadna samayso dalab wixii khuseeya xaalkaaga gaarka ah.



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.

The Department of Home Affairs will tell us if you can get this payment.

The payment will include the SRSS Living Allowance and depending on your circumstances, the Department of Home Affairs may decide we can also pay you:

- a rent allowance
- an allowance for dependent children.

While you get this payment, you can not get other payments or services from us.

If you are granted a Bridging Visa you can get help with health care costs through Medicare.

How to apply

To apply, you will need to contact your SRSS service provider in your state or territory. They will help you apply for the SRSS payment. Go to immi.homeaffairs.gov.au/what-we-do/status-resolution-service

If the Department of Home Affairs accepts your application, you will need to attend an appointment with us to start getting your payment. Your service provider will help arrange the new claim appointment with us. At this appointment we will enrol you in Medicare if you are eligible.

At the appointment, we will ask for documents to prove your:

- identity
- income
- rent payment details including payment destination, address details, partner and children details, if applicable.

Identity can be proven through Immicard or passport. If you do not have these, talk to your SRSS service provider.

Services Australia's role

We will pay you the SRSS payment on behalf of the Department of Home Affairs. We can tell you when you will be paid and answer questions about changes in your payment linked to changes in your circumstances.

Department of Home Affairs' role

The Department of Home Affairs 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

A service provider can offer you additional assistance such as case management and emergency financial support.

How to keep getting paid

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

- attend all your appointments with us
- respond to letters from us, the Department of Home Affairs and your service provider, and
- tell us, the Department of Home Affairs and your service provider about any changes in your circumstances 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.

If you do not tell us about these changes you may get an overpayment and have to pay us back.

Important contact information

For questions about your SRSS payment or to report changes in circumstances, call us on **131 202** and follow the prompts. Have your Customer Access Number or Customer Reference Number handy when you call.

For more information about SRSS service providers, go to **immi.homeaffairs.gov.au/what-we-do/status-resolution-service**

For all other matters contact your service provider.

For more information

- Go to **servicessaustralia.gov.au/SRSS** for more information in English. For information in other languages, click 'Translate'
- Go to **servicessaustralia.gov.au/yourlanguage** where you can read, listen to or watch information in your language
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone

service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.