

Notification of refugee arrival (SS459)

When to use this form

Use this form if you are a Humanitarian Settlement Program (HSP) coordinator or case worker and need to notify Services Australia of the arrival of a refugee and to arrange a new claim appointment.

Refugee arrivals who are arriving on a Global Special Humanitarian visa under the Community Support Program will be subject to an Assurance of Support and should not be automatically processed for social security payments upon arrival.

Important Information

Contact the agency on the day the principal applicant arrives to make sure they get paid from the earliest possible date.

Send this form to us **within 7 days** of the principal applicant arriving in Australia.

Reference number/
case number (if applicable)

HSP coordinator/case worker details

1 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information to provide payments and services. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

2 Full name of HSP coordinator/case worker

Contact phone number (including area code)

Email

Signature

Date (DD MM YYYY)

Principal applicant details

3 Name of principal applicant

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

4 Gender of principal applicant

Male ☐

Female ☐

Non-binary ☐

5 Date of birth of principal applicant

 (DD MM YYYY)

6 Date of arrival in Australia of principal applicant

 (DD MM YYYY)

7 Is the principal applicant an entrant under the Community Support Program?

No ☐ **Go to 10**

Yes ☐ **Go to next question**

8 Is the principal applicant currently under an Assurance of Support?

No ☐ **Go to 10**

Yes ☐ **Go to next question**

9 Is the assurer providing financial support?

No ☐

Yes ☐



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10 Visa subclass of principal applicant

11 Visa grant date of the principal applicant

 (DD MM YYYY)

12 Accommodation address of principal applicant on arrival

 Postcode

13 Phone number of principal applicant on arrival
(including area code)

14 Country of birth of principal applicant

15 Does the principal applicant need an interpreter?

No ☐ Go to next question

Yes ☐ Preferred language and dialect
(for example, Chin, Hakka)

Secondary language (if applicable)

16 Does the principal applicant have a partner?

No ☐ Go to 22

Yes ☐ Go to next question

17 Name of the principal applicant's partner

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

18 Gender of the principal applicant's partner

Male ☐

Female ☐

Non-binary ☐

19 Date of birth of the principal applicant's partner

 (DD MM YYYY)

20 Visa subclass of principal applicant's partner

21 Country of birth of the principal applicant's partner

22 Does the principal applicant have a proposer?

No ☐ Go to next question

Yes ☐ Give details below

Proposer name

Proposer address

 Postcode

Proposer phone number (including area code)

23 Preferred time and date of appointment

Time

 : am ☐
pm ☐

Date (DD MM YYYY)

► Continue to next page

24 Details of all family group members travelling to Australia with the principal applicant (1 form per family grouping)

Family name	First given name	Second given name	Gender: M–Male F–Female N–Non-binary	Date of birth (DD/MM/YYYY)	Visa subclass	Family relationship to principal applicant	Country of birth
			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			
			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			
			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			
			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			
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			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			
			M <input type="checkbox"/> F <input type="checkbox"/> N <input type="checkbox"/>	/ /			

If there are more than 15 family group members, provide a separate sheet with details.