

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) payment eligibility for Living Allowance 005-06010000

Historical Version valid from 24/08/2015 2:30 pm to 20/03/2017 2:54 pm

Background

s22

This document outlines information about the Status Resolution Support Services (SRSS) payments which the Department of Human Services pays on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status.

Living Allowance

The basic component of the SRSS payment is [Living Allowance](#).

Eligible customers of the SRSS Programme are placed into 1 of 6 bands by DIBP. The rate of [Living Allowance](#) depends on the band the customer is assigned to. The SRSS payment is not paid to people in Band 1 but can be paid to eligible customers in Bands 2 to 6.

Human Services is responsible for calculating the SRSS payment rate based on the customer's individual circumstances and the maximum payable rate for their assigned band.

A Band 2 customer is an [unaccompanied minor](#) and is only eligible for a fixed rate personal allowance from Human Services. The balance of their [Living Allowance](#) is paid by DIBP to the service provider who is caring for the child.

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Process

Historical Version valid from 24/08/2015 2:30 pm to 20/03/2017 2:54 pm

This page contains information regarding the Living Allowance rate payable for Status Resolution Support Services (SRSS) customers.

Living Allowance rate

Living Allowance for SRSS customers

This table contains information about the Living Allowance rate payable. The Living Allowance rate will depend on which Band the customer is paid under.

Category	Description
Band 2	<p>Unaccompanied minors in the programme previously known as Community Detention + Read more ...</p> <p>An unaccompanied minor is living in the community under a Residence Determination arrangement.</p> <p>Band 2 customers are eligible to receive part of their Living Allowance as a fixed rate of personal allowance from Human Services. This rate is not indexed. The Department of Immigration and Border Protection will pay the balance of the Living Allowance to the service provider caring for the minor.</p> <p>Unaccompanied minors aged between 0 and 4 years old are not eligible for receipt of personal allowance.</p> <p>If this customer remains in Band 2 after they turn 18, they will continue to receive the over 14 rate of personal allowance.</p>
Band 3	<p>Adults and families in the programme previously known as Community Detention + Read more ...</p> <p>People assessed as vulnerable on release from an Immigration Detention Facility enter Community Detention.</p> <p>These customers are living in the community under a Residence Determination arrangement.</p> <p>Band 3 customers are eligible for Living Allowance and Dependent Child Allowance. The rate that they are eligible for depends on whether they arrived in Australia before or on or after 13 August 2012.</p>
Band 4	<p>Adults and families in the programme previously known as Community Assistance Support - Transitional Support (CAS-TS) + Read more ...</p> <p>Short-term transitional support to families and adults released from an Immigration Detention Facility on a Bridging visa or other temporary visa.</p> <p>Band 4 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 5	<p>Adults and families in the programme previously known as Community Assistance Support (CAS) + Read more ...</p> <p>Adults and families in the community on Bridging visa or other temporary visa with a medium to high level of need.</p> <p>Band 5 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 6	<p>Adults and families in the programme previously known as Asylum Seeker Assistance Scheme (ASAS) + Read more ...</p> <p>Adults and families in the community on a Bridging visa or other temporary visa with a low to medium level of need.</p> <p>Band 6 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) payment eligibility for Living Allowance 005-06010000

Historical Version valid from 20/03/2017 2:54 pm to 23/03/2017 7:38 am

Background

s22

This document outlines information about the Status Resolution Support Services (SRSS) payments which the Department of Human Services pays on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status.

Living Allowance

The basic component of the SRSS payment is [Living Allowance](#).

Eligible customers of the SRSS Programme are placed into 1 of 6 bands by DIBP. The rate of [Living Allowance](#) depends on the band the customer is assigned to. The SRSS payment is not paid to people in Band 1 but can be paid to eligible customers in Bands 2 to 6.

Human Services is responsible for calculating the SRSS payment rate based on the customer's individual circumstances and the maximum payable rate for their assigned band.

A Band 2 customer is an [unaccompanied minor](#) and is only eligible for a fixed rate personal allowance from Human Services. The balance of their [Living Allowance](#) is paid by DIBP to the service provider who is caring for the child.

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Process

Historical Version valid from 20/03/2017 2:54 pm to 23/03/2017 7:38 am

This document outlines how Services Australia pays Living Allowance (LA) to eligible customers as part of their Status Resolution Support Services (SRSS) payment.

Living Allowance for SRSS customers

This table contains information about the different Bands that apply to the SRSS payment and what payments a customer may be eligible for based on their Band.

Category	Description
Band 2	<p>Unaccompanied minors in Residence Determination arrangements + Read more ...</p> <p>An unaccompanied minor is living in the community under a Residence Determination arrangement.</p> <p>Band 2 customers are eligible to receive part of their Living Allowance as a fixed rate of personal allowance from Services Australia. This rate is not indexed. The Department of Home Affairs will pay the balance of the Living Allowance to the service provider caring for the minor.</p> <p>Unaccompanied minors aged between 0 and 4 years old are not eligible for receipt of personal allowance.</p> <p>If this customer remains in Band 2 after they turn 18, they will continue to receive the over 14 rate of personal allowance.</p>
Band 3	<p>Adults and families in Residence Determination arrangements + Read more ...</p> <p>People assessed as vulnerable on release from an Immigration Detention Facility enter Community Detention.</p> <p>These customers are living in the community under a Residence Determination arrangement.</p> <p>Band 3 customers are eligible for Living Allowance and Dependent Child Allowance. The rate that they are eligible for depends on whether they arrived in Australia before or on or after 13 August 2012.</p>
Band 4	<p>Adults and families receiving transitional support upon leaving immigration detention following the grant of a visa + Read more ...</p> <p>Short-term transitional support to families and adults released from an Immigration Detention Facility on a Bridging visa or other temporary visa.</p> <p>Band 4 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 5	<p>Adults and families who are lawful non-citizens living in the Australian community + Read more ...</p> <p>Adults and families in the community on Bridging visa or other temporary visa with a medium to high level of need.</p> <p>Band 5 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 6	<p>Adults and families who are lawful asylum seekers living in the Australian community + Read more ...</p> <p>Adults and families in the community on a Bridging visa or other temporary visa with a low to medium level of need.</p> <p>Band 6 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) payment eligibility for Living Allowance 005-06010000

Historical Version valid from 23/03/2017 7:38 am to 7/03/2018 1:31 pm

Background

s22

This document outlines information about the Status Resolution Support Services (SRSS) payments which the Department of Human Services pays on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status.

Living Allowance

The basic component of the SRSS payment is [Living Allowance](#).

Eligible customers of the SRSS Programme are placed into 1 of 6 bands by DIBP. The rate of [Living Allowance](#) depends on the band the customer is assigned to. The SRSS payment is not paid to people in Band 1 but can be paid to eligible customers in Bands 2 to 6.

Human Services is responsible for calculating the SRSS payment rate based on the customer's individual circumstances and the maximum payable rate for their assigned band.

A Band 2 customer is an [unaccompanied minor](#) and is only eligible for a fixed rate personal allowance from Human Services. The balance of their [Living Allowance](#) is paid by DIBP to the service provider who is caring for the child.

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Process

Historical Version valid from 23/03/2017 7:38 am to 7/03/2018 1:31 pm

This page contains information regarding the Living Allowance rate payable for Status Resolution Support Services (SRSS) customers.

Living Allowance rate

Living Allowance for SRSS customers

This table contains information about the Living Allowance rate payable. The Living Allowance rate will depend on which Band the customer is paid under.

Category	Description
Band 2	<p>Unaccompanied minors in the programme previously known as Community Detention + Read more ...</p> <p>An unaccompanied minor is living in the community under a Residence Determination arrangement.</p> <p>Band 2 customers are eligible to receive part of their Living Allowance as a fixed rate of personal allowance from Human Services. This rate is not indexed. The Department of Immigration and Border Protection will pay the balance of the Living Allowance to the service provider caring for the minor.</p> <p>Unaccompanied minors aged between 0 and 4 years old are not eligible for receipt of personal allowance.</p> <p>If this customer remains in Band 2 after they turn 18, they will continue to receive the over 14 rate of personal allowance.</p>
Band 3	<p>Adults and families in the programme previously known as Community Detention + Read more ...</p> <p>People assessed as vulnerable on release from an Immigration Detention Facility enter Community Detention.</p> <p>These customers are living in the community under a Residence Determination arrangement.</p> <p>Band 3 customers are eligible for Living Allowance and Dependent Child Allowance. The rate that they are eligible for depends on whether they arrived in Australia before or on or after 13 August 2012.</p>
Band 4	<p>Adults and families in the programme previously known as Community Assistance Support - Transitional Support (CAS-TS) + Read more ...</p> <p>Short-term transitional support to families and adults released from an Immigration Detention Facility on a Bridging visa or other temporary visa.</p> <p>Band 4 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 5	<p>Adults and families in the programme previously known as Community Assistance Support (CAS) + Read more ...</p> <p>Adults and families in the community on Bridging visa or other temporary visa with a medium to high level of need.</p> <p>Band 5 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 6	<p>Adults and families in the programme previously known as Asylum Seeker Assistance Scheme (ASAS) + Read more ...</p> <p>Adults and families in the community on a Bridging visa or other temporary visa with a low to medium level of need.</p> <p>Band 6 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) payment eligibility for Living Allowance 005-06010000

Historical Version valid from 7/03/2018 1:31 pm to 8/09/2020 11:02 am

Background

s22

This document outlines information about the Status Resolution Support Services (SRSS) payments which the Department of Human Services pays on behalf of the Department of Home Affairs to people while they seek to resolve their immigration status.

Living Allowance

The basic component of the SRSS payment is [Living Allowance](#).

Eligible customers of the SRSS Programme are placed into 1 of 6 bands by Department of Home Affairs. The rate of [Living Allowance](#) depends on the band the customer is assigned to. The SRSS payment is not paid to people in Band 1 but can be paid to eligible customers in Bands 2 to 6.

Human Services is responsible for calculating the SRSS payment rate based on the customer's individual circumstances and the maximum payable rate for their assigned band.

A Band 2 customer is an [unaccompanied minor](#) and is only eligible for a fixed rate personal allowance from Human Services. The balance of their [Living Allowance](#) is paid by Department of Home Affairs to the service provider who is caring for the child.

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Process

Historical Version valid from 7/03/2018 1:31 pm to 8/09/2020 11:02 am

This page contains information regarding the Living Allowance rate payable for Status Resolution Support Services (SRSS) customers.

Living Allowance rate

Living Allowance for SRSS customers

This table contains information about the Living Allowance rate payable. The Living Allowance rate will depend on which Band the customer is paid under.

Category	Description
Band 2	<p>Unaccompanied minors in the programme previously known as Community Detention + Read more ...</p> <p>An unaccompanied minor is living in the community under a Residence Determination arrangement.</p> <p>Band 2 customers are eligible to receive part of their Living Allowance as a fixed rate of personal allowance from Human Services. This rate is not indexed. The Department of Home Affairs will pay the balance of the Living Allowance to the service provider caring for the minor.</p> <p>Unaccompanied minors aged between 0 and 4 years old are not eligible for receipt of personal allowance.</p> <p>If this customer remains in Band 2 after they turn 18, they will continue to receive the over 14 rate of personal allowance.</p>
Band 3	<p>Adults and families in the programme previously known as Community Detention + Read more ...</p> <p>People assessed as vulnerable on release from an Immigration Detention Facility enter Community Detention.</p> <p>These customers are living in the community under a Residence Determination arrangement.</p> <p>Band 3 customers are eligible for Living Allowance and Dependent Child Allowance. The rate that they are eligible for depends on whether they arrived in Australia before or on or after 13 August 2012.</p>
Band 4	<p>Adults and families in the programme previously known as Community Assistance Support - Transitional Support (CAS-TS) + Read more ...</p> <p>Short-term transitional support to families and adults released from an Immigration Detention Facility on a Bridging visa or other temporary visa.</p> <p>Band 4 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 5	<p>Adults and families in the programme previously known as Community Assistance Support (CAS) + Read more ...</p> <p>Adults and families in the community on Bridging visa or other temporary visa with a medium to high level of need.</p> <p>Band 5 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>
Band 6	<p>Adults and families in the programme previously known as Asylum Seeker Assistance Scheme (ASAS) + Read more ...</p> <p>Adults and families in the community on a Bridging visa or other temporary visa with a low to medium level of need.</p> <p>Band 6 customers are eligible for Living Allowance, Rental Assistance Allowance and Dependent Child Allowance.</p>

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 28/08/2015 12:18 pm to 9/03/2016 10:26 am

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and not their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. A SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- If DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/ or lodging
- SRSS customer living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance, Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive Rent Assistance on behalf of the couple.

Verification of transition rent details

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from DHS and pay arrears.

Verification of all other rent details

Verification must be provided for all other customer's rent details at the initial claim interview, or when they become eligible for Rental Assistance Allowance.

For any changes in circumstances, the 'Date of Effect' for the change is the 'Date of Occurrence', providing the customer presents documentary evidence. Therefore both positive and negative adjustments take effect from the date the change occurred, regardless of when it is advised.

Customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 28/08/2015 12:18 pm to 9/03/2016 10:26 am

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Immigration and Border Protection (DIBP) will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their DIBP contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here. • No, go to Step 2.
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7. • No, go to Step 4.
4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, customer will be eligible for sharers rate of Rental Assistance Allowance. Go to Step 7. • No, customer will be eligible for single Rental Assistance Allowance. Go to Step 7.
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6. ◦ An Income Support payment or Family Tax Benefit with Rent Assistance, the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive Rent Assistance on behalf of the couple. Procedure ends here. • No, SRSS customer will receive partnered rate of Rental Assistance Allowance. Go to Step 7.

6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7. • No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7.
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2. <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVOR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Code the Accommodation ^{s47E(d)} screen + Read more ...</p> <p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non-Cmwlth or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement</p>

and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.

Access the Social Service Plan.

Scroll down the customer's Social Service Plan to check for any further changes to the customer's:

- Eligibility
- Entitlement items, or
- Payment rate assessed

Approve the Social Service plan.

Note: it is important that **all** activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 9/03/2016 10:26 am to 24/03/2016 12:00 am

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and not their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

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- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- If DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/ or lodging
- SRSS customer living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance, Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive Rent Assistance on behalf of the couple.

Verification of transition rent details

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from DHS and pay arrears.

Verification of all other rent details

Verification must be provided for all other customer's rent details at the initial claim interview, or when they become eligible for Rental Assistance Allowance.

For any changes in circumstances, the 'Date of Effect' for the change is the 'Date of Occurrence', providing the customer presents documentary evidence. Therefore both positive and negative adjustments take effect from the date the change occurred, regardless of when it is advised.

Customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

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If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

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Related links

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[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 9/03/2016 10:26 am to 24/03/2016 12:00 am

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Immigration and Border Protection (DIBP) will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their DIBP contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here. • No, go to Step 2.
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7. • No, go to Step 4.
4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, customer will be eligible for sharers rate of Rental Assistance Allowance. Go to Step 7. • No, customer will be eligible for single Rental Assistance Allowance. Go to Step 7.
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6. ◦ An Income Support payment or Family Tax Benefit with Rent Assistance, the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive Rent Assistance on behalf of the couple. Procedure ends here. • No, SRSS customer will receive partnered rate of Rental Assistance Allowance. Go to Step 7.

6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7. • No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7.
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2. <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVOR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Code the Accommodation ^{s47E(d)} screen + Read more ...</p> <p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non-Cmwlth or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement</p>

and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.

Access the Social Service Plan.

Scroll down the customer's Social Service Plan to check for any further changes to the customer's:

- Eligibility
- Entitlement items, or
- Payment rate assessed

Approve the Social Service plan.

Note: it is important that **all** activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 24/03/2016 12:00 am to 8/04/2016 2:05 pm

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and not their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. A SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- If DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/ or lodging
- SRSS customer living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance, Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive Rent Assistance on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from DHS and pay arrears.

Coding and verification of rent details for new claim and current customers

SRSS customers must advise Human Services within 14 days of having a change in circumstance, such as change in rent paid or accommodation.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customers' rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 24/03/2016 12:00 am to 8/04/2016 2:05 pm

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Immigration and Border Protection (DIBP) will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their DIBP contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here. • No, go to Step 2.
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7. • No, go to Step 4.
4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, customer will be eligible for sharers rate of Rental Assistance Allowance. Go to Step 7. • No, customer will be eligible for single Rental Assistance Allowance. Go to Step 7.
5	<p>Customer is partnered + Read more ...</p>

	<p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none">• Yes, and the partner is receiving:<ul style="list-style-type: none">◦ The SRSS payment, go to Step 6.◦ An Income Support payment or Family Tax Benefit with Rent Assistance, the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive Rent Assistance on behalf of the couple. Procedure ends here.• No, SRSS customer will receive partnered rate of Rental Assistance Allowance. Go to Step 7.
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none">• Yes, primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7.• No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7.
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none">• PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and• Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2. <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVOR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Code the Accommodation ^{s47E(d)} screen + Read more ...</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non Cmwltb or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none">• Eligibility• Entitlement items, or• Payment rate assessed <p>Approve the Social Service plan.</p> <p>Note: it is important that all activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.</p>

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 8/04/2016 2:05 pm to 6/07/2016 2:01 pm

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and not their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. A SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- If DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/ or lodging
- SRSS customer living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance, Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive Rent Assistance on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from DHS and pay arrears.

Coding and verification of rent details for new claim and current customers

SRSS customers must advise Human Services within 14 days of having a change in circumstance, such as change in rent paid or accommodation.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customers' rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 8/04/2016 2:05 pm to 6/07/2016 2:01 pm

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

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2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7. • No, go to Step 4.
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	<p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none">• Yes, and the partner is receiving:<ul style="list-style-type: none">◦ The SRSS payment, go to Step 6.◦ An Income Support payment or Family Tax Benefit with Rent Assistance, the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive Rent Assistance on behalf of the couple. Procedure ends here.• No, SRSS customer will receive partnered rate of Rental Assistance Allowance. Go to Step 7.
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s47E(d)

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 6/07/2016 2:01 pm to 26/09/2016 1:16 pm

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

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Verification of rent details for transition customers

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- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

The [Resources](#) page contains links to a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 6/07/2016 2:01 pm to 26/09/2016 1:16 pm

This document outlines how Services Australia pays Rental Assistance Allowance (RAA) to eligible customers as part of their Status Resolution Support Services (SRSS) payment.

RAA - eligibility and coding

Table 1

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Home Affairs will advise Services Australia if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>Confirm the housing type with Department of Home Affairs when:</p> <ul style="list-style-type: none"> a customer contacts to advise they are in privately leased accommodation, and the SRSS information screen indicates they are in Service Provider leased accommodation <p>Submit an SRSS Request for Assistance webform. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for confirmation with the Department of Home Affairs.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their Department of Home Affairs contracted service provider?</p> <ul style="list-style-type: none"> Yes, they are not eligible for RAA. Procedure ends here No, go to Step 2
2	<p>Customer relationship status + Read more ...</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> Yes, go to Step 3 No, go to Step 5
3	<p>Customer has dependent children + Read more ...</p> <p>For more information about a dependent child who is receiving Special Benefit (SpB), see Special Benefit (SpB) for Australian Citizen Child (ACC) and Australian permanent resident children.</p> <p>Does the customer have dependent children?</p> <ul style="list-style-type: none"> Yes, the customer will be paid the single with child Rental Assistance Allowance rate. Go to Step 7 No, go to Step 4
4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for RAA, the customer must:</p> <ul style="list-style-type: none"> be single

	<ul style="list-style-type: none"> • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7 • No, the customer will be eligible for the single RAA amount. Go to Step 7
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including SRSS, Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6 ◦ An Income Support payment or Family Tax Benefit with Rent Assistance (RA), the SRSS customer will not be entitled to any RAA. The partner will receive RA on behalf of the couple. Procedure ends here • No, the SRSS customer will receive the partnered rate of RAA. Go to Step 7
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, the primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7 • No, each customer will receive half of the partnered rate of RAA. Go to Step 7
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d): field. For example, 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for RAA if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds <p>All other rent codes do not attract RAA.</p> <p>Go to Step 8.</p>
8	<p>Update ^{s47E(d)} screen + Read more ...</p> <p>Update the following:</p> <p>s47E(d)</p>

s47E(d)

If verification is not provided, then RAA will cancel on day 28. If the customer contacts within 13 weeks of RAA being cancelled, see [Table 2 > Step 3](#).

s47E(d)

RAA will be paid immediately.

RAA will not be paid or will cease if the code '**NVE**' (not verified) has been used.

Note: if the verification code of '**NVE**' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.

Is a Rent certificate (SU523HD) to be issued manually?

- **Yes,** [go to Step 9](#)
- **No,** [go to Step 10](#)

9

Manually issue a Rent Certificate SU523HD + Read more ...

[Manually issue a Rent Certificate SU523HD](#) in Process Direct.

s47E(d)

	s47E(d)
10	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. Check the entitlement items in the SSP to ensure the customer is receiving the correct entitlement and rate of payment.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none"> • Eligibility • Entitlement items, or • Payment rate assessed <p>Note: it is important all activities relating to the change of circumstances are finalised before the Social Service Plan being approved.</p> <p>Is the SSP displaying an underpayment?</p> <ul style="list-style-type: none"> • Yes, go to Table 2 • No, if the rate is <ul style="list-style-type: none"> ◦ correct approve the Social Service Plan ◦ incorrect, raise an SD via my support. DOC the record
11	<p>SRSS Customer Requests a Review of their RAA + Read more ...</p> <p>If an SRSS customer requests a review of RAA, submit an SRSS Request for Assistance webform.</p> <p>DOC the record. Use Fast Note -s47E(d) Including details of the customer's request and any additional information that has been provided.</p> <p>The SRSS Level 1 Helpdesk will review the RAA to check the coding is correct. If corrections need to be made, these will be provided to the Service Officer.</p> <p>If the SRSS Level 1 Helpdesk is unable to determine the outcome, they will submit a Level 2 Policy Helpdesk enquiry. If required, they will then refer the details of the enquiry to the Department of Home Affairs.</p>

RAA arrears

Table 2

Step	Action
1	<p>Notification within the 14 day notification period + Read more ...</p> <p>Did the customer notify of the increase in rent liability within the 14 day notification period?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3
2	<p>Check arrears are correct + Read more ...</p> <p>Are the arrears correct?</p> <ul style="list-style-type: none"> • Yes, the Service Officer can approve the arrears: <ul style="list-style-type: none"> ◦ Approve the SSP ◦ DOC the record. Include the s 47E(d) and any other relevant information • No, the Service Officer must: <ul style="list-style-type: none"> ◦ Raise an incident via Roxy and add s 47E(d) ' in the first line of the s 47E(d) ◦ place the work item on Hold (not Hold to User) for 28 days ◦ DOC the record

3	<p>Notification outside the 14 day notification period + Read more ...</p> <p>Did the customer notify of the increase in rent liability outside the 14 day notification period but within 13 weeks?</p> <ul style="list-style-type: none">• Yes:<ul style="list-style-type: none">◦ Submit an SRSS Request for Assistance webform. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for referral the to the Department of Home Affairs for their approval. Include the recommendation if the arrears should be paid◦ Place the work item on Hold (not Hold to User) for 28 days◦ DOC the record• No:<ul style="list-style-type: none">◦ Update the Accommodation Details ^{s47E(d)} screen using the date of notification as the date of event◦ DOC the record
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Resources

Historical Version valid from 6/07/2016 2:01 pm to 26/09/2016 1:16 pm

This page contains links to a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Taskcard

This taskcard contains information about verifying accommodation for Status Resolution Support Services customers.

s22



[Verify Accommodation guided procedure](#)

Scenarios

This attachment contains scenarios involving 1 April 16 Rental Assistance Allowance changes relating to Status Resolution Support Services customers.

s22



[1 April 16 Rental Assistance Allowance changes for SRSS customers](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 20/03/2017 2:54 pm to 29/06/2017 12:00 pm

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and not their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. A SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- If DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/ or lodging
- SRSS customer living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance, Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive Rent Assistance on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from DHS and pay arrears.

Coding and verification of rent details for new claim and current customers

SRSS customers must advise Human Services within 14 days of having a change in circumstance, such as change in rent paid or accommodation.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customers' rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

The [Resources](#) page contains links to a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 20/03/2017 2:54 pm to 29/06/2017 12:00 pm

This document outlines how Services Australia pays Rental Assistance Allowance (RAA) to eligible customers as part of their Status Resolution Support Services (SRSS) payment.

RAA - eligibility and coding

Table 1

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Home Affairs will advise Services Australia if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>Confirm the housing type with Department of Home Affairs when:</p> <ul style="list-style-type: none"> a customer contacts to advise they are in privately leased accommodation, and the SRSS information screen indicates they are in Service Provider leased accommodation <p>Submit an SRSS Request for Assistance webform. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for confirmation with the Department of Home Affairs.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their Department of Home Affairs contracted service provider?</p> <ul style="list-style-type: none"> Yes, they are not eligible for RAA. Procedure ends here No, go to Step 2
2	<p>Customer relationship status + Read more ...</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> Yes, go to Step 3 No, go to Step 5
3	<p>Customer has dependent children + Read more ...</p> <p>For more information about a dependent child who is receiving Special Benefit (SpB), see Special Benefit (SpB) for Australian Citizen Child (ACC) and Australian permanent resident children.</p> <p>Does the customer have dependent children?</p> <ul style="list-style-type: none"> Yes, the customer will be paid the single with child Rental Assistance Allowance rate. Go to Step 7 No, go to Step 4
4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for RAA, the customer must:</p> <ul style="list-style-type: none"> be single

	<ul style="list-style-type: none">• without dependent children• not living in exempt accommodation, and• have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none">• Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7• No, the customer will be eligible for the single RAA amount. Go to Step 7
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including SRSS, Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none">• Yes, and the partner is receiving:<ul style="list-style-type: none">◦ The SRSS payment, go to Step 6◦ An Income Support payment or Family Tax Benefit with Rent Assistance (RA), the SRSS customer will not be entitled to any RAA. The partner will receive RA on behalf of the couple. Procedure ends here• No, the SRSS customer will receive the partnered rate of RAA. Go to Step 7
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none">• Yes, the primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7• No, each customer will receive half of the partnered rate of RAA. Go to Step 7
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d): field. For example, 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for RAA if the rent code is:</p> <ul style="list-style-type: none">• PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds <p>All other rent codes do not attract RAA.</p> <p>Go to Step 8.</p>
8	<p>Update ^{s47E(d)} screen + Read more ...</p> <p>Update the following:</p> <p>s47E(d)</p>

s47E(d)

If verification is not provided, then RAA will cancel on day 28. If the customer contacts within 13 weeks of RAA being cancelled, see [Table 2 > Step 3](#).

s47E(d)

RAA will be paid immediately.

RAA will not be paid or will cease if the code '**NVE**' (not verified) has been used.

Note: if the verification code of '**NVE**' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.

Is a Rent certificate (SU523HD) to be issued manually?

- **Yes,** [go to Step 9](#)
- **No,** [go to Step 10](#)

9

Manually issue a Rent Certificate SU523HD + Read more ...

s47E(d)

	s47E(d)
10	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. Check the entitlement items in the SSP to ensure the customer is receiving the correct entitlement and rate of payment.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none"> • Eligibility • Entitlement items, or • Payment rate assessed <p>Note: it is important all activities relating to the change of circumstances are finalised before the Social Service Plan being approved.</p> <p>Is the SSP displaying an underpayment?</p> <ul style="list-style-type: none"> • Yes, go to Table 2 • No, if the rate is <ul style="list-style-type: none"> ◦ correct approve the Social Service Plan ◦ incorrect, raise an SD via my support. DOC the record
11	<p>SRSS Customer Requests a Review of their RAA + Read more ...</p> <p>If an SRSS customer requests a review of RAA, submit an SRSS Request for Assistance webform.</p> <p>DOC the record. Use Fast Note - s47E(d) Including details of the customer's request and any additional information that has been provided.</p> <p>The SRSS Level 1 Helpdesk will review the RAA to check the coding is correct. If corrections need to be made, these will be provided to the Service Officer.</p> <p>If the SRSS Level 1 Helpdesk is unable to determine the outcome, they will submit a Level 2 Policy Helpdesk enquiry. If required, they will then refer the details of the enquiry to the Department of Home Affairs.</p>

RAA arrears

Table 2

Step	Action
1	<p>Notification within the 14 day notification period + Read more ...</p> <p>Did the customer notify of the increase in rent liability within the 14 day notification period?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 3
2	<p>Check arrears are correct + Read more ...</p> <p>Are the arrears correct?</p> <ul style="list-style-type: none"> • Yes, the Service Officer can approve the arrears: <ul style="list-style-type: none"> ◦ Approve the SSP ◦ DOC the record. Include the s 47E(d) and any other relevant information • No, the Service Officer must: <ul style="list-style-type: none"> ◦ Raise an incident via Roxy and add s 47E(d) ' in the first line of the s 47E(d) ◦ place the work item on Hold (not Hold to User) for 28 days ◦ DOC the record

3	<p>Notification outside the 14 day notification period + Read more ...</p> <p>Did the customer notify of the increase in rent liability outside the 14 day notification period but within 13 weeks?</p> <ul style="list-style-type: none">• Yes:<ul style="list-style-type: none">◦ Submit an SRSS Request for Assistance webform. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for referral the to the Department of Home Affairs for their approval. Include the recommendation if the arrears should be paid◦ Place the work item on Hold (not Hold to User) for 28 days◦ DOC the record• No:<ul style="list-style-type: none">◦ Update the Accommodation Details ^{s47E(d)} screen using the date of notification as the date of event◦ DOC the record
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Resources

Historical Version valid from 20/03/2017 2:54 pm to 29/06/2017 12:00 pm

Contact details

[SRSS Level 1 Helpdesk](#)

Rental Assistance Allowance Rate

[Rental Assistance Allowance](#)

mySupport

[mySupport](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 29/06/2017 12:00 pm to 20/02/2018 11:46 am

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 and Band 3 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. An SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DIBP), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- if DIBP advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/or lodging
- SRSS customer is living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation
- SRSS customer without dependents, is under the age of 25 and living in the principal home of a parent

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance (RA), Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive RA on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Immigration and Border Protection (DIBP) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP

If a customer advises that the amount of rent verified by DIBP is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DIBP were wrong.

For any changes occurring thereafter, the date of event should be coded as the date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DIBP.

Any increase in rent paid should be coded (once verified) from commencement of payment from the Department of Human Services and pay arrears.

Coding and verification of rent details for new claim and current customers

In order to avoid a potential overpayment, SRSS customers must advise the Department of Human Services immediately of a change in circumstances, such as a change in rent paid or accommodation.

Customers must notify the change in circumstances within 14 days to receive arrears of Rental Assistance Allowance.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customer's rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

The [Resources](#) page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 29/06/2017 12:00 pm to 20/02/2018 11:46 am

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Immigration and Border Protection (DIBP) will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations team who will liaise with DIBP to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations team.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their DIBP contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here • No, go to Step 2
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations helpdesk who will liaise with DIBP to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations helpdesk.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7 • No, go to Step 4

4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7 • No, the customer will be eligible for the single Rental Assistance Allowance. Go to Step 7
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6 ◦ An Income Support payment or Family Tax Benefit with Rent Assistance (RA), the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive RA on behalf of the couple. Procedure ends here • No, the SRSS customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, the primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7 • No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2 <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVoR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Update record + Read more ...</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non-Cmwlth or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none">• Eligibility• Entitlement items, or• Payment rate assessed <p>Approve the Social Service Plan.</p> <p>Note: it is important that all activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.</p>

Resources

Historical Version valid from 29/06/2017 12:00 pm to 20/02/2018 11:46 am

This page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers.

Intranet link

SRSS Operations helpdesk contact details are located under Refugee and Asylum Seeker (RAS) Operations on the [Multicultural Services Branch Intranet page](#).

Taskcard

This taskcard contains information about verifying accommodation for Status Resolution Support Services customers.

s22



[Verify Accommodation guided procedure](#)

Scenarios

This attachment contains scenarios involving 1 April 16 Rental Assistance Allowance changes relating to SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

s22



[1 April 16 Rental Assistance Allowance changes for SRSS customers](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 20/02/2018 11:46 am to 7/03/2018 1:32 pm

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Home Affairs (DHA) to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 and Band 3 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. An SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by DHA), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- if DHA advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/or lodging
- SRSS customer is living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation
- SRSS customer without dependents, is under the age of 25 and living in the principal home of a parent

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance (RA), Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive RA on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Home Affairs (DHA) should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DHA

If a customer advises that the amount of rent verified by DHA is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by DHA were wrong.

For any changes occurring thereafter, the date of event should be coded as the date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by DHA.

Any increase in rent paid should be coded (once verified) from commencement of payment from the Department of Human Services and pay arrears.

Coding and verification of rent details for new claim and current customers

In order to avoid a potential overpayment, SRSS customers must advise the Department of Human Services immediately of a change in circumstances, such as a change in rent paid or accommodation.

Customers must notify the change in circumstances within 14 days to receive arrears of Rental Assistance Allowance.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customer's rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

The Resources page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for SRSS customers. Some of these

customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 20/02/2018 11:46 am to 7/03/2018 1:32 pm

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Home Affairs (DHA) will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations team who will liaise with DHA to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations team.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their DHA contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here • No, go to Step 2
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations helpdesk who will liaise with DHA to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations helpdesk.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7 • No, go to Step 4

4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7 • No, the customer will be eligible for the single Rental Assistance Allowance. Go to Step 7
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6 ◦ An Income Support payment or Family Tax Benefit with Rent Assistance (RA), the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive RA on behalf of the couple. Procedure ends here • No, the SRSS customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, the primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7 • No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2 <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVOR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Update record + Read more ...</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non-Cmwlth or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none">• Eligibility• Entitlement items, or• Payment rate assessed <p>Approve the Social Service Plan.</p> <p>Note: it is important that all activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.</p>

Resources

Historical Version valid from 20/02/2018 11:46 am to 7/03/2018 1:32 pm

This page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers.

Intranet link

SRSS Operations helpdesk contact details are located under Refugee and Asylum Seeker (RAS) Operations on the [Multicultural Services Branch Intranet page](#).

Taskcard

This taskcard contains information about verifying accommodation for Status Resolution Support Services customers.

s22



[Verify Accommodation guided procedure](#)

Scenarios

This attachment contains scenarios involving 1 April 16 Rental Assistance Allowance changes relating to SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

s22



[1 April 16 Rental Assistance Allowance changes for SRSS customers](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 7/03/2018 1:32 pm to 26/11/2018 5:01 am

Background

s22

This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Home Affairs to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 and Band 3 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. An SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by Department of Home Affairs), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- if Department of Home Affairs advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/or lodging
- SRSS customer is living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation
- SRSS customer without dependents, is under the age of 25 and living in the principal home of a parent

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance (RA), Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive RA on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Home Affairs should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by Department of Home Affairs

If a customer advises that the amount of rent verified by Department of Home Affairs is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by Department of Home Affairs were wrong.

For any changes occurring thereafter, the date of event should be coded as the date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by Department of Home Affairs.

Any increase in rent paid should be coded (once verified) from commencement of payment from the Department of Human Services and pay arrears.

Coding and verification of rent details for new claim and current customers

In order to avoid a potential overpayment, SRSS customers must advise the Department of Human Services immediately of a change in circumstances, such as a change in rent paid or accommodation.

Customers must notify the change in circumstances within 14 days to receive arrears of Rental Assistance Allowance.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customer's rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from rent verification if they advise of a change in rent if the change:

s47E(d)

The Resources page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 7/03/2018 1:32 pm to 26/11/2018 5:01 am

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
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2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations helpdesk who will liaise with Department of Home Affairs to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations helpdesk.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7 • No, go to Step 4

4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7 • No, the customer will be eligible for the single Rental Assistance Allowance. Go to Step 7
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7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2 <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVoR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Update record + Read more ...</p> <p>s47E(d)</p>

s47E(d)

Rental Assistance Allowance will not be paid or will cease if the code '**NVE**' (not verified) has been used. **Note:** if the verification code of '**NVE**' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.

If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) field should be coded with the appropriate exemption code '**EXB**' (Customer in Boarding Style accommodation), '**EXV**' (Customer in Retirement Village), '**EXC**' (Customer is f/t in non-Cmwlth or '**EXR**' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.

9

SRSS Social Service Plan + Read more ...

Once rent details have been coded, the system will generate a payment determined [SRSS Social Service Plan](#). The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.

Access the Social Service Plan.

Scroll down the customer's Social Service Plan to check for any further changes to the customer's:

- Eligibility
- Entitlement items, or
- Payment rate assessed

Approve the Social Service Plan.

Note: it is important that **all** activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.

Resources

Historical Version valid from 7/03/2018 1:32 pm to 26/11/2018 5:01 am

This page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers.

Intranet link

SRSS Operations helpdesk contact details are located under Refugee and Asylum Seeker (RAS) Operations on the [Multicultural Services Branch Intranet page](#).

Taskcard

This taskcard contains information about verifying accommodation for Status Resolution Support Services customers.

s22



[Verify Accommodation guided procedure](#)

Scenarios

This attachment contains scenarios involving 1 April 16 Rental Assistance Allowance changes relating to SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

s22



[1 April 16 Rental Assistance Allowance changes for SRSS customers](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Rental Assistance Allowance 005-06010010

Historical Version valid from 26/11/2018 5:01 am to 22/01/2019 1:41 pm

Background

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This document outlines how the Department of Human Services pays the Status Resolution Support Services (SRSS) payments on behalf of the Department of Home Affairs to people while they seek to resolve their immigration status. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

On this Page:

Rental Assistance Allowance

Qualification for the Rental Assistance Allowance depends on the customer's accommodation type and their band. Generally, only customers receiving [Living Allowance](#) in Band 5 and Band 6 are eligible for Rental Assistance Allowance. However, there may be some customers in Band 4 who are eligible if they are paying for private rental accommodation. Most Band 4 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance. All Band 2 and Band 3 customers are provided accommodation by service providers and therefore do not qualify for Rental Assistance Allowance.

SRSS customers qualify for Rental Assistance Allowance based on their accommodation type. An SRSS customer who is living in:

- service provider leased accommodation (short-term accommodation or emergency accommodation) **does not** qualify for Rental Assistance Allowance
- private accommodation **does** qualify for Rental Assistance Allowance, depending on the amount of private rent paid

Relationship status and accommodation arrangements affect Rental Assistance Allowance

The customer's relationship status and accommodation arrangements may also affect their [Rental Assistance Allowance](#) rate. Single customers who are classified as a sharer will be entitled to a lower maximum rate of Rental Assistance Allowance.

If an SRSS customer resides with a Community Link (a member of their family or a friend who is authorised by Department of Home Affairs), Rental Assistance Allowance is payable based on the amount they pay to the Community Link for their accommodation.

Caravan, tent and boat housing may also qualify for Rental Assistance Allowance if a site or mooring fee is paid.

When Rental Assistance Allowance is not payable

Rental Assistance Allowance is not payable in the following circumstances:

- if Department of Home Affairs advises that Rental Assistance Allowance is not payable due to some other alternative accommodation arrangement
- SRSS customer is receiving free board and/or lodging
- SRSS customer is living in government housing authority homes or Australian government-funded nursing homes or hostels
- SRSS customer is paying a mortgage on their accommodation
- SRSS customer without dependents, is under the age of 25 and living in the principal home of a parent

Note: if an SRSS customer becomes partnered with a person who is receiving an income support payment and Rent Assistance (RA), Rental Assistance Allowance will not be payable because, as required by social security legislation, the income support recipient will receive RA on behalf of the couple.

Verification of rent details for transition customers

Rent details provided by Department of Home Affairs should be accepted for transition customers unless the customer advises of any variations.

Decrease in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by Department of Home Affairs

If a customer advises that the amount of rent verified by Department of Home Affairs is incorrect, it needs to be coded from the later of the date of event or date paid to plus one (once rent is verified). This applies to all transition customers if the rent details provided by Department of Home Affairs were wrong.

For any changes occurring thereafter, the date of event should be coded as the date of effect.

Increase in Rental Assistance Allowance - date of effect for corrections to the amount of rent paid that was supplied by Department of Home Affairs.

Any increase in rent paid should be coded (once verified) from commencement of payment from the Department of Human Services and pay arrears.

Coding and verification of rent details for new claim and current customers

In order to avoid a potential overpayment, SRSS customers must advise the Department of Human Services immediately of a change in circumstances, such as a change in rent paid or accommodation.

Customers must notify the change in circumstances within 14 days to receive arrears of Rental Assistance Allowance.

For any positive adjustments to the amount of rent paid, if the SRSS customer advises:

- within 14 days, code the date of the change as the date of event
- after 14 days, code the date of notification as the date of event

For any negative adjustments to the amount of rent paid, the date of the change will remain the date of event in all cases.

Verification must be provided for all other customer's rent details:

- at the initial claim interview
- when they become eligible for Rental Assistance Allowance, or
- when they have a change in rent arrangements

For any changes in rent details, customers must provide documentary evidence such as a current:

- lease
- tenancy agreement, or
- rent certificate

If the customer is unable to provide a lease, rent certificate or tenancy agreement, they can submit a rent declaration which includes:

- details of the property
- their living arrangements (that is, sharers and their relationship)
- their portion of the total rent paid, and
- the name of the person to whom the rent is paid

Exempt from provision of Rental Assistance Allowance verification

If a customer is currently receiving Rental Assistance Allowance and is advising a change to their rent liability, they may be exempt from [rent verification](#) if they advise of a change in rent if the change:

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The [Resources](#) page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

Related links

[Status Resolution Support Services \(SRSS\) payment eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Dependent Child Allowance](#)

Process

Historical Version valid from 26/11/2018 5:01 am to 22/01/2019 1:41 pm

This page contains the process to be used when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Rental Assistance Allowance

Eligibility and coding for Rental Assistance Allowance

This table describes the steps to take when a customer is entitled to receive Rental Assistance Allowance as part of their Status Resolution Support Services (SRSS) payment.

Step	Action
1	<p>Service Provider leased accommodation + Read more ...</p> <p>The Department of Home Affairs will advise Human Services if a customer is living in Service Provider leased accommodation (either short term accommodation provided by the service provider or emergency accommodation) and paying a Temporary Accommodation Contribution.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations team who will liaise with Department of Home Affairs to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations team.</p> <p>Is the customer living in Service Provider leased accommodation or emergency accommodation provided by their Department of Home Affairs contracted service provider?</p> <ul style="list-style-type: none"> • Yes, they are not eligible for Rental Assistance Allowance. Procedure ends here • No, go to Step 2
2	<p>Paying for private accommodation + Read more ...</p> <p>SRSS customer has advised that they are paying for private accommodation.</p> <p>If a customer contacts Human Services to advise they are in privately leased accommodation and the ^{s47E(d)} s47E(d) screen indicates they are in Service Provider leased accommodation, email the SRSS Operations team who will liaise with Department of Home Affairs to confirm the housing type. The Resources page contains a link to contact details for the SRSS Operations helpdesk.</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 5
3	<p>Does the customer have any dependent children? + Read more ...</p> <ul style="list-style-type: none"> • Yes, the customer will be paid single with child Rental Assistance Allowance rate. Go to Step 7 • No, go to Step 4

4	<p>Single customer a sharer + Read more ...</p> <p>To be classified as a sharer for Rental Assistance Allowance, the customer must:</p> <ul style="list-style-type: none"> • be single • without dependent children • not living in exempt accommodation, and • have a legal right to share a major area of their accommodation with others <p>Is the customer a sharer?</p> <ul style="list-style-type: none"> • Yes, the customer will be eligible for the sharer's rate of Rental Assistance Allowance. Go to Step 7 • No, the customer will be eligible for the single Rental Assistance Allowance. Go to Step 7
5	<p>Customer is partnered + Read more ...</p> <p>Does the partner receive any payments (including Social Security, family assistance, or Veterans' Affairs income support)?</p> <ul style="list-style-type: none"> • Yes, and the partner is receiving: <ul style="list-style-type: none"> ◦ The SRSS payment, go to Step 6 ◦ An Income Support payment or Family Tax Benefit with Rent Assistance (RA), the SRSS customer will not be entitled to any Rental Assistance Allowance as the partner will receive RA on behalf of the couple. Procedure ends here • No, the SRSS customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
6	<p>Customer and partner both receiving SRSS payment + Read more ...</p> <p>Do the customers have any dependent children?</p> <ul style="list-style-type: none"> • Yes, the primary parent will be paid the partnered rate of Rental Assistance Allowance on behalf of the couple and children. Go to Step 7 • No, each customer will receive the partnered rate of Rental Assistance Allowance. Go to Step 7
7	<p>Determine code for type of rent + Read more ...</p> <p>Determine the appropriate code for the s 47E(d) field, for example 'PRI' (Private Rent), 'NRT' (Net Rent Assessed) or 'OHO' (Other Housing organisation).</p> <p>If the customer is a sharer, ensure the net rent rules are applied as appropriate.</p> <p>The customer will be eligible for Rental Assistance Allowance if the rent code is:</p> <ul style="list-style-type: none"> • PRI, BOA, DEF, LOD, MNT, MOO, NRT, OHO, OTH, SIT and customer is BAND 4/5/6 and paying more than the Minimum rent thresholds, and • Rent verification is VER, VEF, VEC, VED, VEE, EXE, EXB, EXV, EXC, EXR, HAR, COA, NCL, RVE, RRL, MA1, MA2 <p>All other rent codes do not attract Rental Assistance Allowance.</p> <p>If the Community Housing Org (CHO) uses the electronic verification of rent (EVoR) scheme to advise and update a customer's new rent details, the process uses a verification code of 'VEE' (verified electronically). This code is system generated only, and should not be changed. If the accommodation circumstances do change at a later date, then normal processes apply.</p>
8	<p>Update record + Read more ...</p> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Rental Assistance Allowance will not be paid or will cease if the code 'NVE' (not verified) has been used. Note: if the verification code of 'NVE' is used, a Rent Certificate must be manually created and issued to the customer in a separate activity.</p> <p>If the customer is exempt from the requirement to provide verification because they live in an exempt accommodation type, the s 47E(d) : field should be coded with the appropriate exemption code 'EXB' (Customer in Boarding Style accommodation), 'EXV' (Customer in Retirement Village), 'EXC' (Customer is f/t in non-Cmwlth or 'EXR' (Customer in Refuge) and Rental Assistance Allowance will be paid immediately.</p>
9	<p>SRSS Social Service Plan + Read more ...</p> <p>Once rent details have been coded, the system will generate a payment determined SRSS Social Service Plan. The entitlement items in the SSP will need to be checked to ensure the customer is receiving the correct entitlement and rate of payment. If the rates are correct, the SRSS Social Service Plan will need to be approved to ensure the new rates take effect.</p> <p>Access the Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any further changes to the customer's:</p> <ul style="list-style-type: none">• Eligibility• Entitlement items, or• Payment rate assessed <p>Approve the Social Service Plan.</p> <p>Note: it is important that all activities relating to the change of circumstances are finalised prior to the Social Service Plan being approved.</p>

Resources

Historical Version valid from 26/11/2018 5:01 am to 22/01/2019 1:41 pm

This page contains links to contact details for the SRSS Operations helpdesk, a taskcard with information about verifying accommodation and scenarios involving 1 April 16 Rental Assistance Allowance changes for Status Resolution Support Services customers.

Intranet link

SRSS Operations helpdesk contact details are located under Refugee and Asylum Seeker (RAS) Operations on the [Multicultural Services Branch Intranet page](#).

Taskcard

This taskcard contains information about verifying accommodation for Status Resolution Support Services customers.

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[Verify Accommodation guided procedure](#)

Scenarios

This attachment contains scenarios involving 1 April 16 Rental Assistance Allowance changes relating to SRSS customers. Some of these customers are entitled to receive Rental Assistance Allowance as part of their payment.

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[1 April 16 Rental Assistance Allowance changes for SRSS customers](#)

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Dependent Child Allowance 005-06010020

Historical Version valid from 28/01/2016 3:43 pm to 14/07/2016 7:10 pm

Background

s22

This document outlines eligibility information for the Dependent Child Allowance component of the Status Resolution Support Services (SRSS) payment.

On this Page:

Dependent Child Allowance

The Department of Human Services pays the Status Resolution Support Services (SRSS) payment on behalf of the Department of Immigration and Border Protection (DIBP) to people while they seek to resolve their immigration status. Some of these customers are also entitled to receive Dependent Child Allowance. Dependent Child Allowance is a component of SRSS payment and payable to people with dependent children in their care.

If staff identify a customer, partner or child who is in receipt of both SRSS and FTB for the same person (as SRSS is not a precluding payment for FTB purposes) please urgently escalate the case to the SRSS Operations Helpdesk. The SRSS Operations Helpdesk will liaise with DIBP through the policy area to determine if the customer is still eligible for SRSS as they have been deemed eligible for FTB.

Dependent Child Allowance rate

The Dependent Child Allowance rate will depend on which [Band the customer is paid under](#) and the age of the child. Single customers may also be eligible for an additional rate of Dependent Child Allowance based on the age of their youngest dependent child.

The Dependent Child Allowance is generally payable only to one member of a couple, who is known as the [primary parent](#).

Dependent children

Eligible recipients under the age of 18 years living with their [primary parent](#) are considered to be a [dependent child for SRSS](#) and cannot receive SRSS payment in their own right, unless determined to be independent by Department of Immigration and Border Protection (DIBP).

Where a child comes into the care of a SRSS customer, including the birth of a child, DIBP determines whether a child will be regarded as a dependent child for SRSS payment purposes.

Shared care arrangements do not apply to SRSS customers. If the care of a SRSS child is shared between two people, DIBP will determine if the child is a dependent child of an SRSS customer and who is eligible to receive Dependent Child Allowance.

The [Resources](#) page contains links to contact details for the SRSS Operations helpdesk and rates of Dependent Child Allowance.

Related links

[Status Resolution Support Services \(SRSS\) eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Rental Assistance Allowance](#)

Process

Historical Version valid from 28/01/2016 3:43 pm to 14/07/2016 7:10 pm

This page contains information about when customers are entitled to receive Dependent Child Allowance as a component of the Status Resolution Support Services (SRSS) payment, which is payable to people with dependent children in their care.

Dependent Child Allowance

Categories of information and definition of terms for Dependent Child Allowance

This table contains information about categories and definition of terms used when looking at a Status Resolution Support Services (SRSS) customers' entitlement to Dependent Child Allowance.

Item	Description
1	<p>Dependent Child Allowance + Read more ...</p> <p>The customer must be qualified for and receiving SRSS payment to receive the Dependent Child Allowance.</p> <p>Customers who are being paid in Band 2 are not eligible for Dependent Child Allowance. If an unaccompanied minor has a child, they will be moved into Band 3 by the Department of Immigration and Border Protection (DIBP).</p> <p>The Dependent Child Allowance is paid at the same time as Living Allowance and, if applicable, Rental Assistance Allowance.</p> <p>The Dependent Child Allowance rate paid depends on which band the customer is paid Living Allowance under and the age of each dependent child.</p> <p>The Dependent Child Allowance is generally payable only to one member of a couple, who is known as the primary parent. For the SRSS payment, the primary parent will generally be the mother.</p> <p>There is no limit to the number of children for which Dependent Child Allowance can be paid.</p>
2	<p>Single parents + Read more ...</p> <p>Single parents also receive an additional amount of Dependent Child Allowance based on the age of the youngest child in their care.</p>
3	<p>Change in care + Read more ...</p> <p>Where a child goes into the care of someone who is not receiving SRSS, Human Services must escalate the case to Department of Immigration and Border Protection (DIBP) for advice via the SRSS Operations Helpdesk.</p>
4	<p>Cessation of Dependant Child Allowance + Read more ...</p> <p>Dependent Child Allowance will cease when:</p> <ul style="list-style-type: none"> the dependent child turns 18 years of age the dependent child moves into the care of another guardian the dependent child dies the dependent child goes overseas Department of Immigration and Border Protection (DIBP) determines that a dependent child is now independent and thus becomes an eligible SRSS customer in their own right; or DIBP advises that the child is no longer to be considered eligible
5	<p>Dependent child turns 18 years of age + Read more ...</p> <p>If a dependent child turns 18 years of age, they may qualify for SRSS Payment in their own right.</p>

	<p>A new claim will be required. The child is deemed to be in the same band unless otherwise advised by the Department of Immigration and Border Protection (DIBP).</p> <p>Human Services staff can initiate a new claim and do not need to wait for confirmation from DIBP. A letter will be sent to the customer 4 weeks prior to the child's birthday to commence the new claim process.</p>
6	<p>Independence + Read more ...</p> <p>Department of Immigration and Border Protection (DIBP) can decide that a person under the age of 18 years is independent and therefore eligible for SRSS Payment in their own right. The primary parent will not receive the Dependent Child Allowance.</p> <p>If the customer advises their independence to Human Services, the case will be referred to DIBP for assessment via the SRSS Operations Helpdesk.</p>

Resources

Historical Version valid from 28/01/2016 3:43 pm to 14/07/2016 7:10 pm

This page contains links to the Status Resolution Support Services (SRSS) Operations helpdesk and rates of Dependent Child Allowance. Links on this page may be unavailable to external audiences.

Intranet link

SRSS Operations helpdesk contact details are under [Level 2 helpdesks on the Multicultural Services Branch Intranet page](#).

Rates of Dependent Child Allowance

To determine the correct rate of Dependent Child Allowance:

- choose the correct link below based on which Band the customer is being paid under
- find the number of children aged under 13 years on the left hand axis then find the number of children aged 13-17 on the top row
- the amount in the intersecting box is how much Dependent Child Allowance they will be paid

Band 3 customer arrived in Australia before 13 August 2012

s22



[Customer is partnered](#)

s22



[Customer is single and their youngest child is aged under 5](#)

s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 3 customer arrived in Australia on or after 13 August 2012

s22



[Customer is partnered](#)

s22



[Customer is single and their youngest child is aged under 5](#)

s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 4, 5 or 6 customer

s22



[Customer is partnered](#)

s22



[Customer is single and their youngest child is aged under 5](#)

s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Dependent Child Allowance 005-06010020

Historical Version valid from 14/07/2016 7:10 pm to 20/03/2017 2:54 pm

Background

s22

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If staff identify a customer, partner or child who is in receipt of both SRSS and FTB for the same person (as SRSS is not a precluding payment for FTB purposes) please urgently escalate the case to the SRSS Operations Helpdesk. The SRSS Operations Helpdesk will liaise with DIBP through the policy area to determine if the customer is still eligible for SRSS as they have been deemed eligible for FTB.

Dependent Child Allowance rate

The Dependent Child Allowance rate will depend on which [Band the customer is paid under](#) and the age of the child. Single customers may also be eligible for an additional rate of Dependent Child Allowance based on the age of their youngest dependent child.

The Dependent Child Allowance is generally payable only to one member of a couple, who is known as the [primary parent](#).

Dependent children

Eligible recipients under the age of 18 years living with their [primary parent](#) are considered to be a [dependent child for SRSS](#) and cannot receive SRSS payment in their own right, unless determined to be independent by Department of Immigration and Border Protection (DIBP).

Where a child comes into the care of a SRSS customer, including the birth of a child, DIBP determines whether a child will be regarded as a dependent child for SRSS payment purposes.

Shared care arrangements do not apply to SRSS customers. If the care of a SRSS child is shared between two people, DIBP will determine if the child is a dependent child of an SRSS customer and who is eligible to receive Dependent Child Allowance.

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Related links

[Status Resolution Support Services \(SRSS\) eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Rental Assistance Allowance](#)

Process

Historical Version valid from 14/07/2016 7:10 pm to 20/03/2017 2:54 pm

This page contains information about when customers are entitled to receive Dependent Child Allowance as a component of the Status Resolution Support Services (SRSS) payment, which is payable to people with dependent children in their care.

Dependent Child Allowance

Categories of information and definition of terms for Dependent Child Allowance

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2	<p>Single parents + Read more ...</p> <p>Single parents also receive an additional amount of Dependent Child Allowance based on the age of the youngest child in their care.</p>
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5	<p>Dependent child turns 18 years of age + Read more ...</p> <p>If a dependent child turns 18 years of age, they may qualify for SRSS Payment in their own right.</p>

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Resources

Historical Version valid from 14/07/2016 7:10 pm to 20/03/2017 2:54 pm

This page contains links to the Status Resolution Support Services (SRSS) Operations helpdesk and rates of Dependent Child Allowance. Links on this page may be unavailable to external audiences.

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s22



[Customer is partnered](#)

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s22



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s22



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s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 4, 5 or 6 customer

s22



[Customer is partnered](#)

s22



[Customer is single and their youngest child is aged under 5](#)

s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Dependent Child Allowance 005-06010020

Historical Version valid from 20/03/2017 2:54 pm to 20/02/2018 11:47 am

Background

s22

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On this Page:

Dependent Child Allowance

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Dependent Child Allowance rate

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Related links

[Status Resolution Support Services \(SRSS\) eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Rental Assistance Allowance](#)

Process

Historical Version valid from 20/03/2017 2:54 pm to 20/02/2018 11:47 am

This document outlines eligibility information for the Dependent Child Allowance component of the Status Resolution Support Services (SRSS) payment.

Assessing and coding changes

Table 1

Step	Action
1	<p>SRSS customer has dependent child come into care + Read more ...</p> <p>Department of Home Affairs advises the SRSS customer has had a child enter their care, including the birth of a baby.</p> <p>If the parent is partnered to another SRSS customer, the child must be linked to both SRSS parents.</p> <p>Is the child linked to the parent(s) on the Link Summary ^{s47E(d)} screen with a SRD link?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, go to Step 2
2	<p>Child not linked to parent + Read more ...</p> <p>Is there an existing record for the child?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No: <ul style="list-style-type: none"> ◦ Create a record for the child, see Adding a customer to the system ◦ Submit an SRSS Request for Assistance webform, advising the child record has been created, and the CRN. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk to advise the Department of Home Affairs of the CRN ◦ Go to Step 3
3	<p>Create SRD Link for child record to both parent record + Read more ...</p> <p>s47E(d)</p> <p>Note: this action may take overnight to occur.</p> <p>Has the Relationship tab been updated?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, raise an incident via Roxy and add s 47E(d) ' in the first line of the s 47E(d)

4	<p>Check Dependent Child Allowance (DCA) entitlement + Read more ...</p> <p>Check the:</p> <ul style="list-style-type: none"> • Relationship tab • s47E(d) screen in Customer First for each payment: • ensure only the primary carer has primary carer indicator set to 'Y' • if applicable, the parent who is not the primary carer has indicator set to 'N' <p>If the primary carer indicator is missing or incorrect, edit the s47E(d) screen with the correct details.</p> <p>To update the primary carer indicator:</p> <p>s47E(d)</p> <p>Note: check the dates are concurrent and not overlapping.</p> <p>Check the Social Service Plan for both parents, only the primary parent should get DCA and RAA for the child in care.</p> <p>If the DCA entitlement and/or the RAA entitlement is incorrect for the parent(s):</p> <ul style="list-style-type: none"> • Run the s47E(d) guided procedure for each record to reassess the payment. In some cases, the system can take up to 30 minutes to create an SSP • Check the SSP outcome is correct <p>Is the SSP outcome correct?</p> <ul style="list-style-type: none"> • Yes: <ul style="list-style-type: none"> ◦ Finalise the SSP ◦ DOC the record. Use Fast Note s47E(d) • No: <ul style="list-style-type: none"> ◦ Raise an incident via Roxy and add s 47E(d) ' in the first line of the s 47E(d) ◦ DOC the record. Use Fast Note s47E(d) ◦ Procedure ends here
5	<p>Dependent child turning 18 + Read more ...</p> <p>When a dependent child turns 18 years of age, the Department of Home Affairs will advise Services Australia if they are eligible to apply for SRSS payments.</p> <p>An auto generated letter is sent to the child 28 days before their birthday to commence the new claim process.</p> <p>Note: The person receiving DCA will not receive a letter. This is due to a known system issue.</p> <p>The SRSS National team will arrange a new claim interview for the customer turning 18.</p> <p>If the child turning 18 wants to apply for SRSS, they must:</p> <ul style="list-style-type: none"> • lodge a new claim • confirm their identity • advise of bank account details in their own name <p>To process the new claim:</p>

	<ul style="list-style-type: none"> Before processing the new claim, check the child's Family Group Information (FGI) has been created by the Department of Home Affairs. If this has not been created, submit an SRSS Request for Assistance webform for referral to the Department of Home Affairs See Processing Status Resolution Support Services (SRSS) payment claims DCA payments to the primary carer will stop from the child's 18th birthday. The child must remain linked to the parent(s) to ensure the dependent rate is paid. <p>Go to Step 10.</p>
6	<p>The Department of Home Affairs advises the dependent child leaves care + Read more ...</p> <p>The Department of Home Affairs will advise Services Australia via the datalink:</p> <ul style="list-style-type: none"> when a child is no longer considered a DCA child for SRSS purposes a child has moved into care with another person, or the child is deemed to be independent <p>This will create a ZCOC activity (as an XML file).</p> <p>The update will require manual intervention. The ZCOC will be:</p> <ul style="list-style-type: none"> created as 'For Manual Action' allocated to suitably skilled staff via Workload Manager <p>If staff are allocated a ZCOC activity, in Customer First:</p> <p>s47E(d)</p> <p>Check the Relationship tab to make sure the guardian link has ended the day before child left care. Updates to the Relationship tab may take some time to show the changes.</p> <p>Is the guardian link end date correct?</p> <ul style="list-style-type: none"> Yes: <ul style="list-style-type: none"> Approve SSP DOC the record. Use s47E(d) No: <ul style="list-style-type: none"> Raise an incident via Roxy and add s 47E(d) ' in the first line of the s 47E(d) DOC the record. Use Fast Note - s47E(d) Procedure ends here <p>Note: in circumstances where the customer tells Services Australia a child has left their care, refer to the SRSS Level 1 Helpdesk. Use the SRSS Request for Assistance webform, include the child's:</p> <ul style="list-style-type: none"> name date of birth date left care <p>The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry to the Department of Home Affairs for advice before unlinking the child.</p>
7	<p>Dependent Child Allowance ends due to primary carer's income + Read more ...</p> <p>If an SRSS customer or partner lose entitlement to DCA due to income:</p> <ul style="list-style-type: none"> Submit an SRSS Request for Assistance webform. The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry with details for referral to the Department of Home Affairs to determine if the primary

	<p>indicator should be changed</p> <ul style="list-style-type: none"> • DOC the record • Note: DCA may cancel due to income automatically. In these cases, the Department of Home Affairs will be advised of the change via the Status Update in the datalink • Procedure ends here
8	<p>Customer or dependent child advises dependent child leaving care + Read more ...</p> <p>Make an assessment on how the child's circumstances would be assessed based on Independence for Youth Allowance (YA) customers and related Operational Blueprint files.</p> <p>Gather details. These may vary based on the individual's circumstances. Details may include:</p> <ul style="list-style-type: none"> • the date and reason the person stopped living with their parent/s or guardian/s • evidence to support independence. For example, partner details or the individual's income details • the individual's new address, rental agreement, or Rent Certificate <p>Seek help from Youth Allowance Technical Support if required.</p> <p>Annotate the DOC.</p> <p>Submit an SRSS Request for Assistance webform, include recommendation.</p> <p>The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for referral to the Department of Home Affairs including a recommendation on if the independent rate would be granted for a Youth Allowance customer in the same circumstance.</p> <p>Note: staff should not refer the customer to a social worker or the UTLAH Assessment Team unless requested by the Department Home Affairs.</p>
9	<p>Child (aged under 18 years) deemed independent by the Department of Home Affairs + Read more ...</p> <p>If the Department of Home Affairs has deemed a child independent, they must lodge a new claim for SRSS payment.</p> <p>To process the new claim:</p> <ul style="list-style-type: none"> • see Processing Status Resolution Support Services (SRSS) payment claims • before processing the new claim, check the child's Family Group Information (FGI) has been created by the Department of Home Affairs. If this has not been created, submit an SRSS Request for Assistance webform • The SRSS Level 1 Helpdesk will submit a Level 2 Policy Helpdesk enquiry for referral to the Department of Home Affairs <p>DCA payments to the parent(s) will stop from the date the Department of Home Affairs have deemed the child to be independent.</p>
10	<p>Check Social Services Plan and finalise the changes + Read more ...</p> <p>Any change in circumstances that affects the SRSS payment, the system will create a 'Payment Determined' SSP that will need to be approved for the payment to be updated.</p> <p>In some cases, the system can take up to 30 minutes to create an SSP.</p> <p>Access the Payment Determined Social Service Plan.</p> <p>Scroll down the customer's Social Service Plan to check for any changes to the customer's:</p> <ul style="list-style-type: none"> • eligibility • entitlement items, or • payment rate assessed <p>Approve the Social Service Plan and DOC the record.</p> <p>Procedure ends here.</p>

Resources

Historical Version valid from 20/03/2017 2:54 pm to 20/02/2018 11:47 am

Contact details

[SRSS Level 1 Helpdesk](#)

Intranet link

[Multicultural Guide](#)

Rates of Dependent Child Allowance

To determine the correct rate of Dependent Child Allowance:

- choose the correct link below based on which Band the customer is being paid under
- find the relevant relationship status
- find the number of children aged 0-12 years on the left hand axis
- find the total number of children aged 13-15 and 16-17 on the top row
- the amount in the intersecting box is how much Dependent Child Allowance they will be paid

Note: the figures in the tables are a guide only, effective 1 July 2025 unless otherwise stated.

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[Band 3 customer arrived in Australia before 13 August 2012](#)



[Band 3 customer arrived in Australia on or after 13 August 2012](#)



[Band 4, 5 or 6 customer](#)

Letters



[Q062 Child turning 18 letter](#)



[Q062 Parent letter](#)

Taskcards

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[What to do when a child turns 18](#)



[SRSS information guided procedure](#)



[How to change primary carer](#)

mySupport

[mySupport](#)

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Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Dependent Child Allowance 005-06010020

Historical Version valid from 20/02/2018 11:47 am to 7/03/2018 1:34 pm

Background

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This document outlines eligibility information for the Dependent Child Allowance component of the Status Resolution Support Services (SRSS) payment.

On this Page:

Dependent Child Allowance

The Department of Human Services pays the Status Resolution Support Services (SRSS) payment on behalf of the Department of Home Affairs (DHA) to people while they seek to resolve their immigration status. Some of these customers are also entitled to receive Dependent Child Allowance. Dependent Child Allowance is a component of SRSS payment and payable to people with dependent children in their care.

If staff identify a customer, partner or child who is in receipt of both SRSS and FTB for the same person (as SRSS is not a precluding payment for FTB purposes) please urgently escalate the case to the SRSS Operations Helpdesk. The SRSS Operations Helpdesk will liaise with DHA through the policy area to determine if the customer is still eligible for SRSS as they have been deemed eligible for FTB.

Dependent Child Allowance rate

The Dependent Child Allowance rate will depend on which [Band the customer is paid under](#) and the age of the child. Single customers may also be eligible for an additional rate of Dependent Child Allowance based on the age of their youngest dependent child.

The Dependent Child Allowance is generally payable only to one member of a couple, who is known as the [primary parent](#).

Dependent children

Eligible recipients under the age of 18 years living with their [primary parent](#) are considered to be a [dependent child for SRSS](#) and cannot receive SRSS payment in their own right, unless determined to be independent by Department of Home Affairs (DHA).

Where a child comes into the care of a SRSS customer, including the birth of a child, DHA determines whether a child will be regarded as a dependent child for SRSS payment purposes.

Shared care arrangements do not apply to SRSS customers. If the care of a SRSS child is shared between two people, DHA will determine if the child is a dependent child of an SRSS customer and who is eligible to receive Dependent Child Allowance.

The [Resources](#) page contains links to contact details for the SRSS Operations helpdesk and rates of Dependent Child Allowance.

Related links

[Status Resolution Support Services \(SRSS\) eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Rental Assistance Allowance](#)

Process

Historical Version valid from 20/02/2018 11:47 am to 7/03/2018 1:34 pm

This page contains information about when customers are entitled to receive Dependent Child Allowance as a component of the Status Resolution Support Services (SRSS) payment, which is payable to people with dependent children in their care.

Dependent Child Allowance

Categories of information and definition of terms for Dependent Child Allowance

This table contains information about categories and definition of terms used when looking at a Status Resolution Support Services (SRSS) customers' entitlement to Dependent Child Allowance.

Item	Description
1	<p>Dependent Child Allowance + Read more ...</p> <p>The customer must be qualified for and receiving SRSS payment to receive the Dependent Child Allowance.</p> <p>Customers who are being paid in Band 2 are not eligible for Dependent Child Allowance. If an unaccompanied minor has a child, they will be moved into Band 3 by the Department of Home Affairs (DHA).</p> <p>The Dependent Child Allowance is paid at the same time as Living Allowance and, if applicable, Rental Assistance Allowance.</p> <p>The Dependent Child Allowance rate paid depends on which band the customer is paid Living Allowance under and the age of each dependent child.</p> <p>The Dependent Child Allowance is generally payable only to one member of a couple, who is known as the primary parent. For the SRSS payment, the primary parent will generally be the mother.</p> <p>There is no limit to the number of children for which Dependent Child Allowance can be paid.</p>
2	<p>Single parents + Read more ...</p> <p>Single parents also receive an additional amount of Dependent Child Allowance based on the age of the youngest child in their care.</p>
3	<p>Change in care + Read more ...</p> <p>Where a child goes into the care of someone who is not receiving SRSS, Human Services must escalate the case to Department of Home Affairs (DHA) for advice via the SRSS Operations Helpdesk.</p>
4	<p>Cessation of Dependant Child Allowance + Read more ...</p> <p>Dependent Child Allowance will cease when:</p> <ul style="list-style-type: none"> the dependent child turns 18 years of age the dependent child moves into the care of another guardian the dependent child dies the dependent child goes overseas Department of Home Affairs (DHA) determines that a dependent child is now independent and thus becomes an eligible SRSS customer in their own right; or DHA advises that the child is no longer to be considered eligible
5	<p>Dependent child turns 18 years of age + Read more ...</p> <p>If a dependent child turns 18 years of age, they may qualify for SRSS Payment in their own right.</p>

	<p>A new claim will be required. The child is deemed to be in the same band unless otherwise advised by the Department of Home Affairs (DHA).</p> <p>Human Services staff can initiate a new claim and do not need to wait for confirmation from DHA. A letter will be sent to the customer 4 weeks prior to the child's birthday to commence the new claim process.</p>
6	<p>Independence + Read more ...</p> <p>Department of Home Affairs (DHA) can decide that a person under the age of 18 years is independent and therefore eligible for SRSS Payment in their own right. The primary parent will not receive the Dependent Child Allowance.</p> <p>If the customer advises their independence to Human Services, the case will be referred to DHA for assessment via the SRSS Operations Helpdesk.</p>

Resources

Historical Version valid from 20/02/2018 11:47 am to 7/03/2018 1:34 pm

This page contains links to the Status Resolution Support Services (SRSS) Operations helpdesk and rates of Dependent Child Allowance. Links on this page may be unavailable to external audiences.

Intranet link

SRSS Operations helpdesk contact details are under [Level 2 helpdesks on the Multicultural Services Branch Intranet page](#).

Rates of Dependent Child Allowance

To determine the correct rate of Dependent Child Allowance:

- choose the correct link below based on which Band the customer is being paid under
- find the number of children aged under 13 years on the left hand axis then find the number of children aged 13-17 on the top row
- the amount in the intersecting box is how much Dependent Child Allowance they will be paid

Band 3 customer arrived in Australia before 13 August 2012

s22



[Customer is partnered](#)

s22



[Customer is single and their youngest child is aged under 5](#)

s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 3 customer arrived in Australia on or after 13 August 2012

s22



[Customer is partnered](#)

s22



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s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 4, 5 or 6 customer

s22



[Customer is partnered](#)

s22



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s22



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s22



Australian Government

Services Australia

Status Resolution Support Services (SRSS) customer eligibility for Dependent Child Allowance 005-06010020

Historical Version valid from 7/03/2018 1:34 pm to 22/01/2019 1:53 pm

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s22

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[Status Resolution Support Services \(SRSS\) eligibility for Living Allowance](#)

[Status Resolution Support Services \(SRSS\) customer eligibility for Rental Assistance Allowance](#)

Process

Historical Version valid from 7/03/2018 1:34 pm to 22/01/2019 1:53 pm

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s22



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s22



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s22



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s22



[Customer is single and their youngest child is aged 5 - 17 years](#)

Band 4, 5 or 6 customer

s22



[Customer is partnered](#)

s22



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s22



[Customer is single and their youngest child is aged 5 - 17 years](#)