



Complex Case Support

What is Complex Case Support?

Complex Case Support (CCS) is a program run by the Department of Immigration and Citizenship to provide extra support to refugees and humanitarian entrants with complex and high needs.

CCS helps people whose needs cannot be met by other settlement services such as the Humanitarian Settlement Services Program and the Settlement Grants Program.

Am I eligible for CCS services?

You could be eligible for CCS if you have arrived in Australia in the last five years and hold one of the following visas:

- Refugee (subclasses 200, 201, 203 and 204) visa
- Special Humanitarian Program (subclass 202) visa
- Protection visa (subclass 866) or a Temporary Protection visa.

To receive CCS services you must also have several intense or critical needs that mean you or others in your family need to use many different services. These needs might be because of:

- health and medical problems
- mental health issues
- violence in your home or family
- personal or family relationship difficulties
- problems affecting children or young people in your family
- accommodation, financial or legal difficulties.

How do people get referred to CCS?

Anyone can refer a refugee or humanitarian entrant to CCS including:

- migrant resource centres and refugee support groups
- government agencies
- community and health organisations
- local church and volunteer groups
- doctors, teachers, police officers and school counsellors
- refugees.

People are referred to CCS by completing the *Referral for Complex Case Support form* (Form 1292) and sending it to the Department of Immigration and Citizenship. The referral form is available on the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/ccs.htm>

The Department of Immigration and Citizenship assesses and decides whether to accept each referral to CCS. You will get a letter from the department to tell you whether or not you have been accepted to receive CCS services. The department may also telephone you about your referral to CCS.

Who delivers CCS services?

If you are accepted to receive CCS support, the department will appoint a service provider to assist you. The service provider may be an organisation that you already know through other settlement services.

The service provider will allocate a person called a case manager to help you. The service provider may also use volunteers where it's appropriate.

What will happen next?

The service provider will contact you to do an initial needs assessment. This will usually mean that they will meet you face-to-face at your home or some other place. They will talk to you and your family about your needs. They will also talk about the information in the referral form and how comfortable you feel living in Australia.

The service provider will use the information, especially what you tell them about your needs, to develop a plan for the activities they will do with you. This is called a case management plan. After the Department of Immigration and Citizenship agrees to the case management plan, your case manager will be able to start working with you.

What kind of help will CCS give me?

The kind of support that you receive will depend on your needs and the needs of all the people in your family or household. The services will be designed to help you deal with the issues you face now and help you to learn how to manage your own needs in the future.

There may be other services helping you. Your case manager will contact these other services to make sure that they are all working together to help you. The case manager will work with you instead of trying to do everything for you.

How much will it cost?

The Department of Immigration and Citizenship pays the service provider to deliver CCS services. You will not need to pay the service provider. There are no application fees.

You may need to pay for some things associated with the support you receive. For example, if your case manager helps you to make an appointment with a doctor, you may need to pay for your transport to get to the appointment and treatment.

If you have long term needs, your case manager has to make sure that you can continue to use services that start under CCS. This includes making sure that services do not cost too much or are too hard for you to get to after your CCS case finishes.

How long do CCS services last?

Your case management plan will say how long the services will last. This can be as short as a few days or up to six months.

Further information

Your service provider will give you a copy of the *Privacy Statement for Collection, Use and Disclosure of Personal Information* and the *CCS Principles*.

If you have any questions about CCS you should ask your case manager or contact the department's CCS staff by telephone on **1300 855 669**. If you need the assistance of an interpreter, ring the Translating and Interpreting Service on **131 450**.