



Complex Case Support – Information for Service Providers

What is Complex Case Support?

Complex Case Support (CCS) provides specialised and intensive case management services to humanitarian entrants with complex and high needs. The program provides flexible, tailored and localised responses to the needs of all the individuals in each case.

CCS is specifically targeted at supporting clients whose needs extend beyond the scope of other settlement services such as the Humanitarian Settlement Services Program and the Settlement Grants Program. CCS is designed to work in partnership with other settlement and mainstream services to address the significant barriers these clients face in settling in Australia.

Who is eligible for CCS services?

Recently arrived humanitarian and refugee entrants may be eligible for CCS based on their level of need.

CCS has three main client groups:

- Refugee entrants (visa subclasses 200, 201, 203 and 204)
- Special Humanitarian Program entrants (visa subclass 202)
- Protection visa holders (subclass 866) and persons who hold or have held a Temporary Protection visa.

Clients are eligible for CCS services for up to five years after their arrival in Australia.

(Other eligible entrants who have been in Australia for more than five years may be considered under exceptional circumstances).

What are complex and high needs?

CCS clients usually have several intense or critical needs that require access to multiple services including:

- mental health (including torture and trauma services)
- physical health
- family violence intervention
- personal, grief or family relationship counselling
- special services for children and youth
- support to manage accommodation, financial or legal issues.

Who delivers CCS services?

Most CCS services are delivered through the Humanitarian Services Panel, which is comprised of organisations located across Australia. Some CCS services are also delivered through direct-sourcing and sub-contracted arrangements.

How long are services?

CCS services may be delivered as short crisis interventions of up to 14 days or as case management services of up to six months. The average duration of a case is four months.

In each CCS intervention, the intention is that the client's immediate needs are addressed and supports are put in place to assist the client to self-manage their medium and long-term needs. CCS seeks to build on the client's capacity and independence rather than 'doing everything for' the client.

How are clients referred to the program?

Anyone can refer a client to CCS including:

- settlement service providers
- Australian Government, state or territory government agencies
- community and health organisations
- local church and volunteer groups
- doctors, teachers, police officers and school counsellors
- individuals, including self-referral.

Clients 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>

If you wish to discuss a potential referral, you can 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**.

Referrals can be sent to the department by email at ccs@immi.gov.au

What happens to a referral?

The Department of Immigration and Citizenship assesses each referral and decides whether to accept it on a case-by-case basis. Each case that is accepted is allocated to a member of the Humanitarian Services Panel or another contracted service provider. The client is informed whether or not the referral has been accepted.

An initial needs assessment is completed by a service provider for each case accepted into CCS. This is usually done by meeting the client face-to-face and discussing what they regard as their needs, the information in the referral and their progress to successful settlement. A needs assessment may also be requested by the Department of Immigration and Citizenship to assist in deciding whether to accept a referral.

A case management plan is developed by the service provider for each accepted case. The case management plan sets out the activities that will be undertaken to address the key issues identified through the referral and needs assessment for all the clients in the case.

Once the department agrees to the case management plan, the service provider starts delivering the services through a dedicated case manager.

Further information

More information on the CCS program can be found on the department's website at:

<http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/ccs.htm>

The website also contains information on a range of other settlement services that support on-arrival and longer term needs of humanitarian entrants. These include the Humanitarian Settlement Services Program, Settlement Grants Program, Adult Migrant English Program and the Translating and Interpreting Service. To find out more go to:

<http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/>