



The Complex Case Support programme

Many refugees and humanitarian entrants arriving in Australia share a background of traumatic experiences. Complex Case Support (CCS) provides extra help for people with complex or high needs not met by other settlement services.

This factsheet provides information about CCS eligibility, referrals, types of assistance and the case management process.

Who is eligible?

People who have arrived in Australia and hold one of the following visas:

- Refugee (subclasses 200, 201, 203 and 204) visa
- Special Humanitarian Programme (subclass 202) visa
- Protection visa (subclass 866)

CCS is available for the first five years of settlement in Australia.

CCS is designed to help the above visa holders or their family who have a range of complex needs that may include:

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

How do people access CCS?

A refugee or humanitarian entrant can be referred by anyone, including but not limited to:

- migrant resource centres and refugee support groups
- government agencies
- community and health organisations
- local church and volunteer groups
- doctors, teachers, police officers and school counselors
- the person themselves, friends or family.

The first step is to contact Complex Case Support to discuss the referral and whether it meets eligibility criteria. This is best done by phone – call **1300 855 669**.

The second step is to **Download or print the form** from the DSS website, complete and send to **CCS@dss.gov.au** once you have client consent.

Each referral is assessed individually on a case by case basis. DSS will let the referrer know via telephone or in writing if the referral has been approved.

The time it takes to make a decision can vary depending on whether more information is needed. However, in most cases a decision is made within two days.

What happens when a referral is accepted?

An individual case manager will be appointed by the service provider and will meet with the client face-to-face at a mutually agreed venue. The case manager will talk with the client about their needs, how they are managing living in Australia and the support CCS can provide.

The case manager will use this information to develop a case management plan. Once DSS agrees to the proposed plan, the case manager will work with the client by supporting them to achieve their activities.

What kind of help is provided?

This depends on the needs of the client and their family. Case managers focus on supporting clients to access mainstream services and developing their ability to independently address issues and become self-reliant. This might cover things like linkages to disability or counselling services, budgeting skills, housing issues or education on health matters. Case managers can also contact services the person is already linked into, to make sure they all work together.

CCS is about building capacity and independence, rather than doing everything for the client without their input.

Are there any costs associated with the service?

DSS pays for the service provider to manage the client's Case Management Plan.

There may be some costs associated with the support received under the Case Management Plan. For example, a case manager may arrange an appointment with a specialist doctor. The client would need to pay the cost of transport and the specialist appointment or treatment.

How long do CCS services last?

Generally, as short as 14 days or up to six months. The timeframe is included in each tailored case management plan and depends on the client's needs.

For more information

Read about **Complex Case Support** on the DSS website or call **1300 855 669**.

The website has other information on settlement services that support the on-arrival and long-term needs of humanitarian entrants. These include the **Humanitarian Settlement Services** and **Settlement Grant Activities**.

If you need an interpreter call the Translating and Interpreting Service on **131 450**.