



## Status Resolution Support Services payment

Status Resolution Support Services (SRSS) 补助帮助您在澳大利亚等待移民审理结果期间，满足基本的生活开支所需。

通过 SRSS 补助，您将会领取到一份 Living Allowance。根据您的具体情况，您可能还会领取到 Rental Assistance Allowance 和/或 Dependent Child Allowance。您可能还会享受到 Medicare 的福利。

在接受本项补助期间，您将不会收到 Centrelink 的其它补助项目。

### The Department of Human Services 的职责

我们将代表 Department of Immigration and Border Protection 向您发放 SRSS 补助。我们可以告知您将在何时收到该项补助，并回答关于这些补助会如何根据您的生活情况的改变而产生变更的相关问题。

### Department of Immigration and Border Protection 的职责

Department of Immigration and Border Protection 可以回答以下问题：

- 您的移民身份
- 关于签证的所有事宜
- 您的工作权利
- 签证状态的变化导致的付款调整。

### 您的服务供应商的职责

如果您符合条件，您的服务供应商将为您提供额外的帮助，如提供个案管理员和紧急支援等。

### 如何确保持续得到补助

为确保我们能够持续向您发放补助，您需要牢记以下事项：

- 出席您与我们预约的所有面谈
- 回复发自本部，Department of Immigration and Border Protection，以及您的服务供应商的信件，并且
- 将您生活中发生的任何变化尽快告知 Department of Immigration and Border Protection 和您的服务供应商。

出现以下情况时，请立即告知我们：

- 地址或联系方式变更
- 银行信息变更
- 开始新的恋爱关系或与您的伴侣分手
- 开始或停止照顾孩子
- 找到工作，停止工作或收入发生变化

- 需要更改您的预约面谈或与我们预约新的面谈
- 计划离开澳大利亚。

### **重要的联系方式**

您需要根据您的具体问题或需要汇报的事项联系不同的部门。

咨询有关您 **SRSS** 补助的信息或汇报任何情况的变化：

- 请致电 **131 202** 联系我们。当语音提示您选择语言时，请连续说两遍 ‘**SRSS**’，而不必说出您的语言。

咨询您的签证或移民身份：

- 请致电 **1300 853 773** 联系 Department of Immigration and Border Protection。

所有其它事项以及向您的服务供应商汇报情况变化：

- 请与您的服务供应商联系。



## Status Resolution Support Services payment

The Status Resolution Support Services (SRSS) payment helps you meet basic living expenses while you are in Australia and waiting to hear about your immigration status.

Under the SRSS payment you will get a Living Allowance. Depending on your circumstances, your payment may also include Rental Assistance Allowance and/or Dependent Child Allowance. You may also be given access to Medicare.

You will not have access to other Centrelink payments or services while receiving this payment.

### The Department of Human Services' role

We will pay you the SRSS payment on behalf of the Department of Immigration and Border Protection. We can tell you when you will be paid and answer questions about changes in your payment linked to changes in your life.

### The Department of Immigration and Border Protection's role

The Department of Immigration and Border Protection can answer questions about:

- your immigration status
- all visa matters
- your work rights
- changes in your payments linked to your visa status.

### Your service provider's role

If eligible, your service provider will provide you with additional assistance such as a case worker and emergency support.

### How to keep getting paid

To make sure we continue to pay you, you need to remember to:

- come to all your appointments with us
- respond to letters from us, the Department of Immigration and Border Protection and your service provider, and
- tell us, the Department of Immigration and Border Protection and your service provider about any changes in your life as soon as they happen.

You need to let us know **immediately** if you:

- change your address or contact details
- change your bank details
- start a new relationship or separate from your partner
- have a child enter or leave your care
- get a job, stop working or have a change in your income
- need to change your appointment or make a new appointment with us
- are planning to leave Australia.

### **Important contact information**

Depending on your question or what you need to report, there will be different people you need to contact.

For questions about your SRSS payment or to report any changes in circumstances:

- contact us on **131 202**. When you are asked to nominate your language say ‘SRSS’ twice instead of naming your language.

For questions about your visa or immigration status:

- contact the Department of Immigration and Border Protection on **1300 853 773**.

For all other matters or to report your changes in circumstances to your service provider:

- contact your service provider.