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# Status Resolution Service

## Overview

The Status Resolution Service (SRS) is a national network of Status Resolution Officers (SROs) located in Home Affairs offices around Australia, who assist non-citizens' whose visas have expired or are expiring, to resolve their immigration status.

SROs manage people in the community in line with the status resolution principles, including unlawful non-citizens and BVE holders, to help them resolve their immigration status through grant of a substantive visa or departure from Australia.

SRS officers can explain a person's visa options and how decisions they make now can affect their options later on. They can also help plan their departure from Australia, and refer people to other services where necessary. Non-citizens in Australia who do not hold a substantive visa and do not have ongoing immigration matters are expected to depart.

## Status Resolution Support Services Program (SRSS)

The SRSS program provides support to non-citizens while they engage with the Department to resolve their immigration status. The SRSS program can provide people with temporary needs-based support if they are unable to support themselves while resolving their immigration status. Information regarding the SRSS program, including eligibility criteria and application processes, is available at:

<https://immi.homeaffairs.gov.au/what-we-do/status-resolution-service/status-resolution-support-services>

The Department works together with SRSS providers to identify and deliver the required support that is tailored to an individual's needs and circumstances to address barriers present to resolving their immigration status. The type of the support may include:

- financial
- accommodation
- access to health care
- access to education for school aged children
- case worker support
- case management.

## The returns and reintegration program (RRAP)

RRAP assists any non-citizen in the Australian community wishing to return home. Assistance can include returns counselling, travel assistance, travel document applications, accommodation, and cash assistance for incidentals.

Reintegration assistance is available to some returnees to support a sustainable return through assistance with income-generating activities in the country-of-return. The assistance is tailored to an individual's circumstances, such as health, financial status, family composition or location of return.

State or territory child welfare authorities can send enquiries to: [operational.coordination@homeaffairs.gov.au](mailto:operational.coordination@homeaffairs.gov.au)

NB. this email address is not to be provided to third parties and is for STCWAs use only. Service specific details are available at [Status Resolution Service \(homeaffairs.gov.au\)](https://immi.homeaffairs.gov.au/status-resolution-service)

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