



HOW TO REFER A PERSON TO SIS

Anyone can refer an individual or family to SIS.

If you are unsure whether a person is eligible for SIS or have questions regarding the program you can contact Jennifer Kyte on 8161 3317.

FOR MORE INFORMATION

PLEASE CONTACT

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SPECIALISED INTENSIVE SERVICES (SIS)

INTENSIVE CASE MANAGEMENT SERVICES TO ELIGIBLE HUMANITARIAN ENTRANTS WITH MULTIPLE AND COMPLEX NEEDS



Australian Refugee Association

SPECIALISED INTENSIVE SERVICES

The Specialised and Intensive Services (SIS) program delivers intensive case management services to eligible humanitarian entrants with multiple and complex needs. SIS is funded by the Department of Social Services (DSS) as part of the Humanitarian Settlement Program (HSP). The Australian Refugee Association is contracted by AMES Australia to provide SIS in metropolitan Adelaide.

SIS is designed to work in partnership with settlement and mainstream services to address barriers clients are experiencing, providing tailored and flexible responses to meet individual needs.

SIS offer clients short-term support (generally, up to six months) to help them access appropriate mainstream services and develop the necessary skills to manage their needs independently.

ELIGIBILITY

Subject to the approval of DSS, people holding one of the following visas may be eligible to receive

Refugee (subclass 200, 201, 203 and 204) visa
Global Special Humanitarian (subclass 202) visa
Protection (subclass 866) visa
Temporary Protection (subclass 785),
Temporary Humanitarian Stay (subclass 449),
Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790) visas

Holders of these visas may be eligible for SIS for up to five years after their arrival in Australia, or up to five years after the grant of their eligible onshore visa. In exceptional circumstances, flexibility may be shown to this timeframe and holders of other visa subclasses. Australian Citizens are not eligible for SIS.

EXCEPTIONAL NEEDS

Eligibility for the SIS program is assessed on a case –by-case basis. People who are eligible for SIS must demonstrate an inability to independently engage with appropriate supports and be impacted by multiple or complex barriers that may include:

- Physical disability, intellectual disability or psychiatric impairment
- Health needs which are severe, critical, long term and / or unmanaged
- Mental health issues that significantly impact daily life
- Homelessness or housing instability
- Domestic and family violence
- Child and youth welfare concerns including risky or anti-social behaviour, substance abuse or disengagement from educational activities and child protection issues
- Developmental concerns

Issues may be significantly impacting daily life and settlement outcomes, and may result in family and/or relationship breakdown, behavioural concerns, social isolation, financial hardship and/or legal issues.

