



Complex Case Support

What is Complex Case Support?

Complex Case Support (CCS) delivers specialised and intensive case management services to humanitarian entrants with exceptional needs. Commencing nationally in October 2008, the program provides flexible, tailored and localised responses to meet the individual needs of each case.

CCS is specifically targeted at supporting clients whose needs extend beyond the scope of core settlement services (such as the Integrated Humanitarian Settlement Strategy (IHSS) and the Settlement Grants Program (SGP)). The program is designed to work in partnership with settlement and mainstream services to address the often significant barriers these clients face in settling in Australia.

To speak to someone about CCS services, please contact your local CCS representative on **1300 855 669**.

Who is eligible for CCS services?

CCS has three main client groups:

- refugee entrants;
- Special Humanitarian Program entrants; and
- Protection visa holders 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. Flexibility may be shown to this timeframe in exceptional circumstances.

What are 'exceptional needs'?

In the majority of cases, clients requiring CCS services will have a variety of needs that may require access to multiple services including:

- mental health (including torture and trauma services)
- physical health
- family relationship counselling
- family violence intervention
- personal and grief counselling
- special services for children and youth.

Who delivers CCS services?

CCS services are delivered nationally through the Humanitarian Services Panel. The panel comprises 38 organisations who have demonstrated experience in providing case management services to humanitarian entrants and are able to provide services on a needs basis.

Through the Humanitarian Services Panel, some of the most vulnerable people in our community are helped to overcome the extreme difficulties they face in settling into a new country.

How are clients referred to the program?

Anyone can refer a client for a CCS assessment including:

- DIAC funded service providers
- Australian Government, state or territory government agencies
- community and health organisations
- local church and community groups
- volunteer groups
- self-referral.

If you, or someone you know, is particularly vulnerable and in need of additional support, complete the CCS referral form on the DIAC website: <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/settlement-programs/ccs.htm>

Alternatively, you can contact the CCS representative in your state or territory by telephone on **1300 855 669**.

Email contact details for each state and territory CCS representative are in the table below.

Australian Capital Territory	ccs.act@immi.gov.au
New South Wales	ccs.nsw@immi.gov.au
Northern Territory	ccs.nt@immi.gov.au
Queensland	ccs.qld@immi.gov.au
South Australia	ccs.sa@immi.gov.au
Tasmania	ccs.tas@immi.gov.au
Victoria	ccs.vic@immi.gov.au
Western Australia	ccs.wa@immi.gov.au

Further information

There is a range of existing services that support on-arrival and longer-term needs of humanitarian entrants. These include the IHSS and the SGP. To find out more go to:

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