

Immigration Advice and Application Assistance Scheme (IAAAS) – Youth

FACTSHEET [ENGLISH]

What is IAAAS?

The **Immigration Advice and Application Assistance Scheme** (IAAAS) is a Government funded service administered by the Department of Home Affairs.

The IAAAS provides independent professional immigration advice and application assistance to minors under the age of 18, for whom the relevant Minister is guardian under the Immigration Guardianship of Children (IGOC) Act 1946.

Can I access IAAAS?

If you are a minor (under the age of 18) who falls under the Immigration Guardianship of Children (IGOC) Act 1946, you are automatically eligible for both **advice** and **assistance** under the IAAAS for any on shore visa application and review processes.

What is SSI's role within IAAAS?

Settlement Services International is a not-for-profit organisation who has been contracted by the Department of Home Affairs to deliver IAAAS services. SSI will coordinate the delivery of services by specialist partner organisations throughout Australia.

What is the difference between advice and assistance?

IAAAS immigration 'advice' is where an IAAAS provider gives a person information and advice relating to their protection visa application in person or by videoconference or telephone.

IAAAS application 'assistance' is where an IAAAS provider assists a visa applicant complete and lodge a visa application.

Who do I call to access the IAAAS?

Contact SSI for free on **1800 932 082**
or apply through our website
www.ssi.org.au/

SSI will then refer you to your local provider to assess your eligibility.

What's the next step?

On receipt of confirmation from Department of Home Affairs of your status as an IGOC Minor, you will be allocated an IAAAS provider.

There are a range of options available for your first meeting, and for ongoing meetings with your IAAAS provider. You can visit the office of your nearest service provider for an interview or use videoconferencing facilities or contact them by telephone.

If none of these methods are available to you, SSI can help respond to any other access issues and find a solution.

What if I can't speak English well?

If you need an interpreter to talk to SSI, please ring the Translating and Interpreting Service (TIS National) for free on **131 450** and ask them to call SSI on **1800 932 082**. You will also be provided a free interpreter to communicate with your migration agent if required.

How can I tell you what I think about my IAAAS experience?

If you would like to give feedback on your experience with the IAAAS services contact SSI on **1800 932 082** or email your feedback in any language to **info@ssiiaaas.org.au**. We will treat your comments with respect and investigate any complaints.