

Immigration Advice and Application Assistance Scheme (IAAAS)

FACTSHEET [ENGLISH]

What is IAAAS?

The **Immigration Advice and Application Assistance Scheme** (IAAAS) provides Government funded access to professional immigration advice and application assistance for protection visa applicants who have entered Australia lawfully and meet the eligibility criteria or are minors (for any visa in Australia) for whom the Minister is guardian under the *Immigration Guardianship of Children (IGOC) Act 1946*.

Who can access IAAAS?

You may be eligible for migration **advice** under the IAAAS if you:

- arrived in Australia lawfully with a valid visa
- are seeking a protection visa in Australia, claiming well-founded fear of persecution.
- have not engaged or are no longer engaged with a Registered Migration Agent.
- have not previously had a valid protection application considered in Australia.
- are experiencing financial hardship.

You may be eligible for full **application assistance** under the IAAAS if you:

- meet the above criteria; and
- are exceptionally vulnerable due to the following circumstances
 - conditions affecting cognitive function (for example, down syndrome, autism, dementia)
 - mental illness
 - past experiences of torture and trauma
 - incapacitating illness
 - drug dependency.

- are a minor that is under the *Immigration Guardianship of Children (IGOC) Act 1946*, see fact sheet for young people.

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. The advice could be given to one person, a family or a group of people.

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

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.

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 if I am eligible for IAAAS?

If you are eligible for IAAAS you will communicate with your allocated migration agent.

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@ssiiaas.org.au**.

We will treat your comments with respect and investigate any complaints.