



# WE'RE FOR INCLUSION

National Immigration Support Service



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National Immigration  
Support Services

# THE NATIONAL IMMIGRATION SUPPORT SERVICE

Life Without Barriers' National Immigration Support Service (NISS) provides a broad range of supports to asylum seekers who are living in the Australian community, while their immigration status is resolved.

Life Without Barriers is one of the largest national community service providers of the Commonwealth Government's Status Resolution Support Services, funded by the Department of Immigration and Border Protection (DIBP).

# 6

# BANDS OF SUPPORT

There are six bands of support through the DIBPs Status Resolution Support Services (SRSS), each designed to support clients at varying stages of their visa application journey. Life Without Barriers takes a person-centred approach to delivering the SRSS contract through our NISS program, and focusing on a strengths-based practice approach.

The six bands of support delivered by NISS replace the previous Community Detention, Asylum Seeker Assistance Scheme and Community Assistance Support transitional programs. The consolidation of these programs allows for continuity of care and ultimately better outcomes for clients.

Life Without Barriers provides services in Band 6 to Band 2.

# 6 BANDS OF SUPPORT

## **BANDS 6 AND 5**

Bands 6 and 5 clients are families and individuals living in the Australian community, usually on a bridging or temporary visa, and who are seeking Australia's protection through a Protection or Humanitarian visa application.

Bands 6 and 5 clients are referred to Life Without Barriers by DIBP, however, individuals and families may also self-refer or be referred to us from another service or provider.

Bands 6 and 5 clients reside in their own accommodation and can move freely about the community, many will have work rights. Support for these clients is focused on maintaining their capacity to live independently in the community.

Support to Bands 6 and 5 clients is delivered in the community and from our LWB Centres through group sessions and 1:1 support.

Clients in Band 5 have greater needs which can be related to health or medical issues and receive a higher level of support.



# LIFE WITHOUT BARRIERS CENTRES

Life Without Barriers offers immigration services from our interactive and engaging community centres and shared accommodation. Life Without Barriers Centres are the heart of our service delivery, enabling staff to maximize resources allocated to support clients through group sessions and skill development workshops, while clients have the opportunity to connect and engage with the wider community.

# 6 BANDS OF SUPPORT

## **BAND 4**

Band 4 offers intensive, short-term support for clients transitioning into independent living within the Australian community. This support is for clients leaving held detention or Band 2/3 support arrangements. Arrangements can include the provision of temporary accommodation while permanent independent housing is found. Band 4 clients are encouraged to participate in the 'Welcome to Australia' course, delivered by Life Without Barriers, which introduces new arrivals to various aspects of life in the Australian community.

## **BAND 3**

Clients are families or individual adults under a residence determination arrangement, who have been assessed as having significant needs requiring extensive support. Band 3 enables clients to live in accommodation provided by Life Without Barriers as an alternative to held detention while their immigration status is assessed. Clients receive regular home visits from their Case Coordinator and are encouraged to attend Life Without Barriers Centres for educational group sessions, connect with other services and become involved with the community. Band 3 children of school age are expected to attend school, however, clients are not able to work or attend vocational education.

## **BAND 2**

Clients are unaccompanied minors, that is, they have arrived in Australia without a legal guardian. These clients live in the community in supported accommodation under a residence determination arrangement, which is supported by Life Without Barriers, while their immigration status is assessed. While in Band 2, the Immigration Minister is the client's guardian and Life Without Barriers is delegated custodianship to provide daily care and support.

A significant focus for Life Without Barriers in delivering support to young people in Band 2 is the development of independent living skills, and the provision of a nurturing and culturally supportive home environment.

## **BAND 1**

Band 1 involves support to unaccompanied minors residing in an alternative place of detention (APOD), who require additional care arrangements.

Life Without Barriers does not currently deliver Band 1 services.



# OUR JOURNEY

Life Without Barriers has worked with refugee and asylum seekers since 2009. The journey began with a request to support unaccompanied minors in detention on Christmas Island. From this request, Life Without Barriers' involvement in immigration expanded to include support services on mainland Australia and supported accommodation for unaccompanied minors in the community. The expansion of services continued with the establishment of the Settlement Program for unaccompanied humanitarian minors and the addition of Complex Case Support for refugee families and individuals living in the community. By 2014, Life Without Barriers was delivering support to refugees and asylum seekers across most of Australia.

In September 2014, Life Without Barriers became a provider delivering the Commonwealth Government's Status Resolution Support Service, which led to the launch of Life Without Barriers' National Immigration Support Service (NISS).

# LIFE WITHOUT BARRIERS

## ABOUT US

Life Without Barriers is a not-for-profit organisation, providing care and support services throughout Australia.

Our community-based programs assist children, young people, adults, families and communities.

We provide family support and out of home care, disability services, and community care and support to asylum seekers. We also work in the areas of mental health, homelessness and youth justice.

Life Without Barriers has a strong commitment to reconciliation and delivering culturally sensitive programs. We believe in the rights of people and the importance of relationships. These foundations shape our unique approach to care and underpin the vision and mission of our organisation.

From humble beginnings, Life Without Barriers has grown into one of the most significant not-for-profit organisations in Australia, working in over 250 communities.

### **WE'RE FOR INCLUSION**

Every person is unique and we are interested in individuals and what they want. At Life Without Barriers, where ever possible we offer individualised services that offer you choice, flexibility and control.

### **OUR PERSON-CENTRED APPROACH**

We believe the people we support should play the biggest role in planning how we work together to provide them support.

# CONTACT US

## LIFE WITHOUT BARRIERS

National Support Office  
352 King Street  
Newcastle NSW 2300

**PHONE** 02 4033 4500

**FAX** 02 4927 5113

**EMAIL** [info@lwb.org.au](mailto:info@lwb.org.au)

## CLIENT INFORMATION & FEEDBACK SERVICE

**1800 721 226**

## HEARING OR SPEECH IMPAIRED?

You can contact Life Without Barriers  
via the National Relay Service on:

**TTY** 133677

**SSR** 1300 555 727

**IR** [www.relayservice.com.au](http://www.relayservice.com.au)



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