



Community Support Program

Community Support Program— Frequently Asked Questions

Applicants

What are the eligibility requirements?

To be eligible for the CSP you must be outside Australia and be subject to substantial discrimination and human rights violations in your home country.

You must also:

- be aged between 18–50
- have functional English
- have a job offer or skills to enable you to get a job quickly
- meet government resettlement priorities, and
- have left your home country due to conflict or persecution

Priority is given to eligible applicants who are willing to live and work in a regional location.

How do I apply?

Please contact an APO to discuss your interest in applying.

Australian Supporters

What are Australian supporters?

Australian supporters are individuals or families, businesses and community organisations who help refugees settle in Australia through the CSP.

What are my obligations as an Australian supporter?

You can support a refugee by yourself, or team up with other individuals, communities or businesses to provide the support needed for each application.

Each visa application requires support to provide employment, and finance migration and settlement support in Australia. This includes visa application charges, airfares, medical screening, accommodation and settlement services.

Every applicant also needs someone in Australia to provide an Assurance of Support (AoS). An AoS is a legal agreement where the person agrees to repay the Government for any working age social security payments that are made to the CSP entrant during their first year in Australia.

What if I can't afford all the costs but want to help?

APOs can link you with other Australian supporters also wishing to help a refugee in need. Please contact an APO directly to discuss your interest.

What if the applicant can't work once they arrive in Australia?

Australian supporters must be prepared to support the entrant in the event they cannot work, and the AoS assurer must be prepared to repay to the Department of Human Services if the entrant receives social security payments.

The APO will work with the entrant to overcome any concerns with their employment, or find them alternative employment if necessary.

Can families use CSP for reunion purposes?

As long as the applicants meet the eligibility requirements, the CSP can be used to reunite families.

Who should I contact for further information?

Please contact one of the APOs for further information, application forms and details on eligibility.

Approved Proposing Organisations (APOs)

What is an APO and what is their role?

APOs are organisations that have been authorised by the Department of Home Affairs to:

- screen potential applicants for eligibility
- link applicants with secure employment and community support
- manage the visa application process
- ensure the provision and management of settlement services to entrants after their arrival in Australia
- help entrants become financially independent within the first 12 months of their arrival.

Who are the APOs and where are they located?

- [AMES Australia](#)—providing services on a national basis
- [Assyrian Australian Association](#)—providing services in New South Wales
- [Australian Migrant Resource Centre \(AMRC\)](#)—providing services in South Australia
- [Australian Refugee Association \(ARA\)](#)—providing services in South Australia
- [Brotherhood of St Laurence \(BSL\)](#)—providing services in Victoria
- [Diversitat](#)—providing services in Victoria
- [Eastern Christian Welfare Australia](#)—providing services on a national basis
- [Illawarra Multicultural Services \(IMS\)](#)—providing services in the NSW Illawarra region
- [International Organization for Migration \(IOM\)](#)—providing services on a national basis
- [Multicultural Development Australia \(MDA\)](#)—providing services in Queensland
- [Settlement Services International \(SSI\)](#)—providing services in New South Wales
- [Spectrum Migrant Resource Centre](#)—providing services in Victoria.

I want to be an APO, how do I apply?

Applications to become an APO have closed. Future opportunities to become an APO will be advertised on the Department's [CSP webpage](#).

Australian businesses

How can the CSP help my business?

Many refugees have been recognised as hard-working, loyal and resilient employees who make a positive contribution to the Australian community. If your industry is struggling to find suitable workers, employing a refugee can help your business. Through employment, you will be giving them an opportunity to start a new life in Australia free from persecution and provide a secure future for them and their families.

How can I employ a CSP entrant?

APOs are responsible for managing the CSP process. They can help you if you already know a refugee you want to employ, or can match you with an applicant who has the skills and experience required for the job you want to offer. Please contact an APO directly to discuss your interest.

How can I help fund a CSP entrant?

Businesses can offer financial assistance in a number of ways. Please contact an APO for more information.

What if the job doesn't work out?

APOs must help the refugees they propose for their first year in Australia – including finding new opportunities for them if a job doesn't work out.

Applicants must also have an Assurance of Support from someone who can support them financially if they are unable to work for any reason.

How is the CSP different from employer sponsored skilled migration visas?

Unlike the employer sponsored skilled migration visas, the CSP is for people who have left their home country and are subject to substantial discrimination and human rights violations.

There are no formal English language requirements under the CSP, or employment/skill/qualification levels. Jobs offered to CSP applicants may range from entry level to highly skilled.

Are the costs tax deductible for businesses?

No.

Is employing an applicant through the CSP a complicated process?

No. APOs manage the visa application process and provide support throughout resettlement. Their role is to also match an applicant with the skills and experience you need.

Will the APO organise skills recognition for the CSP entrant?

This is not a required settlement service, however some APOs and Australian supporters may choose to offer assistance with skills recognition.

APOs may also link entrants with other government services that will help them get overseas skills and qualifications recognised in Australia.

Does a job offer need to be secured before the visa application can be lodged?

A formal offer of employment is not required at the time of application, however priority will be given to applicants with an employment offer.

The job doesn't have to be permanent or full-time, however, the work must be stable and meaningful and provide financial self-sufficiency.

How are entrants protected from workplace exploitation?

CSP entrants have the same rights and protections in the workplace as Australian citizens and other permanent residents. They are informed of those rights and protections as part of the settlement process.

APOs must find suitable job opportunities with reputable employers and provide assurance that workplace conditions are consistent with industry standards.

Costs

What are the costs associated with the CSP?

The Australian supporters are required to fund the applicant's visa application process and settlement in Australia. This will include visa application charges, airfares, medical screening, accommodation and settlement services.

The CSP visa application charge has two parts:

- AUD2,740 at the time of application¹
- AUD16,444 for the main applicant and AUD2,680 for each family member before visa grant.

An APO coordinates the visa application process and ensures the entrant receives appropriate settlement support for their first year in Australia. The APO may charge the Australian supporter for this service.

The Department recommends applicants and their Australian supporters contact more than one APO as costs may vary between APOs because of the range of services they offer.

An Assurance of Support is also required. The assurer (the person who makes the assurance of support) must repay the government any working age social security payments that are made to the CSP entrant during their first year in Australia.

Information about the Assurance of Support is on the [Department of Human Services](#) website.

Can I be asked to pay back some of the associated costs?

No. CSP entrants should not be asked to contribute to or pay back any of the costs associated with the visa application process or their settlement.

Priority settings

Are applicants required to have a job offer to be eligible for a CSP visa?

Applicants do not require a formal offer of employment at the time of application, however priority is given to applicants who have an employment offer.

Priority will also be given to applicants willing to live and work in regional Australia.

What level of English is required?

Formal testing of language ability is not required, however applicants should demonstrate at least functional English at the visa interview, and their ability must be suitable for the work they plan to do in Australia.

Does it matter where the applicants are from, and where they are currently living?

CSP applicants must be outside Australia and outside their home country. They must also be from a priority resettlement country as determined by the Australian Government.

Is priority given to applicants willing to settle in regional Australia?

Yes. Under the CSP, regional Australia includes all of the towns, small cities and areas that lie beyond the major capital cities (Sydney, Melbourne, Brisbane, Perth, Adelaide and Canberra).

Please note that this definition of 'regional' is different to that outlined under the skilled regional migration visa.

¹ This charge applies from 1 July 2018, and is indexed according to the Consumer Price Index (CPI) each year. For the current charges, please see www.homeaffairs.gov.au/trav/visa/fees#sub-heading-4.