

South Australia (SA) - Information Sheet

Disclaimer: The information below should not be considered an exhaustive list and service delivery may change. Please contact organisations and services directly for the most up to date information and to enquire further about eligibility. Red Cross does not determine eligibility for the third party services listed.

South Australia Government Updates

- Home Affairs has updated the [COVID-19 and the Border / Staying in Australia webpage](#) with more detailed information for people with temporary visas:
 - [Visitor visa or Electronic Travel Authority \(ETA\)](#)
 - [Student and Temporary Graduate Visa](#)
 - Temporary Skill Shortage ([subclass 482](#)) or Temporary Work (Skilled) ([subclass 457](#))
 - [Working Holiday](#) Maker visa
 - [Seasonal Worker](#)
 - [Special Category](#) Visa
 - [Bridging Visa](#)
 - [Regional Visa](#)
 - [My visa has expired](#)
 - [Skilled Regional \(Subclass 887\) visa](#)
 - [Business Innovation and Investment \(Permanent\)\(Subclass 888\) visa](#)
 - [Business Innovation and Investment \(Provisional\)\(Subclass 188\) visa](#)
 - [Safe Haven Enterprise \(Subclass 790\) visa](#)
 - [Temporary Graduate \(Subclass 485\) visa](#)

For information on the [Temporary Activity Visa \(subclass 408\)](#) visit the Home Affairs website.

Health and Wellbeing

- With the relaxing of restrictions, and opening of state and international borders, Australian governments are encouraging everyone to continue to be COVID aware and stay safe. For more information please follow the recommended government [health and hygiene advice](#).

Employment & Work Rights

From 1 July 2023, work restrictions for student visa holders will be re-introduced and capped at the increased rate of 48 hours per fortnight. This ensures that student visa holders are able to focus on obtaining a quality Australian education and qualification, while remaining able to support themselves financially, gain valuable work experience, and contribute to Australia's workforce needs. For more information please refer to the [Department of Home Affairs and Australian Border Force](#)

All workers in Australia have the same rights and protections at work, regardless of citizenship or visa status. Your employer must comply with Australian workplace and immigration laws, including their obligation to:

- Pay you the right pay rate for all time worked
- Provide a safe workplace.
- For information on [working](#) in Australia visit the [Home Affairs website](#).

The [Fair Work Ombudsman](#) provides education, assistance, advice and guidance to employers and employees, and can inquire into and investigate breaches of the Fair Work Act.

The [Working Women's Centre SA Inc](#) (WWC SA) is a non-government organisation that provides free and confidential information, advice and representation to vulnerable workers residing in South Australia about their rights at work.

Food and/or Emergency Relief

- [AskIzzy](#) is a national database with links to supports including housing, food and clothing, health services, financial support, family violence assistance, and much more.
- The National Debt Helpline provides free financial advice, and [the NDH website](#) has information on topics such as rent, utilities and emergency financial assistance. The NDH is open Monday to Friday from 9:30am – 4:30pm, on 1800 007 007.
- Foodbank SA has locations throughout the state, and regular program [updates on their website](#). Contact 08 8531 1136 or subscribe to the online newsletter.
- Affordable SA (The Salvation Army) provides financial advice and support to people living in South Australia. Phone 1800 025 539 for more information or [visit the website](#).
- [St Vincent de Paul Society](#) – Assistance hotline 1300 729 202
- Food relief available in the following local government areas: Charles Sturt, Gawler / Two Wells, Holdfast Bay, Marion, Mitcham, Onkaparinga, Playford, Port Adelaide, Salisbury, Tea Tree Gully, West Torrens
- [Migration Solutions](#) – information about COVID-19 support is [available on their website](#).
- [Marion LIFE](#) – 08 8277 0304 (for people living in City of Marion, Onkaparinga, Mitcham and Holdfast Bay or area of no fixed address)
- [AnglicareSA](#)
- [Baptist Care](#)
- [Uniting Communities](#)
- [Australian Refugee Association](#) – 8354 2951

Rent and Utilities

- [South Australia Bills and Energy Assistance:](#)

Use the [concession finder](#) or **Concessions SA Hotline (1800 307 758)** to check if you are eligible for a state government concession. Energy-related concessions include:

- [Energy bill concession](#)
- [Medical heating and cooling concession](#)
- [Cost of living concession](#)

Hardship programs for people with financial difficulties

- If you are experiencing temporary or long-term financial difficulties, you should tell your retailer as soon as possible and ask to enter their hardship program.
- All energy retailers in South Australia must have programs available for customers who are experiencing financial hardship.
 - If you are a hardship customer, the National Energy Customer Framework says that your retailer must offer you a payment plan that takes into account:
 - your capacity to pay
 - any debt you owe to the retailer
 - your expected energy consumption over the following 12 month period

Access to a hardship team cannot be denied – if the customer service staff member is unaware of the company’s hardship program or is not allowing access to the appropriate team, ask to speak with a manager. If the request is refused, contact the [Energy and Water Ombudsman SA](#) (EWOSA).

Housing / Homelessness

- [St Vincent de Paul](#) has limited crisis accommodation services.
- [Salvation Army Housing SA](#) – Ph (08) 8368 6800
- The Welcoming Centre supports people on temporary visas with rental arrears. Check the [website](#) for opening hours and contact information.
- [Adelaide Day Centre](#) – 08 8232 0048

Health and Medical Care

- The [Refugee Health Guide](#) includes Refugee Health Programs staffed by refugee nurses, doctors and other specialists that operate nationally, providing specialised mental and primary health care and service coordination to refugees and people seeking asylum. Information on referral pathways in South Australia can be found [here](#).
- [Reciprocal Health Care Agreements:](#) Agreements with 11 countries that covers the cost of medically necessary care when Australians visit certain countries and visitors from these countries visit Australia. Those visiting Australia from the following countries may be eligible for medical care under Medicare while in Australia, information for each country is available [here](#).
- [Temporary Visa Categories Covered by Ministerial Orders \(eligible for Medicare\)](#)

Information for the LGBTQI+ community

- Information on health and counselling services, social groups, legal support, multicultural specific services, and other services is found on this [national LGBTQI+ directory](#).

Information for New Zealanders living in Australia

New Zealand citizens in Australia on a Special Category Visa (SCV) may be able to access a range of payments, depending on their circumstances.

- Those who came to Australia prior to 26 February 2001 generally have protected status and have the same access to all Australian payments as permanent residents and Australian citizens, where eligible, including JobSeeker Payment.
- New Zealanders who came to Australia after 26 February 2001 and have non-protected status can access family payments, such as FTB, paid parental leave payments and childcare subsidy, where eligible. If they have been continuously living in Australia for at least 10 years since February 2001, they can also access JobSeeker Payment or Youth Allowance for a one-off period of up to six months.
- New Zealand citizens may also be able to claim the Age Pension or, in limited circumstances, Disability Support Pension or Carer Payment, under the Social Security Agreement between Australia and New Zealand.
- For further general information:
<https://www.servicesaustralia.gov.au/individuals/subjects/payments-visa-holders>
- Individuals needing specific advice on their circumstances should contact Services Australia: <https://www.servicesaustralia.gov.au/individuals/contact-us>

Additional Support for People Seeking Asylum and Refugees

- If you have a Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV), you are eligible to apply for the [Special Benefit payment](#). Click the link for more information.
- [Status Resolution Support Services \(SRSS\)](#)
 - The SRSS program supports people who are awaiting a government decision on a visa application, including people seeking asylum. It provides temporary support for people facing significant barriers who are unable to support themselves.
 - In South Australia, the SRSS Program is delivered by:
 - [Life Without Barriers](#) (Phone: 08 8259 3600)
 - [Humanitarian Settlement Program \(HSP\)](#)
 - The HSP is a national program funded by the Australian Government to help refugees to establish themselves when they first arrive in Australia.
 - People granted the following visas are eligible to access the HSP on arrival:
 - Refugee (subclass 200, 201, 203 and 204) visa
 - Global Special Humanitarian (subclass 202) visa
 - Other visa holders are also eligible to access the HSP, but only to receive [Specialised and Intensive Services \(SIS\)](#). These include:
 - Protection (subclass 866)
 - Temporary Protection (subclass 785), Temporary Humanitarian Stay (subclass 449), Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790).
 - SIS is a component of the Humanitarian Settlement Program (HSP) available to humanitarian entrants and other eligible visa holders who have complex needs:
 - [HSP Service Provider Locations](#)

