



Community Status Resolution Service

The Community Status Resolution Service (CSRS) is part of the Department of Immigration and Citizenship (DIAC). The CSRS works with people in Australia who have overstayed their visa or been granted a Bridging visa E (BVE) while they resolve an immigration matter. CSRS staff provide clear and personally relevant information about a person's situation and their visa or departure options, so people can make informed decisions sooner.

Has your Australian visa expired?

If you have overstayed your visa, you should visit a DIAC office as soon as possible and ask to speak to the CSRS. Our officers can grant you a BVE if you choose to come in and work with us. There are also advantages in approaching DIAC within 28 days of a visa expiring.

What is a BVE?

A BVE is a short-term, temporary visa that allows you to stay in Australia lawfully until your immigration matter is finalised. More information about bridging visas is available on the DIAC website at www.immi.gov.au

What do CSRS officers do?

CSRS officers will listen to you, explain your immigration options and tell you how decisions you make now can affect your choices later on. CSRS officers are located in DIAC offices around Australia.

The benefits of working with a CSRS officer include:

- having a central person who can answer your questions and provide correct information
- regularly reviewing the progress of your case
- referring you to other services as necessary
- if required, helping you plan your departure from Australia, including organising travel documents and flights.

CSRS officers rely on you providing correct details about your situation. You will need to:

- provide clear and accurate information and supply documents when asked
- attend all appointments with the CSRS and reschedule if you can't attend
- inform your case officer immediately if your circumstances change
- comply with the conditions of your BVE and any other requirements set by the department
- continue to work with the CSRS until your immigration matter has been finalised.

Organisations are also encouraged to refer people to the CSRS if they are in Australia without a visa or may benefit from the assistance outlined above.

What if I need help to leave?

In some cases the department may refer people to the International Organization for Migration (IOM). IOM is independent and can help people who want to leave Australia but who need some assistance to do so. IOM provides information about returning home to help you make an informed decision.

For more information contact IOM directly on 1300 116 986 or visit www.iomaustralia.org

How can I find more information?

For information about the CSRS, expired visas or BVEs, see www.immi.gov.au/csrs or phone 1300 853 773. You can seek general information anonymously or speak to an operator in more detail about your situation. For telephone interpreting assistance, phone 131 450 first, this is a free service for people who require translation assistance.

For a list of DIAC offices in Australia, see www.immi.gov.au/contacts

Who else can I talk to?

In Australia, only registered migration agents and certain people are legally allowed to give migration advice. For important information to know about using migration agents, see www.immi.gov.au/visas/migration-agents

The Office of the Migration Agents Registration Authority website has a list of migration agents in Australia and their contact details. Visit www.mara.gov.au