

# Information you need to know about Assurance of Support for the Community Support Program

## When to use this form



Use this form to apply to provide an Assurance of Support for the Community Support Program.

If the person you are applying to provide an Assurance of Support for is **not** under the Community Support Program, do **not** use this form. You will need to complete the **Application to provide an Assurance of Support (SU594)** form. If you do not have this form, go to [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)

## Online account



### Applying online

If you are **an individual** you can apply to provide an Assurance of Support using your Centrelink online account through myGov. Select:

- **Payments and Claims**
- then **Claims**
- then **Assurance of Support**.

If you do not have a myGov account, you can create one at [my.gov.au](https://my.gov.au) and then link your Centrelink online account to it.

For assurers of **an organisation**, log into your **PRODA** account to access **Business Hub**. Select:

- **Assurance of Support**
- then **Assurance of Support online applications**.

If you do not have a PRODA account, you can create one at [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda) and then link your organisation to Business Hub.

## For more information

Go to [servicesaustralia.gov.au/assurance](https://servicesaustralia.gov.au/assurance)

Call us on **132 850**.

For more information about how to lodge documents online, go to [servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)



### Information in your language

We can translate documents you need for your claim or payments for free.

To speak to us in your language, call **131 202**.



### Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'other support and advice'.

**Keep these Notes (pages 1 to 3) for your information.**

## **Community Support Program**

The Community Support Program enables Australian community organisations, businesses, families and individuals to help people in humanitarian need start a new life in Australia.

Through the Community Support Program, you can support applicants and be matched with someone in need, help with a job offer, provide the skills necessary for someone looking for work or provide financial support. To participate, you must show that you can provide enough support to help new arrivals become financially self-sufficient within their first year in Australia.

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## **Assurance of Support**

### **What is an Assurance of Support?**

An Assurance of Support is a commitment to provide adequate support to a person applying to migrate to Australia, so that the migrant will not have to rely on payments from Services Australia.

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## **Giving an Assurance of Support**

As an individual, you can support up to 4 adults at a time under the Community Support Program. This is in addition to the 2 adults you can support under the non-CSP Assurance of Support Scheme.

An adult is someone 18 or older at the time they lodge their claim for Assurance of Support. If there are more than 4 adults in the application, another person must give separate support.

An organisation can support up to 15 adults at a time under the Community Support Program. This is in addition to the 2 adults you can support under the non-CSP Assurance of Support Scheme.



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# Application to provide an Assurance of Support for the Community Support Program (SU714)

## Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  **Go to 1** skip to the question number shown.

**1** Has the person(s) you are going to provide Assurance of Support for applied for a visa with a subclass of 202?

No   This form is for holders of a subclass 202 visa. You will need to complete the **Application to provide an Assurance of Support (SU594)** form instead.

Yes  **Go to next question**

**2** Are you completing this form for an organisation?

No  **Go to next question**

Yes  **Go to 4**

**3** **Read** this before answering the following question.

To be eligible to provide assurance, you must satisfy residence requirements. You must be living in Australia and:

- be an Australian citizen
- hold a permanent Australian visa, or
- hold a New Zealand passport with a protected special category visa (SCV).

Are you currently living in Australia **and** do you meet the residence requirements listed above?

No   You are not eligible to apply. You need to live in Australia to apply for an Assurance of Support. For more information, go to [servicessaustralia.gov.au/assurance](http://servicessaustralia.gov.au/assurance)

Yes  **Go to 5**

**4** Have you been authorised to complete this form on behalf of your organisation?

No   You must have authorisation to complete this form on behalf of an organisation.

Yes  **Go to next question**

## Personal details

**5** Your Customer Reference Number (if known)

**6** Your name

Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

**7** Your date of birth (DD MM YYYY)

**8** Do you need an interpreter?

Available in international, Indigenous, Auslan and other sign languages.

No  **Go to 11**

Yes  **Go to next question**

**9** What is your preferred spoken language?

**10** What is your preferred written language?



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**11** Have you been known by any other name(s)?

**Include:**

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No  **Go to next question**

Yes  **Give details below**

**1** Other name

  
  
Type of name (for example, name at birth)  

**2** Other name

  
  
Type of name (for example, name before marriage)  

If you need more space, provide a separate sheet with details.

**12** Your gender

Male

Female

Non-binary

**13** Have you ever claimed or received assistance from us?

No

Yes

**14** **Read** this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.

Are you of Aboriginal or Torres Strait Islander Australian descent?  
If you are of both Aboriginal and Torres Strait Islander Australian descent, tick both 'Yes' boxes.

No

Yes – Aboriginal Australian

Yes – Torres Strait Islander Australian

**15** **Read** this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.

Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.

Are you of Australian South Sea Islander descent?

No

Yes

**16** Your permanent address

  
  
  
Postcode

**17** Your postal address (if different to above)

  
  
  
Postcode

**18** **Read** this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to [servicesaustralia.gov.au/em](http://servicesaustralia.gov.au/em)

Your contact details

Home phone number (including area code)

Mobile phone number

Fax number (including area code)

Work phone number (including area code)

Alternative phone number (including area code)

Email

**19** Are you completing this form on behalf of an organisation?

No  **Go to next question**

Yes  **Go to 40**

Individual assurer details

20 What country are you currently living in?

This is the country where you normally live on a long term basis.

Australia  Go to next question

Other  Country where you live

21 Have you **ever** travelled outside Australia, including short trips and holidays?

This question will help us to verify your Australian residence.

No  Go to next question

Not applicable – never travelled to Australia  Go to next question

Yes  Give details below

Year you last entered Australia

Passport number

Country of issue

22 Are you an Australian citizen **who was born in Australia**?

No

 You will need to provide proof of your Australian residence status (for example, **citizenship papers, passport or other documentation**).

▶ Go to next question

Yes  Go to 29

23 What is your country of birth?

24 What is your country of citizenship?

Australia  Date citizenship granted (DD MM YYYY)

▶ Go to 28

Other  Give details below

Country of citizenship

Date citizenship granted (DD MM YYYY)

25 What type of visa did you arrive on?

Permanent  Go to next question

Temporary  Go to next question

New Zealand passport (Special Category visa)  Go to 27

Not sure  Go to 27

26 Your visa details on arrival

Visa subclass

Date visa granted (DD MM YYYY)

27 Has your visa changed since you arrived in Australia?

No  Go to next question

Yes  Most recent visa details

Visa subclass

Date visa granted (DD MM YYYY)

28 Did someone provide you with an Assurance of Support for your migration to Australia?

No

Not sure

Yes

**29** Tick **one** of the boxes below to tell us about your relationship status right now.

For more information about relationship status, go to [servicessaustralia.gov.au/moc](http://servicessaustralia.gov.au/moc)

If you have ever been separated from your current partner, give the date that you most recently got back together (reconciled) with your partner.

This will update your Centrelink record only. If you need to call us to update your Medicare and/or Child Support record, go to [servicessaustralia.gov.au/phoneus](http://servicessaustralia.gov.au/phoneus)

**Married**

Date married or last reconciled with your partner (DD MM YYYY)

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▶ **Go to 30**

**Registered relationship** (your relationship is registered under Australian state or territory law)

Date registered or last reconciled with your partner (DD MM YYYY)

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▶ **Go to 30**

**De facto**

(your relationship is similar to a married couple but you are not married or in a registered relationship)

Date you started your relationship or last reconciled with your partner (DD MM YYYY)

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▶ **Go to 30**

**Separated**

(previously in a marriage, registered or de facto relationship)

Date of last separation (DD MM YYYY)

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▶ **Go to 35**

**Divorced**

Date of divorce (DD MM YYYY)

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▶ **Go to 35**

**Widowed**

(previously in a marriage, registered or de facto relationship)

Date of partner's death (DD MM YYYY)

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▶ **Go to 35**

**Never married or lived with a partner**

**Go to 35**

**30** Your partner's name

Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

**31** Has your partner been known by any other name(s)?

**Include:**

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No  ▶ *Go to next question*

Yes  ▶ Give details below

**1** Other name

Type of name (for example, name at birth)

**2** Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

**32** Your partner's gender

Male

Female

Non-binary

**33** Your partner's date of birth (DD MM YYYY)

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**34** Has your partner ever claimed or received assistance from us?

No  ▶ *Go to next question*

Yes  ▶ Your partner's Customer Reference Number (if known)

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**35** How many children younger than 18 are dependent on you?

- 36** Are you currently employed?  
No  *Go to next question*  
Yes  *Give details below*

Employer's name

Address

  

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Postcode

Phone number (including area code)

If you have more than one employer, provide a separate sheet with details.

- 37** Are you currently self-employed or generating income by other means?  
No  *Go to next question*  
Yes  *Give details below*

  

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- 38** What is your current annual taxable income?

\$

 Provide evidence of your ongoing income (for example, 2 most recent consecutive payslips, letter from accountant, letter from employer, profit and loss statement).

- 39** What was your taxable income for the **last financial year**?

Financial year

 / 

Taxable income

\$

 Provide evidence of your income from the **last financial year** (for example, notice of assessment or any other Australian Taxation Office (ATO) letter or document stating your taxable income for the last financial year).

► **Go to 48**

## Organisation details

- 40** Your organisation's name

Australian Business Number (ABN)

Address

  

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Postcode

Phone number (including area code)

Your position in the organisation

- 41** Give details of the person who authorised you to complete this form on behalf of your organisation.

Name

  

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Title/Position

- 42** Is the organisation an unincorporated organisation?  
No  **Go to 44**  
Yes  *Go to next question*

**43** Give details of other partners or the organisation's management committee members.

**1** Full name

Position

Permanent address

Postcode

**2** Full name

Position

Permanent address

Postcode

**3** Full name

Position

Permanent address

Postcode

If more than 3 other partners or management committee members, provide a separate sheet with details.

**44** Is your organisation primarily based in Australia?

No

Yes

Financial capacity test

**45** What is your organisation's taxable income and value of liquid assets for the **last financial year**?

Financial year

/

Taxable income

\$

Value of liquid assets

\$

**46** What is your organisation's taxable income and value of liquid assets for the financial year **previous to last financial year**?

Financial year

/

Taxable income

\$

Value of liquid assets

\$

**47** What is your organisation's current readily available funds amount?

\$

 Provide evidence of your organisation's financial capacity for the last and previous to last financial years.

For example:

- your organisation's tax returns for the last and previous financial years
- marketable securities: debentures, stocks, shares or bonds of any Government, of any local government authority or of any body corporate, association or society, and includes any right or option in respect of shares in any body corporate and any interest in a managed investment scheme
- current bank statements.

Details of migrants covered by this Assurance of Support

**48 Read** this before answering the following questions.

Questions 49 to 55 are about the migrants covered by this Assurance of Support application.

Individuals can provide Assurance of Support up to a maximum of 4 adult assurees.

Organisations can provide Assurance of Support up to a maximum of 15 adult assurees.

There is no limit to provide Assurance of Support to children from 15 **up to** 18 years old at the time of application lodgement date.

Refer to the Request for Assurance of Support letter from the Department of Home Affairs before answering.

If more than 2 adult applicants, provide a separate sheet with details, for each additional adult visa applicant.

**49 Details of primary visa applicant.**

Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender

Male

Female

Non-binary

Current address

  

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Postcode

Country of birth

Country of citizenship

**50** Has the primary visa applicant been known by any other name(s)?

**Include:**

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No  **Go to next question**

Yes  **Give details below**

**1** Other name

Type of name (for example, name at birth)

**2** Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

**51** Are you providing Assurance of Support for more than one adult visa applicant?

No  **Go to 55**

Yes  **Go to next question**

**52** Details of **second adult applicant**.

Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender

Male  Female  Non-binary

Current address

  

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Postcode

Country of birth

Country of citizenship

**53** Has the second visa applicant been known by any other name(s)?

**Include:**

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No  *Go to next question*

Yes  *Give details below*

**1** Other name

Type of name (for example, name at birth)

**2** Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

**54** Are you providing Assurance of Support for more than 2 adult visa applicants?

No  *Go to next question*

Yes

 If you are providing Assurance of Support for more than 2 adult visa applicants, provide a separate sheet with details, for each additional adult.

**▶** *Go to next question*

**55** Are you providing Assurance of Support for a child younger than 18 at the time of this application?

If the primary applicant is younger than 18, you do not need to re-enter the details.

No  *Go to next question*

Yes  *Give details of children younger than 18*

**1** Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender

Male  Female  Non-binary

Current address

  

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Postcode

Country of birth

Country of citizenship

**2** Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender

Male  Female  Non-binary

Current address

  

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Postcode

Country of birth

Country of citizenship



58 Have you given any other Assurance of Support?

No  **Go to 60**

Yes  When was the other Assurance of Support accepted?

(DD MM YYYY)

59 Who did you give the other Assurance of Support for?

**1** Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender  Male  Female  Non-binary

Current address  
  
  
 Postcode

Country of birth

Country of citizenship

**2** Family name

First given name

Second given name

Date of birth (DD MM YYYY)

Gender  Male  Female  Non-binary

Current address  
  
  
 Postcode

Country of birth

Country of citizenship

If you have given Assurance of Support to more than 2 people, provide a separate sheet with details.

Permission to enquire

60 Do you want to authorise a person or organisation to make enquiries, make updates, act and/or get payments on your behalf?

No  **Go to next question**

Yes  Details below

 You need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. You and the person or organisation will need a Centrelink online account. If you want more information or to download the form, go to **servicesaustralia.gov.au/authorisedrepresentative**

Checklist

61 The following form and/or documents are required from you (and/or your organisation) when returning this form.

Where you are asked to supply documents, provide original documents.

If you are not sure, check the question to see if you should provide the documents.

All assurers must provide:

- |  |                          |
|--|--------------------------|
| Department of Home Affairs Request for Assurance of Support letter to the visa applicant advising that an Assurance of Support is required | <input type="checkbox"/> |
| Identity documents<br>For a full list of acceptable documents, go to <b>servicesaustralia.gov.au/identity</b>                              | <input type="checkbox"/> |
| <b>Authorising a person or organisation to enquire or act on your behalf (SS313)</b> form<br>(If you answered Yes at <b>question 60</b> )  | <input type="checkbox"/> |

If you are signing as an individual assurer (that is, you are not signing on behalf of an organisation) you must also provide:

- |  |                          |
|--|--------------------------|
| Proof of your Australian residence status<br>(If you answered No at <b>question 22</b> )   | <input type="checkbox"/> |
| Evidence of your ongoing income (for example, 2 most recent consecutive payslips, letter from accountant, letter from employer, profit and loss statement)<br>(If you answered <b>question 38</b> )  | <input type="checkbox"/> |
| Evidence of your income from the last financial year (for example, notice of assessment or any other Australian Taxation Office (ATO) letter or document stating your taxable income for the last financial year)<br>(If you answered <b>question 39</b> ) | <input type="checkbox"/> |

Questions continue 

Continued

If you are signing on behalf of an Organisation, you must also provide:

Evidence of your organisation's financial capacity for the last and previous financial years, for example: <ul style="list-style-type: none"> <li>• your organisation's tax returns for the last and previous financial years</li> <li>• marketable securities</li> <li>• current bank statement</li> </ul> (If you answered <b>questions 45 to 47</b> )	<input type="checkbox"/>
Details of each additional adult, if you have more than 2 adult visa applicants (If you answered Yes at <b>question 54</b> )	<input type="checkbox"/>

Privacy notice

62 You need to read this

**Privacy and your personal information**

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacypolicy](http://servicesaustralia.gov.au/privacypolicy)

Statement by assurer

63 I understand that:

- I am required to provide sufficient direct or indirect financial assistance to the person(s) listed in the **Application to provide an Assurance of Support for the Community Support Program (SU714)** form that I have signed to make sure that they will not rely on Centrelink payments.
- I am required to repay to the Australian Government the full amount of any Centrelink payments that are recoverable under the terms of the Assurance of Support Scheme paid to any person(s) listed in the **Application to provide an Assurance of Support for the Community Support Program (SU714)** form.
- I am required to advise Services Australia of any changes to my contact details such as address or phone number. If Services Australia cannot contact me recoverable payments may be made to an assuree without my knowledge.
- generally I will be contacted by Services Australia if the assuree(s) make(s) a claim for a recoverable payment. I accept that I may not be contacted immediately if a claim results from alleged domestic violence or family breakdown.
- new payments may be included as recoverable payments at any time and that I may also be required to repay any amounts of these made to the person(s) listed in the **Application to provide an Assurance of Support for the Community Support Program (SU714)** form.
- Services Australia may use its debt recovery powers under the *Social Security Act 1991*, including action that may be taken against me in a court, to recover from me any debt to the Australian Government that arises as a result of me giving this Assurance of Support.

Continued

- the Assurance of Support remains in force for a period of 12 months for Special Humanitarian Entrants. This period begins on the day the person(s) for whom I have given the Assurance of Support arrive(s) in Australia or is granted the visa for which the Assurance of Support was required, whichever happens later.
- once the person(s) for whom I have given an Assurance of Support is/are granted the visa to which the Assurance of Support applies, the Assurance of Support cannot be withdrawn, and that my responsibilities as an assurer will remain in place for the full period of the Assurance of Support, regardless of any changes in circumstances, financial hardship, or a breakdown in the relationship between myself and any person(s) for whom I have given an Assurance of Support.

Your declaration

64 I declare that:

- I have read, understand and accept the obligations and responsibilities in the Statement by assurer section at question 63.
- the information provided in this form is complete and correct and that the documents provided are genuine.

I understand that:

- Services Australia can make relevant enquiries to establish if I (or the organisation I represent) qualify to provide an Assurance of Support.
- giving false or misleading information is a serious offence.

Your signature



Date (DD MM YYYY)

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Returning this form

Return this form and any supporting documents:

- online
  - individuals only use your Centrelink online account.
  - organisations only log into your PRODA account. For more information, go to [servicesaustralia.gov.au/proda](http://servicesaustralia.gov.au/proda)
- by post to
 

Services Australia  
PO Box 7800  
CANBERRA BC ACT 2610