

# FAQs: General Public

## 1. What is the Additional Referral Pathway?

The Additional Referral Pathway (ARP) is a program designed to help people who have experienced or are experiencing modern slavery and connect them with support. The ARP is an entry-point to support options, including the Support for Trafficked People Program (STPP) and Forced Marriage Specialist Support Program (FMSSP). Through the ARP, you can be screened and assessed for indicators of modern slavery, and you can be provided with a referral to the STPP and FMSSP if you are eligible. If you are not eligible, you can still be connected with other community-based services. Support through the ARP also includes safety planning, legal advice, short-term casework, and assistance with immediate needs.

The ARP is provided by The Salvation Army and Anti-Slavery Australia.

The ARP is a pilot program funded by the Department of Social Services until 30 June 2027.

## 2. What are the benefits of accessing the ARP?

Previously, the only way for people who had experienced modern slavery to be referred onto the STPP was by the Australian Federal Police (AFP). As some people may not wish to initially report to the AFP, the ARP removes this barrier to help-seeking, by helping people who have experienced modern slavery with immediate support needs and offering referral onto the STPP.

The ARP can help you ask for information confidentially and can provide you with information about your rights and options, including about support pathways. If you access the ARP, it is voluntary, and you can choose to stop receiving services from the ARP at any point during the enquiry, assessment, or referral process. ARP support is provided by qualified staff with a person-centred and trauma-informed approach.

## 3. How do I contact the ARP program?

There are multiple ways you can contact the ARP program based on your preference. You can also access an interpreter service.

- Call 1800 000 277
- Email directly at [arp@salvationarmy.org.au](mailto:arp@salvationarmy.org.au)
- Visit : <https://www.salvationarmy.org.au/additional-referral-pathway/> and use the “[Contact us](#)” form through the website or email

The Salvation Army operates the central contact points which are available within business hours 9am-5pm, Monday-Friday nationwide.

You can also directly contact partner service providers Anti-Slavery Australia via the details listed on the “[Contact Us](#)” page.

## 4. What are the steps through the ARP to access the STPP or FMSSP?

### Initial Enquiry:

- You can contact the ARP by phone call, email, or web enquiry.
- The ARP worker will provide information about the program, and gain consent to gather initial information about your experience. The worker will screen for indicators that you have experienced modern slavery and will assess your immediate needs, including if you need legal advice.

### Assessment Stage:

- If you consent to proceed and it is safe to have further discussions, a worker will complete an assessment with you to identify if you have experienced trafficking, slavery and/or slavery-like practices as defined by Australian legislation.
- The assessment will also confirm your eligibility for the STPP and FMSSP. This will include considering your current visa status and whether you have previously accessed support from the STPP or FMSSP.
- You may be offered legal and migration advice if you need it.
- If you are assessed as not eligible for the STPP or FMSSP and you would like a review of your assessment, you can be provided with a lawyer who will review and reassess your eligibility.

## **Referral to STPP:**

- If your assessment indicates you have experienced modern slavery and you agree to receive support from the STPP or FMSSP, you will be referred onto the program. As part of this referral, you will be provided with a case manager from the STPP or FMSSP who will provide you with support. This referral process can take up to one business day.

## **Alternative Referrals:**

- If you are assessed as ineligible to receive specialist support programs or if you do not wish to proceed with a referral, you can be referred to other community-based support services.

## **5. What if the person seeking support is a child?**

The ARP program can be accessed by young people aged 16 years and above, or by children under 16 who need support but also have a safe legal guardian.

Children victim-survivors aged 15 years old and younger without a safe guardian will be connected to the Australian Federal Police. The AFP will coordinate safety and support options and can provide referral to the Support for Trafficked People Program, if the child is eligible.

All Additional Referral Pathway workers are mandatory reporters for child safety and wellbeing.

## **6. What immediate help does ARP offer and how many days of support are available?**

The ARP can provide information and referral, safety planning and legal advice. If you are eligible, the ARP can also help with immediate welfare support while you are working through the assessment and referral process for the STPP or FMSSP. These processes generally take a few days. The ARP can provide you with support for up to 14 days and can refer you to other community-based services if you need longer periods of support.

## **7. How can the ARP protect people coming forward about experiences of modern slavery? Will there be protections in place to keep people safe from retaliation or harm?**

As ARP staff are not law enforcement and cannot guarantee your protection from retaliation or harm, the process of risk assessment and safety planning may indicate that you need help from local police or the Australian Federal Police (AFP). Seeking help from local police or the AFP may also be needed to leave a situation of modern slavery safely.

All ARP staff are mandatory reporters and must report risk of harm to children to child protection agencies.

## **8. What documents or information is shared about me to other organisations or government departments?**

You can make an initial enquiry about support options available from the ARP without providing identifying details.

At the assessment stage, personal information will be needed. This includes your name, age, residency status, visa status, and details about your experiences and current situation. At this point, summary information is reported to the Department of Social Services about the level of demand for the ARP program, including the general characteristics of people enquiring. This information does not identify individual people.

Your ARP worker will need to confirm your identity and visa status before you can be referred to the STPP or FMSSP. If you choose to be referred to the STPP or FMSSP, you will also be asked to provide consent for this identifying information to be shared with government departments including the Department of Social Services and Department of Home Affairs. The referral to the STPP or FMSSP cannot be made without this information being agreed to be shared

## 9. What visa is needed to be eligible for support through the ARP and the STPP?

A person with any visa status, including no current visa, can contact the ARP for information and support, which can include legal advice about their visa options.

To be eligible for the STPP, you must hold a valid visa that allows you to continue your stay in Australia (or have permanent residency or citizenship). If you hold a time limited visa, the expiry date cannot be less than 8 business days away. You can receive legal advice on your visa options through the ARP.

## 10. What happens after the referral is sent to the STPP and what does the STPP provide?

If you are referred to the STPP, your ARP worker will send relevant information to your STPP worker, which includes information about any safety concerns and your current support needs. The ARP worker will ensure you have your immediate needs met until you are provided with support from the STPP. Your STPP case manager will connect with you within one business day.

The STPP offers intensive, holistic support including access to a caseworker, financial support, access to health and accommodation services, referrals to counselling and referrals to legal and migration support.

For more information about the STPP please visit: <https://www.dss.gov.au/women/programs-services/reducing-violence/anti-people-trafficking-strategy/support-for-trafficked-people-program>

## 11. Can someone who has accessed the STPP before being re-referred for support?

Generally, a person will access the STPP for one support period following their experience of modern slavery. However, if you have experienced modern slavery a subsequent time, or your circumstances have significantly changed, you may be eligible for a new assessment and referral to support. You can contact the ARP to discuss your individual eligibility.

## 12. Has the ARP delivery model changed?

The ARP was initially delivered in consortium consisting of specialist organizations The Salvation Army (lead), Anti-Slavery Australia, Australian Muslim Women's Centre for Human Rights, Project Respect and Scarlet Alliance from July 2024 - December 2025. A key learning from the original pilot period was the need for in-person frontline presence and to strengthen national reach to people experiencing all forms of modern slavery. Due to this learning and amidst finite resourcing, the ARP model is now delivered nationally by The Salvation Army in partnership with Anti-Slavery Australia.

Over the initial pilot period, the original consortium partners achieved substantial positive outcomes together by establishing and delivering the ARP. We will continue to work together closely to ensure people who have experienced modern slavery can access support.

## 13. Can any community service provider directly refer a person to the STPP? ?

No, currently the only way for people to access the STPP is via referral from the Australian Federal Police or via a specialist service provider who can refer through the Additional Referral Pathway. These providers are The Salvation Army (ARP team) and Anti-Slavery Australia. The Salvation Army and Anti-Slavery Australia are organisations experienced in providing support to people experiencing modern slavery in Australia.

The Salvation Army and Anti-Slavery Australia bring close to four decades of combined experience in providing support to people experiencing modern slavery in Australia.

