

ASYLUM SEEKERS CENTRE

Strategic Plan 2016-2018



OUR VISION

Australia opens
its heart to people
seeking asylum.

Recognising our
shared humanity with
those seeking safety
in Australia, we
extend our welcome,
respect and support.

We are a stronger
and more vibrant
country as a result.





*The Asylum
Seekers Centre
provides
practical
and personal
support for
people living in
the community
who are seeking
asylum.*

OUR PURPOSE

- Provide support and services for people seeking asylum to enable them to become independent and valued members of the community.
- Advocate for a supportive policy and service framework that recognises the rights and needs of people seeking asylum in Australia – regardless of how they arrive.
- Create a welcoming and supportive community - involving people from all walks of life in our work while building understanding of asylum issues and support for people seeking asylum.

OUR VALUES

A people centred service.

- We focus on the needs of people seeking asylum, adjusting what we do and how we work in response to their strengths and capabilities.

An organisation operating within a strong human rights framework.

- We respect the rights of people seeking safety through asylum in Australia and work with them to realise their human right to live in peace and free from danger.

A collaborative partnership.

- We work with people seeking asylum, our volunteers, other sector agencies, donors and supporters, to provide the best possible service.

An accountable and transparent agency.

- We follow standards of good practice for NGOs and critically reflect on our work so we can keep improving our services and have greater social impact.

OUR STRATEGIC GOALS

1 Provide support and services for people seeking asylum to become independent and valued community members.

WHAT WE WILL DO:

- Provide a range of services and support including accommodation, financial, health, legal, employment assistance, food and material aid.
- Help people make the transition from our services to a more independent and satisfying life with strong community connections.
- Assist people to navigate other government and community services that are available.
- Identify people's unmet needs, including those living outside metropolitan areas, and explore ways of filling any service gaps.
- Collaborate with other sector agencies to maximise services and reduce duplication.

2 Advocate to ensure a supportive policy and service framework for people seeking asylum in Australia.

WHAT WE WILL DO:

- Propose and promote changes to public policies and programs.
- Work with other agencies to develop a united voice and advocate for needed systems change.
- Seek to influence, engage and gain the support of a variety of organisations (e.g. businesses, research bodies and housing organisations).



3 Greater community understanding of asylum issues and support for people seeking asylum.

WHAT WE WILL DO:

- Provide opportunities for Australians from all walks of life to demonstrate their welcome, respect and care for people seeking asylum.
- Participate in forums to stimulate discussion and raise awareness of asylum issues.
- Assist and create opportunities for people to tell their stories, communicate directly about their experiences, needs and the contributions they can make to the Australian community.
- Encourage our volunteers to be a voice of influence in their own communities on asylum seeker issues.

4 A strong and sustainable organisation able to achieve our Purpose and Goals.

WHAT WE WILL DO:

- Work closely with other agencies to achieve systemic change and provide complementary services.
- Provide more effective support for our staff through improved internal policies and systems of self care; more focus on team development and cross-team collaboration; and enhanced training and development.
- Develop our already significant volunteer involvement and support through better skills identification; improved induction and training; and greater matching of skills to the needs of people seeking asylum.
- Focus on financial sustainability through pursuing new sources of funding to consolidate our services and provide for more predictability, building strong relationships with our donors and communicating with them to the extent and in the way they desire.



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