



ASC organisational enablers

Human resources

Our staff and volunteers work together with people seeking asylum to create a caring and supportive environment at the Centre. There is effective leadership and management and a strong commitment to people development and diversity. Workplace policies provide the framework people need to perform their jobs well, including family friendly, self care and safety policies. Our people are dedicated to performing to the highest standards and are accountable for what they do. Achievements are acknowledged and celebrated.

Profile & communications

We raise ASC's profile and visibility, in the knowledge that we can do more for people seeking asylum when we are known and recognised as a credible and expert organisation. This means quick and regular communication through social and traditional media of the stories of people seeking asylum, the issues faced, our work and the impact we are having.

Financial sustainability

We are a financially sustainable organisation, with sufficient ongoing resources to ensure that we are able to fulfil our vision. We have created an effective and sustainable culture of fundraising at the ASC, implemented a mix of fundraising programs, integrated ASC's fundraising, marketing and communications and adequately resourced and staffed the fundraising effort.

Systems development

We continually improve our systems, making them as efficient and effective as they can be, whilst ensuring we never lose sight of the things we most value.

Social impact

We commit to measuring the social impacts of what we do to make sure that our support is delivering the expected results and that we are using our resources effectively. We critically reflect on our work so we can keep improving our services and have greater social impact.



Asylum Seekers Centre

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Asylum Seekers Centre Strategic Plan 2019 – 2022

ABN: 47 164 509 475





Our Vision

Australia opens its heart to people seeking asylum, affirming their basic human rights to freedom from persecution, violence and fear.

Recognising our shared humanity, we extend our welcome, respect and support. We are a stronger and more vibrant country as a result.

Our Values

The Asylum Seekers Centre (ASC) work is underpinned by a set of values built on our commitment to a human rights approach.

Compassion & connectedness

The ASC is a place where people feel safe, welcomed and valued as human beings. We extend kindness and generosity to every-one who comes to the Centre and seek to create a place where people feel a sense of belonging whilst they build confidence to connect into the communities where they live.

People centred

We work alongside people seeking asylum focusing on people's needs and adjusting what we do and how we work in response to people's strengths and capabilities.

Collaborative

We work alongside people seeking asylum, our staff and volunteers, other agencies, donors and supporters, to provide the best possible service and improve relevant laws, policies and programs.

Innovative

We are creative and agile, always learning, and ready to take risks to accelerate positive change.

What We Do

The Asylum Seekers Centre is a place of welcome and provides practical and personal support for people living in the community who are seeking asylum. Our services include accommodation, legal advice, financial relief, health care, employment assistance, education, food, material aid and recreational activities.

We draw on the direct daily experience of people seeking asylum to develop and promote campaigns to improve public laws and policies, working with other services to bring about needed change.

We provide opportunities for the Australian community to learn about the issues people face as they await decisions on their claims for protection.

We are a not-for-profit organisation with a voluntary Board of Directors. We rely on philanthropic grants, individual donations, some state government support, a dedicated team of professional staff and hundreds of volunteers to undertake our work.

ASC Strategic Goals

1. Connect people to supports & service

Work with people seeking asylum so they have the supports and services they need to make their own life in Australia while waiting for their claim for protection to be processed and recognised.

The ASC's resources are used to provide social and economic opportunities for the people we support through an integrated model of service delivery.

In the delivery of services we will focus on ensuring that:

- The people we support are key players and have an active voice in deciding the support and services they need.
- Everything we do revolves around the strengths of the people we support and encourages people to build independent lives.
- ASC services are integrated and people can move easily between them – at their own pace and as their needs and circumstances change.
- People seeking asylum contribute to the richness and vibrancy of the ASC, supporting one another and sharing experiences, culture and skills.
- ASC has strong and respectful working relationships with other service providers. We assist people to navigate and use government and community services outside the ASC.

2. Engage community

Build a powerful network of Australian organisations, groups and individuals who welcome people seeking asylum to this country, volunteer to assist, participate in the advocacy effort and provide resources to support our work.

The ASC builds and harnesses the good will in the community towards people seeking asylum. We create opportunities for people to provide practical supports as well as to advocate for political change.

We will:

- Expand our networks across parliaments and political parties, community groups, faith communities, private enterprises, unions, arts and sport circles to enable greater involvement in programs and advocacy that assist people seeking asylum.
- Facilitate the ability of our volunteers to connect their networks in multiple ways to the work of the ASC, including advocating for long term legal and policy change.
- Support the development of communities of volunteers in regions where people seeking asylum may wish to live.
- Build integrated systems that enhance communication and advocacy between the wider ASC community of donors, supporters, volunteers and people seeking asylum.

3. Influence policy & legal change

Build momentum and the will for Australia to enact laws and policies that improve the circumstances of people seeking asylum.

With the knowledge and experience of direct service delivery, and the voices of the people we support at the forefront, we engage with decision makers and leaders to achieve positive systemic change at both a Federal and a State level.

We will:

- Create ways that people seeking asylum can contribute to advocacy for political change by communicating directly about their experiences and the personal impact of government policy.
- Participate strategically in powerful partnerships and alliances calling on governments and all political parties to adopt legislation and policies that affirm the rights of people seeking asylum to protection and support.
- Make the best use of clear and effective communication across multi media platforms, to mobilise action in support of constructive laws and policies for people seeking asylum.