



Future directions for the Asylum Seekers Centre



Responding to the coronavirus pandemic has given us the opportunity to reflect on our work and to consider ways that the ASC can improve.



People seeking asylum are at the heart of our purpose. We recognise that the path to protection can be long and difficult and that the ASC can provide support, services and welcome on that path.

Our future directions are powered by the objectives, voice, culture and strengths of people seeking asylum. In this document we reflect on what we have learnt, where we are headed and how we will be steering a course through these difficult times.

Volunteers, staff and people seeking asylum will be connected partners, finding creative ways to work together.

We will be embedded within the communities in which people live and provide a connection to local services, leaders and opportunities. In this way, volunteers, staff and people seeking asylum will all become stakeholders in finding creative ways to work together. Our role will be to provide services, and also offer connections to the community to support and innovate service delivery.

We value the breadth and the impact of our work. By stating our goals and measuring our impact, we will be stronger allies and advocates.



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 vision

This document sets a direction for the future of the ASC and describes the evolution of the organisation into its next phase. It works together with the ASC 2019-2021 Strategy to guide the team forward.

Active participant within communities



Since we began in 1993 we have always sought to be a place of welcome. We have been proud to be a centre with 'all services under one roof'.

We want to take that sense of 'home' and ensure the heart and soul of ASC becomes an active participants within more communities and locations.

Having services in more communities and locations will mean that people do not have to travel as much to get what they need. They will find more links and connections local to where they live. We will also look for opportunities for people with shared lived experience to mix and build new communities.

While face-to-face services are essential, we may find opportunities to deliver and connect with people virtually so that they can access more digitally, where it is appropriate.

How will we see this in action?

There will be an ASC presence and activity in more locations than before. These locations will be closer to the where the people we support live.

The 'heart and soul' or 'spirit' of the ASC will be clear, reflected in every activity in every location and easily understood by all.



We will support programs to enhance digital connectedness for people we support.

We will identify services that could be provided virtually and look for opportunities with the best outcomes for people.



The work of the ASC could not be achieved without the skills, expertise and dedication of a large group of volunteers who choose to give their time and expertise to support and welcome people seeking asylum.

We want to maximise the power of volunteer's networks and their capacity to welcome and assist people seeking asylum. And to enable greater opportunities for volunteers to create meaningful and long-lasting connections with people who are new to our community.

We will encourage and skill volunteers to have long-term engagement in a multi-faceted way. We will provide new opportunities and collaborate fully as one ASC team.

How will we see this in action?

Volunteers will work within communities, building relationships and supporting people to build strong lives.



Volunteers will actively shape their involvement; we see volunteer-initiated projects, with guidelines and training to maximise the impact.

We will improve our knowledge of volunteers, understand what motivates them, and improve how we support and connect them to people seeking asylum.



People will enjoy and grow from their experience of volunteering at the ASC.

Celebrating voice and culture



Our approach will begin with the strengths and goals of the people we support. We will ensure that the people we support have greater voice and choice when interacting with us.

We will work together to identify and maximise connections in the community. We will facilitate ways for people to contribute to the organisation and community.

People, programs and activities will be more culturally and linguistically rich and diverse. We will move towards a greater celebration and deeper understanding of the diversity of cultures of the people we support.

Our systems will support the people we work with to have inputs to decision making. We will seek and record feedback and involvement.

How will we see this in action?

Invite people to initiate peer-lead programs and provide the infrastructure to support them.



Provide more choices and opportunities for engagement and feedback/evaluation of our services and encourage people's voices in all activities of the ASC.

More communications will be produced in the languages people speak and read. Everyone at the ASC is regularly learning about different cultures.



The people we support will be given the information and support to tell their own stories in a variety of formats if they choose to do so.

Providers and connectors to the community



Becoming a connector to other services, people and communities allows us to harness the much larger wealth of support available. It also connects people to a more layered and therefore stronger web of support and connection.

Our model will evolve so that provision of services is now only one aspect of what we can offer. Services that ASC provides will be in areas where we have specialist knowledge and understanding and can have impact.

We will also become a resource of connections to other services, agencies and communities.

Sometimes we will provide it ourselves, sometimes we will connect people to existing services in the community, sometimes, where no services or connections exist, we will look for new and innovative ways to innovate and partner with others to find creative solutions.

How will we see this in action?

We will purposefully create links to communities and services in more locations, beginning with a pilot project in Auburn.

We will create new opportunities for people to identify and build connections and linkages with other organisations and communities.

Our story-telling will celebrate community connections and in our communications we will regularly feature successful partnerships and links to other communities and partnerships.





We will build on our current reporting to demonstrate the impact of our services and support on people's lives.

We will listen to the people we support and the objectives that people have for their own lives. Using this information we will use qualified people to develop a framework, show how our work leads to long-term goals and evaluate our impact. We will work to drive improvements in organisational practice.

By measuring our impact we will have a strong basis for advocacy at all levels of government, to achieve long-lasting changes to policy and greater inclusion.

How will we see this in action?

Clear impact measures will be developed and recorded. Resources will be dedicated to efficiently record and analyse the ways in which our work has impact on the people we support.

Our staff, supporters and partners gain inspiration from the impact that we are having and the stories of change.



Our communications materials will clearly show the impact of our work.

We will use the information that we gain through measuring impact to inform government policy through advocacy.