



Asylum Seekers Centre Strategic Plan 2024-2028

ABN: 47 164 509 475

Who we are



The Asylum Seekers Centre is a place of welcome that creates, builds, and fosters communities. We are a first port of call when people arrive in Greater Sydney to seek asylum, and a home away from home through a broken, cruel system.

We are a safety net the system fails to provide, serving as a beacon of hope and tireless advocates in times of great need and crisis. We offer holistic, personalised, expert support across healthcare, employment, education, crisis support, community, childcare, and family services.

We empower people and communities to change the system and help build a better Australia for everyone in the country, no matter where they were born. We advocate in the corridors of power and on the public stage, guided by the irrefutable fact that seeking asylum is a human right, and being treated with dignity and fairness when doing so is a moral imperative.



Our vision

Australia opens its heart to people seeking asylum, affirming their basic human right 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 purpose

To extend our welcome to people seeking asylum and provide practical and personal support to people seeking asylum who are living in the community.

Our long-term impact

People seeking asylum thrive in their communities, are able to live independently, and contribute socially and economically.

Our enduring long-term goals

Connect people to supports and services

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.



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.



Influence policy and legal change

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



ASC Strategic Goals 2024 - 2028



1. Advocate for a fairer, more just system and shift community sentiment

We will leverage ASC's direct work, community networks, and data to advocate to government for a fairer system, and to shift community values regarding people seeking asylum.

With the knowledge and experience of direct service delivery, and the voices of the people we support at the forefront, we can assist government to make the right reforms and implement them well.

We will:

- Dedicate resources to ensure the experiences of people seeking asylum, and our knowledge and data as a frontline organisation, is effectively communicated to government.
- Prioritise developing a stronger advocacy framework, provide our people with opportunities for greater advocacy and guidance in further advocacy avenues, and report back to them on advocacy activities.
- Test and learn new community education approaches to strengthen a community welcoming of people seeking asylum, making the most of our direct work and leveraging the networks and passion of our volunteers, clients, staff, donors, and partners.



2. Innovate in our service delivery

We will drive more effective and efficient models and solutions to better utilise resources and provide the most impactful support to people seeking asylum.

We will:

- Review and define ASC's services and eligibility criteria, continuing to provide holistic services shaped to what people need to thrive.
- Enhance our policies, procedures, tools, workflows, and data systems.
- Further develop our capability to measure impact and use this to inform service innovation.
- Explore innovative options for service delivery, including outreach and online models.



3. Build a sustainable organisation with the financial and human resources to be ambitious in meeting our goals

As a frontline service organisation, we must enable our people – board, staff, and volunteers – to give their best in the context of a challenging environment.

We will:

- Ensure our people strategy addresses wellbeing, role clarity, supervision, performance feedback, informal and formal peer support, retention, onboarding, and succession planning.
- Increase the provision of learning and development opportunities for staff.
- Develop a register of our people's skills, strengths, and areas of interest regarding the ASC's work to facilitate cross-functional training.
- Develop effective means of assessing our progress against these staff-related objectives to provide transparency for all levels of the organisation – board, executive and staff – on staff wellbeing.



4. Strengthen participation and leadership of people with lived experience within the ASC

We will formalise the role of lived experience within the ASC's strategic direction and day-to-day operations in order to best inform our work and advocacy, as well as empower people and communities to change the system.

We will:

- Work to elevate the voices of people seeking asylum in the community and develop structures and processes to enable greater participation by people with lived experience (including people seeking asylum) in the ASC's governance; strategic decision making; volunteer, internship, work experience and employment opportunities; formal or informal mentoring and support in the community for others seeking asylum; and advocacy.
- Consult people with lived experience to develop appropriate accountability mechanisms, and will update our people and board quarterly on all relevant activities.
- Develop guidelines and training for staff, volunteers, and people with lived experience to increase the safe participation of people with lived experience in the organisation.
- Improve the access of people seeking asylum to a range of ASC feedback mechanisms.