


FAIRFIELD CITY SETTLEMENT ACTION PLAN

2019-2020
Extension

A young man with dark, curly hair is shown from the chest up, playing a yellow didgeridoo. He has white body paint applied to his face, chest, and arms in traditional patterns. He is looking down at the instrument. The background is a soft, out-of-focus grey. On the left side of the image, there is a decorative graphic consisting of a network of black dots connected by thin black lines, resembling a web or a constellation.

We would like to
acknowledge the
Traditional Custodians
of the land, the Cabrogal
people of the Darug
Nation.

We also pay our respects
to Elders, past and
present of the Darug
Nation.

This document was compiled and updated by CORE Community Services.

Based on the original Fairfield City Settlement Action Plan document (2017)
provided by Fairfield City Council.

Fairfield City Settlement Action Plan

Better Together



Led by



In collaboration with representatives from the following organisations:

Transcultural Mental Health



*Communities for Children
Facilitating Partner initiative
Fairfield is funded by the
Australian Government and
facilitated by The Smith Family*



The **Fairfield City Settlement Action Plan (FCSAP)** has been revised following the recommendations made in the 2019 Progress Report *Better Together: Sharing our achievements and lessons*. The progress report recommends the Plan be extended to June 2020 to further improve coordination of services that support refugees and migrants in Fairfield City; and that the 2017-2019 Actions are revised to reflect completed projects, updated circumstances and recommendations set out in the report. To access the full Progress Report, please visit <https://corecs.org.au/fcsap>

The **FCSAP** has been extended to June 2020, and the revised Action Plan includes some continued Actions, new Actions and revised Actions. On page 20 of the FCSAP, an additional table with removed ACTIONS has been listed, including the reason for removal.

The FCSAP contains the 3 broad categories – **PEOPLE**, **OPPORTUNITY** and **PLACE**. These categories are further divided into 8 Action Areas which are summarised below. For each of the 8 Action Areas the Progress Report has made some recommendations on how gaps in the FCSAP can be addressed. Where possible the revised FCSAP seeks to address the RECOMMENDATIONS for each Action Area. The FCSAP can be read in its entirety or browsed according to the Action Area/s of interest.

AGENCIES have been identified to drive the implementation of each Action item. The **TIME FRAME** for all Actions will be by JUNE 2020. If you would like to be involved with a certain Action item or make inquiries about its progress, please directly contact the FCSAP Coordinator Marie Saliba, msaliba@corecs.org.au

PEOPLE

Action Area One

Safe and Responsible Communities

Ensure that the wellbeing of children and families of refugee, and refugee like backgrounds is acknowledged as every agency's responsibility. Services and agencies working on themes included in this Plan work in collaboration to improve outcomes for children and families settling in Fairfield

And;

Refugees, people seeking asylum and other vulnerable migrant groups. are aware of their rights and responsibilities under Australian law and know how to access the relevant community based, legal supports and relevant services when required.

Action Area Two

Physical and Mental Health and Wellbeing

Refugees, people seeking asylum and other vulnerable migrant groups are well informed of the physical and mental health supports available to them. Barriers to service access are minimised or completely eliminated where possible.

Action Area Three

People with a Disability (PWD)

Expand access to physical, mental and social supports available for PWD who form refugee, people seeking asylum and other vulnerable migrant groups.

OPPORTUNITY

Action Area Four

Meaningful Engagement, Skills Development, Education and Integration within Local Communities

Expand local volunteering, educational, transition and employment opportunities for refugees, people seeking asylum and other vulnerable migrant groups - increasing accessibility to paid employment opportunities.

Action Area Five

Volunteerism in Relation to Supporting Newly Arrived Refugee, Humanitarian Entrant and Other Vulnerable Migrant Communities

Coordination and acknowledgement of local volunteers in supporting refugee, humanitarian entrant and other vulnerable migrant communities.

Action Area Six

Information and Coordination

Stakeholders work collaboratively to share information and achieve outcomes for refugees, people seeking asylum and other vulnerable migrant groups.

PLACE

Action Area Seven

Housing Accessibility

Advocate for adequate resource allocation and innovative approaches to improve accessibility to short and long term local housing options for humanitarian entrants, refugees, people seeking asylum and other vulnerable migrant groups.

Action Area Eight

Evidence Based Planning and Advocacy

Build platforms, provide leadership and opportunities for collaboration for local and regional leadership on issues impacting refugees, people seeking asylum and other vulnerable migrant groups.

Action Area One – Safe and Responsible Communities

PEOPLE

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Refugees, people seeking asylum and other vulnerable migrant groups. are aware of their rights and responsibilities under Australian law and know how to access the relevant community based, legal supports and relevant services when required.

ACTION	OUTPUT	OUTCOME	AGENCIES
<p>**Adopt an approach of prevention and early intervention, and make a commitment to putting children, young people and families at the centre of our work. (Recommendation 3.2.2)</p>	<p>**Deliver workshops to:</p> <ul style="list-style-type: none"> Map protective and risk factors Map how services commit to the child at the centre of their work Develop common approach to prevention and early intervention 	<p>Create a tool and relevant resources to inform, and be utilised to shape a holistic approach of agencies and services in service design and delivery.</p>	<p>Communities for Children Fairfield and local interagency networks</p>
	<p>**Practitioners and agencies use the mapping tools and resources in local service design and delivery.</p>	<p>Agencies and services are responsive to varying immediate and priority needs of children and families.</p>	
	<p>**Existing and newly formed partnerships that are cross-sectoral use the protective and risk factors mapping tools to provide holistic support to children and families.</p>	<p>Utilising prevention and early intervention approaches to support children and families of refugee and refugee-like backgrounds</p>	
<p>**Recognise and celebrate the resilience and strength of the refugee community.</p>	<p>Service providers engage community members to participate in the planning and delivery of community events.</p>	<p>Culturally relevant and appropriate celebrations of resilience of children, young people and families living at Fairfield.</p>	<p>Relevant lead agencies of working groups planning: Families Week in May Bring it on! Festival in April Refugee Week events in June Grandparents' Week in September Children's week in October Relevant school holiday events</p>
<p>**Provide civil law and family law advice to newly arrived refugees.</p>	<p>Refugee Service advice sessions delivered at CORE CS Fairfield Multicultural Hub, Fairfield Navitas, Fairfield Legal Aid Office.</p>	<p>Newly arrived refugees have access to timely, accurate meaningful advice and assistance.</p>	<p>Legal Aid NSW Refugee Service</p>

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Action Area One – Safe and Responsible Communities

PEOPLE

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And;

Refugees, people seeking asylum and other vulnerable migrant groups. are aware of their rights and responsibilities under Australian law and know how to access the relevant community based, legal supports and relevant services when required.

ACTION	OUTPUT	OUTCOME	AGENCIES
Increase access to information about Australia's legal system, personal rights and responsibilities.	Workshop sessions delivered on Australian law (criminal, civil and family), rights and responsibilities of citizens, the role of police and the courts targeting young people, their parents and community and religious leaders.	Newly arrived community members are better informed about key laws, consequences of breaking these laws and individual rights and responsibilities.	Legal Aid NSW Refugee Service Fairfield City Police Area Command
Increase opportunities for positive interaction with Police and other law enforcement agencies.	NSW Police (PYLOs & MCLOs) and other relevant justice sector agencies create easy access for youth, community, community elders/leaders and religious leaders to connect with the police and the justice system.	Improved perception and trust of Police and authority figures. (Perception may be skewed upon arrival due to negative experiences overseas.)	Police Youth Liaison (PYLO) and Multicultural Community Liaison (MCLO) Officers.
*Increase understanding of the supports available should a person require legal advice or should their safety or rights be compromised. Including practical assistance for refugees and vulnerable migrants to access legal services. (Recommendation 1.1.1)	<p>Workshop sessions delivered on key topics such as domestic and family violence, Work and Development Orders, Legal Aid NSW Services etc. Scope potential to disseminate existing resources, or develop new resources in community languages on key topics described above.</p> <p>Scope the potential to disseminate existing resources, or develop new resources in community languages on key topics described above.</p> <p>**Collaborative initiatives to provide practical (hands on, guided) assistance for refugees, vulnerable migrants to access legal services.</p>	Increased awareness of relevant legal and justice programs and initiatives.	Legal Aid NSW NSW Department of Communities and Justice CORE Community Services Adult Migrant English Program (AMEP) providers
*Increase opportunities to positively engage youth, including self-led activities and programs for refugee and migrant youth.	<p>*Youth are connected to support services, networks and relevant stakeholders to support them, and build capacity in planning and designing their own projects.</p> <p>*Youth are connected to activities such as sport and recreation as well as strengthening relationship with communities through initiatives like Coffee with a Cop targeting young people from refugee and CALD background.</p>	Youth are involved in meaningful activities and programs that target them. And are engaged and connected to their peers and wider community.	CORE Community Services Lebanese Muslim Association (LMA) Youth Off the Streets, Refugee Services

Action Area One – Safe and Responsible Communities

PEOPLE

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Refugees, people seeking asylum and other vulnerable migrant groups. are aware of their rights and responsibilities under Australian law and know how to access the relevant community based, legal supports and relevant services when required.

ACTION	OUTPUT	OUTCOME	AGENCIES
Create opportunities for positive interactions with local Police.	Continue with Coffee with a Cop events. Provision of services in Police Citizens Youth Club "PCYC" and Youth Centres for newly arrived young people (including activities such as martial arts and other courses currently being provided).	Improved perception of Police and authority figures which may be skewed due to negative experiences overseas.	Fairfield City Police Area Command
Increase awareness and usage locally of the Domestic Violence Line and Men's Line Australia.	Hotline Service Providers to present at local Fairfield interagency meetings.	Service providers are better informed about hotline services and are able to make appropriate referrals.	Fairfield Domestic Violence Committee + other Interagency Networks
Increase awareness and usage of the Family and Domestic Violence contact document 'Knowledge is Power' amongst local service providers	Document is disseminated, Fairfield Domestic Violence Committee attend local interagency networks to promote usage.	Service providers have a greater awareness of the support available for victims of D&FV and can refer more efficiently.	Fairfield Domestic Violence Committee
Incorporate domestic and family violence (D&FV) education into existing programs and services accessed by refugee and migrant communities.	D&FV Information sessions and workshops delivered where there are already organised group activities for refugee and migrant communities including but not limited to: <ul style="list-style-type: none"> • Settlement Services International • CORE Community Services • Assyrian Resource Centre • Community and Neighbourhood Centres • Navitas • Secondary schools including Fairfield and Cabramatta IEC's • Religious organisations 	Communities' understanding of D&FV (including male victims) is increased including awareness of available supports and services among refugee and migrant communities	Individual agencies (listed under 'Output') *Session content (and possibly delivery) from Legal Aid NSW Domestic and Family Violence Unit, Health NSW, Fairfield Domestic and Family Violence Committee etc.
	**In recognition of the difficulty in reaching refugee women who are victims of domestic violence; develop innovative and creative methods of delivering legal information about the services available for victims of domestic violence.		Legal Aid NSW Refugee Service

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Action Area Two –Physical and Mental Health and Wellbeing

PEOPLE

Refugees, people seeking asylum and other vulnerable migrant groups are aware well informed of the physical and mental health supports available to them. Barriers to service access are minimised or completely eliminated where possible.

ACTION	OUTPUT	OUTCOME	AGENCIES
Protect and promote the health of refugees.	Provide clinical health assessments and relevant programs to newly arrived refugees as outlined in the NSW Refugee Health Service Plan.	Improved health and wellbeing.	NSW Refugee Health Service
Empower refugees, people seeking asylum and other vulnerable migrant groups to take control of their own health and better navigate the health system.	Disseminate relevant health information directly to individuals, communities, places of worship, and community organisations (including non - funded).	*Community leaders are better informed, able to give correct advice to community members and improve access to health services	NSW Refugee Health Service Fairfield Emerging Communities Action Partnership
	Training and workshops delivered to community and religious leaders regarding availability and access to mental health services.	Community and religious leaders increase their own understanding and become champions for people taking up mental health service support when required.	Fairfield Emerging Communities Action Partnership Fairfield Health Alliance, Health Literacy Working Group
Increase awareness amongst refugee communities of the familial effect of trauma on individuals within the family and the family unit overall.	Provide education to refugee communities about the effect of mental health on the dynamics of a family.	People impacted by torture and trauma are more likely to recognise when they need help and seek out support from the relevant services.	Refugee Trauma and Recovery Program, UNSW
**Address stigma regarding mental health problems amongst individuals from refugee, vulnerable migrants, and people seeking asylum backgrounds. (Recommendation 1.2.2)	**Provide resources and deliver education sessions on evidence-based strategies that service providers can utilise to help overcome mental health stigma.	Individuals from refugee, vulnerable migrant, and people seeking asylum backgrounds impacted by mental health problems are more likely to access support from relevant services.	Refugee Trauma and Recovery Program, UNSW Transcultural Mental Health
	**Provide education directly to members of the community on mental health, and the nature and impact of mental health problems.		

Action Area Two –Physical and Mental Health and Wellbeing PEOPLE Refugees, people seeking asylum and other vulnerable migrant groups are aware well informed of the physical and mental health supports available to them. Barriers to service access are minimised or completely eliminated where possible.			
ACTION	OUTPUT	OUTCOME	AGENCIES
** Enhance opportunities for researchers and practitioners to collaborate on mental health issues amongst refugee and refugee-like communities	**Researchers share new research and evidence to service providers, and service providers help shape the focus of research based on the issues experienced at the local level.	Research conducted is relevant to issues experienced by refugee and refugee like communities, and services and programs are informed by the most updated data on mental.	Refugee Trauma and Recovery Program, UNSW
Key health service providers to increase promotional activities to the broader community service sector.	A series of workshops and presentations at interagency meetings and key forums.	Service providers make more informed referrals for clients experiencing a range of health issues - oral health, mental health, preventative health etc.	NSW Refugee Health Service leading key health stakeholders.
		Greater awareness and usage of existing resources such as Health Information booklets and Health Services Directories by direct service providers and case managers.	
Review existing health programs to assess accessibility for the current dominant new arrival groups - Syrian and Iraqi refugees.	Community based nutrition and physical activity programs such as the Healthy Eating and Physical Activity (HEPA) program are tailored to ensure relevance.	New arrivals have opportunities to participate in programs which improve their personal health and wellbeing.	SWS Health Promotion Service.

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PEOPLE**Action Area Three –People with a Disability (PWD)**

Expand access to physical, mental and social supports available for PWD who form refugee, people seeking asylum and other vulnerable migrant groups.

ACTION	OUTPUT	OUTCOME	AGENCIES
Increase capacity of people with disability (PWD) to access services.	Assist PWD with obtaining medical reports and relevant assessments. 15 “For a Good Life “ groups providing education and awareness sessions for refugee PWD and their carers on: <ul style="list-style-type: none"> • current disability services • How to access the National Disability Insurance Scheme (NDIS) • Advocacy when challenges are experienced in accessing services including NDIS packages. 	Improved access to necessary services for PWD and ideally improved health outcomes.	NSW Refugee Health Service
*Promote understanding of disability and available support options amongst PWD, their families and carers.	Relevant information and content promoted on community radio and within local media, including ethnic media.	Greater acknowledgement and understanding of disability and disability rights amongst community members.	Fairfield City Council Diversity and Disability Alliance
	Explore opportunities to partner with local disability organisations to deliver information and activities that support PWD, their families and carers.		
*Begin addressing stigma amongst refugee communities by developing a better understanding of disability.	Community education campaign including education workshops for refugee communities on the topic of PWD.	Improved health and wellbeing outcomes for PWD	SSI Ability Links Future Ability

PEOPLE**Action Area Three –People with a Disability (PWD)**

Expand access to physical, mental and social supports available for PWD who form refugee, people seeking asylum and other vulnerable migrant groups.

ACTION	OUTPUT	OUTCOME	AGENCIES
Engage PWD, their families and carers with their community and the broader community.	Increased attendance at community events and activities by PWD, their families and carers.	Reduced social isolation amongst PWD, their families and carers. Improved access to information and services amongst PWD, their families and carers.	SSI Ability Links
	Raising awareness of supports available to carers of PWD.	Improved health and wellbeing amongst carers of PWD.	SSI Ability Links
	Work experience opportunities at Fairfield Council are explored or paid opportunities at Council to help plan events are made available	Reduced social isolation for PWD. Improved employment outcomes for PWD.	Fairfield City Council
	Hold events specifically for PWD their families and carers.	Reduced social isolation amongst PWD, their families and carers. Improved access to information and services amongst PWD, their families and carers.	Fairfield City Council Diversity and Disability Alliance
	**Develop and promote peer support networks for PWD as an acceptable form of support in additional to, or instead of more formal, traditional (paid) disability support.	PWD are connected to their peers to share information, lived experiences; working towards reducing social isolation and improved access to information and services.	Diversity and Disability Alliance
**Improve knowledge within migrant and refugee services on NDIS processes. (Recommendation 1.3.2)	**Host information sessions on NDIS processes to migrant and refugee service providers.	Increased awareness amongst local service providers of NDIS processes and effective referrals to disability support services.	Fairfield Multicultural Interagency

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Action Area Four – Meaningful Engagement, Skills Development, Education and Integration within Local Communities

OPPORTUNITY

Expand local volunteering, educational, transition and employment opportunities for refugees, people seeking asylum and other vulnerable migrant groups increasing accessibility to paid employment opportunities.

ACTION	OUTPUT	OUTCOME	AGENCIES
Increase accessibility to the paid employment sector for refugees, people seeking asylum and other vulnerable migrant groups.	* Targeted promotion of existing refugee specific job seeking support available including: <ul style="list-style-type: none"> Refugee Talent organisation. Drive Time Dress for Success Thrive Project. Settlement Language Pathways to Employment and Training (SLPET) Career Pathways Pilot The NSW Government Refugee Employment Support Program (RESP) Short tailored courses with work experience component Career Seekers 	Increased awareness and uptake of the services offered.	CORE Community Services Settlement Services International (SSI) Navitas TAFE NSW & Local interagency convenors
		Increased opportunities for collaboration between agencies.	
		More humanitarian entrants, people seeking asylum and other vulnerable migrant groups (depending on program eligibility) receive tailored employment support and ideally paid employment outcomes for this cohort are increased.	
Increase access to work experience opportunities for refugees, people seeking asylum and other vulnerable migrant groups	Fairfield City Council work experience pilot for local refugee and humanitarian residents.	Enhanced employability and familiarity with Australian workplace culture amongst participants completing the program.	Fairfield City Council
	*Promotion of the RESP and Refugee Youth Peer Mentoring Program	Increased exposure to an Australian workplace culture; increased local work experience and greater exposure to professional mentors for refugee youth, young people seeking asylum and other vulnerable migrant youth groups.	CORE Community Services Settlement Services International (SSI)
	Work experience initiatives offered by NGOs.	Increased exposure to Australian workplace culture; increased local work experience and greater exposure to professional mentors for refugees, people seeking asylum and other vulnerable migrant groups.	CORE Community Services, Fairfield Community Services and Employment Forum
	Work experience offered by business and corporates.		
**Increase awareness of regional job and relocation opportunities for refugees, migrants and people seeking asylum and refugee like background.	**Targeted promotion more broadly of existing support and initiatives available including but not limited to: Relocation Assistance to Take Up a Job (RATTUJ) Regional Skills Relocation Grant	Refugees, migrants and people seeking asylum are aware of the employment opportunities in regional cities.	Local interagency convenors

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OPPORTUNITY

Action Area Four – Meaningful Engagement, Skills Development, Education and Integration within Local Communities

Expand local volunteering, educational, transition and employment opportunities for refugees, people seeking asylum and other vulnerable migrant groups increasing accessibility to paid employment opportunities.

ACTION	OUTPUT	OUTCOME	AGENCIES
Increase recognition awareness of the qualifications and skills that refugees and people seeking asylum bring to the community amongst the business sector.	Promotion to employers of the overall benefits of employing someone from a refugee background and the available wage subsidies available to encourage businesses to hire, train and retain eligible job seekers.	Increased likelihood of business sector employing staff from a refugee background.	Refugee Employment Support Program (RESP). Fairfield Emerging Communities Action Partnership
	**Dissemination and promotion of the document "Australian Employers Guide to Hiring Refugees" to local businesses by Friendly Nation Initiative and Migration Council of Australia.		Fairfield Community Services and Employment Forum
Increase accessibility to options for overseas skills and qualification recognition amongst refugees, people seeking asylum and other vulnerable migrant groups.	Mapping of existing overseas qualifications and skills pathways at all levels, including scholarship and subsidy opportunities.	Improved awareness and uptake of the recognition pathways available.	Refugee Employment Support Program (RESP)
	Production of an easy reference guide of overseas qualification and skill recognition pathways. Consider translation of this into key community languages.		
	Frontline service agencies facilitate Information session workshops for new arrivals in a range of community languages where required. (Recommendation 2.1.2)		TAFE NSW CALD Coordinators CORE Community Services
**Increase accessibility to women specific capacity building, training and mentoring opportunities for refugees, people seeking asylum and other vulnerable migrant groups.	**Targeted promotion more broadly of existing support and initiatives available including but not limited to: <ul style="list-style-type: none"> • Dress for Success • She Can Mentoring • Thrive YTS Sobhiye program • TAFE NSW accredited and non-accredited courses in partnership with local agencies 	Provide safe places for engagement and skill development and training for women from refugee and refugee like backgrounds.	Various Agencies; CORE Community Services Lebanese Muslim Association TAFE NSW
Increase access to support for entrepreneurial activity amongst refugees, people seeking asylum and other vulnerable migrant groups.	*Wide promotion of programs such as: <ul style="list-style-type: none"> • New Enterprise Incentive Scheme (NEIS) • Refugee Employment Support Program (RESP) • Entrepreneurship Facilitator Services (EFS) for mature age individuals • The Workary at Whitlam Library • Thrive Refugee Enterprise • SSI's Ignite Program & Ignite Ability (for PWD) • Local social enterprise opportunities including: Parent's Cafe and Angkor Flowers and Crafts, Bread and Butter etc. • MTC business start up 	Greater financial security and autonomy amongst people from a refugee background and amongst vulnerable migrant groups.	Interagency convenors

OPPORTUNITY

Action Area Four – Meaningful Engagement, Skills Development, Education and Integration within Local Communities

Expand local volunteering, educational, transition and employment opportunities for refugees, people seeking asylum and other vulnerable migrant groups increasing accessibility to paid employment opportunities.

ACTION	OUTPUT	OUTCOME	AGENCIES
Increase accessibility to youth specific capacity building, training and mentoring opportunities for refugees, people seeking asylum and other vulnerable migrant groups.	Targeted promotion more broadly of existing support and initiatives available including but not limited to: <ul style="list-style-type: none"> • LEAP Macquarie Mentoring Program • Macquarie University Access and Equity Fund and scholarship • School Based Apprenticeships and Traineeships • Youth Transition Support Program • Links to Learning • White lion NSW Alternate Learning Centers • Ready Arrive Work (RAW) • Transition to Work • Western Sydney University Refugee Scholarship Fund • CORE Community Services – Refugee Youth Peer Mentoring Program (RYPMP); Multicultural Youth Support Project; Youth Settlement and Upfront Homelessness Project 	*Newly arrived youth are engaged with the community and supported to gain confidence in understanding preferred educational and employment pathways.	Fairfield Youth Workers Network (FWYN) in partnership with local high schools, Navitas TAFE NSW
	*Increase access to educational support pathways for refugee youth, youth seeking asylum and other vulnerable migrant youth groups through various strategies such as homework support, mentoring, coaching, tutoring and peer support.	Improved educational outcomes and retention rates amongst high school students.	Department of Education through Refugee Support Leaders with local high schools TAFE NSW Lebanese Muslim Association Youth Off the Street Refugee Services
	**Provide vocational training, work readiness courses and employment pathways programs, work experience and career exposure which are youth specific.	Increase understanding of job requirements, work culture, preferred pathways, employability skills and confidence in gaining employment for refugee youth, youth seeking asylum and other vulnerable migrant youth.	TAFE NSW Lebanese Muslim Association, Youth Off the Street Refugee Services
	Explore opportunities for flexible enrolment between the Department of Education, TAFE and AMEP providers.	Greater education and training opportunities available and easier navigation between institutions.	Department of Education through Refugee Support Leaders with local high schools
	Increase availability of youth specific English language learning provisions at Navitas and TAFE NSW	Greater options for English language learning locally for youth from a refugee background.	Navitas and TAFE NSW

OPPORTUNITY

Action Area Five – Volunteerism in Relation to Supporting Newly Arrived Refugee, Humanitarian Entrant and Other Vulnerable Migrant Communities

Coordination and acknowledgement of local volunteers in supporting refugee, humanitarian entrant and other vulnerable migrant communities.

ACTION	OUTPUT	OUTCOME	AGENCIES
Recruit, coordinate and train a pool of volunteers to assist clients with getting to medical appointments and physical activities programs.	*Maintain the 'Health Navigation Program' - a pool of volunteers to assist newly arrived refugee clients navigating the health services by accompanying them to health appointments.	Improved access to the health system and medical appointments.	NSW Refugee Health Service
	**Train and support a pool of volunteers to assist refugee clients to access local physical activity programs.	Improved social connectedness and access to physical activity programs.	NSW Refugee Health Service
Take a coordinated approach to opportunities for local volunteering and giving to support newly arrived refugee, humanitarian entrant and other vulnerable migrant communities.	<p>*Explore opportunities to leverage and coordinate the sentiment of volunteering expressed locally with bodies such as</p> <ul style="list-style-type: none"> • The Centre for Volunteering • GIVIT Humanitarian Support Program • LEEP • Liverpool Volunteer Resource Centre and others. • NSW Department of Communities and Justice • Volunteering NSW • FECAP Employment Expo <p>(Recommendation 2.2.1 and 2.2.2)</p>	<p>Broader community support is available for newly arrived refugee, humanitarian entrant and other vulnerable migrant communities.</p> <p>The broader community can access a range of volunteer opportunities according to their skills and interests.</p>	Interagency convenors

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OPPORTUNITY

Action Area Six – Information and Coordination

Stakeholders work collaboratively to share information and achieve outcomes for refugees, people seeking asylum and other vulnerable migrant groups.

ACTION	OUTPUT	OUTCOME	AGENCIES
*Improve coordination and information flow between services (including non-funded organisations) religious organisations and services that provide support to refugee and people seeking asylum.	*Disseminate relevant settlement and community services information directly to religious organisations and community leaders.	Religious organisations and community leaders are better informed and able to provide appropriate referral to their congregation and community members.	CORE Community Services, the Assyrian Resource Centre, Settlement Services International
	**Local services host community forums targeting community leaders on topics that affect their community.		Fairfield Emerging Community Action Partnership (FECAP) Fairfield City Police Area Command
Explore opportunities for a local network to specifically focus on the needs of people seeking asylum. (Recommendation 2.3.2)	**Local interagency platforms partner with peak bodies and expert organisations supporting people seeking asylum. Such as; <ul style="list-style-type: none"> Refugee Council of Australia RACS Asylum Seeker Centre House of Welcome 	Better understanding of local issues regarding people seeking asylum at higher levels of government.	Fairfield Multicultural Interagency
	**Local interagency networks share local services and opportunities available for people seeking asylum with peak bodies and expert organisations supporting people seeking asylum	Improved wellbeing and access to services for people seeking asylum.	Fairfield Multicultural Interagency
Distribute the service mapping document of organisations in and around Fairfield LGA that provide urgent financial support (section of Knowledge is Power resource). (Recommendation 2.3.3)	Service mapping document of emergency relief and other financial support programs is produced and disseminated.	Service providers are better informed and can make appropriate referrals for clients who are in need of urgent financial support.	Fairfield Domestic Violence Committee Fairfield Multicultural Interagency
Increase awareness of the importance of English language learning among refugee and migrant communities. Particular emphasis on people arriving on a partner visa who can be especially isolated and or vulnerable in some instances.	Messaging delivered where there are already organised group activities for refugee and migrant communities.	Greater take up of AMEP English language entitlements.	Individual agencies including but not limited to: Settlement Services International; CORE Community Services, Multicultural Communities; Assyrian Resource Centre; Community and Neighbourhood Centres; Navitas; Fairfield and Cabramatta IECs; Religious organisations etc.

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Action Area Seven – Housing Accessibility

PLACE

Advocate for adequate resource allocation and innovative approaches to improve accessibility to short and long term local housing

Options for humanitarian entrants, refugees, people seeking asylum and other vulnerable migrant groups.

ACTION	OUTPUT	OUTCOME	AGENCIES
Educate new arrivals about tenancy rights and responsibilities and housing options available.	Workshops delivered directly to community members regarding relevant housing matters.	Increased awareness of housing options available, and of rights and responsibilities particularly in private tenancies.	Fairfield Housing Taskforce Navitas
	**Information and resources on common housing issues developed in language.		Legal Aid NSW Refugee Service
Collect evidence demonstrating the need for an advocacy and tenancy service focused specifically on the Fairfield LGA given the high need.	*Explore opportunities to have tenancy service outreach in Fairfield	A designated advocacy and tenancy service for the Fairfield City area.	Fairfield Housing Taskforce
*Expand the Fairfield Housing Taskforce and increase the capacity and sphere of influence of the taskforce, and improve access to housing pathways.	**Invite additional specialist housing and tenancy agencies and other relevant agencies to join the Fairfield Housing Taskforce. (Recommendation 3.1.1)	Increased expertise and resources within the Fairfield Housing Taskforce, and better coordination at a service level in relation to housing matters.	Fairfield Housing Taskforce
	**Deliver training to local housing, tenancy and other related service providers on conducting mental wellbeing impact assessments relating to the housing issues in Fairfield	Increased capacity of local service providers to conduct impact assessments which can be used to collect local data.	Local Health District in conjunction with the Fairfield Housing Taskforce

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Action Area Eight – Evidence Based Planning and Advocacy

PLACE

Build platforms, provide leadership and opportunities for collaboration for local and regional leadership on issues impacting refugees, people seeking asylum and other vulnerable migrant groups.

ACTION	OUTPUT	OUTCOME	AGENCIES
Take a proactive role in advocating for policy changes and additional resourcing and supports for refugees, people seeking asylum and other vulnerable migrant groups living in the community.	Advocate for specialist funding to ensure inclusion and access for PWD, their families and carers.	PWD, their families and carers have improved health and wellbeing outcomes.	Fairfield City Council with local interagencies
	Evidence based advocacy for the Department of Immigration and Border Protection (DIBP) to fast track application process for victims of D&FV who hold bridging visas. (Recommendation 1.1.4)	<ul style="list-style-type: none"> Reduction in the wait time for the grant of permanent visas for victims of D&FV on temporary 'partner' visas. Policy change so that there is no longer a requirement to lodge the partner visa 820 to obtain permanency. 	Fairfield Domestic Violence Committee
	Report written highlighting the vulnerabilities of partner visa holders (Subclass 820) who are not entitled to Centrelink payments and other visa holders (subclass 309) who must undergo a waiting period before accessing certain Centrelink benefits.	Report used to advocate for legislative changes to allow welfare payments to victims of D&FV who are temporary partner visa holders.	Fairfield City Council
	*Advocate for additional domestic violence services in Fairfield LGA which offer casework and case management support	Increased access to adequate case management, and case work services that offer holistic support to victims of domestic violence for refugee, vulnerable migrants and people seeking asylum	CORE Community Services Fairfield City Council Legal Aid NSW Bonnie Support Services
	**Gather evidence on the current barriers refugees and migrants experience in having volunteering or work experience, easily approved under jobactive "mutual obligations". (Recommendation 2.1.3)	Work experience and volunteering is more easily approved and streamlined under jobactive "mutual obligations".	Fairfield Employment and Community Services Forum
**Use existing evidence (Not Working Report) and platforms to advocate for Government departments to address coordination issues between jobactive and other specialist refugee support programs.	**Strengthen current platforms to foster the exchange of ideas and improve coordination between jobactive and other specialist refugee employment support programs.	An employment service that better meets the needs of refugee and migrant job seekers.	Fairfield Employment and Community Services Forum, Fairfield Multicultural Interagency
	**Provide expert knowledge in the consultation process for the Federal Government's next employment services model. (Recommendation 2.1.1)		

*indicates an amended action

**indicates a new action



REMOVED ITEMS

AREA	ACTION	OUTPUT	OUTCOME	REASON
ACTION AREA 1	Improve understanding of the importance of organisations and services practicing from a position of cultural competence/ safety.	NSW STARTTS & Community Minds increase delivery of their workshops promoting a culturally safe way of working to key direct service providers including NSW Police, Centrelink, community services, Job Active Providers etc.	Improved cultural safety practice amongst relevant service providers when working with people from a refugee background.	No lead agency
ACTION AREA 2	Empower refugees, people seeking asylum and other vulnerable migrant groups to take control of their own health and better navigate the health system.	Conduct community education programs including how to engage with the 'My Health' online platform.	Improved health literacy	Complete
	Identify and promote reputable refugee friendly GPs who Bulk Bill	Development and dissemination of a list of preferred GP's who charge moderate or no fees for form filling and who refer to Hospital Based or Bulk Billing specialists.	Greater awareness and choice exercised in terms of accessing more reputable GPs and affordable specialist care.	No lead agency
	Inform General Practitioners (GP's) and direct service providers of the variety of mental health support available for refugees and people from a refugee like background.	Refugee Mental Health Packs (held by NSW STARTTS) to be revamped and delivered in tandem with information sessions at GP forums such as the South West Sydney GP Link and relevant local interagency groups.	Refugee and migrant communities are more likely to receive appropriate care and referral from GP's (and direct service providers) in relation to mental health matters.	No lead agency
		GP's receive invitations to relevant community driven initiatives such as the Iraqi Australian University Graduate Forum medical conference.	Refugee and migrant communities are more likely to receive appropriate care and referral from GP's (and direct service providers) in relation to mental health matters.	No lead agency
		GP representative to present at local interagency groups about Mental Health Care Plans & Access to Allied Psychological Services (ATAPS) services available for patients (when torture and trauma specific services are not required).	Direct service providers make more informed referrals and are able to support access to mental health entitlements for clients.	No lead agency

REMOVED ITEMS

AREA	ACTION	OUTPUT	OUTCOME	REASON
ACTION AREA 2	Improved co-ordination amongst services providing mental health support for families (including young children) and between mental health specific services and mainstream services (eg community centres, MRC's etc).	Mapping document outlining options for mental health support options available for families from a refugee type background and other vulnerable migrant groups.	Greater uptake of mental health services amongst families who require this support.	No lead agency
		Explore feasibility and need for a Fairfield specific Mental Health Interagency or Forum or increased use of current forums such as the Liverpool-Fairfield Mental Health Interagency.	Clients receive support from the most appropriate service eg. HeadSpace for adolescents, STARTTS for torture & trauma issues etc.	No lead agency
	General Practitioners (GPs) to be trained in the White Book and other relevant resources to address Domestic and Family Violence for their patients	GPs adhere to practices outlined in the White Book - 'Abuse and Violence: working with our patients in general practice'. This resource contains a chapter on the role of GP's in supporting people from refugee and migrant backgrounds who experience D&FV.	Refugee and migrant communities are more likely to receive appropriate care and referral from GP's in relation to D&FV matters.	No lead agency
ACTION AREA 3	Explore feasibility of local organisations partnering to apply for an Individual Linkages and Capacity Program (ILC) grant.	ILC funded program to meet the needs people not eligible for individualised funding.	Increased access to disability services amongst individuals from a refuge and migrant background.	No lead agency
	Explore feasibility of local organisations partnering with LEEP NGO to develop capacity building for PWD in terms of digital engagement.	Workshops delivered for PWD to increase their capacity to engage with online platforms for informational and social purposes.	Improved access to online platforms with health and wellbeing information and improved social connections for PWD.	No lead agency

REMOVED ITEMS

AREA	ACTION	OUTPUT	OUTCOME	REASON
ACTION AREA 4	Increase accessibility to the paid employment sector for refugees, people seeking asylum and other vulnerable migrant groups	Initial meetings exploring the potential for a collaboration between Western Sydney Parkland and local service providers to develop a large scale market garden project in consideration of the high number of humanitarian entrants arriving in 2016 with 'crop farming' experience (160 according to DSS SRF data generated in January 2017).	Engagement and capacity building amongst new arrivals with 'crop farming' experience or interest (subject to outcomes of further investigation).	Changed strategy
	Increase accessibility to youth specific capacity building, training and mentoring opportunities for refugees, people seeking asylum and other vulnerable migrant groups.	Scope possibility of Western Sydney University Office of Widening Participation tailoring their First Foot Forward program to meet the specific needs of year 5 and 6 students from a refugee background.	Students gain a greater understanding of their higher education options. Educational aspiration and an interest in lifelong learning are encouraged.	No lead agency
	Friendly Nation Initiative activities take place in and around Fairfield City.	Improved paid employment outcomes for refugees, people seeking asylum and other	CORE Community Services, Fairfield Community Services	Complete
	Increase recognition awareness of the qualifications and skills that refugees and people seeking asylum bring to the community amongst the business sector.	Promote case studies of employers who employ staff from a refugee background.	Positive media coverage and improved perception amongst employers of the benefits of hiring people from a refugee background.	Complete
ACTION AREA 5	Greater recognition of the key role played by volunteers within the community in relation to settlement of refugee, humanitarian entrant and other vulnerable migrant communities.	Council contact list for organisations hosting volunteers is updated.	Greater mapping of local volunteerism.	No lead agency
ACTION AREA 6	Improve coordination and information flow between services (including non-funded organisations) religious organisations and services that provide support to refugee and people seeking asylum	Develop and disseminate to service providers a contact list of religious organisations.	Services are better able to communicate relevant information to communities via religious organisations.	No lead agency
	Explore opportunities for a local network to specifically focus on the needs of people seeking asylum.	Working group developed under the umbrella of an existing interagency or new network established.	Improved access to services and overall wellbeing for people seeking asylum who are living within the community.	Complete
	Reinvigorate the Immigrant Refugee Women's Network (IRWN).	An expression of interest for new members to be circulated.	Increased recognition and resourcing for issues specifically impacting migrant and refugee women.	Changed strategy

REMOVED ITEMS

AREA	ACTION	OUTPUT	OUTCOME	REASON
ACTION AREA 7	Reinstate the Fairfield Housing Taskforce. (This could sit with the FMI)	Explore opportunities to increase awareness of existing services; educated stakeholders on social housing policy and criteria and changes in relation to housing products available.	Better coordination at a service level in relation to housing matters.	Complete
	Advocacy for changes to NSW Housing Policy to allow access to emergency accommodation for D&FV victims regardless of their visa type or status.	Production of an evidence based discussion paper demonstrating the need for policy change.	NSW Housing Policy changes to allow access to emergency accommodation for D&FV victims regardless of their visa type or status.	No lead agency
	Advocacy for changes to NSW Housing Policy and private rental law to improve access for PWD.	Production of an evidence based discussion paper including recommendations and alternate models demonstrating the need for policy change.	Better access to and improved housing stock availability for PWD.	No lead agency

REMOVED ITEMS

AREA	ACTION	OUTPUT	OUTCOME	REASON
ACTION AREA 8	Take a proactive role in advocating for policy changes and additional resourcing and supports for refugees, people seeking asylum and other vulnerable migrant groups living in the community.	Advocate to the Federal Government for: (a) accurate, timely and coordinated release of information from the Federal Government about the number of visas allocated, to people from which countries and which subclasses so that appropriate planning for services can occur; (b) Other advocacy issues which may arise as a result of the large influx of humanitarian entrants to Fairfield City in 2016 and 2017.	Advocacy documents are prepared and delivered to the relevant Minister/s. Advocacy documents to note the cost being borne directly by the local community and voluntary sector as a result of the large influx of humanitarian entrants in a short period of time with no forewarning.	No lead agency
		Advocate for specialist funding to ensure inclusion and access for PWD, their families and carers.	PWD, their families and carers have improved health and wellbeing outcomes.	No lead agency
		Policy changes and increase in services available for people seeking asylum.	Improved wellbeing and overall outcomes for people seeking asylum.	Changed strategy
		Training held for local stakeholders on how to use the Department of Social Services Settlement Reporting Facility.	Increased capacity amongst stakeholders to be able to access relevant statistics relating to migrant and refugee communities.	Complete
		Production of an evidence based discussion paper highlighting the specific needs of refugee and migrant communities when seeking employment support from service providers.	Recognition by Government of the need for an ongoing initiative to effectively service humanitarian and refugee - and to a lesser extent - migrant communities.	Complete
		Production of an evidence based discussion paper demonstrating the need for additional resourcing allocation for increased access to free legal services for victims of D&FV.	Ideally an increased access to free legal service for victims of D&FV including for an increase in the number of D&FV specialists within the Domestic Violence Unit of Legal Aid NSW	Changed strategy



Acknowledgements

We would like to acknowledge the
Traditional Custodians of the land on
which we live and work, the
Wangjari people of the Wangjari Nation.

We also pay our respects to Elders, past and
present of the Wangjari Nation.

The Wangjari people are the traditional custodians of the land on which we live and work. We acknowledge their connection to the land and their role in the community.

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Wangjari

Led by CORE Community Services and Fundraising Team



In collaboration with representatives from the following organisations:



