

An abstract network diagram consisting of numerous black dots (nodes) connected by thin black lines (edges). The nodes are distributed across the page, with a higher density on the left side and a more sparse distribution on the right. The lines form a complex web of triangles and other geometric shapes.

# FAIRFIELD CITY SETTLEMENT ACTION PLAN

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2017 - 2019

THE FAIRFIELD CITY  
SETTLEMENT ACTION  
PLAN WORKING GROUP  
HAS BEEN LED BY:



In collaboration with representatives from the following organisations:



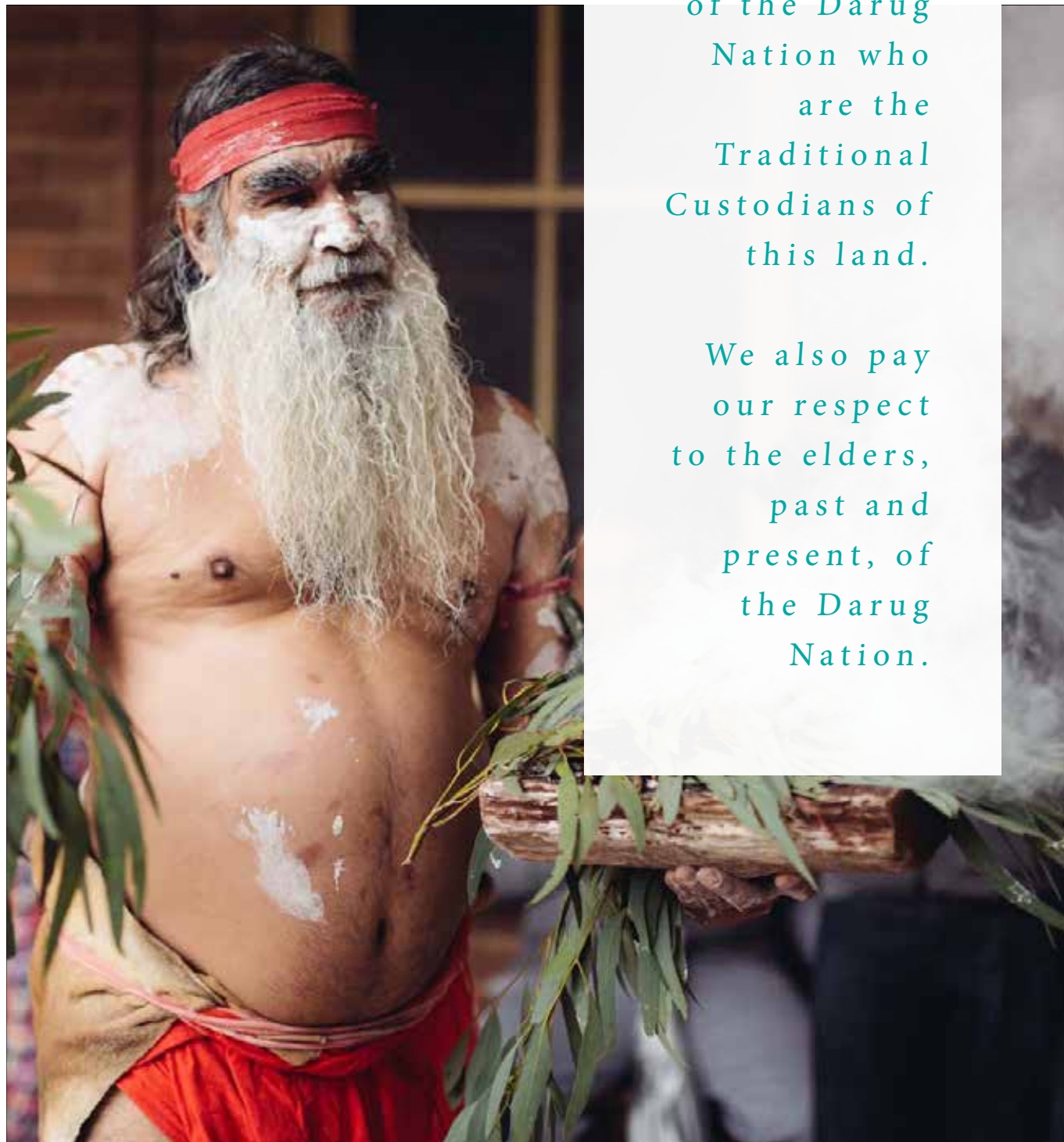
This final Fairfield City Settlement Action Plan document was compiled by Fairfield City Council.

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We would  
like to  
acknowledge  
the Cabrogal  
of the Darug  
Nation who  
are the  
Traditional  
Custodians of  
this land.

We also pay  
our respect  
to the elders,  
past and  
present, of  
the Darug  
Nation.



## MESSAGE FROM THE FAIRFIELD CITY SETTLEMENT ACTION PLAN WORKING GROUP

*"The overarching aim of the FCSAP is to contribute to the best possible settlement outcomes for all refugee and vulnerable migrant groups in and around Fairfield Local Government Area."*

Fairfield City has rich history of migrant and refugee settlement that continues today. Consistently, more people arrive to Fairfield City under Australia's Humanitarian Program than any other City in Australia; an average of 1,000 people annually.

More than 52% of Fairfield City's residents were born overseas and approximately 140 different languages are spoken locally (Census, 2011), making Fairfield one of the most multicultural cities in Australia. After decades of working to support the settlement needs of the local multicultural community, local services have developed considerable expertise in meeting the needs of newly arrived refugees and migrants. Overall, the broader community is welcoming of these newly arrived community members and the City is vibrant with well-developed social and cultural capital and infrastructure.

The announcement of the additional 12,000 places under Australia's Humanitarian Program due to ongoing conflict in Iraq and Syria has led to a set of unique circumstances locally - even for the Fairfield community who are well accustomed to welcoming new residents. In the 2016 calendar year there was a 500% increase in the average number of refugees arriving to the City. The majority of the 5,012 people arrived between June and December 2016 and have family linkages to the large Assyrian, Chaldean and Syriac communities locally who represent minority groups from Iraq and Syria. This continues to be the case for the 1,705 people who arrived to Fairfield City under the Program between January 01 and June 01, 2017.

Paid professionals within government and non-government agencies are working hard to provide services to the people arriving. The community - residents, religious organisations, volunteers and unfunded services are also playing a key role in supporting our newly arrived residents.

The process of developing the Fairfield City Settlement Action Plan (FCSAP) was in direct response to the current large influx of people making their way to Fairfield City under the Humanitarian Program. However the FCSAP also encompasses other vulnerable refugee and migrant groups, including people seeking asylum and partner visa holders. The overarching aim of the FCSAP is to contribute to the best possible settlement outcomes for all refugee and vulnerable migrant groups in and around Fairfield Local Government Area. These people are the newest members of the community and all efforts must be made to welcome them and offer every possible opportunity to succeed and thrive.

The FCSAP Working Group came together in July 2016 to consult, share ideas and expertise and deliver the FCSAP Symposium in November 2016. The Working Group has convened regularly in 2017 to finalise of the FCSAP, which is place - based and grounded in collective impact principals. The Working Group represent a diverse array of government and non-government agencies including representatives from Council, Settlement and Humanitarian Service Providers (SSP and HSS), Health, Mental Health and Disability, Education including Intensive English Centre representation, Legal Services, Housing, Police, AMEP providers and community services.

The development of the FCSAP has been a collaborative and collective effort that has included the stakeholders listed, as well as input from community and community leaders. Implementation of the FCSAP will continue to be a collaborative and collective effort as we recognise that this is where our strength lies. This places us in the best position to serve the community and offer the best opportunity for successful settlement and integration.

The **Fairfield City Settlement  
Action Plan** Working Group



## Australia's Contribution

"On 9 September 2015, the Australian Government announced that it would make an extra 12,000 humanitarian places available in response to the conflicts in Syria and Iraq. As of 21 March 2017, visas have been granted towards all 12,000 additional places.

These 12,000 places are in addition to Australia's Humanitarian Programme, which totalled 13,750 places for the 2015-16 financial year, and which will increase to 18,750 places in the 2018-19 financial year. Australia's Humanitarian Programme includes places for people in priority resettlement situations around the world, including people displaced by conflicts in Syria and Iraq."

DIBP: <https://www.border.gov.au/Trav/Refu/response-syrian-humanitarian-crisis>

## BACKGROUND

The concept of a Fairfield City Settlement Action Plan (FCSAP) emerged as a proactive response to the influx of vulnerable people with complex needs settling within the Fairfield City area. Agencies, both government and non-government realised the importance of pooling knowledge and resources to achieve the best possible outcomes for some of the City's newest residents.

### July 2016

Initial conversations took place between Fairfield City Council and CORE Community Services. Both agencies agreed that a collective impact, place based framework would be used. The aim of the Action Plan is to improve settlement outcomes for refugee, humanitarian entrants and vulnerable migrant groups living in and around Fairfield City.

### August 2016

Agencies are invited to form the working group. An initial meeting takes place. The FCSAP Working Group agree to the overarching aim of the Action Plan and develop accompanying objectives.

### September 2016

Some of the key settlement challenges experienced by humanitarian entrant groups are collectively identified by the FCSAP Working Group and prioritised. Planning begins for a large scale Fairfield City Settlement Symposium that will focus on drawing on an even larger number of experts to identify solutions to the key settlement challenges identified.

### October 2016

The FCSAP Working Group identify stakeholders to invite to the Symposium. Mini issue papers discussing the key settlement challenges are developed as pre reading for Symposium guests. These are based on a survey sent to over 300 recipients, Working Group knowledge and desktop research.

Speakers are identified to present at the Symposium however the Working Group consensus is that the event will be think- tank style and focus on workshopping solutions rather than continuing to discuss known challenges.

### December 2016

A summary of the Symposium is developed including analysis of the evaluation feedback collected from guests. Contact details of all guests are shared so networking can continue beyond the Symposium.

### November 10, 2016

The Fairfield City Settlement Symposium is held in Bonnyrigg. Guests contribute to identifying existing services, projects and programs that are effective in meeting the needs of refugees and vulnerable migrants. Guests have the opportunity to brainstorm solutions to two of the ten settlement challenges identified by the Working Group (listed on page 14). Conversations are scribed.

### February 2017

The FCSAP Working Group reconvenes for the first time in 2017 and continues to meet regularly in the lead up to the FCSAP launch.

### March 2017

Data gathered at the Symposium is collated. Discussions begin around the launch of the FCSAP.

### April 2017

A draft document detailing the data gathered from the Symposium is developed. Working group members continue to plan the launch of the FCSAP.

### May 2017

The draft document detailing the data gathered from the Symposium is distributed for comment. Comments are received and the document is rewritten and reformatted.

### June 22, 2017

The Fairfield City Settlement Action Plan is launched in Fairfield during Refugee Week. The theme of Refugee Week is 'With courage let us all combine'.

HUMANITARIAN ARRIVALS FOR THE LAST FIVE YEARS

1 JUNE 2012 TO 1 JUNE 2017

11,819

HUMANITARIAN ARRIVALS TO  
FAIRFIELD CITY IN THE LAST FIVE  
YEARS



More than  
52% of  
Fairfield  
City's  
residents  
were born  
overseas

(Census, 2011)

TOP 10 ETHNICITIES

1. ASSYRIAN	3,759
2. IRAQI	2,833
3. CHALDEAN	2,788
4. ARAB	998
5. SYRIAN	810
6. ARMENIAN	190
7. KAREN	99
8. HAZARA	69
9. IRANIAN	30
10. KURDISH	28

RECENT HUMANITARIAN ARRIVALS

1 JANUARY 2016 TO 1 JUNE 2017

6,717

PEOPLE ARRIVED TO FAIRFIELD  
CITY BETWEEN JANUARY 1, 2016  
AND JUNE 1, 2017 UNDER THE  
HUMANITARIAN PROGRAMME

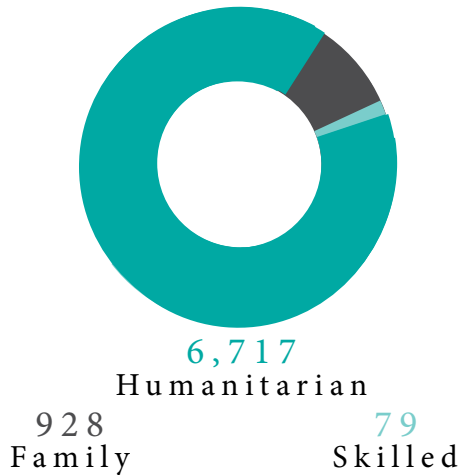
VISA SUBCLASS 202

Since January 2016, 80% of the people arriving to  
Fairfield City under the Humanitarian Program  
have sponsors in Australia.

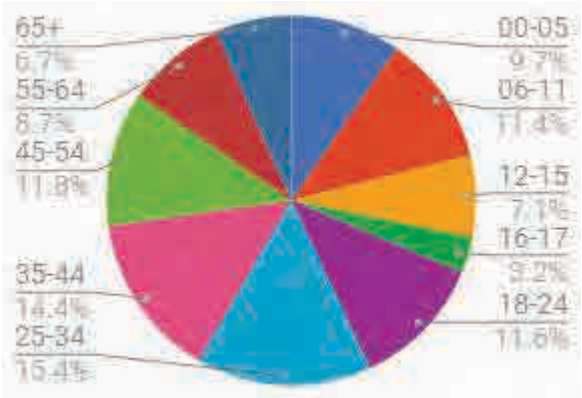
TOP 10 ETHNICITIES

1. ASSYRIAN	2,593
2. CHALDEAN	1,615
3. IRAQI	1,286
4. ARAB	620
5. SYRIAN	388
6. ARMENIAN	121
7. KAREN	29
8. CHADIAN	8
9. HAZARA	8
10. PALESTINIAN	8

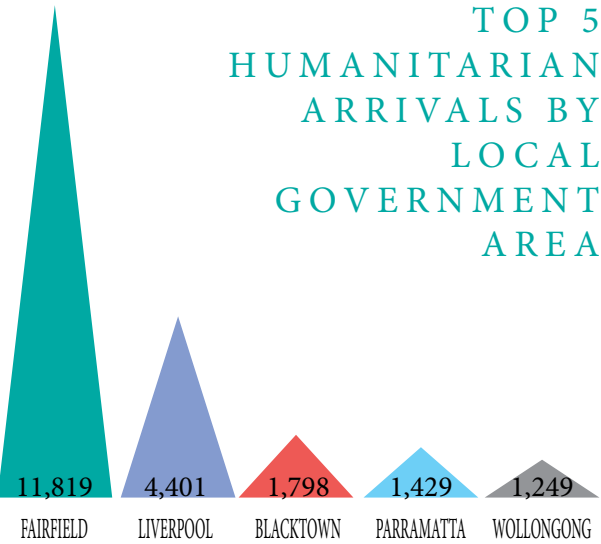
MIGRATION STREAM



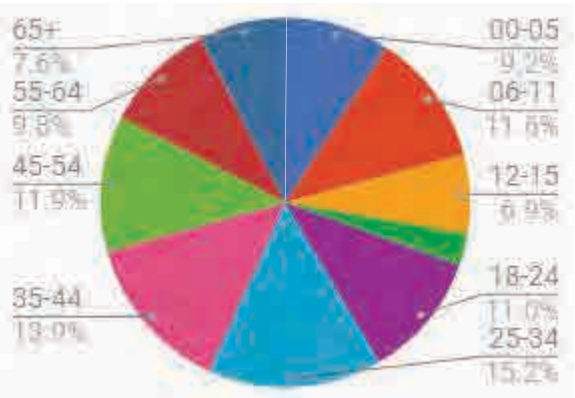
Age Breakdown



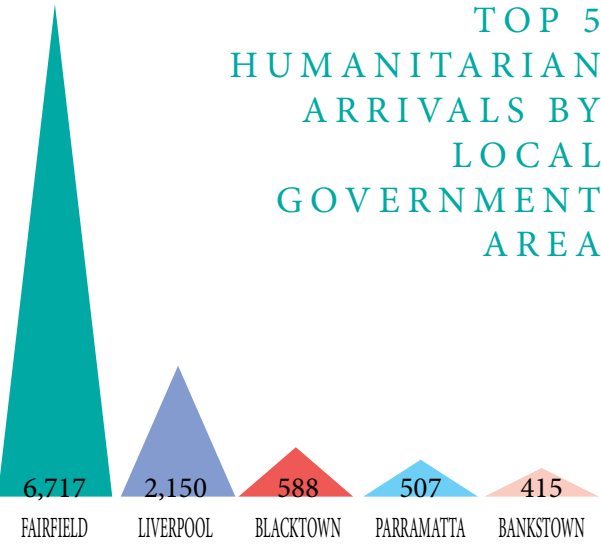
TOP 5  
HUMANITARIAN  
ARRIVALS BY  
LOCAL  
GOVERNMENT  
AREA



Age Breakdown



TOP 5  
HUMANITARIAN  
ARRIVALS BY  
LOCAL  
GOVERNMENT  
AREA

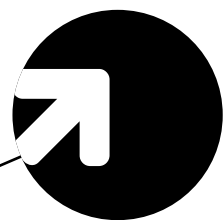


*The framework being used to design and implement the Fairfield City Settlement Action Plan (FCSAP) initiative is place-based and centred on collective impact principals.*

## FRAMEWORK

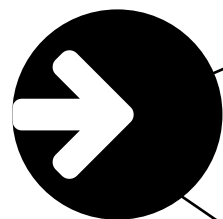
### PLACE-BASED

Place-based approaches aim to address complex problems by focusing on the social and physical environment of a community and on better integrated and more accessible service systems, rather than focusing principally on the problems faced by individuals. A place-based approach targets an entire community and aims to address issues that exist at the neighbourhood level, such as poor housing, social isolation, poor or fragmented service provision that leads to gaps or duplication of effort and limited economic opportunities. By using a community engagement approach to address complex problems, a place-based approach seeks to make families and communities more engaged, connected and resilient.<sup>1</sup>



### COLLECTIVE IMPACT

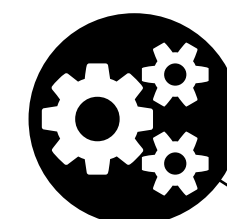
Collective impact brings people together, in a structured way, to achieve social change. It starts with a common agenda bringing people together to collectively define a problem and create a shared vision to solve it. Progress is tracked so that there can be continuous improvement. Efforts are coordinated to maximize the end result. Continuous communication is encouraged so there is an emphasis on trust building and strengthening relationships amongst stakeholders.<sup>2</sup>



<sup>1</sup> Extract source: The Royal Children's Hospital, Melbourne Centre for Community Child Health-'Policy Brief' Issue 23, 2011 accessed at: [http://www.rch.org.au/uploadedFiles/Main/Content/ccch/Policy\\_Brief\\_23\\_-\\_place-based\\_approaches\\_final\\_web2.pdf](http://www.rch.org.au/uploadedFiles/Main/Content/ccch/Policy_Brief_23_-_place-based_approaches_final_web2.pdf)

<sup>2</sup> Collective Impact Forum accessed at: <https://www.collectiveimpactforum.org/what-collective-impact>

*The overarching aim of the Action Plan is to improve settlement outcomes for refugee, humanitarian and migrant entrants living in and around Fairfield City.*



### ENHANCING

Enhancing existing service provision through greater collaboration and partnership development amongst local service providers; as well as with stakeholders outside of the City who possess relevant knowledge and expertise.

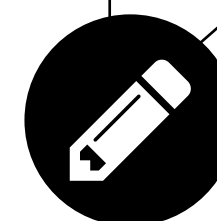
### IDENTIFYING

Identifying service gaps for refugee, humanitarian and migrant entrants living in and around Fairfield City.



### INCREASING

- Increasing the recognition of Fairfield City as the leading settlement City in NSW.
- Increasing the capacity and sphere of influence of local stakeholders to shape government settlement policy and programs; as well as community service policies and programs that have direct impact on refugees, humanitarian entrants and migrants.







*"The intention was to pre-identify key issues relating to settlement that could potentially be addressed through a place based, collective impact response."*



92

## ATTENDEES

## THURSDAY 10 NOVEMBER 2016

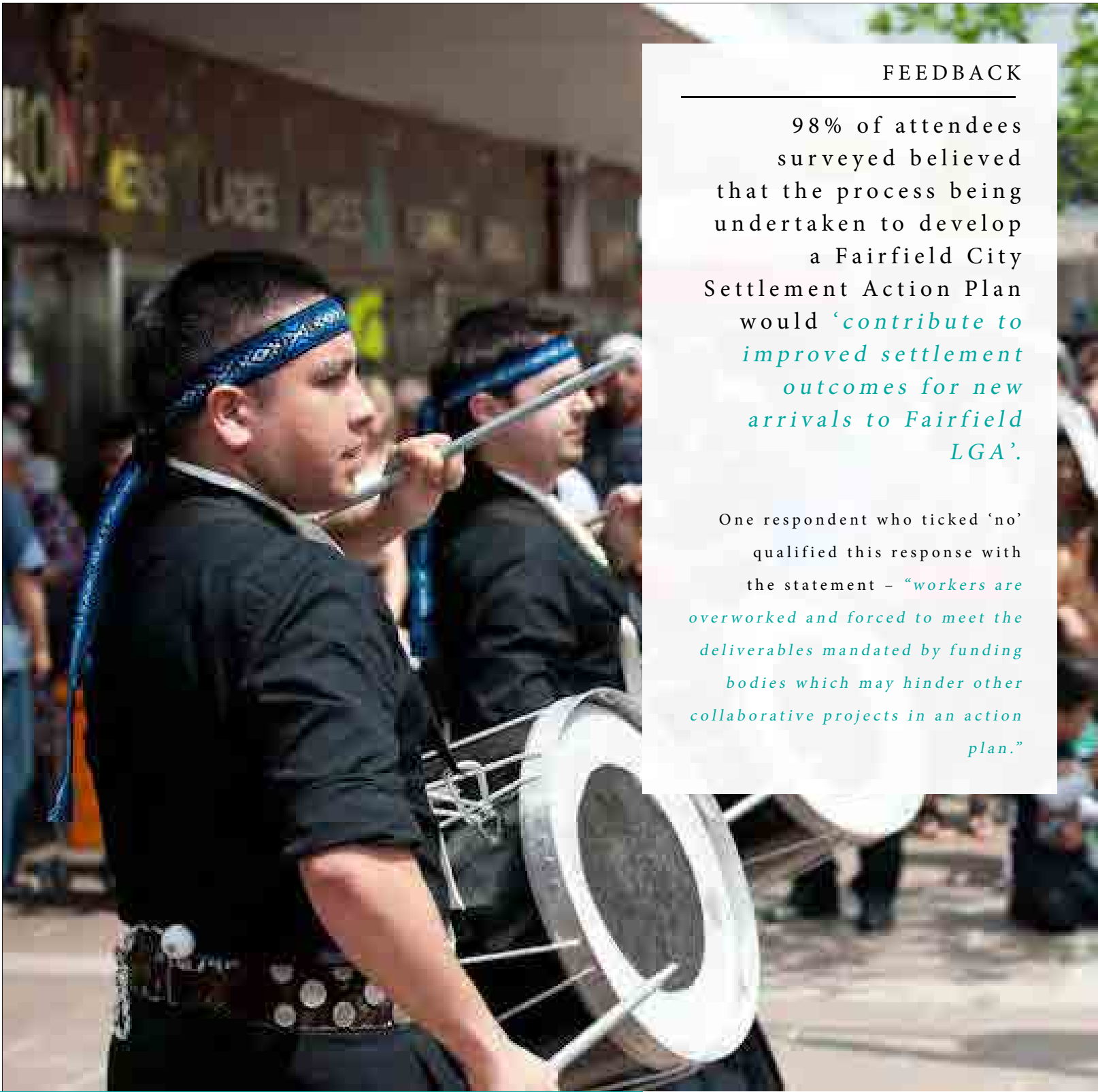
The Fairfield City Settlement Symposium took place on Thursday 10 November 2016 in Bonnyrigg, with 92 attendees representing a broad cross section of stakeholders. Members of the Fairfield City Settlement Action Plan working group came together weekly in the 6 weeks leading up to the event to:

- develop a structure for the Symposium
- collectively comprise the invitation list
- brief both ID Placemaker and Department of Social Services (DSS) as key presenters and
- develop mini issue papers to distribute to Symposium attendees prior to the event.

These mini issue papers were based on challenges and gaps identified through a survey designed to elicit such information as well as the specialist knowledge within the working group itself. The survey was circulated to approximately 300 stakeholders with 52 responses received. The intention was to pre-identify key issues relating to settlement that could potentially be addressed through a place based, collective impact response. This approach meant that the Symposium itself could maximise on the opportunity of having a diverse array of stakeholders brainstorming solutions to these challenges, rather than ruminating on known gaps and challenges.

Conversations on the day of the symposium focused on collectively devising solutions in relation to the following settlement themes:

<p><b>Employment</b></p> <p>One of the greatest indicators of successful settlement.</p>	<p><b>Overseas Skills and Qualification Recognition</b></p> <p>Recognising expertise, increasing opportunities.</p>	<p><b>Mental Health and Torture and Trauma</b></p> <p>Improving access to services, combating stigma.</p>
<p><b>Physical Health</b></p> <p>Improving access to services and understanding referral pathways.</p>	<p><b>Appropriate Education and Training for Youth</b></p> <p>(focus on 14-25 year-olds) Creative, collaborative solutions across agencies and sectors.</p>	<p><b>Housing</b></p> <p>Developing a strategic direction for the possible revival of the Fairfield Housing Taskforce.</p>
<p><b>Domestic Violence</b></p> <p>Creative, collaborative solutions across agencies and sectors.</p>	<p><b>People with a Disability</b></p> <p>Mapping service delivery and referral pathways for refugees and humanitarian entrants.</p>	<p><b>People Seeking Asylum</b></p> <p>Improving access to services and increasing awareness of referral pathways.</p>
	<p><b>Safety and Positive Engagement</b></p> <p>Encouraging engagement in positive social and recreational activities - diversional strategies, addressing the underlying causes of potential antisocial behaviours.</p>	



FEEDBACK

98% of attendees surveyed believed that the process being undertaken to develop a Fairfield City Settlement Action Plan would *‘contribute to improved settlement outcomes for new arrivals to Fairfield LGA’*.

One respondent who ticked ‘no’ qualified this response with the statement – *“workers are overworked and forced to meet the deliverables mandated by funding bodies which may hinder other collaborative projects in an action plan.”*





ACTION PLAN

2017-2019

The Fairfield City Settlement Action Plan (FCSAP) contains the 3 broad categories – PEOPLE, OPPORTUNITY and PLACE. These categories are further divided into 8 **Action Areas** which are summarised below. The FCSAP can be read in its entirety or browsed according to the Action Area/s of interest.

A **LEAD AGENCY** has been identified to drive the implementation of each **Action** item. Note, that the agency identified as the **LEAD** is not necessarily the only agency likely to be involved in the Action. Rather, they will take responsibility for driving the Action and coordinating stakeholder involvement within the identified **TIME FRAME**. If you would like to be involved with a certain **Action** item or make inquiries about its progress, please directly contact the identified **LEAD AGENCY**.

On **page 40** of the FCSAP is a **glossary** and index. This contains a summary of projects and programs referred to, along with the contact details of all agencies mentioned throughout the FCSAP.

Throughout the FCSAP, local **Interagency Networks** are mentioned. A list of local interagency networks and contact details are listed on **page 39** of the FCSAP.

On **page 37** of this document is a summary of **entitlements** for people arriving to Australia under Australia’s Humanitarian Program and for people seeking asylum. This information was accurate at the time of publishing.

PEOPLE

**Action Area One**  
Safe and Responsible Communities

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				
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	LEAD AGENCY	TIME FRAME
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, jobactive Providers etc.	Improved cultural safety practice amongst relevant service providers when working with people from a refugee background.	NSW STARTTS & Community Minds	Year 1, 2 (High Priority)
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 tailored to 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	Year 1, 2 (High Priority)
Increase understanding of the supports available should a person require legal advice or should their safety or rights be compromised.	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.	Increased awareness of relevant legal and justice programs and initiatives.	NSW Department of Justice (Diversity Services)	Year 1 (High Priority)
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	Year 1 (High Priority)
Increase in diversionary activities to dissuade youth in particular from engaging in antisocial behaviours or being drawn into organised crime.	Diversionary activities such as sport and recreation as well as strengthening relationship with communities through initiatives like <i>Coffee with a Cop</i> targeting young people from refugee and CALD background.	Lowered risk and incidence of antisocial behaviour and criminal activity.	Fairfield Youth Workers Network (FYWN)	Year 1, 2 (High Priority)

Action Area One –Safe and Responsible Communities				
PEOPLE	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	LEAD AGENCY	TIME FRAME
Create opportunities for positive interactions with local Police.	Increased frequency of Coffee with a Cop events. Increase 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	Local Police - Fairfield and Cabramatta Local Area Command (LAC)	Year 1, 2 (High Priority)
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	Year 1 (Medium Priority)
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	Year 1 (High Priority)
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 GPs 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 GPs in relation to D&FV matters.	Primary Health Network (PHN) & Fairfield Multicultural Interagency (FMI)	Year 1, 2 (High Priority)
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"><li>Settlement Services International</li><li>CORE Community Services, Multicultural Communities</li><li>Assyrian Resource Centre</li><li>Community and Neighbourhood Centres</li><li>Navitas</li><li>Secondary schools including Fairfield and Cabramatta IEC’s</li><li>Religious organisations</li></ul>	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 STARTTS, Legal Aid Domestic and Family Violence Unit, Health NSW, Fairfield Domestic Violence Committee etc.).	Years 1, 2 (High Priority)

Action Area Two –Physical and Mental Health and Wellbeing				
PEOPLE	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	OUTPUT	OUTCOME	LEAD AGENCY	TIME FRAME
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	Year 1, 2 (Ongoing)
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	NSW Refugee Health Service, Multicultural Health Communication Service	Year 1, 2 (High Priority)
	Disseminate relevant health information directly to communities, places of worship, and community organisations (including non-funded).	Community leaders are better informed, able to give correct advice to community members and make appropriate referrals to services.	NSW Refugee Health Service	Year 1, 2 (High Priority)
	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.	Liverpool-Fairfield Mental Health Interagency or FMI mental health subcommittee	Year 1, 2 (High Priority)
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.	Liverpool-Fairfield Mental Health Interagency, NSW Health & Population Health	Year 1, 2 (High Priority)
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	Year 1, 2 (High priority)
		Greater awareness and usage of existing resources such as Health Information booklets and Health Services Directories by direct service providers and case managers.		



Action Area Two –Physical and Mental Health and Wellbeing				
PEOPLE	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	OUTPUT	OUTCOME	LEAD AGENCY	TIME FRAME
Identify and promote reputable refugee friendly GPs who Bulk Bill.	Development and dissemination of a list of preferred GPs 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.	South Western Sydney Primary Health Network (SWSPHN) Culturally and Linguistically Diverse (CALD) Working Party, NSW Refugee Health Service	Year 1 (High priority)
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	Year 1, 2 (Medium Priority)
Inform General Practitioners (GPs) 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 GPs (and direct service providers) in relation to mental health matters.	NSW STARTTS to revamp pack and organise delivery in partnership with the Primary Health Network (PHN)	Year 1, 2 (High Priority)
	GPs receive invitations to relevant community driven initiatives such as the Iraqi Australian University Graduate Forum medical conference.		Iraqi Australian University Graduate Forum	According to conference schedule.
	GP representative to present at local interagency networks 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.	Interagency convenors	Year 1, 2 (Medium Priority)

Action Area Two –Physical and Mental Health and Wellbeing				
PEOPLE	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	OUTPUT	OUTCOME	LEAD AGENCY	TIME FRAME
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.	NSW STARTTS in partnership with CatholicCare	Year 1 (High Priority)
	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.		

Action Area Three –People with a Disability (PWD)				
PEOPLE	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	LEAD AGENCY	TIME FRAME
Increase capacity of people with disability (PWD) to access services.	Assist PWD with obtaining medical reports and relevant assessments. Education and awareness sessions for refugee PWD and their carers on: <ul style="list-style-type: none"><li>current disability services</li><li>how to access the National Disability Insurance Scheme (NDIS)</li><li>advocacy when challenges are experienced in accessing services including NDIS packages.</li></ul>	Improved access to necessary services for PWD and ideally improved health outcomes.	NSW Refugee Health Service	Year 1 (High Priority)
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.	Woodville Alliance	Year 1 (High Priority)
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.	Woodville Alliance	Year 1 (Medium Priority)
Promote understanding of disability (including non-visible 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 amongst community members.	Fairfield City Council, Social and Cultural Development	Year 1, 2 (High Priority - Ongoing)
	Explore opportunities to partner with local disability services to deliver information and activities that support PWD, their families and carers.			
Begin addressing stigma amongst refugee communities as to the nature and impact of physical and mental disability.	Community education campaign including education workshops for refugee communities on the topic of PWD (ILC funding available through NDIS).	Improved health and wellbeing outcomes for PWD.	SSI Ability Links FutureAbility	Year 1, 2 (High Priority - Ongoing)

Action Area Three –People with a Disability (PWD)				
PEOPLE	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	LEAD AGENCY	TIME FRAME
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	Year 1, 2 (High Priority - Ongoing)
	Raising awareness of supports available to carers of PWD.	Improved health and wellbeing amongst carers of PWD.	SSI Ability Links	Year 1, 2 (High Priority)
	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, Social and Cultural Development	Year 1, 2 (Medium Priority)
	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, Social and Cultural Development	Years 1,2 (High Priority)

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	LEAD AGENCY	TIME FRAME
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"><li>• Bridges to Employment project</li><li>• Refugee Talent organisation</li><li>• Thrive Project</li><li>• Settlement Language Pathways to Employment and Training (SLPET)</li><li>• Career Pathways Pilot - a new Department of Social Services (DSS) initiative to improve employment outcomes for refugees and humanitarian entrants who been in Australia for up to five years.</li><li>• The NSW Government Refugee Employment Support Program (RESP), a \$22 million, four-year program to support refugees in Western Sydney and the Illawarra.</li></ul>	Increased awareness and uptake of the services offered.	Individual agencies (listed under 'Output') & Local interagency convenors.	Year 1, 2 (Ongoing)
		Increased opportunities for collaboration between agencies.		Year 1 (Medium Priority)
		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.		Year 1 (Medium Priority)
	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).	NSW STARTTS	Year 1, 2 (Ongoing)

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	LEAD AGENCY	TIME FRAME
Increase accessibility to <b>youth specific</b> 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"><li>• LEAP Macquarie Mentoring Program</li><li>• School Based Apprenticeships and Traineeships</li><li>• Youth Transition Support Pilot Program</li><li>• Links to Learning</li><li>• Whitelion NSW Alternate Learning Centers</li><li>• Ready Arrive Work (RAW)</li><li>• Transition to Work</li><li>• Western Sydney University Refugee Scholarship Fund</li><li>• CORE Youth Services – Multicultural Youth Support Project; Youth Settlement and Upfront Homelessness Project</li></ul>	Newly arrived youth are engaged with the community and supported to begin building confidence and a sense of identity in Australia.	Fairfield Youth Workers Network (FYWN) in partnership with local high schools, Navitas and TAFE NSW	Year 1, 2 (Ongoing)
	Increase access to programs for transition between secondary and tertiary institutions for refugee youth, youth seeking asylum and other vulnerable migrant youth groups	Improved educational outcomes and retention rates amongst high school students.	Department of Education through Refugee Support Leaders with local high schools	Year 1, 2 (High Priority)
	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	Year 1, 2 (High Priority)
	Scope possibility of Western Sydney University Office of Widening Participation tailoring their <i>First Foot Forward</i> 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.	Local Primary Schools	Year 1, 2 (Ongoing)
	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	Year 1, 2 (High Priority)



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	LEAD AGENCY	TIME FRAME
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"><li>• STARTTS Enterprise Facilitation Project</li><li>• Thrive Refugee Enterprise</li><li>• SSI's Ignite Program &amp; Ignite Ability (for PWD)</li><li>• Local social enterprise opportunities including: Parents Cafe and Angkor Flowers and Crafts etc.</li><li>• MTC business start up</li></ul>	Greater financial security and autonomy amongst people from a refugee background and amongst vulnerable migrant groups.	Interagency convenors	Year 1, 2 (Ongoing)
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, Social and Cultural Development and Human Resources	Year 1, 2 (Medium Priority)
	Scope the potential for a state government driven work experience program for youth across different government departments.	Increased exposure to 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.	Refugee Employment Support Program (RESP) provider and Peer Mentoring Project Provider	Year 1 (Medium Priority)
	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, Multicultural Communities, Fairfield Employment & Community Services Forum	Year 1, 2 (Ongoing)
	Work experience offered by business and corporates.			

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	LEAD AGENCY	TIME FRAME
Increase recognition awareness of the qualifications and skills that refugees and people seeking asylum bring to the community amongst the business sector.	Friendly Nation Initiative activities take place in and around Fairfield City.	Improved paid employment outcomes for refugees, people seeking asylum and other vulnerable migrant groups.	CORE Community Services, Multicultural Communities, Fairfield Employment & Community Services Forum	Year 1, 2 (Medium Priority)
	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.	Department of Justice with State Government Departments who have been part of the 100 Job Pledge	Year 1, 2 (Medium Priority)
	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.	Fairfield Employment & Community Services Forum and Refugee Employment Support Program (RESP)	Year 1, 2 (Medium priority)
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)	Year 1 (High Priority)
	Production of an easy reference guide of overseas qualification and skill recognition pathways. Consider translation of this into key community languages.			Year 2 (High Priority)
	Frontline service agencies facilitate information session workshops for new arrivals in a range of community languages where required.		TAFE NSW Engagement Unit	Year 1, 2 (Medium Priority)

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	LEAD AGENCY	TIME FRAME
Recruit, coordinate and support a pool of volunteers to assist clients with getting to medical appointments.	Development of 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	Year 1, 2 (Ongoing)
Take a coordinated approach to opportunities for local volunteering and giving to support newly arrived refugee, humanitarian entrant and other vulnerable migrant communities.	Explore opportunities to leverage and coordinate the sentiment of volunteering expressed locally with bodies such as: <ul style="list-style-type: none"><li>The Centre for Volunteering (The Centre)</li><li>GIVIT Humanitarian Support Program</li><li>LEEP</li><li>Liverpool Volunteer Resource Centre and others.</li></ul>	Broader community support is available for newly arrived refugee, humanitarian entrant and other vulnerable migrant communities.  The broader community can access a range of volunteer opportunities according to their skills and interests.	Fairfield City Council, Social and Cultural Development	Year 1 (Medium Priority)
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.	Formal recognition of local volunteers through Council awards ceremonies and similar.	Recognition of the volunteers contributing to settlement of refugee, humanitarian entrant and other vulnerable migrant communities in and around Fairfield City.	Fairfield City Council, Social and Cultural Development	Year 1, 2 (Ongoing)
	Council contact list for organisations hosting volunteers is updated.	Greater mapping of local volunteerism.  Wider acknowledgement of volunteerism.	Fairfield City Council, Social and Cultural Development	Year 1 (Medium Priority)

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	LEAD AGENCY	TIME FRAME
Improve information flow between services (including non-funded organisations) religious organisations and services that provide support to refugee and migrant communities. (Approximately 80% of the humanitarian entrants to Fairfield City in the past 12 months are holders of a 202 – 'sponsored' visa)	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.	Fairfield City Council	Year 1 (Medium Priority)
	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 Service, Multicultural Communities, the Assyrian Resource Centre, Settlement Services International	Year 1, 2 (Ongoing)
Distribute the service mapping document of organisations in and around Fairfield LGA that provide urgent financial support (section of 'Knowledge is Power' resource).	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	Year 1 (Moderate Priority)
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.	IRWN convenor	Year 1 (Medium Priority)
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.	Fairfield Emerging Communities Action Partnership and Settlement Services International	Year 1 (High Priority)

Action Area Six – Information and Coordination				
OPPORTUNITY	Stakeholders work collaboratively to share information and achieve outcomes for refugees, people seeking asylum and other vulnerable migrant groups.			
ACTION	OUTPUT	OUTCOME	LEAD AGENCY	TIME FRAME
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.	Year 1, 2 (Ongoing)

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	LEAD AGENCY	TIME FRAME
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.	Housing NSW (HNSW) in partnership with Tenancy Advice and Advocacy Service (TAAS) and SSI Housing.	Year 1, 2 (Medium Priority)
Reinstate the Fairfield Housing Taskforce.  (This could sit with the FMI)	Explore opportunities to increase awareness of existing services; educate 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.	CORE Community Services, Multicultural Communities in partnership with the Department of Family and Community Services, Housing Services Fairfield.	Year 1 (Ongoing)
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.	TBC	Year 1 (High Priority)
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.	Woodville Alliance in partnership with Fairfield Housing Taskforce.	Year 1 (High Priority)
Collect evidence demonstrating the need for an advocacy and tenancy service focused specifically on the Fairfield LGA given the high need.	Production of an evidence based discussion paper highlighting the complexity of housing challenges experienced by new arrivals to the Fairfield City area.	A designated advocacy and tenancy service for the Fairfield City area.	Fairfield Housing Taskforce	Year 1 (Moderate Priority)



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	LEAD AGENCY	TIME FRAME
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.	<ul style="list-style-type: none"><li>Advocacy documents are prepared and delivered to the relevant Minister/s.</li><li>Advocacy documents to note the cost being borne directly by the local community and voluntary sector and Council as a result of the large influx of humanitarian entrants in a short period of time with no forewarning.</li></ul>	Fairfield City Council with local interagencies	Year 1 (Moderate Priority)
	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.		
	Policy changes and increase in services available for people seeking asylum.	Improved wellbeing and overall outcomes for people seeking asylum.	Settlement Services International	Year 1, 2 (High Priority)
	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.	Fairfield Multicultural Interagency	Year 1 (High Priority)
	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.	Fairfield Multicultural Interagency	Year 1 (Moderate Priority)
	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.	<ul style="list-style-type: none"><li>Reduction in the wait time for the grant of permanent visas for victims of D&amp;FV on temporary 'partner' visas.</li><li>Policy change so that there is no longer a requirement to lodge the partner visa 820 to obtain permanency.</li></ul>	TBC	Year 1 (High Priority)

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	LEAD AGENCY	TIME FRAME
	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	Year 1 (Moderate Priority)
	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.	TBC	Year 1 (Medium Priority)
	Production of an evidence based discussion paper demonstrating the need for increased case management services (including financial assistance) and increased free legal services for victims of D&FV.	Ideally an increased access to adequate case management and free legal services for victims of D&FV including increased D&FV specialist staff within the Domestic Violence Unit of Legal Aid and community services in Fairfield City.	TBC	Year 1 (High Priority)



SERVICES	PEOPLE SEEKING ASYLUM	REFUGEE	
		GRANTED ONSHORE	GRANTED OFFSHORE
Refugee status	Awaiting a decision on temporary protection claim – Safe Haven Enterprise visa or Temporary Protection Visa.	Granted protection status and holds permanent refugee visa.	
Living arrangements	Either: <ul style="list-style-type: none"><li>• in the community on Bridging Visa E</li><li>• in community detention or</li><li>• in an immigration detention</li></ul>	Live in the community (holds Permanent Resident visa).	
Medicare	Yes	Yes	
Work Rights	Yes	Yes	
Job Services	Yes – can access upcoming NSW Government Refugee Employment Support Program (RESP).	Yes – can access jobactive services; can also access RESP.	
Humanitarian Settlement Services support	No – may be eligible for Status Resolution Support Services (SRSS)	Yes – granted before 30/08/13 No – if granted after 30/08/13 while in the community.	Yes
English language	45 hours	510 hours AMEP + additional 490 hours for some low level students. 800 hours of Skills for Education and Enterprise for registered job seekers.	
Training/Education	Eligible for NSW Government's Smart and Skilled funding and fee-free training.	Eligible for NSW Government's Smart and Skilled funding and fee-free training.	
Income support	DIBP funded living allowance and rent assistance if eligible SRSS = 89% of New Start Allowance (\$438.41) + 89% of Rent Allowance (\$71.79) Community Detention = 70% of New Start Allowance (\$344.82).	Eligible for immediate access to relevant Government payments and services.	
		Not eligible for crisis payment.	Eligible for one-off crisis payment.

Table collated by CORE Community Services, Multicultural Communities.  
Sources: Department of Human Services, Department of Immigration & Border Protection, & the NSW Department of Industry





INTERAGENCY	DESCRIPTION	CONVENORS
Fairfield Domestic Violence Committee	Aims to reduce the local incidence of domestic violence through the development of partnerships and increased coordination of service provision. The Committee has operated for over 25 years. Fairfield City Council is a member of the FDVC and has a long-standing commitment to reducing domestic violence in the City.	Crime and Safety Prevention CPO, Fairfield City Council crimeprevention@fairfieldcity.nsw.gov.au
Fairfield Emerging Communities Action Partnership	A forum of service providers and emerging communities that collaborate to increase access and improve the quality of service delivery to emerging communities in and around Fairfield LGA.	Community Development and Policy Project Officer, CORE Community Services - Multicultural Communities mkamara@corecs.org.au
Fairfield Employment & Community Services Forum	Aims to create collaborative servicing between organisations to promote engagement and achieve greater employment and training outcomes for the Fairfield LGA by focusing on employment initiatives and opportunities for CALD communities through training, information, support, collaboration, referrals, etc.	City and Country Multicultural Services, Department of Human Services (02) 9205 5420  Employment, Education & Training Specialist, CORE Community Services (02) 9727 0477
Fairfield Housing Taskforce	To be reinstated with the aim to explore opportunities to increase awareness of existing services, educate stakeholders on social housing policy and criteria and changes in relation to housing products available.	CORE Community Services bdatt@corecs.org.au  Department of Family and Community Services Lee.Herold@facs.nsw.gov.au
Fairfield Multicultural Interagency	The aim of FMI is to influence policy, systems and service delivery to ensure the best outcomes for culturally and linguistically diverse (CALD) residents of the Fairfield Local Government area.	Multicultural CPO, FCC multicultural@fairfieldcity.nsw.gov.au  Community Development and Policy Project Officer, CORE CS mkamara@corecs.org.au
Fairfield Youth Workers Network	A network of dedicated community and youth workers committed to meeting the needs of young people in the Fairfield LGA. The network acts as a platform where issues within the Fairfield Local Government Area affecting young people are identified and addressed.	Youth CPO, Fairfield City Council (02) 9725 0898  Youth Settlement / Intake Worker, CORE Community Services hyoo@corecs.org.au
Immigrant Refugee Women's Network	Comprised of a number of agencies with an interest in improving the wellbeing of women from refugee backgrounds.	Community Development Worker, CORE Community Services jwatton@corecs.org.au
Liverpool-Fairfield Mental Health Interagency	Aims to increase mental health sector communication, collaboration and coordination in the local government area of Liverpool and Fairfield.	One Door Mental Health hunena.khan@onedoor.org.au  Health Promotion Officer - Mental Wellbeing, SWSLHD (02) 9616 4048



NAME		DESCRIPTION	CONTACT DETAILS	INDEX
	100 Job Pledge	The NSW Government in partnership with corporate Australia to reduce barriers to employment and thereby improve settlement outcomes of refugees. The government is showing leadership in improving employment outcomes for refugees, with a commitment having been made to employ at least 100 refugees across the public sector.	See also NSW Department of Justice as they will lead promoting case studies of employing staff from a refugee background.	29
ALNSW	Ability Links NSW	Ability Links NSW (ALNSW) is a free program that supports people with disability aged 9 to 64, their families and carers.	See SSI Ability Links	
ATAPS	Access to Allied Psychological Services	ATAPS enables GPs to refer consumers to ATAPS mental health professionals who deliver focussed psychological strategies services. Primary Health Networks (PHNs) act as fundholders for ATAPS.	ATAPS Programme phn@health.gov.au <a href="http://www.health.gov.au/internet/main/publishing.nsf/content/mental-boimhc-ataps_u">http://www.health.gov.au/internet/main/publishing.nsf/content/mental-boimhc-ataps_u</a>	22
AMEP	Adult Migrant English Program	Program via the Department of Education and Training. The Adult Migrant English Program (AMEP) provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society.	Fairfield AMEP service provider: Navitas English amepenquiry@navitas.com 1300 798 111 <a href="http://www.navitas-english.com.au/amep">http://www.navitas-english.com.au/amep</a>	27, 32
	Angkor Flowers and Crafts	Angkor Flowers is a social enterprise employing women from migrant and refugee backgrounds with a low level of education and access to employable opportunities.	(02) 8866 0131 <a href="https://angkorflowers.com.au/">https://angkorflowers.com.au/</a>	28
ARC	Assyrian Resource Centre	Providing settlement needs of the growing Assyrian community in Fairfield and Liverpool	Community Settlement Officer (02) 9728 2594 clazar@assyrianrc.com <a href="http://assyrian.org.au/">http://assyrian.org.au/</a>	20, 31, 32
	Bridges to Employment	This program aims to provide employment support to people seeking asylum and partner visa holders. It is an initiative designed and delivered by four local organisations.	See partners: CORE Community Services, Multicultural Communities; MTC Australia, Fairfield City Council and Parents Café Fairfield Inc.	26
	Career Pathways Pilot	The Department of Social Services' Career Pathways Pilot is an initiative to help newly arrived refugees to use their professional or trade skills and qualifications in Australia.	<a href="https://www.dss.gov.au/settlement-and-multicultural-affairs/programs-policy/settlement-services/career-pathways-pilot-for-humanitarian-entrants">https://www.dss.gov.au/settlement-and-multicultural-affairs/programs-policy/settlement-services/career-pathways-pilot-for-humanitarian-entrants</a>	26
	CatholicCare	Delivers programs in the areas of ageing, dementia and disability care; employment, education, training and support services; and children, youth and family services.	13 18 19 connect@catholiccare.org <a href="https://www.catholiccare.org/">https://www.catholiccare.org/</a>	23
	Centrelink	Delivering a range of payments and services for people at times of major change.	<a href="https://www.humanservices.gov.au/customer/dhs/centrelink">https://www.humanservices.gov.au/customer/dhs/centrelink</a>	35

NAME		DESCRIPTION	CONTACT DETAILS	INDEX
	Coffee with a Cop	This program brings police officers and community members together to help break down barriers between police officers and citizens where they serve.	NSW Police Force - MCLO Fairfield: 9728 0399 Cabramatta: 9725 8999	19, 20
	Community Minds	Services include program development, project management, event management, consultation, workshop facilitation and training.	1300 264 637 <a href="http://communityminds.org.au/">http://communityminds.org.au/</a>	19
CORE CS	CORE Community Services	Services, activities and programs across five services – Children’s Services, Youth Services, Multicultural Communities, Aged & Disability Care and Community Engagement.	(02) 9727 0477 info@corecs.org.au <a href="http://corecs.org.au/">http://corecs.org.au/</a>	20, 28, 29, 31, 32, 33
	CORE Community Services, Multicultural Communities	Multicultural Communities (previously known as the Fairfield Migrant Resource Centre), is a service division of CORE Community Services whose values embody human rights and social justice principles.	multicultural@corecs.org.au	
CALD	Culturally and Linguistically Diverse Communities	CALD people are generally defined as those people born overseas, in countries other than those classified by the Australian Bureau of Statistics (ABS) as “main English speaking countries.”		
	Department of Education	The NSW Department of Education serves the community by leading the provision of world-class education.	1300 679 332 <a href="http://www.dec.nsw.gov.au/">http://www.dec.nsw.gov.au/</a>	27
		Refugee Support Leaders - Refugee Support Leaders work in close collaboration with principals, school executive and community to enhance the delivery of programs and services for refugee students and their families across targeted schools.	Refugee Support Programs Advisor (02) 9266 8445	27
FACS	Department of Family and Community Services	Family and Community Services (FACS) supports vulnerable people and families to participate in social and economic life and build stronger communities.	(02) 9377 6000 <a href="https://www.facs.nsw.gov.au/">https://www.facs.nsw.gov.au/</a>  See also Housing NSW	
DHS	Department of Human Services	Responsible for the development of service delivery policy and provide access to social, health and other payments and services.	<a href="https://www.humanservices.gov.au/">https://www.humanservices.gov.au/</a>	
	Department of Immigration and Border Protection	The Department of Immigration and Border Protection is responsible for immigration and customs border policy.	131 881 <a href="https://www.border.gov.au/">https://www.border.gov.au/</a>	34
DSS	Department of Social Services	The Department of Social Services works to improve the lifetime wellbeing of migrants and refugees settling in Australia by responding to their specific needs, encouraging their independence and participation in the Australian community.	1300 653 227 <a href="https://www.dss.gov.au/">https://www.dss.gov.au/</a>  See also Settlement Reporting Facility	
D&FV	Domestic and Family Violence	Family and domestic violence is conduct that is violent, threatening, coercive, controlling or intended to cause the family or household member to be fearful.	<a href="https://www.humanservices.gov.au/customer/subjects/family-and-domestic-violence">https://www.humanservices.gov.au/customer/subjects/family-and-domestic-violence</a>	

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	Domestic Violence Line	24 Hour telephone service for support and counselling.	Helpline: 1800 65 64 63	20
	Enterprise Facilitation Project	Enterprise Facilitation aims to promote local economic growth in Western and South Western Sydney by providing support to local entrepreneurs with refugee and refugee-like backgrounds wishing to start or expand a small business enterprise.	NSW STARTTS, Enterprise Facilitator (02) 9794 1900 <a href="http://www.startts.org.au/services/community-services/enterprise-facilitation/">http://www.startts.org.au/services/community-services/enterprise-facilitation/</a>	28
FCC	Fairfield City Council	Local Government for Fairfield City. Fairfield City Council is committed to ongoing engagement with residents along with providing active support to them and the diverse services that have developed in response to meeting the needs of multicultural communities.	(02) 9725 0222 <a href="mailto:mail@fairfieldcity.nsw.gov.au">mail@fairfieldcity.nsw.gov.au</a> <a href="http://www.fairfieldcity.nsw.gov.au/">http://www.fairfieldcity.nsw.gov.au/</a>	31, 34, 35
	Crime and Safety Prevention CPO	Crime and Safety Prevention - Community Project Officer	<a href="mailto:crimeprevention@fairfieldcity.nsw.gov.au">crimeprevention@fairfieldcity.nsw.gov.au</a>	
	Multicultural CPO	Multicultural - Community Project Officer	<a href="mailto:multiculturalfairfield@fairfieldcity.nsw.gov.au">multiculturalfairfield@fairfieldcity.nsw.gov.au</a>	
	SACD Division	Social and Cultural Development Division	<a href="mailto:sacdevelopdivision@fairfieldcity.nsw.gov.au">sacdevelopdivision@fairfieldcity.nsw.gov.au</a>	24, 25, 28, 30
	Youth CPO	Youth - Community Project Officer	(02) 9725 0898	
FDVC	Fairfield Domestic Violence Committee	Aims to reduce the local incidence of domestic violence through the development of partnerships and increased coordination of service provision. The Committee has operated for over 25 years. Fairfield City Council is a member of the FDVC and has a long-standing commitment to reducing domestic violence in the City.	Convenor: Crime and Safety Prevention CPO, FCC <a href="mailto:crimeprevention@fairfieldcity.nsw.gov.au">crimeprevention@fairfieldcity.nsw.gov.au</a>	20, 31, 35
FECAP	Fairfield Emerging Communities Action Partnership	A forum of service providers and emerging communities that collaborate to increase access and improve the quality of service delivery to emerging communities in and around Fairfield LGA.	Convenor: Community Development and Policy Project Officer, CORE Community Services - Multicultural Communities <a href="mailto:mkamara@corecs.org.au">mkamara@corecs.org.au</a>	31
	Fairfield Employment & Community Services Forum	Aims to create collaborative servicing between organisations to promote engagement and achieve greater employment and training outcomes for the Fairfield LGA by focusing on employment initiatives and opportunities for CALD communities through training, information, support, collaboration, referrals, etc.	Convenor: City and Country Multicultural Services, Department of Human Services (02) 9205 5420  Employment, Training & Education Officer, CORE Community Services (02) 9727 0477	28, 29
	Fairfield Housing Taskforce	To be reinstated with the aim to explore opportunities to increase awareness of existing services, educate stakeholders on social housing policy and criteria and changes in relation to housing products available.	Convenors: CORE Community Services <a href="mailto:bdatt@corecs.org.au">bdatt@corecs.org.au</a>  Department of Family and Community Services <a href="mailto:Lee.Herold@facs.nsw.gov.au">Lee.Herold@facs.nsw.gov.au</a>	33

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FMI	Fairfield Multicultural Interagency	The aim of FMI is to influence policy, systems and service delivery to ensure the best outcomes for culturally and linguistically diverse (CALD) residents of the Fairfield Local Government area.	Convenors: Multicultural CPO, FCC <a href="mailto:multiculturalfairfield@fairfieldcity.nsw.gov.au">multiculturalfairfield@fairfieldcity.nsw.gov.au</a>  Community Development and Policy Project Officer, CORE CS <a href="mailto:mkamara@corecs.org.au">mkamara@corecs.org.au</a>	20, 21, 33, 34
	Mental Health SubCommittee			
FYWN	Fairfield Youth Workers Network	A network of dedicated community and youth workers committed to meeting the needs of young people in the Fairfield LGA. The network acts as a platform where issues within the Fairfield Local Government Area affecting young people are identified and addressed.	Convenors: Youth CPO, FCC (02) 9725 0898  CORE Community Services Youth Settlement/Intake Worker <a href="mailto:hyoo@corecs.org.au">hyoo@corecs.org.au</a>	19, 27
	First Foot Forward Program	Delivered by Western Sydney University, the provides Year 5 and 6 students with an opportunity to gain a greater understanding of their higher education options	Western Sydney University Widening Participation team <a href="mailto:wp@uws.edu.au">wp@uws.edu.au</a>	27
	Friendly Nation Initiative	Participating in the Friendly Nation Initiative gives businesses the opportunity to become leaders and play an active role in the resettlement of refugees.	Migration Council Australia (02) 6162 0361 <a href="mailto:info@migrationcouncil.org.au">info@migrationcouncil.org.au</a> <a href="http://fni.org.au/">http://fni.org.au/</a>	29
GIVIT	GIVIT Humanitarian Support Program	GIVIT works to alleviate poverty in Australia by ensuring every community service provider has what it needs through the simple act of giving. GIVIT is free to use and makes giving easy by allowing you to see exactly what is required by vulnerable community members.	<a href="mailto:info@givit.org.au">info@givit.org.au</a> <a href="http://www.givit.org.au">http://www.givit.org.au</a>	30
	HeadSpace	National youth mental health foundation dedicated to improving the wellbeing of young Australians.	Liverpool Centre (02) 8785 3200 <a href="https://www.headspace.org.au/">https://www.headspace.org.au/</a>	23
	Health Navigation Program	To be developed. A pool of volunteers to assist newly arrived refugee clients navigating the health services by accompanying them to health appointments.	See NSW Refugee Health Service.	30
HEPA	Healthy Eating and Physical Activity Program	The NSW Healthy Eating and Active Living Strategy 2013-2018 provides a whole of government framework to promote and support healthy eating and active living in NSW and to reduce the impact of lifestyle-related chronic disease.	Resources: <a href="http://www.health.gov.au/internet/main/publishing.nsf/content/phd-early-childhood-nutrition-resources">http://www.health.gov.au/internet/main/publishing.nsf/content/phd-early-childhood-nutrition-resources</a>	22
HOW	House of Welcome	Welcome, shelter and empower people seeking asylum and refugees regardless of their age, gender, sexuality, nationality or religion.	(02) 9727 9290 <a href="mailto:office@houseofwelcome.com.au">office@houseofwelcome.com.au</a> <a href="https://www.stfrancis.org.au/house-of-welcome">https://www.stfrancis.org.au/house-of-welcome</a>	
HNSW	Housing NSW	Housing NSW, an agency of the NSW Department of Family and Community Services (FACS) is one of the largest providers of social housing in the world, providing a range of housing solutions to meet the needs of today's community.	Housing Services Team Leader (02) 9754 6800  Housing NSW Head Office (02) 8753 8000	33

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	Ignite	Facilitates business creation for people from refugee backgrounds who are keen to establish a small business or expand an existing one.	SSI Ignite / Resource Team ignite@ssi.org.au <a href="http://www.ssi.org.au/services/ignite">http://www.ssi.org.au/services/ignite</a>	28
	IgniteAbility	IgniteAbility will be tailored to address barriers and meet the specific needs of entrepreneurs with disability, providing an ecosystem of support for aspiring entrepreneurs.	SSI IgniteAbility / Resource Team ignite@ssi.org.au <a href="http://www.ssi.org.au/services/ignite-ability-small-business-start-ups">http://www.ssi.org.au/services/ignite-ability-small-business-start-ups</a>	28
IRWN	Immigrant Refugee Women's Network	Comprised of a number of agencies with an interest in improving the wellbeing of women from refugee backgrounds.	Convenor: Community Development Worker, CORE Community Services jwatton@corecs.org.au	31
ILC	Information, Linkages and Capacity Building Grants	National Disability Insurance Scheme grant. Commencement date for NSW is 1 July 2018.	ILC Commissioning Framework 1800 800 110 <a href="https://www.ndis.gov.au/communities/ilc-home">https://www.ndis.gov.au/communities/ilc-home</a>	24
IEC	Intensive English Centres	Provides intensive English as a Second Language (ESL) tuition to recently arrived, high school aged students whose first language is not English.	See IEC Directory: <a href="http://www.schools.nsw.edu.au/gotoschool/types/intensivecentre/">http://www.schools.nsw.edu.au/gotoschool/types/intensivecentre/</a>	20, 32
IAUGF	Iraqi Australian University Graduate Forum	The Forum is a non-profit, professional-social firm that aims at representing Iraqi Australian university graduates and scholars and helps in unifying Iraqi community.	0412 718 284 info@almuntadaaliraqi.com.au <a href="http://www.almuntadaaliraqi.com.au/">http://www.almuntadaaliraqi.com.au/</a>	22
	jobactive	jobactive is the Australian Government's way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia. Replaced Job Services Australia in 2015.	ajsfeedback@cc.employment.gov.au <a href="https://www.employment.gov.au/jobactive">https://www.employment.gov.au/jobactive</a>	19
	Knowledge is Power	Fairfield Domestic Violence Committee contact document to be distributed to local service providers.	Contact Fairfield Domestic Violence Convenor	20, 31
	LEAP Macquarie Mentoring Program	Mentoring program for high school students from refugee background to explore and navigate future education and career pathways.	LEAP Project Coordinator - Macquarie Mentoring (02) 9850 7394 leap@mq.edu.au	27
LEEP	Leep NGO	Leep is a group dedicated to creating inclusive communities for people experiencing disadvantage. Formerly known as TRI Community Exchange.	(02) 4721 1866 hello@leep.ngo <a href="https://leep.ngo/">https://leep.ngo/</a>	24, 30
	Legal Aid NSW	Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law.	Fairfield Legal Aid Office (02) 9727 3777 Helpline: 1300 888 529	19
		Domestic and Family Violence Unit	Domestic Violence Unit (02) 9219 6300	20, 35

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	Links to Learning	A community grants program administered by the NSW Department of Education to not-for-profit, non-government community based organisations and local government authorities who deliver targeted projects to Year 6 to Year 11 students at risk of disengaging from learning and/or at risk of leaving school early.	Leader, Youth at Risk youthassist@det.nsw.edu.au	27
LVRC	Liverpool Volunteer Resource Centre	Liverpool Volunteer Resource Centre (LVRC) offers a FREE service to Volunteers for registering with us and referral to an organisation. LVRC is funded through the Australian Government Department of Social Services (DSS) and the NSW Government Family and Community Services (FACS).	(02) 9601 6825 volunteerworksydney@lvrc.org.au <a href="http://lvrc.org.au/">http://lvrc.org.au/</a>	30
	Liverpool-Fairfield Mental Health Interagency	Aims to increase mental health sector communication, collaboration and coordination in the local government area of Liverpool and Fairfield.	Convenors: One Door Mental Health hunena.khan@onedoor.org.au  Health Promotion Officer - Mental Wellbeing, SWSLHD (02) 9616 4048	21, 23
	Men's Line Australia	24 Hour telephone service for support and counselling.	Helpline: 1300 78 99 78	20
	Mental Health Care Plans	Better Access to Psychiatrists, Psychologists and General Practitioners through the MBS (Better Access) initiative. GP prepared plan with Medicare rebates available for up to ten services per calendar year.	Medicare: 132 150 (for providers) 132 011 (for patients) <a href="http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-ba">http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-ba</a>	22
MRC	Migrant Resource Centre	Community-based organisation that provides settlement services for migrants and refugees.		23
MTC	MTC Australia	Offering support through a range of training courses, employment services, youth programs and community initiatives.	Head Office - Marrickville (02) 8577 6000	28
	Multicultural Health Communication Service	Established in 1997 as a result of NSW Health's plan, <i>Health Services for a Culturally Diverse Society</i> (1995). The plan identified the need for the development of a co-ordinated statewide approach to provide information about health issues and health services to people who speak languages other than English.	(02) 8753 5047 seslhd-mhcs@health.nsw.gov.au <a href="http://www.mhcs.health.nsw.gov.au/">http://www.mhcs.health.nsw.gov.au/</a>	21
	Multicultural Youth Support Project	Provides educational and recreational programs and access to mainstream services for young refugees and newly arrived migrants.	CORE CS multicultural@corecs.org.au	27
	My Health Record	Secure online summary of health information that can be shared with doctors, hospitals and other healthcare providers.	1800 723 471 <a href="https://myhealthrecord.gov.au">https://myhealthrecord.gov.au</a>	21



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NDIS	National Disability Insurance Scheme	The National Disability Insurance Agency (NDIA) is an independent statutory agency whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.	1800 800 110 <a href="https://www.ndis.gov.au">https://www.ndis.gov.au</a>	24
Navitas	Navitas English	Delivering services and courses to strengthen the language skills and employability of clients.	<a href="mailto:info@navitas-english.com.au">info@navitas-english.com.au</a> <a href="mailto:fairfield@navitas-english.com.au">fairfield@navitas-english.com.au</a> <a href="http://www.navitas-english.com.au/">http://www.navitas-english.com.au/</a>	20, 27, 32
NGO	Non-Government Organisation	A non-profit organization that operates independently of any government, typically one whose purpose is to address a social or political issue.		
	NSW Department of Justice (Diversity Services)	Delivers legal, court and supervision services to the people of NSW.	(02) 8688 7777 <a href="http://www.justice.nsw.gov.au/">http://www.justice.nsw.gov.au/</a>	19, 29
	NSW Health	NSW public health system, which operates more than 230 public hospitals, as well as providing community health and other public health services, for the NSW community through a network of local health districts, specialty networks and non-government affiliated health organisations, known collectively as NSW Health.	(02) 92391 9000 <a href="http://www.health.nsw.gov.au">http://www.health.nsw.gov.au</a>	21
	NSW Police	Aims to protect the community and property by preventing, detecting and investigating crime; monitoring and promoting road safety maintaining social order; performing and coordinating emergency; and rescue operations.	Fairfield Local Area Command (02) 9728 8399  Cabramatta Local Area Command (02) 9725 8999	19, 20
MCLO		Multicultural Liaison Officers	Directory of MCLOs in NSW <a href="http://www.police.nsw.gov.au/community_issues/cultural_diversity">http://www.police.nsw.gov.au/community_issues/cultural_diversity</a>	19
PYLO		Police Youth Liaison Officers	<a href="http://www.police.nsw.gov.au/community_issues/youth">http://www.police.nsw.gov.au/community_issues/youth</a>	19
RHS	NSW Refugee Health Service	Aims to promote the health of people from a refugee background living in NSW by assisting refugees, and the health professionals who work with them.	(02) 8778 0770 <a href="mailto:refugeehealth@sswahs.nsw.gov.au">refugeehealth@sswahs.nsw.gov.au</a> <a href="https://www.sswlhd.nsw.gov.au/refugee/">https://www.sswlhd.nsw.gov.au/refugee/</a>	21, 24, 30
STARTTS	NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	A specialist, non-profit organisation that for more than 25 years has provided culturally appropriate and cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives in Australia.	(02) 9794 1900 <a href="mailto:startts@sswahs.nsw.gov.au">startts@sswahs.nsw.gov.au</a> <a href="http://www.startts.org.au/">http://www.startts.org.au/</a>	19, 20, 22, 23, 26, 28

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	Parents Café Fairfield Inc.	Aims to engage newly arrived parents of children in the Australian education system through promoting social inclusion, empowerment for parents to become active, more informed partners in their children's education and to provide opportunities for further training and career pathways.	Team Leader (02) 9727 2111 <a href="mailto:haitham_jaju@parentscafe.org">haitham_jaju@parentscafe.org</a> <a href="https://parentscafe.org/">https://parentscafe.org/</a>	28
PWD	People with a Disability	The plan aims to expand access to physical, mental and social supports available for people with a disability who form refugee, people seeking asylum and other vulnerable migrant groups.		
PCYC	Police Citizens Youth Clubs	Australia's pre-eminent youth organisation working with Police and community to empower young people to reach their potential.	(02) 9625 9111 <a href="mailto:stateoffice@pcycnsw.org.au">stateoffice@pcycnsw.org.au</a> <a href="https://www.pcycnsw.org.au/">https://www.pcycnsw.org.au/</a>	20
PHN	Primary Health Network	In 2015 PHNs were established to increase the efficiency and effectiveness of medical services for patients.	See also South Western Sydney Primary Health Network <a href="mailto:enquiries@swsphn.com.au">enquiries@swsphn.com.au</a>	20, 22
RAW	Ready Arrive Work	Vocational program to support refugee students develop employability skills and prepare them for work experience and placements. Delivered as a partnership with Department of Education.	Department of Education Multicultural Education <a href="mailto:multicultural.programs@det.nsw.edu.au">multicultural.programs@det.nsw.edu.au</a>	27
RESP	Refugee Employment Support Program	A four-year \$22 million initiative by the NSW Government, managed by the NSW Department of Industry, the Refugee Employment Support Program (RESP) addresses the challenges that are experienced by refugees and asylum seekers in finding long term skilled employment opportunities.	Settlement Services International Manager, Employment & Enterprise Services (02) 9784 2400	26, 28, 29
	Refugee Mental Health Packs	STARTTS resource of mental health support information - to be revamped and delivered in tandem with information sessions at GP forums.	Training Officer, STARTTS (02) 9794 1883	22
	Refugee Talent	Refugee Talent is a digital platform to connect skilled refugees with companies offering short and long term job opportunities.	<a href="mailto:info@refugeetalent.com">info@refugeetalent.com</a> <a href="https://refugeetalent.com/">https://refugeetalent.com/</a>	26
SLPET	Settlement Language Pathways to Employment and Training	Offered by Navitas English in the Fairfield area, the SLPET program is a way to study English within the context of the Australian workplace.	SLPET Program, Navitas 1300 798 111 <a href="http://www.navitas-english.com.au/amep/amep-courses/slpet-courses/">http://www.navitas-english.com.au/amep/amep-courses/slpet-courses/</a>	26
SRF	Settlement Reporting Facility	The Settlement Reporting Facility, administered by the Department of Social Services, uses the Settlement Database to provide statistical data on permanent settlers to Australia who have arrived since January 1991.	<a href="mailto:settlement.data.request@dss.gov.au">settlement.data.request@dss.gov.au</a> <a href="https://www.data.gov.au/dataset/settlement-reports">https://www.data.gov.au/dataset/settlement-reports</a>	26, 34

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SSI	Settlement Services International	Settlement Services International is a community-based not-for-profit organisation providing a range of services in the areas of refugee settlement, migrant support services, asylum seeker assistance, housing, multicultural foster care, disability support, employment services and youth support in NSW.	SSI Ashfield Head Office (02) 8799 6700 info@ssi.org.au http://www.ssi.org.au/	20, 31, 32, 34
	SSI Ability Links	SSI works in partnership with St Vincent de Paul and Uniting to deliver ALNSW through its Linkers, who have extensive knowledge of their local communities.	SSI Linker abilitylinks@ssi.org.au (02) 8713 9200 http://www.ssi.org.au/services/ability-links-nsw	
	FutureAbility	Will focus on engagement activities to inform CALD communities across NSW about the NDIS, and help increase their participation in the scheme.	Manager, FutureAbility (02) 8799 6784 http://www.ssi.org.au/services/futureability	24
	SSI Housing	SSI's Housing provides housing assistance to refugees, humanitarian entrants, and people seeking asylum once they arrive in NSW.	http://www.ssi.org.au/services/housing	33
SSWGPL	Sydney South West Sydney GP Link	SSWGPL is an independent corporate entity governed by an elected board of directors, many of whom are graduates of the Australian Institute of Company directors.	0413 767 228 http://sswgpl.com.au/	22
SWSLHD HPS	South Western Sydney Local Health District Health Promotion Service	Responsible for a range of public health and health promotion programs that include multi-disciplinary partnerships aimed at building individual, community and organisational capacity to improve and sustain health.	Main Office (02) 8738 5911 http://www.swslhd.nsw.gov.au/populationhealth/	22
SWSPHN	South Western Sydney Primary Health Network	South Western Sydney PHN is a not-for-profit health organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients and improve access to quality local health care for the whole community.	(02) 4632 3000 enquiries@swsphn.com.au http://www.swsphn.com.au/	22
	Culturally and Linguistically Diverse (CALD) Working Party	Aims to address a range of different health challenges and priorities which vary between each cultural community.	Convenor: Executive Assistant, SWSPHN (02) 4632 3059	22
	TAFE NSW	TAFE NSW is Australia's leading provider of vocational education and training with over 500,000 enrolments each year.	https://www.tafensw.edu.au/	27
		Community Engagement Unit offers multicultural services aimed to help people from non-English speaking backgrounds.	Community Engagement Consultants, TAFE South West Sydney Institute swsi.community@tafensw.edu.au	29
TAAS	Tenancy Advice and Advocacy Service	Tenants NSW is a community legal centre specialising in NSW residential tenancies law and accredited by the National Association of Community Legal Centres (NACLC). The main resourcing body for Tenants' Advice and Advocacy Services (TAASs).	South West Sydney Tenants Advice and Advocacy Service (SWSTAAS) 1800 631 993 https://www.tenants.org.au/taas/swstaas	33

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The Centre	The Centre for Volunteering	The Centre for Volunteering (The Centre) is the peak body in NSW, promoting and supporting volunteering and community participation. The Centre is a not-for-profit organisation and includes Volunteering NSW, its service delivery arm, and the School of Volunteer Management (SVM), a registered training organisation.	http://www.volunteering.com.au/ info@volunteering.com.au	30
	Thrive Refugee Enterprise	Provides microfinancing and business support that can help refugee entrepreneurs start and grow viable new businesses.	(02) 9797 8378 admin@tre.org.au http://thriverefugeeenterprise.org.au/	28
	Transition to Work Program	Service to support young people aged 15-21 on their journey to employment. The service will provide intensive, pre-employment support to improve the work-readiness of young people and help them into work (including apprenticeships and traineeships) or education.	https://www.employment.gov.au/transition-work	27
	Victims Services NSW	Provide support services, including free counselling and financial assistance to victims of crime.	vs@justice.nsw.gov.au http://www.victimsservices.justice.nsw.gov.au/	31
Visas	Visa - subclass 100	Partner (Migrant) Visa: The Partner visas (subclasses 309 and 100) allow the partner or spouse of an Australian citizen, Australian permanent resident or eligible New Zealand citizen live in Australia.	Department of Immigration and Border Protection https://www.border.gov.au/Trav/Visa-1/309-	32, 34
	Visa - subclass 202	Global Special Humanitarian Visa: The Global Special Humanitarian visa (subclass 202) is for if you are outside Australia, are living outside your home country, are subject to substantial discrimination amounting to a gross violation of your human rights in your home country, and are proposed by a person or organisation in Australia. This is a permanent visa.	Department of Immigration and Border Protection https://www.border.gov.au/Trav/Visa-1/202-	31
	Visa - subclass 820 & 801	Partner Visa: The Partner visas (subclasses 820 and 801) allow the partner or spouse of an Australian citizen, Australian permanent resident or eligible New Zealand citizen to live in Australia.  The temporary Partner visa (subclass 820) is granted first and lets you stay in Australia while the permanent Partner visa (subclass 801) is processed.	Department of Immigration and Border Protection https://www.border.gov.au/Trav/Visa-1/801-	34, 35
	Visa - subclass 309	Partner (Provisional) Visa: The temporary Partner (Provisional) visa (subclass 309) is granted first and lets you stay in Australia while the permanent Partner (Migrant) visa (subclass 100) is processed.	Department of Immigration and Border Protection https://www.border.gov.au/Trav/Visa-1/309-	34, 35

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	Western Sydney University Office of Widening Participation	The Office of Widening Participation undertakes activities that contribute towards the participation targets set by the Federal Government: that by 2020, twenty per cent of higher education (HE) enrolments at undergraduate level should be from people from low socioeconomic status (SES) backgrounds.	Widening Participation Team (02) 9678 7603 wp@uws.edu.au <a href="https://www.westernsydney.edu.au/widening_participation">https://www.westernsydney.edu.au/widening_participation</a>	27
	Western Sydney University Refugee Scholarship	Scholarships provided by Western Sydney University to the value of \$7500 per year for the duration of the degree.	Scholarships and Student Advancement Unit scholarships@westernsydney.edu.au	27
White Book	White Book: Abuse and Violence: working with our patients in general practice	Developed by general practitioners (GPs) and experts to ensure that the content for working with patients of abuse and violence is the most valuable and useful for health practitioners.	Royal Australian College of General Practitioners <a href="http://www.racgp.org.au/your-practice/guidelines/whitebook/">http://www.racgp.org.au/your-practice/guidelines/whitebook/</a>	20
	Whitelion NSW Alternate Learning Centres	Whitelion NSW operates two Alternative Learning Centres in South Western Sydney to re-engage young people who are unable to engage in mainstream education, resulting in long term absences, challenging behaviours and often multiple suspensions.	LEAP Coordinator 0408 592 124 anh.nguyen@whitelion.asn.au  Alternative Learning Centre Coordinator 0419 038 063 Brigitte.Glover@whitelion.asn.au  <a href="http://www.whitelion.asn.au/nsw-alternate-learning-centres">http://www.whitelion.asn.au/nsw-alternate-learning-centres</a>	27
	Woodville Alliance	Woodville Alliance work in partnership with communities to identify and build on the strengths and develop the resources, capacity and resilience of all members of the community through the provision of information, direct services, research, advocacy and social action.	(02) 9724 3807 info@woodville.org.au <a href="https://www.woodville.org.au/">https://www.woodville.org.au/</a>	24, 33
	Work and Development Order	NSW Office of State Revenue initiative to allow eligible clients to reduce their fines through unpaid work with an approved organisation and through certain courses and treatment.	NSW Office of State Revenue 1300 478 879 wdosdro@osr.nsw.gov.au <a href="http://www.sdro.nsw.gov.au/fines/eo/wdo.php">http://www.sdro.nsw.gov.au/fines/eo/wdo.php</a>	19
	Youth Settlement and Upfront Homelessness Project	CORE CS Project that provides support to young people between the ages of 12 to 24 years with a specific focus on under 18 years who are at risk of being homeless, or who are homeless.	CORE CS youth@corecs.org.au	27
	Youth Transition Support Pilot Program	Program aimed at young refugees under 25 years old to help them participate in work and education. Pilot organisations in NSW are Community Migrant Resource Centre in Parramatta and the Lebanese Muslim Association who have called their program 'Thrive'. "	Community Migrant Resource Centre in Parramatta cso@cmrc.com.au  Thrive, Lebanese Muslim Association thrive@lma.org.au	26, 27

The Fairfield City Settlement Action Plan document is available online:

Fairfield City Council

[http://www.fairfieldcity.nsw.gov.au/multicultural\\_initiatives](http://www.fairfieldcity.nsw.gov.au/multicultural_initiatives)

CORE Community Services (navigate to Multicultural Communities page)

<http://www.corecs.org.au>



