



Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021

A collaborative plan for the
Greater Dandenong Community

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Mayor's foreword



As Mayor of the City of Greater Dandenong I am proud to endorse the Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21.

This action plan outlines a range of support services for people seeking asylum and refugees in the Greater Dandenong community. It recognises that these residents are among the most vulnerable members of our community and provides a collaborative approach to supporting them.

Census data released by the Australian Bureau of Statistics in 2017 revealed that Greater Dandenong is now the most culturally diverse community in Australia. Our residents come from 157 different birthplaces, and each year we welcome new residents from all over the world.

Many residents who have migrated to the Greater Dandenong area have origins in countries that are currently or have recently experienced conflict, violence and displacement. People seeking asylum and refugees face a complex range of issues when they come to Australia and while many community and volunteer organisations work to assist them it can be challenging.

The Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21 follows on from the previous plan and is just one part of a wider range of initiatives for people seeking asylum and refugees living in our community.

I feel honoured to present this plan to the broader Greater Dandenong community, and encourage everyone to read



and embrace the actions contained in this document. I see this plan as a reinforcement of those values and hope it will help us continue to build an inclusive and culturally vibrant community here in Greater Dandenong.

A handwritten signature in black ink, appearing to read 'Youhorn Chea'.

Youhorn Chea
Greater Dandenong Mayor

Message from the Working Group Councillors



**Councillor
Roz Blades AM**
Paperbark Ward

This Greater Dandenong People Seeking Asylum and Refugees Plan explores how we can work together to assist people seeking asylum and refugees living in our community.

It is important to note that there has been a lot of good work done on this front, but there is always more to be done in support of our newly arrived residents.

Greater Dandenong prides itself on being a welcome and inclusive community, particularly when it comes to people seeking asylum and refugees. As our community grows, so too does the need for support.

Community groups including local church groups, volunteers and service organisations are all committed to delivering grassroots support as best they can, but there is so much to be done.

In recognising a growing need for support, Council established the Asylum Seeker and Refugee Communities Advisory Committee. This group works closely with agencies who are delivering support on the ground.

This plan will continue to support the good work carried out in our community. I fully support this plan wish to thank all of the agencies and individuals who have contributed to its development.

Roz Blades AM



**Councillor
Matthew Kirwan**
Red Gum Ward

We have around 2,000 people seeking asylum living in Greater Dandenong waiting for a decision by the Federal Government to see if they can stay permanently. They face many basic humanitarian challenges that can only be faced effectively by a courageous Council that is itself taking action and also importantly by Council supporting and working together with local non-profit agencies and volunteer groups.

This plan builds on the achievements of the previous plan and reflects the changing policy environment. Poverty is still a critical issue, particularly for those people seeking asylum whose Centrelink managed payments have been cut off. Four years ago, few people

seeking asylum had work rights. Now most do, so employment is an issue we can and must tackle. Mental health issues have also become more prominent.

There is also much work to do to improve understanding in the broader Greater Dandenong community regarding the challenges faced by people seeking asylum and even their existence as a large component of our community.

I look forward to working to achieve the outcomes of this plan and thank everyone who has contributed to the development of it.

Matthew Kirwan

Introduction

Each year, millions of people flee war-torn countries in hope of finding a better future. The United Nations High Commissioner for Refugees estimated that 65.6 million people were forcibly displaced from their homes in the year 2016 alone – that’s an average of 20 individuals per minute.

By the end of 2016, there were approximately 2 million new claims for asylum worldwide.

In September 2017, approximately 8,400 people seeking asylum were living in Victoria, with approximately 2,000 of these asylum seekers residing in Greater Dandenong – the largest number in any Victorian municipality.

The substantial representation of recent settlers and people seeking asylum in Greater Dandenong, combined with the economic and social vulnerability of many, make these communities a high priority for Council, and the challenge of addressing their needs, a significant task in the region.



Background

People seeking asylum are among the most vulnerable and disadvantaged members of the community due to their limited access to and knowledge of resources and support services. The actions in the Action Plan relate to people seeking asylum and refugees and aims to help support them in overcoming the many challenges they face.

The United Nations Refugee Convention defines a refugee as a person “who owing to a well found fear of being persecuted for reasons of race, religion, nationality, membership of a ‘particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such

events, is unable or, owing to such fear, is unwilling to return to it.”

The conditions and entitlements of people who are seeking asylum and living in the community vary depending on the Federal Government policy at the time of their arrival (and potentially other factors). Some people are offered ‘bridging visas’ where people can live within local communities, while others live within various forms of detention facilities. The complexities of visa entitlements in relation to healthcare, employment, social services, housing means that people seeking asylum often face different entitlements and conditions.



The role of the City of Greater Dandenong

The City of Greater Dandenong is the most culturally diverse community in Australia, with residents from 157 birth places and 64% of its population born overseas.

We welcome refugees and people seeking asylum to our municipality, and are committed to supporting these vulnerable members of our community. As a Refugee Welcome Zone since 2014, Council has made a national commitment to welcome people of refugee backgrounds into the community – demonstrating compassion and enhancing cultural and religious diversity across the municipality.

Council is dedicated to creating healthy, safe, sustainable and inclusive communities and celebrates its diversity with pride, as outlined within the Council Plan (2017-2021) and Imagine 2030 Community Plan.

Our plan further reflects our strong commitment to refugees and people seeking asylum.

Council Position Statement

Council developed the Greater Dandenong Refugees and Asylum Seeker Statement in 2002 and is the blueprint behind the Greater Dandenong People Seeking Asylum and Refugees Plan 2018-2021. The Asylum Seeker Statement describes the position and strategic commitments of Council with respect to people seeking asylum and refugees. The plan should be viewed in the context of the overarching principles and commitments as outlined in the Council Plan and Council's Refugee and Asylum Seeker Statement.

To read the complete the version of the Council position statement please visit www.greaterdandenong.com



What is the Greater Dandenong People Seeking Asylum and Refugees Plan 2018-2021?

The Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021 outlines Council's key actions and initiatives to support people seeking asylum and refugees, within Greater Dandenong. The actions contained in the Action Plan complement those enclosed in the Council Plan and are an extension of the 2014-17 Asylum Seeker and Refugee Communities Action Plan.

People seeking asylum and refugees are vulnerable members of the community. The aim of the Plan is to give consideration to high level areas of activity over the next four years.

How to read this Action Plan:

Action – Each action outlines a process or initiative to contribute to achieving outcomes.

Outputs – The results to be achieved after implementation of actions identified.

Outcomes – The expected progress to be reached upon delivery of outputs.

Responsibility – The Council directorate or other party that has the carriage of the action item.

Monitor and Review – This plan will be reviewed and updated annually to ensure it meets the needs of the Greater Dandenong community and enable Council to identify and respond to emerging issues as and when they arise.

Timeframe – Part A of the Plan will be ongoing and priorities listed will be delivered throughout the life of the plan.

Reporting - Council will report to the community annually on its progress against the Action Plan through summary documents on the City of Greater Dandenong Website.

Part A identifies actions to be delivered over the next four years

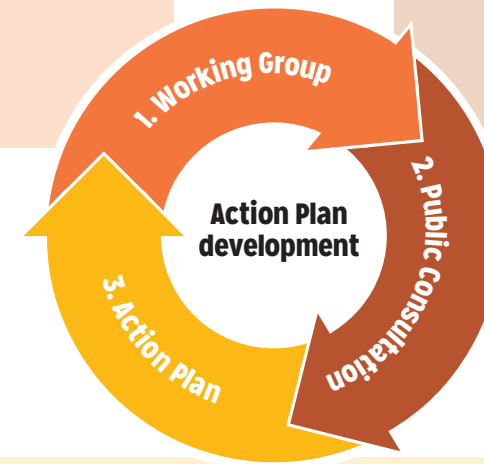
Part B of the Plan are priority areas to be delivered over a 12 month period.

How was the Action Plan developed?

1. Range of community organisations and volunteer organisations provided input in the preparation of this plan.



2. Online consultation was undertaken through a public Our Say forum. Feedback was provided by community members and organisations.



3. The Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-2021 outlines Council's key actions and priority areas to improve services provided to people seeking asylum and refugees in Greater Dandenong. It was developed in conjunction with the Asylum Seeker and Refugee Communities Advisory Committee and an associated working group and public consultation/feedback.

Working together

Asylum Seeker and Refugee Communities Advisory Committee

The Asylum Seeker and Refugee Communities Advisory Committee is comprised of Council staff, Councillors, representatives of agencies, volunteer groups and community members, including people previously seeking asylum. A significant role for the Committee is monitoring the implementation of the action plan and the formulation of annual updates. The Committee allows Council to consult with the community and enable a better understanding of the many issues people seeking asylum and refugees face.

Through joint efforts with the Asylum Seeker and Refugee Communities Advisory Committee (ASRAC) we were able to deliver a plan that addresses the priority areas of concern for people seeking asylum and refugees.

Working Groups

Working groups play a vital role in implementing particular actions or roles of the Advisory Committee.

For example the People Seeking Asylum Employment Working Group was established to identify priority themes or action areas as a focus for implementation.

Collaboration between Council, agencies and volunteer groups in our working groups provides us the opportunity to work together, identify emerging issues and identify further opportunities for teamwork to improve services provided for people seeking asylum and refugees.

Updates on the activities of the working groups will be reported back to the Asylum Seeker and Refugee Communities Advisory Committee.

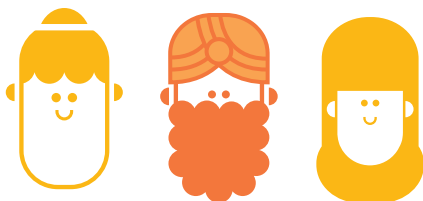


Demographic overview



2,000
People seeking asylum

Approximately 2,000 people seeking asylum reside in Greater Dandenong – the largest number in any Victorian municipality.



1,800
refugees in 4 years



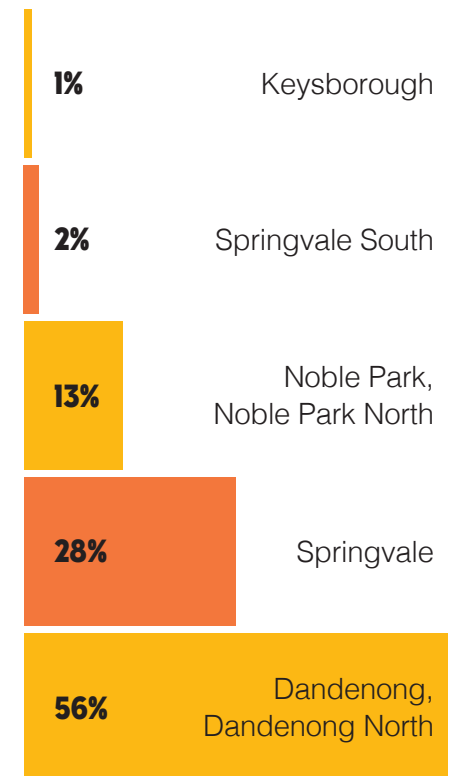
Refugee Settlement

Refugee and humanitarian settlement between 2016-2017 in Greater Dandenong have been primarily from Afghanistan, Syria, Burma, Thailand, Iraq and Iran.



Most popular suburbs

Most people seeking asylum reside in Dandenong and Dandenong North.



What are the priorities?

Through collaboration with community members and service providers, a working group and the Asylum Seeker and Refugee Communities Advisory Committee six areas of concern for people seeking asylum and refugees were identified.



1. Social Inclusion

Support the development of inclusive, respectful and equitable communities for people seeking asylum and refugees.



2. Housing

Advocate for adequate resource allocations and innovative approaches to improve accessibility to short and long term local housing options for people seeking asylum.



3. Planning and Collaboration

Ensure facilities are useful for people seeking asylum and refugee communities. Build platforms for regional leadership and action on people seeking asylum and refugee issues.



4. Employment and Education

Provide local employment, educational and volunteering opportunities for people seeking asylum and refugees, and maximise accessibility to the formal employment sector.



5. Advocacy

Proactively respond to people seeking asylum and refugees through advocacy priorities.



6. Health

Create rewarding healthy and socially connected lives for people seeking asylum and refugees.

Greater Dandenong People Seeking Asylum and Refugees Action Plan 2018-21

A collaborative plan for the
Greater Dandenong Community



Part A Ongoing actions

Action Area 1 Social Inclusion

Support the development of inclusive, respectful and equitable communities for people seeking asylum and refugees.

Action	Output	Outcome	Lead Responsibility
1.1 Promote the City of Greater Dandenong as welcoming and inclusive to people seeking asylum and refugees.	1.1.1 Continue to promote Greater Dandenong as a welcoming place for people seeking asylum and refugees using a range of targeted communication methods. For example: <ul style="list-style-type: none"> • Promotional tools such as public banners • Displays in public spaces such as libraries and other Council Buildings • Local stories in 'The City' magazine. 	The municipality is widely promoted as a welcoming place for people seeking asylum and refugees.	City of Greater Dandenong (Community Development and Media & Communications)
	1.1.2 Continue inclusion of people seeking asylum and refugees through events that are accessible to the community.	People seeking asylum and refugees are considered and included in activities, information and promotions throughout the City of Greater Dandenong.	City of Greater Dandenong (Community Development and Media & Communications)
	1.1.3 Actively promote Greater Dandenong as a Refugee Welcome Zone.	<ul style="list-style-type: none"> • Broad promotion of Greater Dandenong as a Refugee Welcome Zone • Participation in Refugee Welcome Zone state-wide and national activities • Recognition at events and in speeches. 	City of Greater Dandenong (Community Development and Media & Communications)

Action Area 1

Social Inclusion (continued)

Action	Output	Outcome	Lead Responsibility
	1.1.4 Service agencies and local volunteer groups develop, update, coordinate and distribute welcome materials and local familiarisation information.	Specific welcome materials for people seeking asylum and refugees are included in local orientation packs and circulated through a range of local channels.	City of Greater Dandenong (Community Development and Media & Communications) All agencies & volunteer groups
	1.1.5 Ensure that information is relevant and accessible to people seeking asylum and refugees.	Information is available in appropriate languages and formats and is available widely.	City of Greater Dandenong (Community Development and Media & Communications) All Agencies
1.2 Promote positive messages about people seeking asylum and refugees and their contribution to the community.	1.2.1 Continue to support community leaders to speak publicly about people seeking asylum and refugees. Articles in 'The City' magazine and shown on the Harmony Square Big screen.	Community leaders supported to speak publicly and positively about people seeking asylum and refugees.	City of Greater Dandenong (Community Development and Media & Communications)
1.3 Provide opportunities for creative expression and skill development.	1.3.1 Provide opportunities for people seeking asylum and refugees to use artistic skills and exhibit or perform as a means to develop their skills, and build creative expression.	People seeking asylum and refugees with artistic abilities/interests engaged and supported by an artist in residency program or other means.	City of Greater Dandenong (Community Arts, Culture and Library Services) All agencies
1.4 Encourage people seeking asylum and refugees to participate in local community life and in leadership roles.	1.4.1 Continue to work with local agencies to identify and up skill people seeking asylum and refugee backgrounds to develop their leadership capabilities, opportunities and roles.	Local leadership positions are filled by people seeking asylum and refugee backgrounds.	City of Greater Dandenong (Community Development and Media & Communications)

Action Area 2

Housing

Advocate for adequate resource allocations and innovative approaches to improve accessibility to short and long term local housing options for people seeking asylum.

Action	Output	Outcome	Lead Responsibility
2.1 Advocate for adequate resource allocations and innovative approaches to improve accessibility to short and long term local housing options for vulnerable people including people seeking asylum and refugee communities.	2.1.1 Continue to implement the Greater Dandenong Housing Strategy and provide assistance to housing associations seeking to develop social or affordable housing projects that support vulnerable CGD residents.	<ul style="list-style-type: none"> Increased social and affordable housing for people seeking asylum and refugees. Greater Dandenong Housing Strategy 2014-24 implemented. Asylum Seeker and Refugee Advisory Committee and Working Group members to be engaged in the strategy review. 	City Planning, Design and Amenity (with assistance from Community Development)

Action Area 3

Planning & Collaboration

Ensure facilities are useful for people seeking asylum and refugee communities. Build platforms for regional leadership and action on people seeking asylum and refugee issues.

Action	Output	Outcome	Lead Responsibility
3.1 Ensure that facilities and services provide a safe and welcoming place for people seeking asylum and refugees.	3.1.1 Maintain and continually improve library services, internet access and English as an additional language resource.	People seeking asylum increasingly access library resources and participate in tailored activities.	City of Greater Dandenong (Library Services)
	3.1.2 Provide opportunities for meaningful and active engagement to occur at Council and community run facilities and services (such as community based English classes, small group conversation and mentoring).	Public spaces for language classes mapped and published and widely distributed.	City of Greater Dandenong (Community Development, Facilities and Recreation and Library Services) All agencies Neighbourhood Houses

Action Area 3

Planning & Collaboration (continued)

Action	Output	Outcome	Lead Responsibility
	3.1.3 Provide information about the availability of accessible and affordable local meeting spaces and other opportunities for people seeking asylum and refugees and the volunteers working with them.	Information regarding accessible facilities and services is developed, published and widely distributed.	City of Greater Dandenong (Community Development) All agencies Neighbourhood Houses
3.2 Determine potential opportunities for greater partnerships between agencies, Neighbourhood Houses, schools and community groups to improve people seeking asylum and refugee's access to community facilities.	3.2.1 Continue to improve access to facilities and services for agencies that support people seeking asylum and refugees within Greater Dandenong.	Facilities and services are assessed for capacity to meet the needs of service providers and people seeking asylum.	All agencies Neighbourhood Houses Schools
3.3 Work with partners to undertake local research and disseminate appropriate publications and information to assist with planning and delivery of services to people seeking asylum.	3.3.1 Support local evidence based planning processes to identify and address the needs of people seeking asylum and refugees.	<ul style="list-style-type: none"> Local research data credibility and relevance is continually improved. Local service provider responses are well planned and collaborative. 	City of Greater Dandenong (Community Development) All agencies

Action Area 4 Employment & Education

Provide local employment, educational and volunteering opportunities for people seeking asylum and refugees, and maximise accessibility to the formal employment sector.

Action	Output	Outcome	Lead Responsibility
4.1 Build linkages to foster access to education and other pathways for people seeking asylum and refugees.	4.1.1 Promote existing scholarship opportunities, and affordable training options.	Information about educational opportunities published and distributed to people seeking asylum and refugees.	City of Greater Dandenong (Community Development) All agencies
	4.1.2 Support young people in the transition to further education and/or employment.	<ul style="list-style-type: none"> Greater Dandenong Youth Strategy 2016-19 implemented. Schools and youth services are more aware of the access challenges and scholarship opportunities Improved transition experienced by young people seeking asylum and refugees to further education of employment. 	City of Greater Dandenong Youth Services All agencies working with young people seeking asylum
4.2 Build linkages between communities, business, local organisations and government to enhance skills and increase employment opportunities.	4.2.1 Work with Greater Dandenong South East Business Networks and Education Taskforce as an existing platform for engaging with regional employers to identify opportunities to build connections between refugee communities and business.	Demonstrated work with the business community to provide opportunities for people seeking asylum (who have work rights) and refugees.	City of Greater Dandenong (South East Business Networks)
	4.2.2 Support the Asylum Seeker and Refugees Communities Advisory Committee and its working groups to facilitate information sharing and coordinate planning to increase the employment of people seeking asylum.	Increase employment opportunities for people seeking asylum in the Dandenong municipality.	City of Greater Dandenong (Community Development) Asylum Seeker and Refugee Communities Advisory Committee

Action Area 4

Employment & Education (continued)

Action	Output	Outcome	Lead Responsibility
4.3 Provide opportunities to increase English language skills and improve literacy levels.	4.3.1 Continue to provide opportunities for English language enhancement for women through playgroup programs and where child care can be provided.	Improved English language skills and literacy levels. Guide to English language and literacy options provided on Council's website and through libraries.	City of Greater Dandenong (Community Development and Library Services)
	4.3.2 Industry Specific English Language SEL courses to complement employment opportunities in the CGD.	Increase in job matches particularly in areas of skill demand and growth areas such as Healthcare and Social Assistance, Construction, Retail and Hospitality.	All agencies that offer English language learning opportunities
4.4 Link organisations supporting people seeking asylum and refugees (who have work rights) to the Social Enterprise network.	4.4.1 People seeking asylum and refugees have access to pathways, advice and opportunities for social enterprises.	<ul style="list-style-type: none"> • Enterprises for people seeking asylum and refugees • Funding opportunities pursued • Increased participation in social enterprise activities. 	City of Greater Dandenong (Economic Development Unit) All agencies
4.5 Encourage and support local agencies and groups to provide volunteering opportunities for people seeking asylum.	4.5.1 Work through established local networks and services (e.g. Greater Dandenong Volunteer Resource Service to identify support and training needs in respect of engaging people seeking asylum as volunteers and organise activities to meet those needs.	People seeking asylum have increased opportunities to volunteer.	Greater Dandenong Volunteer Resource Service
4.6 Ensure that cultural competency training which is provided to local service agency staff is tailored and available for volunteers.	4.6.1 Provide cultural competency training (including information about the use of interpreters and translations) to small volunteer based organisations.	Cultural competency training is delivered to volunteers and staff and is available outside of standard business hours.	City of Greater Dandenong (Community Development)

Action Area 5

Health

Create rewarding, healthy and socially connected lives for people seeking asylum and refugees.

Action	Output	Outcome	Lead Responsibility
5.1 Improve the health and wellbeing of people seeking asylum and refugees through collaborative planning and enhancing health services and opportunities.	5.1.1 Ensure that people seeking asylum and refugees can access various fitness, recreational activities and health services.	People seeking asylum can access various fitness, recreational activities and health services.	City of Greater Dandenong (Community Development) Health support service's
	5.1.2 Encourage and support local community groups and organisations (such as sports clubs) to work with people seeking asylum and refugee communities.	<ul style="list-style-type: none"> • People seeking asylum have opportunities to participate in programs which improve their personal health and wellbeing. • Access to health and wellbeing programs is actively promoted. 	City of Greater Dandenong (Community Development and Sport and Recreation.) Local sporting clubs
	5.1.3 Encourage community based and collaborative approaches to the provision of material aid and food that responds to the evolving needs of people seeking asylum and refugees within Greater Dandenong.	<ul style="list-style-type: none"> • Enhanced coordination and collaboration within Material Aid providers. • Material Aid Network reviewed and modified. 	City of Greater Dandenong (Community Development) Agencies and volunteer groups providing material aid

Action Area 6

Advocacy

Proactively respond to people seeking asylum and refugee through advocacy priorities

Action	Output	Outcome	Lead Responsibility
6.1 Take a proactive role in advocating for policy changes and additional resourcing and supports for people seeking asylum living in the community.	6.1.1 Where appropriate, participate in regional activities and advocacy opportunities which provide improved service outcomes within Greater Dandenong.	<ul style="list-style-type: none"> • Service humanitarian outcomes for people seeking asylum living in Greater Dandenong • Improved housing, employment, education, financial support and health outcomes for people seeking asylum living in Greater Dandenong. 	City of Greater Dandenong (Community Development) All Agencies
	6.1.2 Advocate and lobby Federal and State governments through various activities which will aim to influence political, economic and social systems (e.g. housing, employment, education, financial support and health).	<ul style="list-style-type: none"> • Provide advocacy information to other agencies to enable better decision making and influence • Dissemination of advocacy position to all other Victorian Councils and the media where appropriate • Participation in regional activities and advocacy opportunities. 	City of Greater Dandenong (Community Development) All Agencies
	6.1.3 Advocate to Federal and State governments to support via funding and assistance to local service providers to maintain and expand their material aid services and support to people seeking asylum and refugees.	<ul style="list-style-type: none"> • Improved funding for material aid services in Greater Dandenong assisting people seeking asylum and refugees. 	City of Greater Dandenong (Community Development) All Agencies

Part B Specific, measureable, time-limited actions

The following are priority areas to be delivered over a 12 month period.

Action Area 1 Social Inclusion

Support the development of inclusive, respectful and equitable communities for people seeking asylum and refugees.

Action	Output	Outcome	Lead Responsibility	Timeframe
1.1 Promote the City of Greater Dandenong as welcoming and inclusive to people seeking asylum and refugees.	1.1.1 Welcome materials and orientation pack focus tested with community members, volunteers and local ethno specific agencies.	<ul style="list-style-type: none"> Local orientation packs and welcome materials updated and reflective of community's literacy and community needs. 	City of Greater Dandenong (Community Development)	End of 2018
	1.1.2 Interactive activities at two major Council events in 2018.	<ul style="list-style-type: none"> Understanding of the lives and experiences of people seeking asylum. 	All agencies	

Action Area 2 Housing

Advocate for adequate resource allocations and innovative approaches to improve accessibility to short and long term local housing options for people seeking asylum.

Action	Output	Outcome	Lead Responsibility	Timeframe
2.1 Advocate for adequate resource allocations and innovative approaches to improve accessibility to short and long term local housing options for vulnerable people including people seeking asylum and refugee communities.	2.1.1 Investigate opportunities for creating social housing for vulnerable groups (including people seeking asylum and refugee communities) above Council car parks or other Council properties including actively seeking partnerships with State Government or non-profits.	<ul style="list-style-type: none"> Information about the feasibility of these social housing options and potential next steps to implement is presented to Council. 	City Planning, Design and Amenity (with assistance from Community Development)	End of 2018

Action Area 3

Planning & Collaboration

Ensure facilities are useful for people seeking asylum and refugee communities. Build platforms for regional leadership and action on people seeking asylum and refugee issues.

Action	Output	Outcome	Lead Responsibility	Timeframe
3.1 Assist material aid providers to coordinate their support of people seeking asylum and refugees communities.	3.1.1 Asylum Seeker and Refugee Communities Advisory Committee working group is established to achieve a solution to the distribution of material aid for people seeking asylum and refugees.	<ul style="list-style-type: none"> Proposed solution is implemented by the appropriate service providers. 	City of Greater Dandenong (Community Development)	End of 2018
3.2 Ensure that facilities and services provide a safe and welcoming place for people seeking asylum and refugees.	3.2.1 Conduct an audit of Council Customer Service Centres, utilising anonymous community members.	<ul style="list-style-type: none"> Quality improvements tasks are identified and implemented to enhance a welcoming environment of Council Customer Service Centres. 	City of Greater Dandenong (Community Development)	End of 2018

Action Area 4 Employment & Education

Provide local employment, educational and volunteering opportunities for people seeking asylum and refugees, and maximise accessibility to the formal employment sector.

Action	Output	Outcome	Lead Responsibility	Timeframe
4.1 Support employment opportunities for difficult to employ cohorts.	4.1.1 People seeking asylum employment prototype funded and implemented.	<ul style="list-style-type: none"> Establish a model that can be used ongoing to assist employment opportunities for people seeking asylum and refugees. 	City of Greater Dandenong (Community Development and Greater Dandenong Business Unit)	End of 2018
4.2 Establish co-ordinated Local Learning Network (LLN) and employability skills training information.	4.2.1 Encourage all agencies promoting LLN and employability skills to collaborate to ensure access across the municipalities in daytime, evening and weekend programs operating both part time and fulltime.	<ul style="list-style-type: none"> Work experience leading to employment. 	All agencies City of Greater Dandenong (Community Development)	End of 2018
	4.2.2 Collaborate and disseminate accurate and impartial information about LLN programs and pathways to employment.	<ul style="list-style-type: none"> People seeking asylum and refugees are well informed and have access to information about the LLN. 	All agencies City of Greater Dandenong (Community Development)	End of 2018
4.3 Research and promote employment programs for people seeking asylum who have work rights including new potential opportunities.	4.3.1 Further analysis for matching of employment opportunities and works readiness of people seeking asylum.	<ul style="list-style-type: none"> Local service provider responses are well planned and collaborative. 	All agencies City of Greater Dandenong (Community Development)	End of 2018

Action Area 5

Health

Create rewarding, healthy and socially connected lives for people seeking asylum and refugees.

Action	Output	Outcome	Lead Responsibility	Timeframe
5.1 Provide the information and resources required to assist people seeking asylum and refugees to make choices about their health and health care.	5.1.1 Information about health and mental health supports is available and meets the communication and literacy needs of community members.	<ul style="list-style-type: none"> Information about available health and mental health services and important messages regarding accessing supports is available in 'welcome materials' as well as at the Council Customer Services Centres and external facilities. 	City of Greater Dandenong (Community Development and Media and Communications in partnership with Monash Health and enliven)	End of 2018

Action Area 6

Advocacy

Proactively respond to people seeking asylum and refugee through advocacy priorities.

Action	Output	Outcome	Lead Responsibility	Timeframe
6.1 Take a proactive role in advocating for additional public transport resources.	6.1.1 Advocate to the Minister of Public Transport through various activities which will aim to increase the public transport infrastructure and frequency within Greater Dandenong.	<ul style="list-style-type: none"> Advocacy documents prepared and forwarded to the relevant Minister(s). 	City of Greater Dandenong (Community Development)	End of 2018
6.2 Take a proactive role in advocating for policy change for people seeking asylum in relation to visas.	6.2.1 Advocate to Federal and State Government through various activities which will enable people seeking asylum and refugees to have access to better rights.	<ul style="list-style-type: none"> People seeking asylum will have access to work rights, Medicare and Status Resolution Support Services Payment at all stages of their claim for protection. Temporary protection visas to be abolished and all people found to be refugees to be granted permanent protection and family reunion. People on temporary visas will have equal access to higher education, apprenticeships and disability support services to those with permanent residency. 	All agencies City of Greater Dandenong (Community Development)	End of 2018



Appendix

Appendix A Strategies and Plans

The strategies and plans that have helped inform this People Seeking Asylum and Refugee Action Plan:

- Asylum Seeker and Refugee Communities Action Plan 2014-17
- Community Wellbeing Plan 2017-2021
- Council 2017-2021
- Greater Dandenong Housing Strategy 2014-2024
- Imagine 2030

Appendix B Partners and Stakeholders

AMES Australia

Asylum Seeker Resource Centre

Avocare

Brotherhood of St Laurence

Chisolm Institute of TAFE

Dandenong Neighbourhood House

Department of Education and Training

Department of Premier and Cabinet

enliven

Friends of Refugees

Life Without Barriers

Monash Health

Red Cross

South East Community Links

Southern Migrant and Refugee Centre

Springvale Learning and Activity Centre

Springvale Monash Legal Service

Springvale Neighbourhood House

Wellsprings for Women

