# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>2</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>7</td>
</tr>
<tr>
<td>Background to project</td>
<td>10</td>
</tr>
<tr>
<td>Asylum seeker collaborative network</td>
<td>10</td>
</tr>
<tr>
<td>Outcomes sought</td>
<td>11</td>
</tr>
<tr>
<td>Methodology</td>
<td>12</td>
</tr>
<tr>
<td>Development of a national database</td>
<td>12</td>
</tr>
<tr>
<td>Online survey</td>
<td>12</td>
</tr>
<tr>
<td>Stakeholder interviews</td>
<td>13</td>
</tr>
<tr>
<td>Online and desktop research</td>
<td>14</td>
</tr>
<tr>
<td>Analysis</td>
<td>15</td>
</tr>
<tr>
<td>Draft report – consultation and feedback</td>
<td>15</td>
</tr>
<tr>
<td>Final report</td>
<td>15</td>
</tr>
<tr>
<td>Key findings</td>
<td>16</td>
</tr>
<tr>
<td>The vast number and variety of organisations operating in this area</td>
<td>16</td>
</tr>
<tr>
<td>Sense of pessimism around sector’s impact</td>
<td>17</td>
</tr>
<tr>
<td>Resource constraints are a key challenge to effective advocacy</td>
<td>19</td>
</tr>
<tr>
<td>Strong support for a diversity of actions</td>
<td>24</td>
</tr>
<tr>
<td>Evidence-based advocacy is considered effective</td>
<td>25</td>
</tr>
<tr>
<td>Collaborative efforts are occurring, but tend to be ad hoc and in pockets of the sector</td>
<td>26</td>
</tr>
<tr>
<td>Challenges to greater collaboration</td>
<td>29</td>
</tr>
<tr>
<td>Duplication of effort, gaps in advocacy and missed opportunities for collaboration</td>
<td>31</td>
</tr>
<tr>
<td>Policy development</td>
<td>31</td>
</tr>
<tr>
<td>Policy content and framing</td>
<td>32</td>
</tr>
<tr>
<td>Policy development processes</td>
<td>33</td>
</tr>
<tr>
<td>Submissions</td>
<td>33</td>
</tr>
<tr>
<td>Participation in departmental forums and consultation processes</td>
<td>34</td>
</tr>
<tr>
<td>Political engagement</td>
<td>35</td>
</tr>
<tr>
<td>Parliamentary lobbying</td>
<td>36</td>
</tr>
<tr>
<td>Establishment of a Parliamentary Friendship Group</td>
<td>36</td>
</tr>
<tr>
<td>Coordinated program of electorate visits</td>
<td>36</td>
</tr>
<tr>
<td>Messaging and framing</td>
<td>37</td>
</tr>
<tr>
<td>Media engagement</td>
<td>37</td>
</tr>
<tr>
<td>Messaging and framing; building capacity</td>
<td>38</td>
</tr>
<tr>
<td>National ambassadors program</td>
<td>38</td>
</tr>
</tbody>
</table>
Social media engagement...........................................................................................................39
Messaging and framing; building capacity ..............................................................................39
Community engagement........................................................................................................40
Messaging and framing; campaign materials ........................................................................41
Membership engagement ......................................................................................................41
Social enterprises ..................................................................................................................42
Individual case work ............................................................................................................42
Advocacy and campaigning resources ..................................................................................42
Factsheets ...............................................................................................................................43
Statistics ..................................................................................................................................43
Advocacy campaign case study – children in detention .........................................................44
Additional opportunities ......................................................................................................47
Appendix A – Advocacy profiles of key organisations ..........................................................48

United Nations organisations operating in Australia ................................................................49
United Nations High Commissioner for Refugees (UNHCR) Regional Representation ..........49
International non government organisations operating in Australia ....................................53
Amnesty International Australia ............................................................................................53
Human Rights Watch ............................................................................................................56
International Detention Coalition .........................................................................................58

Australian non government organisations – focused on asylum seeker, refugee, settlement, migration or multicultural areas .................................................................62

Asylum Seekers Centre Inc (ASC) .........................................................................................62
Asylum Seeker Resource Centre (ASRC) ..............................................................................65
Australian Refugee Association (ARA) ..................................................................................70
Australia for UNHCR ............................................................................................................72
ChiOut .....................................................................................................................................73
Coalition for Asylum Seekers, Refugees and Detainees (CARAD) ...........................................76
Darwin Asylum Seeker Support and Advocacy Network (DASSAN) ........................................79
Melaleuca Refugee Centre Torture Trauma Survivors Service of the NT Incorporated (Melaleuca Refugee Centre) ......................................................................................................................81
Refugee Council of Australia (RCOA) ....................................................................................83
RISE: Refugees, Survivors and Ex-detainees ........................................................................89
Settlement Council of Australia ..............................................................................................92
Victorian Foundation for Survivors of Torture Inc (Foundation House) .................................94
Welcome to Australia ............................................................................................................96

Australian non government organisations – multi-issue ........................................................99

Australian Council for International Development (ACFID) ..................................................99
Australian Council of Social Service (ACOSS) ......................................................................101
Get Up! .....................................................................................................................................103
Appendix B – Local community-based groups

Balmain for Refugees .......................................................... 201
Bayside Refugee Advocacy and Support Association .................. 201
Bellarine for Refugees .......................................................... 202
Blue Mountains Refugee Support Group ................................ 202
Buddies Refugee Support Group ........................................... 202
Canberra Refugee Action Committee ..................................... 203
Central Victorian Refugee Support Network ............................. 203
Combined Refugee Action Group (CRAG) ............................... 204
Hampton Asylum Seekers Support Association ........................ 204
Mornington Peninsula Human Rights Group ............................ 205
Mullumbimby Loves Refugees ................................................ 205
North East Welcomes Asylum Seekers ................................... 205
Pottsville Refugee Support Project .......................................... 206
Refugee Association of Logan .............................................. 206
Roseville Asylum Seeker and Refugee Support Group ............... 206
Rural Australians for Refugees .............................................. 207
Sanctuary Northern Rivers .................................................. 207
Swan Hill Uniting Church Community Issues Group ................. 208
Tasmanian Asylum Seeker Support ....................................... 208
Uki Refugee Project ............................................................. 209
Winchelsea Refugee Support Group ....................................... 209

Appendix C – Influential individuals ...................................... 210

Appendix D – Innovative projects and campaigns ....................... 216

Bread & Butter Project ........................................................ 216
Common Grace ................................................................. 217
Grandmothers Against Detention of Refugee Children ............... 218
Love makes a way .............................................................. 219
Music for Refugees ............................................................ 219
Refugee Art Project ............................................................ 220
Refugee Camp in my neighbourhood ..................................... 220
Road to Refuge ................................................................. 220
Scattered People’s Choir ..................................................... 221
The International Shift at Parliament on King .......................... 221

Appendix E – International campaigns .................................... 222

Freed Voices – Detention Action, UK ..................................... 222
Poster campaign: “I am an Immigrant” – Movement Against Xenophobia, UK ............ 222
Executive Summary

The treatment of asylum seekers and refugees, particularly asylum seekers arriving by boat to Australia, has been a vexed issue in Australian politics and community life for at least the past 15 years.

Attempting to stem the flow of boat arrivals, successive Australian Governments have introduced ever more restrictive policies, including excision of Australian territories, turn backs, offshore detention and processing of boat arrivals, temporary protection visas and other restrictions on resettlement. Opinion polls have demonstrated a steady decline in the Australian community’s sympathy towards, and tolerance of, asylum seekers who seek protection in Australia after travelling by boat from countries to Australia’s north and northwest, rather than seeking a place in Australia’s annual humanitarian program. Language around ‘queue jumpers’, ‘genuine refugees’ and ‘stopping the boats’ has taken hold amongst many Parliamentarians, media representatives and members of the broader Australian community.

Against this backdrop a core group of Australian non-government organisations have actively and consistently advocated on behalf of asylum seekers and, by association, refugees. They have called for fairer, more compassionate and generous policies towards asylum seekers, and for greater alignment between these policies and Australia’s international human rights obligations – and have resolutely opposed many of the policies introduced by Australian governments. This core sector has been supported for many years by organisations in Australia’s broader civic society, and more recently by the organic proliferation of dozens of small community-based groups and initiatives.

In addition to advocacy efforts, these organisations have provided material support to asylum seekers through the provision of services including accommodation, food and health support, and legal and casework assistance. Many organisations have sought to engage with the broader Australian community and build support through traditional and social media for asylum seekers. Some have established social enterprises in support of asylum seekers.

Despite these considerable efforts, advocates for asylum seekers have been largely unsuccessful in their efforts to change Australian policy settings, and in swaying the broader Australian community in their views towards asylum seekers, particularly those arriving by boat. As demonstrated in this report, many in the sector themselves acknowledge that the issue of asylum seekers in Australia has reached a nadir.

In June 2014, a small group of philanthropists, individuals and service providers came together to find collaborative opportunities to foster community support for asylum seekers and refugees. Recognising that the capacity to influence Australian policy settings in relation to asylum seekers and refugees was spread across many organisations and individuals, engaged in varied activities, the group decided...
that mapping the advocacy capacity of the refugee and asylum seeker sector was an important and urgent task. The project was premised on the understanding that without shared knowledge of the advocacy efforts, achievements, capabilities, and resources across the sector – and across the country – there was a significant risk of duplication of effort, gaps in advocacy and missed opportunities for collaboration.

Financially supported by The Caledonia Foundation, this project aims to map the sector’s advocacy capacity to influence Australian policy settings. The mapping project has adopted a broad conception of ‘advocacy’, considering the broad range of activities pursued by organisations in this sector and recognising that effective advocacy requires complementary efforts on many levels, with each element consistently reinforcing each other.

As detailed in the project methodology, the project has adopted a highly consultative approach and involved many organisations and individuals active in the sector – with an online survey and stakeholder interviews complementing online research undertaken around the advocacy activities and efforts of organisations, and a number of key stakeholders reviewing and providing feedback on the draft report.

This report starts by outlining the methodology adopted in the project and documenting the key findings and observations emerging from the online survey and interviews with key stakeholders in the sector. This section of the report includes reflections from the sector about its impact on Australian policy settings, and the challenges to both effective advocacy and collaboration.

The report then moves on to an analysis of advocacy efforts across the sector, identifying duplication of effort, gaps in advocacy and missed opportunities for collaboration. The discussion in this section is organised to reflect the broad range of efforts undertaken by organisations in the sector: policy development, political engagement, media and social media engagement, community engagement, membership engagement, social enterprises and individual casework. This section particularly examines the advocacy and campaigning resources developed by the sector for their own and the general public’s use.

While each advocacy activity is examined in turn, three key themes emerge from this analysis:

- The need to build trust and develop a coherent sense of **collective purpose** among organisations operating in the sector, as a foundation for greater collaboration. This involves individuals and organisations coming together to ask the hard questions about what has worked and what hasn’t – and why – and to find common cause, identify their strengths and strategically determine appropriate roles within the sector. This process will, in turn, potentially reduce duplication, provide a basis for making more strategic use of available resources and provide greater opportunity for advocacy goals to be realised.
• **Greater coordination** – the need for greater resources to be allocated in the development of existing or new mechanisms to encourage organisations to work together to reduce duplication, produce more effective programs and materials, and thereby utilise scarce resources more efficiently and effectively.

• **Messaging and framing** – the need for research to be undertaken to identify key frames and messages that cut through with political, media and community audiences – and developing mechanisms by which those messages can be effectively disseminated.

The report concludes with a number of appendices:

• Appendix A provides ‘advocacy profiles’ of key organisations operating in this policy area, including international and domestic non-government organisations, service providers, academic, legal and faith based organisations.

• Appendix B provides short summaries about a range of grassroots groups, based in local communities across Australia, which have emerged in recent years – providing a mix of welcome and support initiatives for asylum seekers and refugees, as well as seeking to influence broad community views through education and awareness initiatives.

• Appendix C is a list of influential individuals advocating for asylum seekers, primarily derived from responses to the online survey from sector participants.

• Appendix D provides short summaries about a number of innovative initiatives and campaigns in Australia, largely identified by members of the sector who participated in the online survey.

• Appendix E provides short accounts of several international campaigns, identified by participants in the online survey, that could potentially be adapted to the Australian context.

It is intended that this report will be widely shared amongst organisations currently working with refugees and asylum seekers, as well as provided to the increasing number of philanthropic foundations and trusts already involved in – or interested in supporting – projects supporting asylum seekers, so that future proposals can be assessed within a broader context. It is hoped that this report will be received by the sector in the constructive spirit in which it has been developed, and that it can provide the basis for longer term projects supporting advocacy efforts to change Australian policy settings in relation to asylum seekers.
Background to project

Asylum seeker collaborative network

This mapping project is the first initiative of a small group of philanthropists, individuals and service providers (referred to in this draft report as the Steering Group) who came together in June 2014 to find collaborative opportunities to foster community support for asylum seekers and refugees. Participants in Steering Group meetings have included:

- Ruth Johnstone – Executive Director, The Caledonia Foundation
- Jane Vicars – Advisory Board, The Caledonia Foundation
- Julie Rosenberg – Project Manager, MH Carnegie & Co
- Emily Fuller – Foundation Manager, Vincent Fairfax Family Foundation
- David Hardie – Program Officer, Vincent Fairfax Family Foundation
- Belinda Morrissey – Executive Officer, English Family Foundation
- Kirsty Allen – Program Manager, Myer Foundation
- Anna Demant – Foundation Manager, Planet Wheeler Foundation
- Malinda Wink – Executive Director, GoodPitch2 Australia
- Kon Karapanagiotidis – CEO & Founder, Asylum Seeker Resource Centre
- Gavin Ackerly – Director, Empowerment Programs, Asylum Seeker Resource Centre
- Serina McDuff – Director, Community Pillar, Asylum Seeker Resource Centre
- Fiona Gillen – Business Development Manager, Asylum Seeker Resource Centre
- Paul Botterill – Executive Officer, House of Welcome
- Melanie Noden – CEO, Asylum Seekers Centre
- Elektra Spathopoulos – Chief Operating Officer, Asylum Seekers Centre
- Lee Meredith – Communications Manager, Asylum Seekers Centre
- Mohamed Duar – Head of Fundraising, Asylum Seekers Centre
- Rebecca Wilson – Deputy Director, Australian Progress
- Allison Henry – Director, Millwood Consulting
- Eraine Grotte – pro bono Barrister
After several meetings the Steering Group decided that mapping the advocacy capacity of the refugee and asylum seeker sector was an important and urgent task. The group was keen to develop shared knowledge of the advocacy efforts, achievements, capabilities and resources across the sector – and across the country. The Steering Group intended that this project engage widely with the refugee and asylum seeker sector, with a view to identifying duplication of effort, gaps in advocacy and missed opportunities for collaboration.

The Steering Group envisages that the development of this map will provide the basis for longer term projects, including a piece of work to develop messages, frames and materials to support a community education / advocacy project and a potential Collective Impact approach to fostering greater sector collaboration.

**Outcomes sought**

The primary deliverable of this project was to develop a “map” of the advocacy capacity of organisations working to influence Australian policy settings in relation to asylum seekers.

It was intended that the map would detail the advocacy capacity of organisations and individuals acting in the Australian policy space including:

- their track record of policy influence;
- the focus of their organisation’s work, and advocacy foci;
- the strength of their advocacy capabilities including reach, policy expertise, decision-maker influence, and public opinion influence; and
- the resources they have available for advocacy work (financial and other).

It is intended that the results of this project will be widely shared amongst organisations working with refugees and asylum seekers, as well as provided to the increasing number of philanthropic foundations and trusts already involved in – or interested in supporting – projects supporting asylum seekers, so that proposals can be assessed within a broader context.

This project has been funded with the support of The Caledonia Foundation.
Methodology

The methodology adopted for this project encompassed a number of features aimed at collecting information and engaging with organisations working in the asylum seeker and refugee sector.

Development of a national database

A national database of organisations working in the asylum seeker and refugee advocacy space was developed by identifying organisations who had made submissions to recent parliamentary inquiries and / or supported joint statements and media releases (coordinated by ACOSS and the Refugee Council, amongst others) calling for changes to government policies concerning asylum seekers over recent years. This list was cross referenced against the organisational membership of the Refugee Council of Australia (RCOA)\(^1\) and the Settlement Council of Australia (SCOA)\(^2\), as well as the Asylum Seeker Resource Centre’s (ASRC) National Directory of Asylum Seeker Services\(^3\), and then further augmented by a number of organisations who either self-identified or were nominated through the online survey.

The database comprises several hundred organisations and includes relevant contact details.

Online survey

An online survey was developed and administered through Survey Monkey. The online survey contained 26 questions and sought to:

1. collect information from respondents about their own organisations' advocacy capacity, ambitions and activities;
2. identify lists of government agencies\(^4\), peak bodies, non government organisations, service providers, local community groups and individuals operating in the in the asylum seeker and refugee sector, to ensure this mapping project was as comprehensive as possible;
3. gain insight into respondents' views of the efficacy of advocacy efforts, as well as advocacy capacity and strengths across the sector;
4. draw out information about any international campaigns and initiatives that could be replicated in the Australian space.

---

\(^1\) The Refugee Council of Australia’s membership includes 200 organisations.
\(^2\) The Settlement Council of Australia’s membership includes 79 organisations.
\(^4\) Australian government agencies were originally considered as part of this project, but in consultation with the funding body they have been excluded from consideration in this report. An examination of federal, state and territory and local government agencies may form part of a further piece of work.
The online survey opened on 23 January 2015 and invitations were sent to 100 individuals asking them to participate in the survey. This included members of the collaborative network (Steering Group), priority organisations identified through the development of the database, and prominent / experienced individuals working in the sector.

The email requesting participation in the online survey was subsequently shared and a number of other organisations and individuals self-identified.

When the survey was closed on 10 March 2015 there were a total of 110 survey responses. Some 24 of these were deleted as incomplete (a number of individuals realising the project was focused on organisations) or duplicates, leaving a total of 86 responses, some of which were multiple responses from the same organisation. This final contingent included approximately 60 of the original organisations / individuals targeted, representing a high response rate.

**Stakeholder interviews**

Some 15 stakeholder interviews were undertaken:

- Anna Demant – Planet Wheeler
- Melanie Noden – Asylum Seekers Centre
- Serina McDuff & Jana Favero – Asylum Seeker Resource Centre
- Paul Power, Effie Mitchell, Lucy Morgan & Rebecca Eckard – Refugee Council of Australia
- Elaine Pearson – Human Rights Watch
- Daniel Webb – Human Rights Law Centre
- Johanna Burns – Jesuit Social Services (Catholic Alliance for People Seeking Asylum)
- Marie Hapke – Refugee Advocacy Network
- Margaret Piper – Margaret Pipe & Associates (former Director of the Refugee Council of Australia)
- Graham Thom – Amnesty International
- David Manne – Refugee and Immigration Legal Centre
- Mohammad Duar – GetUp! (formerly ASC, Amnesty)
- Alycia Gawthorne – GetUp!
- Ali Mojtabedi and Xanthe Emery – Immigration Advice and Rights Centre
- Amy Lamoin – UNICEF
These interviews sought to expand on information provided in responses to the online survey and information gathered through online / desktop research undertaken about each organisation. Interviewees were particularly asked:

1. their views on the efficacy of advocacy efforts across the sector;
2. about the challenges faced by organisations seeking to advocate in the asylum seeker and refugee space;
3. their views on whether organisations in the sector collaborated;
4. about the challenges to greater collaboration in the sector.

**Online and desktop research**

Online and desktop research was undertaken to develop more than 50 organisational briefs, featuring a broad selection of organisations working in the asylum seeker and refugee advocacy space: see Appendix A. The briefs collate publicly available information on organisations’ websites and annual reports. Where relevant the briefs also draw on responses to the online survey and interviews.

The briefs each collate information about the organisation’s background (eg. type of organisation, date of establishment, resources available for advocacy and the focus of organisations’ advocacy work) and their advocacy activities (eg. policy development, political engagement, media and social media engagement, community engagement, membership engagement, social enterprises and individual case work). Approximately a dozen of the briefs were sent to organisations for their review, both as a consultative process and a quality control measure.

Online and desktop research was also undertaken to develop shorter briefs on local community-based groups (see Appendix B) and innovative projects and campaigns (see Appendix C), again drawing on publicly available information on organisations’ websites and responses to the online survey where relevant.

While every effort was made to be as comprehensive as possible, and include a broad range of organisations, it is acknowledged that there are many other organisations working in this area that have not been featured in this report.
**Analysis**

Information gathered from online survey responses, interviews and online and desktop research was analysed for key findings and to identify duplication of effort, gaps in advocacy and missed opportunities for collaboration – reflecting the outcomes sought for the project.

An initial presentation on emerging themes was provided to the Steering Group on 20 February 2015 and a further progress report was prepared for the funding body, The Caledonia Foundation, on 24 March 2015.

**Draft report – consultation and feedback**

A further presentation was provided to members of the Steering Group in Sydney on 23 April 2015, with a draft report provided to Steering Group members for their review and feedback.

A further draft of the report was provided to approximately 20 representatives of philanthropic foundations and trusts ahead of a presentation to an Asylum Seeker Philanthropy Meeting in Melbourne on 7 May 2015.

The draft report was then sent to a number of the key stakeholders interviewed for this project (as listed above) for their review and feedback.

In addition,

- Ellen Hansen – Senior Protection Officer, UNHCR Regional Representation, Canberra
- Peter Hughes – PSM Visiting Fellow, Crawford School of Public Policy; Visitor, Regulatory Institutions Network, College of Asia and the Pacific, The Australian National University (formerly Deputy Secretary, Department of Immigration and Citizenship)
- Prabha Nandagopal – Principal Adviser, Immigration Detention and Asylum Seeker Policy, Australian Human Rights Commission

reviewed drafts of the report and provided comments.

**Final report**

Feedback from all of these consultative mechanisms has been incorporated in this final version of the report.
Key findings

The vast number and variety of organisations operating in this area

In developing the database of organisations working in the asylum seeker and refugee advocacy space it became clear that there were hundreds of organisations, including dozens of local community-based initiatives, and thousands of individuals involved.

It has not been possible, within the parameters of this project, to consider every one of these organisations, but those that are featured in this report have been categorised in the following manner:

- United Nations organisations operating in Australia
- International non government organisations operating in Australia
- Australian non government organisations focused on asylum seeker, refugee, settlement, migration or multicultural areas
- Australian non government organisations with multi-issue focus, including asylum seekers and refugees
- Australian networks on asylum seeker and refugee issues
- Mainstream service providers who work with asylum seekers and refugees, amongst other clients
- Service providers who focus on asylum seekers and refugees
- Faith-based organisations who work on asylum seeker and refugee issues, either exclusively or within their range of activities
- Legal organisations who work on asylum seeker and refugee issues, either exclusively or within their range of activities
- Academic bodies who work on asylum seeker and refugee issues, either exclusively or within their range of activities
- Local community groups seeking to practically support and welcome asylum seekers, or advocate on their behalf

This mix of organisations ranges from large, multinational and relatively well resourced organisations, through to community groups of a dozen volunteers running entirely on donations – and everything in between. For some, advocating on behalf of asylum seekers and refugees is a core activity – for others, advocacy is a by-product of their experience providing services to these individual and communities.
Collectively, these organisations represent potentially hundreds of thousands of Australians. For example,

- The Catholic community in Australia, which the Catholic Alliance for People Seeking Asylum (see below) is seeking to work with, includes 5.4 million people who identified as Catholics in the last Australian Census (25.3% of the overall population), and among this group there were more than 700,000 regular practicing Catholics.

- Similarly, UnitingJustice Australia serves a community of one million Australians who identified with the Uniting Church in Australia in the 2011 Census, including over 2000 congregations and about 100,000 people attend a Uniting Church every Sunday.

- GetUp has a membership of around 700,000, of whom 150,000 are engaged in their asylum seeker and refugee campaigns.

- Amnesty International Australia has approx 485,000 supporters, of whom a substantially proportion actively engage on their asylum seeker and refugee campaigns.

- The organisations represented in the CEO Group on Children in Immigration Detention (see below) potentially represent approximately 3.5 million supporters or followers in Australia.

While it is anticipated that there is considerable crossover between the membership and supporter bases of these organisations, articulating the number of groups and individuals working in support of asylum seekers, and in opposition to Government policies regarding asylum seekers, can potentially provide a potent alternative to the currently dominant narrative that the vast majority of Australians support government (whether Coalition or Labor) policies in this area.

**Sense of pessimism around sector’s impact**

This project was launched in January 2015, only weeks after the passage of the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*, which saw Temporary Protection Visas reintroduced; references to the UN Refugee Convention removed from Australia’s Migration Act; the definition of the term “refugee” in Australian law narrowed; and Australia’s non-refoulement obligations reinterpretd, giving the government the power to deport someone, regardless of whether an assessment had been made on the risks of refoulement.

Organisations in the sector, both singularly and collectively, had determinedly opposed the Bill in the latter part of 2014, so it is unsurprising that the project’s information gathering exercises revealed widespread pessimism in the sector. There was broad recognition that the policies and treatment of asylum seekers in Australia are currently at their lowest point, and in that respect the sector’s advocacy had not been effective. However, it was suggested by a number of participants in the online survey and stakeholder interviews that the sector’s advocacy efforts may have ameliorated the worst excesses of policies.
These views are best illustrated by the following selection of quotes from respondents to the online survey:

“We could argue that in recent years, no advocacy has been all that successful given current policy. We do not know if it could have been worse, if not for our advocacy.”

“We have an ability to raise issues through the media and to meet with key decision makers. This has ensured that even when we have not ultimately been successful in certain endeavors at least a robust debate has been had and the voices of the asylum seekers have been heard.”

“[Our impact has been] minimal but we keep on trying.”

“Hard to assess impact on policy settings in the current hard-nosed aggressive climate.”

“[Impact is] difficult to ascertain. It's becoming increasingly difficult to have an impact on policy in the current climate… Advocacy is not effective when targeting government ministers (eg. Prime Minister and Immigration Minister) in relation to this issue. However, has shown to be more effective when trying to influence crossbenchers or members of the current opposition.”

“In a policy environment with a strong anti-asylum seeker agenda we have been able to have small successes coupled with a number of setbacks… we have an ability to raise issues through the media and to meet with key decision makers. This has ensured that even when we have not ultimately been successful in certain endeavours at least a robust debate has been had and the voices of the asylum seekers have been heard.”

“Some success in the past but it feels hopeless at present due to the hard-heartedness of the Government.”

“Have any campaigns had a positive impact? It seems to me the situation could hardly be worse… There is a conspiracy of silence among parliamentarians…”

“Hard to say – there have been some small wins but, really, we are not winning at the moment and haven't been winning for many years. So even campaigns that are having impact are not winning overall.”
“[Organisations working in the sector] are all effective but mainly as a holding movement: to make it hard for the government to get worse.”

“If you have followed government policy in this area since 1992, it is difficult to see that anyone who argues for a more humane approach has had any success.”

“We are all frustrated by how ineffective we have been...”

“Given the current stance by both major parties on asylum seekers, on[shore] and offshore, none have been effective.”

“In the current climate, public advocacy on policy (such as giving evidence before the senate legal and Constitutional Affairs Committee or writing submissions to inquiries) seems to have little impact – although still important to have our views put on the public record. The greatest impact on policy seems to follow from private discussions held with the government.”

“To be honest most organisations appear to have good advocacy initiatives and ideas however few have resulted in policy or hearts and minds changes over recent years.”

“It’s very hard to see any ‘wins’, but we keep trying in the hope and assumption that some people’s views are being challenged and changed due to our advocacy.”

**Resource constraints are a key challenge to effective advocacy**

In the course of the project's information gathering exercises, a number of challenges to effective advocacy for asylum seekers and refugees were identified:

- Many online survey respondents and virtually all of the stakeholders interviewed nominated resource constraints as a major barrier to effective advocacy. Many respondents noted that their organisations did not have the time, adequate or appropriate personnel, or funding to dedicate to advocacy activities in the way they would like. This was a particular frustration for service delivery organisations who considered that they had first-hand, on-the-ground experience of the impacts of government policies – and were therefore well placed to provide evidence-based advocacy – but were too occupied by the demands of service provision itself, in support of asylum seekers’ practical needs such as food, housing, transport and legal advice, to be able to devote requisite resources to advocacy. Others were constrained by government funding from being as proactive as they would have liked in this regard.
Many respondents to the online survey, and stakeholders interviewed for this project, also considered that there was room for greater coordination of effort among organisations in the sector, but noted that there were few, if any, resources available for this activity. Similarly, it was noted that the sector lacks any sort of formal clearinghouse for sharing resources and combining efforts.

**Refugee Advocacy Network**

The Refugee Advocacy Network was established in April 2010 in a deliberate attempt to build and coordinate mainstream support for asylum seekers and refugees. The Network is a broad coalition of approximately 60, predominately Victorian, organisations. Its focus is on networking among existing refugee and asylum seeker organisations, and promoting shared advocacy focussed on changing Government and Opposition policy on asylum seekers and refugees.

The Network has monthly meetings and communicates with 200+ on their email list 2-3 times a week, sharing information and media statements and promoting events and advocacy activities amongst Network members.

The Network prepares occasional submissions, such as for the Senate Legal and Constitutional Affairs Legislation Committee Inquiry on the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*, and coordinates letter writing campaigns such as their campaign in January 2015 encouraging supporters to write to Ministers and MPs about closing down the processing facility on Manus Island. On other occasions the Network promotes other organisations’ advocacy efforts, such as Get Up’s petition to protest the indefinite detention of Ranjini and her children, and the Act for Peace petition to end Mandatory Detention, both in May 2012. The Network releases their own media statements and shares supporter organisations and other relevant media releases on their website.

The Network is resource poor, running almost entirely on donations from events such as the Palm Sunday march and led by a small team of volunteers. The Network has a website which requires an upgrade and is currently seeking funding support to expand its nascent Refugee Advocacy Media Project, to work with media outlets to achieve a more balanced and informed approach to reportage on asylum seeker issues.

Website: [http://refugeeadvocacynetwork.org](http://refugeeadvocacynetwork.org)  
Facebook: RefugeeAdvocacyNetwork

- Many respondents to the online survey and many of the stakeholders interviewed noted what they identified as the **very difficult political environment** as being a major challenge in effective advocacy for asylum seekers. The following selection of quotes from respondents to the online survey demonstrate these views:

  “…it is a very difficult policy and political landscape now.”

  “…with the current government there has been little impact. Lobbying politicians keeps them informed but voting seems to be focused on self interest.”
“...it is very difficult to get Coalition politicians to listen to different views or influence/alter the Government’s firm policies on asylum seekers.”

“It is difficult to gauge the impact of any organisation within the sector under this current leadership. I hope that our voice is being heard, but there is very little ‘cut-through’ in terms of real policy or legislative change.”

“Unfortunately, effective advocacy has been limited in the past years due to a hostile Government and media.”

There was some commentary in the online survey responses which pointed to the link between politicians’ positioning on this issue and general community views:

“All the organisations and [individuals]… are all passionate and good advocates but on this issue, we have collectively failed to shift policy and public opinion. We have not been able to counter the demonising rhetoric of ‘queue jumper’ and the ‘Stop the Boats’ slogan has captured even the most well-meaning who have come to believe that there is no other way to stop people dying on the seas. The bipartisan support for offshore processing and for stopping the boats makes it very difficult to get a foothold in the public conversation and this is exacerbated by our generally poor human rights culture.”

“...being brutally honest it is difficult to have an impact on ministers when they can see that they only have to twist the blade a bit to get general public (anti refugee) reaction.”

“The message from the sympathetic politicians – change the minds of the voting public and our political ‘leaders’ will follow them!!! Mapping and co-ordinating the advocacy will demonstrate the ‘numbers’ to the vote-sensitive politicians.”

There was little reflection amongst any participants in the online survey of the motivations or competing considerations facing government decision makers as they developed policies affecting asylum seekers.

- While there were some notable exceptions (for example, Amnesty and RILC), most organisations who commented on this issues stated that their access to Ministers and advisors in the current Coalition government was severely restricted or non-existent, and that access to the former Labor Government had been easier in this respect.
Similarly, many respondents noted that access to Department of Immigration and Border Protection (DIBP) bureaucrats had diminished under the current Coalition government. In interviews with stakeholders this was attributed to:

- the recent high turnover of staff at DIBP – adversely affecting the level of ‘corporate knowledge’ and experience amongst Departmental staff.
- changes in administrative arrangements under the Coalition government, particularly the impact of Customs and Border Protection merging with the Department of Immigration and the more ‘nation building’ components of the former department, focused on multiculturalism and settlement services, being moved across to the Department of Social Services – leading to a cultural shift in the Department.
- communication between the Department and the sector had been minimised, with regular consultative forums chaired by the Department, such as the Onshore Protection Consultative Group (OPCG) and the NSW Asylum Seeker and Refugee Forum (NASRF), either discontinued or reduced in frequency, and a more restrictive approach to the dissemination of information to the non government sector. One stakeholder also noted that peak non government agencies were not invited to the annual meeting on Australia’s refugee and humanitarian intake for the first time in over a decade.

Many respondents cited the complexity of issues, and rapidly changing policy and legislation (over the past 18 months in particular), as an impediment to the sector being able to effectively respond and advocate. Many respondents to the online survey noted that the pace and depth of changes undermined their ability to get across and in turn explain issues simply to others, such as crossbench Senators, or to make clear the impact of the proposed changes to the general public.

It is notable in this respect that the Coalition Government has introduced some nine Migration Bills between its election in September 2013 and April 2015, most of which have dealt with issues affecting asylum seekers, and each of which has been referred to the Senate Legal and Constitutional Affairs Legislation Committee for consideration. Organisations reported finding it difficult to keep up with these processes, as reflected in the number of submissions made (by both individuals and organisations) to a number of these inquiries:

- Senate Legal and Constitutional Affairs Legislation Committee Inquiry on Migration Amendment Bill 2013 – 12 submissions
- Senate Legal and Constitutional Affairs Legislation Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013 – 30 submissions
- Senate Legal and Constitutional Affairs Legislation Committee Inquiry on Migration Legislation Amendment Bill (No. 1) 2014 – 5 submissions
The major exception to this pattern was the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill in late 2014, where individuals and organisations across the sector devoted considerable effort and resources to making some 241 submissions, advocating to parliamentarians and campaigning on the Bill. Given that this Bill was 118 pages long, had a 251 page Explanatory Memorandum (and subsequently four supplementary Explanatory Memorandums reflecting multiple amendments), and contained seven schedules on vastly different and substantial policy changes, many organisations reported that they found it challenging to advocate effectively to parliamentarians largely unfamiliar with the complexities of migration legislation, and who tended to be focused on one or two key points in the Bill and related negotiations (for example, the reintroduction of TPVs, the introduction of introduce the Safe Haven Enterprise Visa and the detention and processing of child asylum seekers).

In common with the frustrations expressed about effectively communicating with the Government and parliamentarians, there was widespread acknowledgement, and some despair, in the online survey responses and interviews that the wider Australian community was either opposed to, or apathetic towards, asylum seekers. This was linked to the dominant narrative promoted by Governments. As three respondents to the online survey commented:

“...we have collectively failed to shift policy and public opinion. We have not been able to counter the demonising rhetoric of ‘queue jumper’ and the ‘Stop the Boats’ slogan has captured even the most well-meaning who have come to believe that there is no other way to stop people dying on the seas. The bipartisan support for offshore processing and for stopping the boats makes it very difficult to get a foothold in the public conversation and this is exacerbated by our generally poor human rights culture.”

“...before bipartisan support for pragmatic and principled alternatives to the status quo can be achieved, the electorate must be engaged in a new national debate on the country’s asylum policies: a debate that moves away from the focus on narrow national self-interest and the divided and entrenched positions held on both sides of it.”
“For campaigning to be successful we need to be moving the views of those that are apathetic or agnostic about asylum seekers to supporters – and potentially even converting those that are ‘anti’ to apathetic or agnostic. In my view, it is not necessarily a successful campaign if all we are doing is continuing to preach to the converted (although converting some ‘supporters’ to ‘activists’ is helpful it won’t be a game-changer unless we are also moving more people to ‘supporters’).”

Strong support for a diversity of actions

Respondents to the online survey were asked which organisations and initiatives they considered to have been effective in advocating on behalf of asylum seekers and refugees in recent years. The responses revealed strong support for a diversity of actions across the sector, suggesting a view that advocacy on multiple levels and from multiple directions was widely supported amongst the sector. For example:

“…a combination of various activities (eg. direct lobbying, policy development, advocacy on individual cases, strategic litigation, international advocacy, public awareness raising etc), involving a variety of different stakeholders bringing different perspectives to the issue, sustained over a period of time, is most effective.”

“With regards to advocacy on behalf of asylum seekers a range of strategies are important. Legal organisations such as RILC have been successful both in representing individual clients but also in court challenges. Others, such as the Red Cross, JRS, Foundation House, etc, have been able to use quiet advocacy with key decision makers to achieve both success on specific cases as well as advocate for broader policy reform. Other outspoken advocacy organisations, such as the ASRC, have been able to use publicly to ensure important issues are not over looked. Amnesty has utilised a mix of these strategies.”

“I think that all groups contribute to the overall advocacy. Every group has its particular focus. Small groups are needed for a sense of community and connectedness for members.”

“Advocacy happens at so many different levels – service providers and community groups advocating for individuals, advocacy for policy change through campaigns and lobbying, advocacy for funding...Overall I think advocacy is most successful when at least the outcomes are shared – noting that some organisations (and I’m specifically thinking Red Cross here) are not always able
to share their advocacy efforts – much of it is behind closed doors. There also needs to be advocacy at many different levels – there is a place, for example, for ASRC style advocacy and Red Cross style advocacy; for Paris Aristotle type advocacy and Ian Rintoul – in fact, our advocacy is stronger when it is at every level.”

“...I think a diversity of approaches in advocacy can be very effective - ie. closed door expert engagement with government by some, high-level campaigning by others, open letters and op eds from celebrated Australians, from-the-heart approaches to politicians from the grass roots. Ideally these multi-tiered approaches will be loosely choreographed, with trusting feedback and monitoring within the sector, but this is not always possible.”

“I think we need a wide spectrum of different approaches to see success!”

**Evidence-based advocacy is considered effective**

A number of respondents referred to the particular value that organisations providing direct services to asylum seekers brought to their advocacy with governments:

“From a legal perspective, the grass-roots bodies that represent asylum seekers are in a unique position to provide concrete examples of how (proposed) new laws will affect asylum seekers and problems with implementation. This means politicians and senate committee members pay particular interest in their viewpoint/insight.”

“... it is useful when practitioners/service providers can convey the reality of government policies to those working at a more abstract level (such as researchers), since it helps to flesh out the human impacts of the law/policy.”

“Those organisations and individuals who speak out of their experiences and their service...are effective in gaining media traction, at the very least.”
Collaborative efforts are occurring, but tend to be ad hoc and in pockets of the sector

There are a number of existing mechanisms in place which aim to encourage coordination and collaboration across the sector.

RCOA coordinates regular national teleconferences on asylum and refugee issues, which are open to all of the more than 200 organisations and 900 individuals among the Council’s membership. The teleconferences have been designed to share information and provide an opportunity for participants to work together on joint advocacy.

- In early 2015 the long running Asylum Policy Network teleconference was broken up into two monthly teleconferences, one focusing on detention and offshore processing and the other on the domestic asylum process, including community support for bridging visa holders and Refugee Status Determination.

- RCOA and SCO co-host quarterly Refugee Settlement Policy forums by teleconference, with each forum focusing on a different issue. The issues raised and outcomes of these forums are widely shared with RCOA and SCO members.\(^5\)

- RCOA coordinates annual national consultations to prepare a joint submission on behalf of the community sector on the following financial year’s Refugee and Humanitarian Program. RCOA is funded by the DIBP to conduct more than 40 consultations in at least 15 metropolitan and regional centres, which generally attract 800 to 900 consultation participants, typically representing around 200 organisations and 30 cultural communities.

- Since 2007, RCOA has been running regular teleconferences on international policy for interested NGOs and refugee community representatives. A major focus of these conferences is planning for Australian NGO involvement in two key NGO meetings with UNHCR in Geneva – the global UNHCR NGO Consultations and the Annual Tripartite Consultations on Resettlement.\(^6\) Prior to these meetings, RCOA invites submissions from refugee communities on international issues they would like Australian delegates to raise at the international fora.

In addition, UNHCR’s Regional Representation in Canberra undertakes annual consultations with the sector in Australia and New Zealand, helping to contribute to UNHCR’s annual domestic planning processes. In 2014 this consultation involved more than 130 representatives of the sector.

---


\(^6\) The Annual Tripartite Consultations on Resettlement brings together NGO, government and UNHCR representatives from all resettlement countries.
Stakeholders interviewed for this project were specifically asked about the level and effectiveness of collaboration across the sector. There were a variety of views expressed, demonstrating in part that there was not a universal view in the sector of what collaboration meant. Some viewed collaboration as many / all organisations working closely together on a single agreed purpose, with everyone ‘on the same page’ and using the same messages and resources; others viewed collaboration as a diversity of organisations working separately towards broadly similar ends. As noted above, there was strong support for a diversity of actions amongst respondents to the online survey.

It became clear throughout the interview process that collaborative advocacy efforts are occurring but on further investigation it appeared that many of these initiatives tended to be somewhat ad hoc in nature and often in pockets of the sector, usually driven by personal relationships rather than formal organisational arrangements. Interestingly, some senior stakeholders in the sector, interviewed for this project, were not aware of other initiatives occurring.

### Joint media releases / statements / submissions / letters

Collaboration at its simplest occurs in the sector when one or more organisations lead the development of joint media releases or statements, submissions to parliamentary committees or government processes, or letters to decision-makers. Some recent examples include:

- Apr 2015 – Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by RCOA. The statement was supported by over 100 Australian organisations and community groups, including churches and religious institutions, human rights, aid and development bodies, advocates and community organisations.7

- Feb 2015 – Joint statement by more than 200 Australian organisations and community groups, led by RCOA, in a coordinated response to the report of the Australian Human Rights Commission’s National Inquiry into Children in Immigration Detention: Never Again: Let’s End the Detention of Children Once And For All8

- Nov-Dec 2014 – The Senate Legal and Constitutional Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Caseload) Bill 2014 received a number of joint submissions. The Human Rights Law Centre’s submission was endorsed by UNICEF Australia, Human Rights Council of Australia, Children’s Rights International (who also made their own submission), Save the Children Australia, Plan Australia National Office. The Law Council of Australia’s submission acknowledged assistance of Law Institute of Victoria, New South Wales Bar Association, International Law Section’s Migration Law Committee, National Human Rights Committee. The Institute of International Law and Humanities (Melbourne Law School) and the Andrew and Renata Kaldor Centre for International Refugee Law (UNSW) provided a joint submission.9

- Dec 2014 – Combined statement from Human Rights Watch, Amnesty International and the Human Rights Law Centre, Stop Forced Returns Without Proper Screening10

---


A new collaborative effort with considerable potential, the **Catholic Alliance for People Seeking Asylum** has been formed to work collectively on changing hearts and minds within Australian Catholic communities for greater compassion towards asylum seekers.

Initiated as a project partnership between Jesuit Social Services and Cabrini Health, and building on the work of Jesuit Social Services prior to the 2013 Federal election in 2013 – when JSS responded to the increasingly punitive environment around asylum seeker policy by developing a statement that was endorsed by over 70 Catholic organisations – the Alliance hopes to coordinate and showcase existing efforts in the Australian Catholic community in support of asylum seekers, as well as promote the voice and real face of asylum seekers.

The Alliance is seeking to add value to a broad range of activities already occurring in support of asylum seekers by promoting grassroots action among the diverse Catholic communities around Australia, and creating a means to develop joint actions or statements.

Recognising that 5.4 million people identified as Catholics in the last Australian Census (25.3% of the overall population), and that among this group there were more than 700,000 regular practicing Catholics; that Catholic Health Australia is the largest non government provider grouping of health, community and aged care services in Australia, representing about 10% of the health sector and employing 35,000 people; and that there are more than 170 Catholic schools, the Alliance is seeking to leverage the extensive reach of the Catholic Church in the Australian community to change the public perception of asylum seekers. In particular they seeking to build greater support for more humane policies, to create pathways for the voice of asylum seekers to be heard and to achieve a series of nominated policy objectives.

The Alliance has a small Secretariat, staffed by a part-time Project Officer and two volunteers based in Melbourne, and is overseen by an Advisory Group, convened by Jesuit Social Services and including national representatives of Catholic peak organisations, which also acts as a forum to develop joint statements and provide

---


14 As set out in the statement by the 70 Catholic organisations and in the 2014-15 Intake Submission by the Refugee Council of Australia.

15 Organisations represented on the Advisory Group include the Australia Catholic Migrant and Refugee Office, the Australian Catholic Social Justice Council, the Australian Catholic University, Caritas, Catholic Health
advice and access to local leaders and members of the Catholic community. The Alliance’s activities are underpinned and guided by a set of ten principles that have been agreed by the Advisory Group.

The Alliance launched a website and social media presence (Facebook and Twitter) in May 2015 which includes resources for primary and secondary schools and community / parishes and tracks local actions by Catholic communities. The website provides a mechanism to sign up members and provides suggestions for how people can get involved: I can pray; I can use my skills; I can stand up for change. The website also includes links to position papers on support for asylum seekers living in the community and children in detention which have been developed by the Advisory Group.

While funded for the establishment phase in 2015, seed funding for the Alliance only runs to December 2015.

Website: http://capsa.org.au/   Facebook: joinCAPSA   Twitter: capsai_can

Challenges to greater collaboration

Stakeholders interviewed for this project were also asked about the challenges to greater collaboration. A number of factors were identified:

- **Insufficient time and resources to adequately or broadly coordinate** organisations, particularly in response to rapidly changing political and policy environments.

- **Differing views within the sector as to what constitutes effective collaboration** (as noted above).

- **A limited appreciation of ‘roles’** – some, but not all, in the sector appreciated the desirability of organisations ‘playing to their strengths’, and supporting other organisations to do the same, thereby avoiding duplication of effort and stretching scarce resources.

- This was linked by some stakeholders to what was referred to as ‘mandate creep’ with some organisations expanding their activities well beyond their original mandate and expertise, sometimes conflicting with other organisations.

- **A number of stakeholders acknowledged that competition between organisations** – whether for members, donors, funding, branding, status and / or access to decision-makers – sometimes impeded collaboration, with some organisations preferring to ‘go it alone’.

---

Australia, Catholic Mission, Catholic Religious Australia, Catholic Social Services Australia, the National Catholic Education Commission and St Vincent de Paul Society.

Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia
• Other stakeholders noted that larger and international organisations working in the sector often had more **onerous approval processes**, which sometimes impeded their ability to act more collaboratively, particularly when time was of the essence.

• A number of stakeholders also acknowledged what was termed '**Insider' advocates**, who had high levels of access to decision makers and government forums, who they considered sometimes worked in a different direction to the rest of the sector, thereby undermining the potential for collaboration. The following responses in the online survey reflect this concern:

  “**Meaningful consultation? In closed rooms with invited participants, not even community experts, does not respond to real community needs.**”

  “**Various groups – and individuals – have different levels of influence. It is important that politicians have a range of advocates to inform them – this is not always the case, and they are inclined to ’lock on’ to particular voices.**”
Duplication of effort, gaps in advocacy and missed opportunities for collaboration

One of the key outcomes sought in this project was to identify duplication of effort, gaps in advocacy and missed opportunities for collaboration. The discussion in this section is organised to reflect the same advocacy activities examined in the organisational briefs that follow in the appendices. This approach has been adopted to not only reflect the broad range of activities pursued by organisations in this sector, but also in recognition that effective advocacy requires complementary efforts on many levels, with each element consistently reinforcing each other. As discussed above, the sector itself recognises the value in a multi-pronged approach.

While each advocacy activity is examined in turn, it will become clear that three key themes run through the following discussion:

- **Collective purpose** – the need to build trust and develop a coherent sense of collective purpose among organisations operating in this sector, as a foundation for greater collaboration. This involves individuals and organisations coming together to ask the hard questions about what has worked and what hasn’t – and why – and to find common cause, identify their strengths and strategically determine appropriate roles within the sector. This process will, in turn, potentially reduce duplication, provide a basis for making more strategic use of available resources and provide greater opportunity for advocacy goals to be realised.

- **Greater coordination** – the need for greater resources to be allocated in the development of existing or new mechanisms to encourage organisations to work together to reduce duplication, produce more effective programs and materials, and thereby utilise scarce resources more efficiently and effectively.

- **Messaging and framing** – the need for research to be undertaken to identify key frames and messages that cut through with political, media and community audiences – and developing mechanisms by which those messages can be effectively disseminated.

**Policy development**

There is no doubt that there is policy development capacity in the sector, and that this capacity is well informed by both technical expertise – particularly in terms of legal organisations and academic bodies – as well as on-the-ground experience of the impact of government laws and policies on asylum seekers – particularly for organisations that provide services to asylum seekers or undertake individual case work.
A key question is therefore what impedes this existing policy expertise in the sector from being translated into policy gains with Governments.

It is suggested that this is a question of both content and process.

**Policy content and framing**

There is a question around the policy content being pursued by many organisations in the sector, and the framing of those policy asks. As demonstrated earlier in the paper, it is clear to many in the sector that there is little alignment between the policies being advocated by organisations, and what Governments (whether Coalition or Labor) are prepared to support and implement. However there appeared to be little reflection on the part of participants in the online survey, and among some of the stakeholders interviewed, around whether the sector’s policy priorities were realistic, or gave any consideration to the competing considerations faced by Governments in shaping policy responses. There also appears to be too little effort devoted to identifying areas of middle ground between advocates in the sector and the Government of the day.

This gap between the sector’s policy asks, and government policies, raises several points.

Firstly, the need for a more strategic approach to policy asks. Currently, different parts of the sector are simultaneously advocating for the removal of children from detention, the transfer of children from Nauru to Australia, the closure of offshore centres on Manus Island and Nauru, improved transparency and oversight at these centres, enhanced processing of the offshore caseloads on Manus Island and Nauru, improved management of the ASIO security caseload and the end of mandatory detention – to name just a few issues. While it is a difficult proposition to narrow down and prioritise individual policy asks, particularly when there are so many pressing issues to be addressed, the current approach to policy positioning does not sufficiently recognise either the complexity of the issues involved or the capacity of Governments to respond. Pushing for multiple policy outcomes simultaneously also risks splitting and undermining the effectiveness of individual campaigns, both in terms of gaining community support and having impact on Governments.

There is an opportunity for both individual organisations, and the sector more broadly, to better identify priorities, assess winnability, determine areas of potential compromise, and then develop a more strategic approach to policy asks. This will likely require work across the sector to develop a clear and coherent sense of collective purpose.

Secondly, there is a question around how the sector’s policy asks are framed. As noted above, there is little alignment between the policies being advocated by organisations, and what Governments are prepared to support and implement. This extends to the language utilised by each side. As discussed further below, there is considerable opportunity for the sector to improve its messaging, for both political and community audiences.
Policy development processes
The two primary mechanisms means by which organisations in this sector influence policy around asylum seekers and refugees is through submissions to government processes and parliamentary committees, and participation in departmental forums and consultation processes.

Submissions
The development of submissions to Parliamentary Committee and other government processes represents an area where there is both duplication of effort and an opportunity for greater collaboration.

This project has demonstrated that while organisations have, on occasion, come together to provide joint submissions to these processes, on the whole they tend to act more unilaterally. As noted above, a number of organisations provided joint submissions to the Senate Legal and Constitutional Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Caseload) Bill 2014 in late 2014.16 However another 54 organisations provided stand-alone submissions to the Committee. Similarly, of the 18 submissions to the Senate Inquiry on Migration Amendment (Protection and Other Measures) Bill 2014, 17 were stand-alone submissions from organisations in the sector (the other submission was from DIBP), and of the 30 submissions to the Senate Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, 25 were stand-alone organisational submissions – the others were from individuals and the DIBP. In 2012, there were some 45 organisational submissions to the Expert Panel on Asylum Seekers17 and apparently only two joint submissions.18

In interviews with key stakeholders it was emphasised that there was frequently a large degree of collaboration behind the scenes in the preparation of these submissions, to ensure cohesive and reinforcing arguments were utilised wherever possible, and that this collaboration was not always reflected in the large number of stand-alone submissions. This collaboration was, however, certainly evident in the consistency of core messages in the submissions themselves.

16 The Human Rights Law Centre’s submission was endorsed by UNICEF Australia, Human Rights Council of Australia, Children’s Rights International (who also made their own submission), Save the Children Australia, and Plan Australia National Office. The Law Council of Australia’s submission acknowledged assistance of Law Institute of Victoria, New South Wales Bar Association, International Law Section’s Migration Law Committee, National Human Rights Committee. The Institute of International Law and Humanities (Melbourne Law School) and the Andrew and Renata Kaldor Centre for International Refugee Law (UNSW) provided a joint submission.


It is understandable that many organisations see the preparation of individual submissions as an important part of their work. Individual submissions provide organisations, particularly service providers, with the opportunity to put forward first-hand information about their experiences with asylum seekers and to provide testimony about the impact of laws and government policies. More generally, submissions can also provide an important means for organisations to demonstrate the value of their work to funders, members and supporters, the media and other stakeholders. In terms of impact, there is also some suggestion that parliamentary committees can at times be swayed by the number of submissions received, perceiving this as an indication of community interest or concern in a Bill or issue.

However in this policy area, it is clear that dozens of submissions to numerous government and parliamentary inquiries on issues affecting asylum seekers have had very little impact on the final form of Bills, or on government policies, over recent years. As demonstrated in the discussion above, this was explicitly recognised by respondents to the online survey for this project.

A brief analysis of recent Government Bills highlights this point. Looking at the three Bills highlighted above: the Senate Legal and Constitutional Affairs Legislation Committee, despite receiving more than 240 submissions in relation to the far-reaching measures proposed in the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Caseload) Bill 2014*, made only three recommendations – including one that the Bill be passed. In relation to the *Migration Amendment (Protection and Other Measures) Bill 2014*, the Committee made four recommendations, including one that the Bill be passed, and in relation to the *Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013*, the Committee made just two recommendations – including one that the Bill be passed.

In a sector with significant resource constraints, it is arguable that organisations individually devoting significant resources to developing and drafting submissions represents duplication of effort, particularly when there is a high degree of agreement in the arguments presented, and when Senate Committees do not appear to be taking on board the submissions being offered.

There is no evidence to suggest that parliamentary committees are less influenced by joint submissions, and may indeed be more positively impacted by well organised, comprehensive and numerically powerful joint submissions – particularly those clearly branded with participating organisational logos. There may therefore be an opportunity for greater coordination and collaboration in this respect.

**Participation in departmental forums and consultation processes**

As noted in the organisational briefs following, a number of individuals and organisations are involved in Department-led forums and consultation processes. These meetings provide an opportunity for organisations to be involved in more private advocacy around detailed policy questions being considered by DIBP. Access to these opportunities tends to be driven by the Ministerial Office and
Department, rather than by organisations in the sector. Also, as discussed earlier, the DIBP have significantly narrowed opportunities for consultation and engagement with the sector under the current Coalition government.

To address these issues, a compelling proposition needs to be developed and prosecuted that representatives of the sector need to be ‘at the policy table’. In part this reflects the credibility of individuals / organisations and the strength of relationships with Ministers, advisors and bureaucrats, reinforced by other elements such as media and community engagement. It also requires the development of relationships of trust, where Ministerial offices and bureaucrats feel comfortable that discussions can occur constructively and discreetly. One option is for organisations to themselves consider inviting relevant Ministerial advisors or DIBP officers to sector meetings. Even if the invitations are not taken up, they indicate a willingness on the part of the sector for constructive engagement with decision makers and may eventually lead to improved relationships.

As noted above there is some sensitivity within parts of the sector around ‘insider advocates' and these issues also need to be addressed. Working across the sector to develop a coherent sense of collective purpose may be one way of managing these issues.

**Political engagement**

Despite significant effort by many individuals and organisations, it is widely recognised that the sector’s political engagement – particularly with the current Coalition Government – is problematic, with many in the sector pessimistic about the current and future impact of their advocacy efforts. This finding reflects issues of both access and content. Many organisations have developed and maintain individual relationships with a small number of (mostly sympathetic) parliamentarians, but there is currently no cohesive approach to how the sector approaches political engagement more broadly.

As demonstrated in the quotes from the online survey reproduced earlier in this report, and the organisational briefs below, access to federal politicians – particularly Government Ministers – is extremely limited for the vast majority of organisations and individuals in the sector. Furthermore, engagement with parliamentarians over recent years has tended to be reactive, to policy and legislative changes, rather than proactive and strategic. In terms of content, many stakeholders have referred to the difficulty of explaining complex issues to parliamentarians who are not generally familiar with immigration issues.

These reflections suggest that there are several gaps – and therefore opportunities – in advocacy at this level.
Parliamentary lobbying
Firstly, sector-wide parliamentary ‘roadshows’, when a group of representatives from various organisations collectively visit and meet with federal parliamentarians over several days, have not occurred for several years. These lobbying trips have occurred effectively in the past, and can be an important way to both develop longer-term relationships of trust with parliamentarians and develop parliamentarian’s familiarity with immigration policy issues, particularly among new backbenchers as they enter parliament. These efforts can lay the groundwork for the sector to engage more proactively and effectively with parliamentarians, rather than reactively when a particular Bill or policy change is under consideration.

Establishment of a Parliamentary Friendship Group
Secondly, there is potential to build on and complement these efforts through the establishment of a Parliamentary Friendship Group in the federal parliament. These groups – open to all Members and Senators and usually co-chaired by parliamentarians from different parties – are an effective way to build cross party support for an issue in the Federal Parliament, away from acutely combative political debates. While the rules governing the formation of Parliamentary Friendship Groups prohibit sponsorship from external organisations, many are informally supported by external groups who help to identify the parliamentarians for Chair and Deputy Chair roles and assist with the provision of speakers and other resources. They also provide an excellent forum for holding regular events in Parliament House. A Parliamentary Friendship Group would be particularly helpful in developing knowledge among parliamentarians about Australia’s migration system, generally, and building awareness of the contributions refugees have made to Australia more specifically – as well as building relationships across the Parliament.

Coordinated program of electorate visits
Thirdly, these efforts could be supported and enhanced through a coherent program of electorate visits. As the organisational briefs note, many organisations have individually made efforts to meet and engage with their local representatives on issues relating to asylum seekers and refugees. However, there has not been a coordinated program of visits, within a set timeframe and with a set of common messages and goals. Backbench parliamentarians have, on occasion, proven very responsive to constituent concerns on particular issues, and in turn have placed policy pressure on their more senior colleagues. Electorate visits are also an effective way to remind local representatives of the demographics of their electorate, including the presence of asylum seekers, refugees, former refugees and migrant communities in their local community.

These three suggestions are key building blocks for political engagement. While they may not immediately lead to enhanced access to Government Ministers and decision-makers, they are important longer term strategies for building cross-party political support. The fact that these initiatives have not been pursued in recent years is a clear illustration not only of the lack of resources available for coordinated advocacy across the sector, but also a reflection of the lack of strategic cohesion and trust across the sector.
**Messaging and framing**

Complementing these more procedural approaches, there is considerable opportunity for the sector to improve its messaging for political audiences. As one respondent to the online survey highlighted, “the sector have not been able to counter the demonising rhetoric of ‘queue jumper’ and ‘Stop the Boats’.” Nor has an effective response been developed to combat the suggestion that advocating for a humane and decent response to asylum seekers arriving by boat simply equates to supporting people drowning on boats; a message that has been used extremely successfully in recent years to effectively shut down debate and dissent in the parliament and the broader community. Developing alternative messages for political audiences is not only about finding ways to counter this rhetoric, but also about identifying and prioritising realistic policy asks that governments may be interested in pursuing and then effectively framing those asks. Ultimately it is about working out how the sector convinces individual parliamentarians that they should care about these issues.

To develop a more cohesive approach to political engagement, it is anticipated that initial work will be required across the sector to develop a clear and coherent sense of collective purpose. Potentially difficult questions need to be asked around the policy objectives the sector is seeking to pursue, whether those objectives are realistic, and whether there is room for compromise. Financial resources and personnel will also be required to coordinate and implement these efforts, including for the messaging work.

**Media engagement**

As demonstrated in the organisational briefs below, a large number of organisations regularly issue media releases. Media statements provide organisations with an opportunity to provide their potentially unique perspective on a particular issue. Given their relative brevity, they do not require the same degree of resources in their preparation as submissions, however organisations seeking to have a high media profile tend to have staff and resources devoted to communications tasks. Occasionally organisations come together to issue joint statements, but more often they act unilaterally.

Also noted in the organisational briefs below, a number of organisations are actively seeking to develop the capacity, skills and confidence of asylum seekers, refugees and former refugees to speak about their lived experience and contribute to the media debate on these issues – however these programs are currently poorly resourced.

While there is clearly some capacity in organisations across the sector to engage with the media, the key issue in relation to the sector’s media engagement is impact and reach.

As was highlighted in the online survey responses discussed above, the sector itself recognises its poor traction with political audiences and the general public. Some of the stakeholders interviewed for this project similarly noted the tendency for the sector to fall into patterns of ‘talking to itself’ or
‘preaching to the converted’: speaking predominately to supporters and other stakeholders rather than to the broader Australian community. This tendency is reflected in a lack of cut-through with mainstream media, and the dominance of Government narratives on these issues – as regularly reflected in polling.

It was beyond the parameters of this project to analyse the extent and nature of media coverage for organisations advocating for asylum seekers and refugees. However, the organisational briefs below highlight that many organisations achieve a reasonable level of coverage. This coverage tends to be focused in sympathetic publications such The Guardian, The Drum, The Conversation, ABC and SBS – particularly in terms of publishing opinion pieces. The Andrew & Renata Kaldor Centre for International Refugee Law at UNSW have crossed over to mainstream publications but most academic bodies working in this area tend to focus on academic audiences; similarly, many of the legal organisations tend to focus on legal audiences. There appears to be little engagement across the sector with commercial TV (perhaps with the exception of The Project) and other high circulation outlets, such as News Ltd publications.

**Messaging and framing; building capacity**

To start changing the narrative on asylum seeker issues, and gain more widespread and supportive coverage within the media, amongst politicians and in the broader community, there is considerable opportunity for the sector to improve its messaging for these audiences and to broaden the media outlets the sector engages with.

An essential first step is to undertake social and messaging research to identify key frames and issue areas that cut through. A further step is to develop the capacity of the sector to utilise the outcomes of this research in their regular communications, to coordinate rapid and consistent responses to the 24/7 news cycle, and to develop and support a range of spokespeople who can speak authoritatively and persuasively on these issues – particularly including those of who have lived experience.

**National ambassadors program**

As noted in the organisational briefs following, many organisations such as RCOA and Welcome to Australia utilise patrons and ambassadors in support of their advocacy activities. Appendix C below also highlights the large number of prominent individuals who advocate for asylum seekers and refugees in a variety of contexts and forums.

There may be some value in considering the establishment of a more coordinated national ambassadors or spokespersons program, which brings together these individuals in a more organised and strategic manner, so that their individual advocacy is less diffused. A resourced ambassadors or spokespersons program could also provide a means to identify, train and support refugees and former refugees to become spokespeople and commentators – and tell their own stories in the media, and through the media to the broader community. Such a program could build on UNHCR’s international resource, *Refugees Who Have Made a Difference*, which collates more that 130 profiles of prominent...
refugees. A nationally coordinated ambassadors or spokespersons program may also provide a platform to encourage subsequent generations of refugees to share their family stories – given that around 800,000 people have come to Australia as refugees or humanitarian entrants, several million Australians have refugee backgrounds.

**Social media engagement**

Approximately half to two thirds of the organisations reviewed for this project engage in social media, however the level of engagement varies greatly across the sector. Reflecting the medium, organisations tend to share each other’s social media rather than collaborate in their posts. As is common with other issues on social media, the danger is that the sector only talks to itself and its current supporters without building broader awareness and support.

**Messaging and framing; building capacity**

Again, it was beyond the capacity of this project to assess the level of activity and impact of organisations engaging in advocacy for asylum seekers through social media. As for broader mainstream media, there is a need to undertake social and messaging research to identify key frames and issue areas that cut through on social media: a constructive future project (perhaps as part of messaging work) would be to analyse social media patterns around significant events such as the recent *Legacy Caseload Bill*, a crisis in detention centre or the release of a topical report (such the recent Moss report or the Australian Human Rights Commission’s recent children in detention report) and examine which organisations / individuals gain traction in social media forums; what messages resonate and who those messages resonate with.

Work in both the media and social media spaces should build on existing efforts, including the Refugee Advocacy Network’s Refugee Advocacy Media Project, and the ASRC’s research and communications project.

---

The Refugee Advocacy Network in May 2014 commenced the **Refugee Advocacy Media Project**, seeking donations from supporters to enable the refugee advocacy sector to work with a number of media outlets to achieve a more balanced and informed approach to reportage on asylum seeker issues.

The aim of the project is to have a positive impact on public opinion and to strengthen the momentum for policy change by:

- Promoting co-operation between those refugee advocacy groups which are currently engaged with the media, to promoting an agreed set of key messages and proposed alternatives
- Working with a range of news providers, commentators and opinion makers, and also utilising social media
- Generating new stories about asylum seekers and refugees which are informative and which highlight the circumstances in which people may seek asylum, and stories about the successful resettlement of refugees in our communities
- Providing informed responses to news stories
- Providing informed commentary on policy announcements and relevant developments
- Providing support and further development opportunities for the media spokespersons

---

19 See UNHCR, *Refugees Who Have Made a Difference*, [http://www.unhcr.org/pages/49c3646c74.html](http://www.unhcr.org/pages/49c3646c74.html)
The project is seeking to raise funds to employ a person with media experience to undertake media liaison and co-ordinate the project, and to provide media training to a number of people from refugee backgrounds, academics, and people currently engaged in advocacy, to create a pool of spokespersons available to provide comment and information to the media.

The ASRC in June 2015 notified sector partners that it was commencing a major **research and communications project**, aimed at finding a new narrative for talking about asylum seeker issues in Australia. The project is aimed at countering negative government narratives around asylum seekers and starting to build a new, positive frame that can be used to underpin sector-wide advocacy and campaigning efforts.

The Refugee Council of Australia, Refugee and Advice Casework Service, Amnesty International, GetUp! and Save the Children are part of the project advisory group and the methodology relies on involvement from sector advocates to develop together new language and messages. ASRC have brought together a team of public opinion researchers to develop language and messages that help to reframe the debate, engage the existing supporter base and move the persuadable middle. It is intended that the project will result in rigorously tested frames and messaging for the entire sector to use in their advocacy and campaigning.

**Community engagement**

As the organisational profiles following below demonstrate, many organisations seek to engage with the broader community through regular community information sessions, and providing public speakers for other functions and events. These efforts are primarily directed at educating the community on immigration issues; promoting law and policy reform; advocating on behalf of, and building empathy for, asylum seekers and refugees; and / or highlighting the contributions refugees have made to Australia. Most of these community-based programs are considered a core part of many organisations’ work and feature staff employed by the organisations. However there appears to be an increasing tendency to providing asylum seekers and refugees themselves with an opportunity to give voice to their lived experience.

While many organisations are pursuing similar community-based activities, most are focused on the geographical areas in which they operate, so there is not duplication of effort as such.

The Refugee Council and the ASRC have taken these community engagement efforts a step further, establishing more formal speakers and schools programs. Given that these community programs operate in different jurisdictions, they may not constitute duplication as such – though similar preparatory work would have been undertaken in establishing the programs, aligning them with school curriculum and creating support materials. Pending evaluation of the RCOA and ASRC programs, any future efforts to create speakers or school-based programs in other areas or by other organisations should be modeled on these existing programs, rather than generated from first principles.

**RCOA’s Face to Face schools program** is an incursion program for schools in the Sydney and Melbourne metropolitan areas and Wollongong region, focused on learning about refugees and their contribution to Australia. A representative from RCOA and a speaker from a refugee background present to students, teachers and other interested groups about the refugee experience.
Interactive presentations (one hour) and workshops (two hours) cover topics such as: who refugees are and where they come from, facts about refugees worldwide and in Australia, the conditions refugees face overseas and Australia’s refugee policies. The program links with various topics or learning outcomes in the Australian Curriculum.

The refugee speakers share personal stories of their journey to safety and give students the opportunity to learn face-to-face about refugees, their experiences and their contributions to Australia. The presentation package includes a comprehensive Resource Guide for teachers containing links to lesson plans, follow-up activities and further reading, as well as information on how to support and advocate for people from refugee backgrounds.

The ASRC’s Community Speakers Program offers a team of speakers to groups including schools, businesses and other community groups. The speakers are experienced in working with asylum seekers and passionate about building a better community understanding of asylum seeker issues. They talk to groups about a range of issues, including the work of the ASRC, the Australian refugee determination process, health and welfare issues facing asylum seekers and best practice models for working with asylum seekers. The ASRC’s speakers program has reached 8000 people across 103 groups nationally.

The ASRC’s complementary Schools Program provides facts about asylum seekers via support materials provided to schools on request. The materials introduce the topic of asylum seekers to students within the context of History, Civics and Citizenship, Politics and English courses. The information covers topics such as: Who asylum seekers are, The laws surrounding seeking asylum, Why it’s important to understand the issues facing asylum seekers and facts around the number of people seeking asylum in Australia and internationally.

The aims of the program are to foster enlightened attitudes towards asylum seekers within primary and secondary schools, empower young people to advocate for the appropriate rights of those seeking asylum in Australia and support teachers with curriculum material for use within schools. In 2013-14 ASRC public speakers addressed 100 schools and connected with 11,500 people.

Messaging and framing; campaign materials

As for political and media audiences, there is a need to undertake social and messaging research to identify key frames and issue areas that resonate with community audiences.

As discussed further below there is also a need to develop support materials, such as Factsheets and other publications that provide the broader community with consistent arguments and statistics about asylum seekers and refugees and Australia’s policy responses to these issues.

Membership engagement

As demonstrated by the organisational briefs that follow below, all organisations with membership bases regularly engage with their members and most encourage their members and supporters to advocate for asylum seekers and refugees through a range of activities including signing petitions, writing letters to newspapers and politicians, visiting parliamentarians, attending and supporting events such as community forums and rallies, and supporting asylum seekers themselves through the provision of practical and financial assistance. Many organisations in the sector also look to their membership and supporters list for financial donations and support for their broader advocacy activities.
These engagement activities are obviously vital in supporting the sustainability of organisations’ advocacy efforts across a range of areas, and building a groundswell of community support for advocacy efforts.

It was beyond the parameters of this project to examine the demographics of various’ organisations membership and supporter bases, however the contribution of a handful of individual respondents to the online survey suggested that activists tended to simultaneously support and be involved in a number of organisations. As noted in other contexts in this report, there is a danger that the membership of organisations in this sector is quite inclusive, only talking to itself and current supporters rather than to the broader community.

**Social enterprises**

As demonstrated by the organisational briefs that follow below, only a few organisations engage in social enterprises supporting and including asylum seekers. While providing practical assistance to asylum seekers, for example through employment and skills development, these initiatives are also potentially important in an advocacy sense as they can provide the basis for an alternative narrative in the community around asylum seekers – highlighting, for example, that most asylum seekers are willing and able to work if provided with the opportunity and support to do so.

Future proposals for social enterprises could be assessed on the basis not only of their viability as a business and the practical benefits they produce for asylum seekers, but also from the perspective of how they potentially illustrate positive stories around asylum seekers and refugees.

**Individual case work**

Individual case work with asylum seekers is a core activity for many of the organisations featured in the briefs below, particularly for service providers and legal organisations. These activities are important in an advocacy sense, as a means by which organisations can link bigger picture legislative and policy issues with individual impact on the ground. As highlighted in the organisational briefs, for many organisations individual case work provides the evidence base to build for systemic reforms.

From the perspective of Government decision makers, ‘real’ stories impacting on ‘real people’ are more compelling than dry arguments around legislative and policy issues.

Given that this work is focused on individuals there is not duplication as such, but there may be some capacity for greater coordination between organisations in sharing their observations around their caseloads, and identifying priorities for strategic advocacy, legislative and policy reform.

**Advocacy and campaigning resources**

As the organisational profiles following demonstrate, a significant number of organisations seeking to advocate on behalf of asylum seekers and refugees have each produced resources for the use of
their members, supporters and the general public. These include Factsheets, legislative briefs and YouTube videos.

**Factsheets**

While some of these resources are unique, a review of a selection of Factsheets produced by organisations emphasised a high degree of similarity in issues covered, indicating potential duplication of effort across the sector. The Refugee Council, the Andrew & Renata Kaldor Centre for International Refugee Law at UNSW, the ASRC, Amnesty International and Chilout – to name a few – all publish a range of factsheets on their websites. These Factsheets generally include Q&As, including terminology, definitions and statistics about asylum seekers; information about the international context; timelines of events; ‘myth busters’ about Australia’s refugee and humanitarian program; and information about Australians policies – for example, onshore / offshore processing, Temporary Protection visas, ‘Enhanced Screening’ and ‘Fast Track Policies’.

While the potential audiences for some of these Factsheets may vary, the degree of commonality amongst the topics covered suggests that considerable resources are being employed in a number of organisations, to produce very similar resources. There is therefore potential for greater coordination around the production and updating of these materials, perhaps through the establishment of an online clearing house. Such a body could not only coordinate existing materials but also develop new materials – for example, template materials and kits for small local groups to utilise in their local advocacy efforts.

**Statistics**

Consistency of messages and statistical information in any highly contested policy and political area is essential. Reviewing the content of three Factsheets seeking to explain the number of asylum seekers in Australia and Australian figures in comparison to world figures, highlights the need for greater consistency in this area.

---

RCOA’s Factsheet on *The global picture*[^21], last updated in June 2013, does not specify its sources but refers to global forced displacement figures, including those under UNHCR and UNRWA mandate, at the end of 2013. These figures are presumably drawn from UNHCR’s 2014 annual publications.

The Factsheet states that “Not including refugees resettled from overseas, Australia currently hosts 34,503 refugees (0.29% of the global total).” In relation to asylum seekers, the Factsheet notes that during 2013, 2,821,115 asylum seekers were recognised as refugees through individual and group recognition processes and that just 5,035 asylum seekers, or 0.18% of the world’s asylum seekers were recognised as refugees in Australia.

[^20]: A number of legal organisations working in this space – such as the Refugee Advice and Casework Services (RACS), the Refugee and Immigration Legal Service (RAILS), the Immigration Advice and Rights Centre (IARC) and CASE for Refugees – also produce factsheets, but these are more focused to the legal needs of their clients, rather than advocacy purposes.

The ASRC’s Factsheet *Australia vs the World*\(^2\), which appears to have been produced in August 2013, includes details on How Australia Compares (Refugees), How Australia Compares (Asylum Seekers) and Statistics at a Glance drawing on UNHCR’s 2012 Global Trends publication (published June 2013), and UNHCR’s 2012 Asylum Trends publication (published March 2013). It states that Australia was ranked 49\(^{th}\) in hosting refugees, hosting 30,083 refugees, or 0.3 per cent of the global total.

The Kaldor Centre’s Factsheet *Debunking Myths* includes a section on *Is Australia being ‘flooded’ with asylum seekers?*\(^2\) which refers to a range of statistics and sources – including references to the RCOA and ASRC Factsheets cited above.

Emphasising that Australia receives a very small number of the world’s asylum seekers, both in absolute terms and when considered in relation to other countries, the Factsheet refers to Australia receiving 17,202 asylum seekers by boat in 2012, representing only 1.47 per cent of the world’s asylum seekers.

Noting that the overwhelming majority of the world’s refugees reside in developing countries, the Factsheet states that “In 2012 Australia received 15,963 initial applications for asylum… this represents just 2.2 per cent of the total global number of initial applications that year.” These statistics were sourced to UNHCR’s 2012 Global Trends publication.

Arguably, only experts in the area familiar with UNHCR statistics and definitions of forced displacement, asylum seekers and refugees would be able to decipher what these figures represent and how they relate to one another. It is suggested that the mix of terminology and raw statistics quoted in the three Factsheets, in addition to the interpretations applied in deriving ranking and percentages, would be extremely confusing to most media audiences and those in the community seeking to gain an understanding of asylum seeker issues in Australia in a global context – therefore contributing to the broader difficulties the sector has in creating persuasive arguments around these issues.

Perhaps most importantly, by not using one set of agreed statistics amongst the sector, the Government of the day is provided with an opportunity to obfuscate and confuse their audiences – the media and the Australian community – with their own interpretations of statistics. These issues further support the need for greater coordination between organisations and the establishment of an online clearing house or similar mechanism.

**Advocacy campaign case study – children in detention**

There is little doubt that the issue of children in immigration detention is one of the most vexing for many working in, or supporting, organisations advocating around asylum seeker and refugee issues. It is also an area where there is considerable campaign and policy activity currently occurring, some of it quite collaborative in nature. A review of the various initiatives and organisations advocating in this space, however, raises the question whether these efforts are aligned – and therefore as effective as they potentially could be.


\(^{23}\) See [http://www.kaldorcentre.unsw.edu.au/publication/debunking-myths#flooded](http://www.kaldorcentre.unsw.edu.au/publication/debunking-myths#flooded)
ChilOut is a not for profit community organisation, established in 2001 and operating out of Sydney, which campaigns, advocates and develops policies supporting the release of children and their families from immigration detention. ChilOut’s advocacy aims are to increase public awareness of the plight of children inside Australia’s immigration detention centres and provide accurate information to the public.

Grandmothers Against Detention of Refugee Children was formed in 2014 in the Melbourne Ports area. Comprising grandmothers aged 40 to 90, mostly with backgrounds as educators in early childhood development, this group also advocates for freedom of refugee children held in immigration detention. They have received considerable media coverage for their regular marches, the latest in February 2015 attracting 600 marchers in the Melbourne CBD. The group is expanding into other parts of Victoria and NSW.

The We’re Better than This campaign describes itself as “a non-political, grass roots movement for ordinary Australians keen to do something about the cruelty of children in detention camps.” Supported by prominent Australians, its founders are a small group of professionals with experience in human rights, refugee advocacy, PR, film making, advertising, marketing and social media. The campaign has produced a song and series of statements from prominent Australians.24

Speak up for kids in detention – A group of NGOs have recently joined forces to try and make the release of the Australian Human Rights Commission’s Forgotten Children Report a turning point in the push for the release of all children from immigration detention.

Get Up!, Amnesty International, the Asylum Seekers Resource Centre (ASRC), Welcome to Australia, the Human Rights Law Centre, Chillout, Save the Children and Children’s Rights International are leading a multi-faceted campaign that has included a joint media release25 and joint online petition,26 ensuring consistent messaging across the organisations’ individual campaigning. It is intended that the group will undertake a joint trip to Canberra in the future to present the petition to parliament.

A video produced by GetUp! and featuring doctors and mental health experts (consistently identified as among the people most trusted by Australians) explaining the harmful impact of detention on children27 has been distributed to the NGOs’ combined audience of over one million people and GetUp! members have been fundraising to get the video broadcast more widely.

The ASRC has also developed supplementary videos to support the campaign: a video of kids reciting testimony of children in detention28 and a video of ASRC’s Refugee and Detention Rights Advocate, Pamela Curr, discussing the issue.29 The joint campaign also supports and complements current campaigns focusing on offshore processing by individual organisations such as the ASRC and Amnesty.

The Australian Coalition to End Immigration Detention of Children (ACEIDC)30 was formed in 2012 to advocate for the release of children being held in immigration detention facilities. Also known as End Child Detention Australia the coalition consists of partners from secular, faith-based and non-government organisations including Young Christian Students (YCS), Catholic Mission, UnitingJustice, Australian Catholic Migrant and Refugee Office, Catholic Religious Australia, Jesuit Refugee Service and Chilout, who together represent over 500 organisations. The coalition coordinates the #Free The Children social action and organises Days of Action to call for the release of children from form immigration detention. Their website includes a DIY kit, a range of printed campaign materials for download, and sample press releases and letters of invitation for individuals and local groups to use in support of their action.

24 http://wbttaus.org/
27 http://youtu.be/3Bi2ayiufvY
28 http://youtu.be/ASGMgfZ3zds
29 http://youtu.be/WPa4buB6kWM
30 See http://endchilddetention.org/australia/
CEO Group on Children in Immigration Detention – A collaborative grouping of CEOs of international non government organisations, national human rights organisations, regional United Nations bodies and academics\textsuperscript{31} came together in September 2014 to pursue a vision of ending immigration detention that contravenes international law, and to advocate for human rights based policy alternatives that support the adequate protection and care of children and families seeking asylum.

Led by UNICEF Australia, Save the Children Australia and Plan International Australia, with a small secretariat within UNICEF, the Group aims to bring together CEOs on a quarterly basis ensure a continuity of leadership and discussion.

The Group is aiming to coordinate a sector-wide voice that can be leveraged in influencing decision makers and community leaders, as well as improve the Australian public’s understanding of children and families seeking asylum through public education, awareness raising and storytelling. In 2015 the Group will focus on: coordinating direct advocacy/reactive work to progress work pragmatically developing a national medium-term campaign to shift the conversation around asylum seekers/displacement and developing feasible alternative policies to held detention for asylum seekers, including developing foundations for a regional cooperative framework.

The group is guided by the international human rights and humanitarian frameworks and a set of key principles including a non-partisan approach, collegiality, confidentiality, respect, transparency, accountability, pragmatism and objectivity.

The group has developed a collection of statements on eight thematic areas that represent agreed policy positions relating to the situation of children and families in immigration detention, and the treatment of children and families seeking asylum in Australia. The position statements are based on Australia’s obligations under international human rights law and include issues such as Detention of children, Guardianship of unaccompanied children, Independent and systematic monitoring of immigration detention sites and Community-based alternatives to detention. The statements provide a basis for a shared understanding of issues amongst the group, and a foundation for a coordinated response to policy developments.

In September 2014 the group issued a joint media statement, “Inappropriate, immoral and likely illegal”\textsuperscript{32} Australia’s Cambodia refugee deal\textsuperscript{32} condemning the Federal Government’s deal with Cambodia to relocate refugee families. A further joint statement, Damning evidence of serious child harm in detention,\textsuperscript{33} was released by the group in February 2015 when the Australian Human Rights Commission released its Forgotten Children report\textsuperscript{33}

While these groups each have a slightly different focus, arguably they are all working towards the single purpose of removing children from immigration detention facilities, and changing policies and laws so this cannot occur again. While there is some behind the scenes contact between the various groups and initiatives, there does not appear to be any strategic coordination between the campaign activities and the policy development elements. It is suggested that campaigning around the issue of children in detention offers a key example of where greater coordination could be more effective in bringing about practical policy changes, as well as longer term legislative reform.

\textsuperscript{31} Organisations involved include Plan International Australia, Save the Children Australia, World Vision, the Refugee Council of Australia, the Human Rights Law Centre, the Human Rights Council of Australia, Child Rights International, Amnesty International Australia, International Detention Coalition, the Australian Council for International Development, Association for the Prevention of Torture, the Australian Human Rights Commission, Caritas, The Andrew and Renata Centre for Kaldor for International Refugee Law (UNSW) and the Melbourne Law School. The OHCHR Pacific Office, the United Nations High Commission for Refugees and the Australian Red Cross are observers in the group.

\textsuperscript{32} http://www.unicef.org.au/Media/Media-Releases/2014-9--September/Australia-Cambodia-refugee-deal.aspx

Additional opportunities

In addition to the many initiatives already being supported by organisations in the sector, two further opportunities for collaboration were identified during the course of this project.

An emerging initiative that may provide a new opportunity for advocacy in relation to asylum seeker policy is the No Profit from Torture (NPFT) (working title) campaign, aimed at challenging the institutional architecture underpinning Australia’s system of mandatory detention. Focusing on international corporate social responsibility standards, the NPFT initiative will seek to bring the facts of offshore detention to the attention of investors and funders – such as major industry super funds, ethical funds and Australian banks – behind the companies involved in Australia’s policy of mandatory detention. NPFT is being led by business and human rights specialist, Shen Narayanasamy, who has brought together a team of lawyers and campaigners from across the country to work on the initiative. They are currently seeking seed funding and working to bring together leading refugee sector organisations to support the initiative.

A further opportunity for collaborative advocacy amongst the sector may arise from the fact that the Australian Human Rights Commission (AHRC) will not be conducting monitoring visits to immigration detention centres this year. While there may be potential issues with the Department around gaining access to onshore detention facilities, there is an opportunity for a small cross-sector group of well respected representatives from the sector and broader civic society to be established to conduct visits to detention facilities and report to both the Department and publicly on conditions in the centres. This could complement detention oversight mechanisms already undertaken by the Commonwealth Ombudsman and the Red Cross and enhance media and social media coverage of detention conditions.
Appendix A – Advocacy profiles of key organisations

As noted earlier in his report, this project uncovered an enormous number and range of organisations in Australia advocating in support of asylum seekers and refugees, and particularly seeking to change Government policies in these areas.

Appendix A features organisational briefs for a selection of these organisations. It does not attempt to be exhaustive, but rather provide an overview of both the variety of organisations involved and the breadth of their advocacy activities. These organisations have been categorised in the following manner:

- United Nations organisations operating in Australia
- International non government organisations operating in Australia
- Australian non government organisations focused on asylum seeker, refugee, settlement, migration or multicultural areas
- Australian non government organisations with multi-issue focus, including asylum seekers and refugees
- Australian networks on asylum seeker and refugee issues
- Mainstream service providers who work with asylum seekers and refugees, amongst other clients
- Service providers who focus on asylum seekers and refugees
- Faith-based organisations who work on asylum seeker and refugee issues, either exclusively or within their range of activities
- Legal organisations who work on asylum seeker and refugee issues, either exclusively or within their range of activities
- Academic bodies who work on asylum seeker and refugee issues, either exclusively or within their range of activities

Appendix B, following, features a selection of local community groups seeking to practically support and welcome asylum seekers, or advocate on their behalf, and Appendix D provides information about a number of other innovative projects and campaigns.

Please note that Australian government agencies were originally considered as part of this project, but in consultation with the funding body they have been excluded from consideration in this report. An examination of federal, state and territory and local government agencies may form part of a further piece of work.
**United Nations organisations operating in Australia**

**United Nations High Commissioner for Refugees (UNHCR) Regional Representation**

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
</tbody>
</table>
| **Contact person / details** | General contact: aulca@unhcr.org  
Media and public information contact: aulcapi@unhcr.org |

**Organisational background**

| Date of establishment | The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly with a three year mandate to complete its work and then disband. UNHCR’s mandate has subsequently been indefinitely extended. |
| Type of organisation | International agency mandated by the United Nations to lead and coordinate international action to protect refugees and resolve refugee problems worldwide.  
UNHCR’s Regional Representation in Canberra is one office in UNHCR’s global network, responsible for the promotion and protection of refugee rights in the region. The Regional Representation covers: Australia, Cook Islands, Federated States of Micronesia, Fiji, Kiribati, Marshall Islands, Nauru, New Zealand, Niue, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu. |
| Number of staff and/or volunteers (FTE) | International staff of 8600 people, working out of 119 regional and branch offices and 299 sub and field offices in more than 125 countries. About 85% of UNHCR’s staff work in the field.  
The Regional Representation’s staff of 10 includes, in addition to the Regional Representative, a 5-person legal/protection unit, a 2-person external relations unit, and 2 administrative/support staff. |
| Size of membership | N/A |
| Annual budget | N/A |
| Focus of organisation’s work | UNHCR’s Regional Representation in Canberra works closely with States in the region to support the implementation of international law and practice relating to the protection of refugee, asylum-seekers and stateless persons. The Regional Representation carries out UNHCR’s supervisory responsibility under article 35 of the 1951 Convention where applicable, and engages directly under its mandate to protect refugees and build capacity in States which are not Party to the Convention.  
In Australia, the Regional Representation makes submissions to government on relevant areas of law, police and practice, and engages closely in the planning and delivery of the resettlement programme. The Regional Representation may make public statements or engage in legal proceedings as amicus curiae. |

**Focus of organisation’s advocacy work**

The Regional Representation’s key advocacy relationships are with governments pursuant to the UNHCR’s supervisory responsibility under article 35 of the 1951 Convention. The Regional Representation also engages closely with relevant civil society actors, including NGOs, lawyers and academics. The Regional representation may periodically make public statements or engage in legal proceedings as amicus curiae.
Advocacy activities

Policy development

- The Regional Representation provides formal advice to the Government of Australia on a range of issues relating to protection of refugees, asylum-seekers and stateless persons. Advice may be bilateral in confidence or public, where appropriate. Select recent examples of public advice and reports include:
  - Submission by the Office of the United Nations High Commissioner for Refugees to the Senate Select Committee on the Recent Allegations Relating to Conditions and Circumstances at the Regional Processing Centre in Nauru, 27 April 2015
  - Written submissions to Parliamentary Committees:
    - Senate Legal and Constitutional Affairs Committee Inquiry into the Migration Amendment (Protection and Other Measures) Bill 2014, 12 Aug 2014.
    - Senate Legal and Constitutional Affairs Committee Inquiry into the incident at the Manus Island Detention Centre from 16 Feb to 18 2014, 8 May 2014.
    - Senate Legal and Constitutional Affairs Committee Inquiry into the Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, 23 Jan 2014
    - Senate Legal and Constitutional Affairs Committee Inquiry into the Migration Amendment Bill 2013, 20 Jan 2014
  - UNHCR monitoring visit to the Republic of Nauru, 7 to 9 October 2013, report released 26 November 2013
  - Report on Asylum-seekers on bridging visas in Australia: Protection Gaps, 16 Dec 2013: report of UNHCR consultation process that found that many asylum-seekers living in the community on bridging visas without work rights were unable to meet their basic needs and were living in a state of destitution.

Political engagement

- The United Nations High Commissioner for Refugees (UNHCR) is an impartial, non-political humanitarian organisation mandated by the United Nations to provide international protection to refugees and seek solutions to refugee situations.

- UNHCR’s 2015 UNHCR subregional operations profile- East Asia and the Pacific provides an insight into UNHCR’s approach in Australia. Without referring explicitly to Australia, it notes that:
  - “The central challenge for UNHCR is to assist States in shaping responses that balance concerns for border and migration control with the protection of asylum-seekers’ rights.
  - “The organization is pursuing dialogue with all relevant actors to foster regional cooperation rather than unilateral deterrence measures, and avoid people of concern being rejected at the border; to seek alternatives to the detention of asylum-seekers; and to discourage the development of restrictive asylum policies.”
  - In response to the reinforcement of restrictive policy changes in Australia, the introduction of regional offshore processing and the implementation of ‘Operation Sovereign Borders’ to intercept and return boats to Indonesia, UNHCR would:
“...monitor decision-making processes, and use diplomatic and public advocacy to focus on preserving the non-discriminatory implementation of asylum, irrespective of how asylum-seekers arrive. The aims are to improve admission to RSD procedures, pursue alternatives to detention and expand the search for durable solutions.

“UNHCR will support government efforts towards fair and efficient RSD procedures and consistency in decision-making at different instances.

“The Office will monitor the implementation of bilateral arrangements between Australia and Papua New Guinea, and between Australia and Nauru, as well as the memorandum of understanding between Australia and Cambodia.”

“UNHCR will work to promote further public awareness of asylum and refugee protection issues in Australia and New Zealand, notably greater tolerance and understanding of the dynamics of forced population movements, including by sea.”

Media engagement

- UNHCR issues occasional media releases and statements relevant to Australia:
  - UNHCR Legal Position: Despite court ruling on Sri Lankans detained at sea, Australia bound by international obligations, Media Release, 4 Feb 2015
  - UNHCR Statement: Migration and Maritime Powers Legislation, 26 Sept 2014

Social media engagement

- 3051 Facebook friends
- 1594 Twitter followers

Community engagement

- The Regional Representation undertakes annual consultations with the sector in Australia and New Zealand, conducts an annual event to mark World Refugee Day and produces an occasional newsletter, accessible online.

Membership engagement

N/A

Social enterprises

N/A

Individual case work

- While UNHCR does not have an operational role in refugee status determination in Australia, the Regional Representation may very occasionally liaise with authorities where it believes an issue of policy or systemic practice is raised by a given case.

- In limited circumstances, UNHCR may intervene in Australian judicial proceedings as amicus curiae. Most recently this was undertaken in the case of CPCF v Minister for Immigration and Border Protection & Anor, HCA S169/2014.

Advocacy and campaigning resources

- In addition to the advocacy activities and resources highlighted above, UNHCR globally produces a considerable quantity of materials, spanning reports (for instance, Global Trends; Asylum Trends; Annual Statistical Yearbook, Global Report), awareness raising and campaign materials (for instance materials relating to World Refugee Day) and educational resources. These may be accessed online via websites included www.unhcr.org and www.refworld.org

- The Regional Office website includes a brief overview of ‘Asylum systems in the region – Australia’, including a document Guidance to legal representatives, advocates, non-government organisations and community groups in Australia.

- The Regional Representation has a wide range of educational resources and display materials for teachers, community groups. These include brochures, publications, posters and other resources (free of charge to groups in Australia, some these materials that can be downloaded directly from the website) including;
  - The 1951 Convention relating to the Status of Refugees and the 1967
Protocol along with the 1951 Convention Q&A.
- Information on Refugees, Stateless People, and Internally Displaced Persons.
- World Refugee Day Posters
- A brochure that answers some of the most commonly asked questions on statelessness and how the UNHCR attempts to help stateless people.

- The Regional Representation also has DVD resources available to download online via Dropbox. These resources cover a diverse range of themes including:
  - UNHCR’s work over the past 50 years
  - Underlying causes of refugee displacement
  - Testimonials from refugee children and refugee repatriation
- FAQs on the Regional Representation are targeted at potential clients and the questions they may have for UNHCR.
### International non government organisations operating in Australia

#### Amnesty International Australia

<table>
<thead>
<tr>
<th>Organisational details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Locked Bag 23, Broadway NSW 2007</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>1300 300 920</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.amnesty.org.au">http://www.amnesty.org.au</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>amnestyOz</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>AmnestyOZ</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Graham Thom, National Refugee Coordinator, <a href="mailto:graham.thom@amnesty.org.au">graham.thom@amnesty.org.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
<td>Founded internationally in London in 1961</td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
<td>International NGO / national NGO focused on human rights</td>
</tr>
</tbody>
</table>
| **Number of staff and/or volunteers (FTE)** | Approximately 80 FT/PT staff in Australia  
- Three Refugee and Asylum seeker specific staff – National Refugee Coordinator (Graham Thom, responsible for research and policy, FT), Campaign coordinator (Greame McGregor, FT), and a PT dedicated casework coordinator (Kate Berry)  
- Other Amnesty staff also assist as part of a project team (include media, online, activism, fundraising and government relations staff). Specific people from each of the teams work on refugee issues.  
- Amnesty’s political engagement is supported by its Government Relations team (1 PT staff member in Canberra + 3 in Sydney (1 PT)) |
| **Size of membership** | Internationally 7.5 million supporters across 150 countries  
- Amnesty International Australia has approx 500,000 supporters – this includes a mix of financial members, donors, and people who have signed up to take action on campaigns.  
- Communications are usually sent to full supporter list, but Amnesty segments list sometimes, to focus on various groups who will work specifically on refugee issues. |
| **Annual budget** | $30,584,014 (2013) |
| **Focus of organisation’s work** | Advocacy and campaigns  
- Policy development  
- Research and information sharing  
- Community engagement through activism  
- Individual casework |
| **Focus of organisation’s advocacy work** | As an international human rights organisation Amnesty International’s advocacy goals are aimed at ensuring Australia meets its international obligations towards those who are fleeing persecution and seeking protection. In particular Australia’s non-refoulement obligations under the Refugee Convention, the Convention against Torture and the ICCPR. This includes advocating to ensure an individual’s right to enter the country and to access a fair and transparent refugee status determination (RSD) system.  
- Amnesty International also works to ensure an individual’s rights are respected through this process including advocating against arbitrary indefinite detention, with a particular focus on children in detention. This also includes monitoring the treatment of those asylum seekers taken to |
Nauru and Manus Island and advocating to have them returned to Australia to be processed in keeping with Australia's international obligations.

- Amnesty's aims for refugees and asylum seekers are:
  - End offshore processing
  - End indefinite mandatory detention
  - Ensure Australia’s refugee status determination system is fair and robust
  - Commit adequate resources to developing a regional approach

### Advocacy activities

#### Policy development

- Amnesty is a regular participant or member in several inter-agencies, networks and meetings with the Department of Immigration and Border Protection, including the NSW Asylum Seeker and Refugee Forum (NASRF), chaired by NSW DIBP (which until recently met twice a year) and the Onshore Protection Consultative Group (OPCG), chaired by DIBP national and focuses specifically on issues relating to RSD etc (but not detention).
- Submissions to Government:
  - Amnesty's vision: a regional approach to refugees in the Asia Pacific: submission to the Expert Panel on Asylum Seekers, 2012
  - Submissions to Government via annual submissions on the Refugee and Special Humanitarian Program to the Department of Immigration
- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into Migration Amendment (Protection and Other Measures) Bill 2014
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into Migration Amendment (Regaining Control over Australia’s Protection Obligations) Bill 2013
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into Anti-People Smuggling and Other Measures Bill 2010
- Submissions to UN bodies:
  - Short statement on the Australian Government’s appearance before the 10th Universal Periodic Review in Jan/Feb 2014
  - Submission to the UN Committee Against Torture: Report on Immigration Detention Conditions
- Policy development:
  - Amnesty’s vision: a regional approach to refugees in the Asia Pacific

#### Political engagement

- Amnesty has very good access to Government Ministers and senior bureaucrats – Amnesty’s National Director and National Refugee Coordinator recently met with new Immigration Minister and new Secretary of DIBP.
- The long standing Amnesty International Parliamentary Friendship Group provides a good level of access across the parliament. Amnesty makes a special effort to talk to crossbenchers, to develop and maintain relationships.
- Political engagement is supported by the Government Relations team (1 PT staff member in Canberra + 3 in Sydney (1 PT))
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

### Media engagement

- Regular media releases:
  - Australian and PNG authorities must respect asylum seekers’ right to protest, 19 Jan 2015
  - Inquiry sheds further light on abuses against asylum seekers by Australian Government, 11 Dec 2014
  - Australia: Stop Forced Returns without Proper Screening (Joint media statement with the Human Rights Law Centre and Human Rights Watch), 10 Dec 2014
  - Australia: returning people to torture since 2014, 5 Dec 2014
  - Australia’s asylum policies named and shamed at the UN, 28 Nov 2014
  - PNG temporary resettlement: more questions than answers, 5 Nov 2014
  - Urgent investigation needed into claims of abuse of asylum seekers on Nauru, 9 Oct 2014
  - Australia’s Cambodia refugee deal: “Inappropriate, immoral and likely illegal”, 25 Sept 2014
- Amnesty have continued to have significant media attention in relation to advocacy activities. There was particular media interest following Amnesty’s visit and subsequent report on the situation facing asylum seekers on Manus Island.
- Amnesty’s staff contribute regular opinion pieces and commentary on asylum seeker and refugee issues.
- Blog on website with occasional contributions on issue of asylum seekers.

### Social media engagement

- 168,858 Facebook friends
- 38,700 Twitter followers

### Community engagement

- Amnesty’s community work is quite broad, encompassing individual members, school groups, action groups, etc.
- More than 200 Amnesty International local ‘action groups’, including dedicated refugee networks, run events, stalls, promote petitions in their communities – supported by Amnesty’s Community Organising Team and Activist Coordinators who provide key messages and materials, work out delivery, facilitate webinars/training and provide other updates on particular issues / actions. There are also university groups at most Australian campuses and over 500 active school action groups.
- Amnesty’s Activist Portal is an Online tool offering information on current actions, organising, activism and campaigning skills, campaign news and resources, planning and events planning tools, discussion space for sharing ideas and giving feedback to Amnesty, support for activists via question asking or requesting help with campaigning.

### Membership engagement and involvement in advocacy campaigns

- Direct lobbying of government / MPs via supporters
  - TPV bill, Sept 2014. Urging supporters to contact Senators directly via their offices
  - Online Campaign: Secrets and Lives – presentation of 16,869 personalised letters (some of the total of 20,869 delivered nationally) to Prime Minister Abbott demanding truth about hidden costs of offshore processing of asylum seekers (Dec 2014)
- Amnesty International members engage in a range of advocacy activities including calling, writing to and meeting politicians. They also engage in public actions, organising seminars, as well as broader campaigns,
including writing and handing over petitions, school group activities and online actions utilising social media.

<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Individual case work</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Amnesty is effective in undertaking individual case work – utilising various strategies and often collaborating with other agencies to progress / resolve cases.</td>
</tr>
<tr>
<td>• Casework is seen as crucial for Amnesty’s broader work, providing a means to demonstrate through real cases how particular policies / legislation will impact (EG impact of Legacy Caseload Bill on individual accused of having provided a false document – demonstrate how they would be excluded under the provisions in the Bill).</td>
</tr>
<tr>
<td>• Casework provides Amnesty with an evidence base for their advocacy. They take cases to parliamentary meetings, as well as meeting with Ministers, advisors and bureaucrats – to demonstrate the realities of policies / legislation. Casework is seen as amongst the most effective ways to advocate – instead of referring to international law, Amnesty talk about an individual case, someone they’ve met and what they’ve said.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy and campaigning resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amnesty provides online access to:</td>
</tr>
<tr>
<td>• Information about Australia’s system of processing</td>
</tr>
<tr>
<td>• Fact sheets</td>
</tr>
<tr>
<td>– Debunk myths around refugees</td>
</tr>
<tr>
<td>– Refugee terminology and definitions</td>
</tr>
<tr>
<td>• Information on Amnesty’s position on a regional approach to refugees in Asia Pacific</td>
</tr>
<tr>
<td>• Reports on Amnesty refugee team’s inspections of Australia’s detention facilities</td>
</tr>
<tr>
<td>• Case studies of asylum seekers and refugees</td>
</tr>
</tbody>
</table>

**Human Rights Watch**

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>GPO Box 4278, Sydney NSW 2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 9221 9422</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://hrwa.org.au/">http://hrwa.org.au/</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>hrw</td>
</tr>
<tr>
<td>Facebook</td>
<td>humanrightswatch.australia</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Elaine Pearson, Australia Director, <a href="mailto:pearsoe@hrw.org">pearsoe@hrw.org</a> Georgia Bright, Australia Associate, <a href="mailto:brightg@hrw.org">brightg@hrw.org</a></td>
</tr>
</tbody>
</table>

**Organisational background**

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>Launched first office in Australia in August 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Independent international NGO</td>
</tr>
<tr>
<td>Number of staff and/ or volunteers (FTE)</td>
<td>FT Australia Director, FT Australia Associate, FT office manager, FT consultant on fundraising</td>
</tr>
<tr>
<td></td>
<td>400 staff worldwide in 2013</td>
</tr>
<tr>
<td>Size of membership</td>
<td>HRW Australia does not have members, but is supported by an advisory Australia Committee. Comprising about 15 individuals in Melbourne and Sydney, the Committee members are drawn from financial, law and media backgrounds. All are financial supporters of HRW Australia and are helping HRW build a network of supporters, and with development, fundraising and outreach.</td>
</tr>
</tbody>
</table>
### Annual budget
- HRW is supported by contributions from private individuals and foundations worldwide. To ensure its independence, HRW does “not accept government funds, directly or indirectly, or support from any private funder that could compromise our objectivity and independence.”
- The annual budget of the Australian office is approximately $650,000. HRW Australia has a separate budget from the remainder of HRW, and fundraises to support that budget.
- HRW does not have a separate budget for asylum seeker and refugee issues, though some fundraising proposals will be targeted at supporting advocacy and awareness-raising.

### Focus of organisation’s work
- Human Rights Watch defends the rights of people worldwide. They investigate abuses, expose the facts widely, and pressure those with power to respect rights and secure justice.
- HRW Australia aims to increase its engagement and advocacy with the Australian government on human rights issues in the Asia-Pacific region and elsewhere.

### Focus of organisation’s advocacy work
- Strong focus on refugee issues and compliance with international law
- Raises concerns about Australian Government’s frequent unwillingness to publicly raise human rights abuses in countries with which it has strong trade or security ties, fearing that to do so would harm its relations with foreign governments.

### Advocacy activities

#### Policy development
- HRW haven’t made many submissions to parliamentary inquiries on immigration matters. While they would have liked to made a submission on the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*, they did not due to resources constraint at HRW, and recognition that there are many others in the space’
- HRW’s media release of 20 November 2014, *Australia: Reconsider Nauru Refugee Transfers to Cambodia*, included extensive recommendations to Australia Government, based on a HRW Australia in-country investigation in Cambodia (Cambodian researcher set up meetings for Australian staff, demonstrating the value add that HRW can do in terms of work on the ground in other countries) – HRW used the recommendations to frame discussions with policy-makers.

#### Political engagement
- HRW’s Australia Director is in Canberra once every two months. While access to the Foreign Minister and DFAT has been good (on a range of issues), HRW has not yet met with the Immigration Minister and experienced difficulty engaging with appropriate staff in DIBP.
- HRW has had meetings with other parties’ spokespeople (Marles, Plibersek, Hanson-Young).
- Some meetings with backbench MPs – cross party support dependent on issues.
- HRW have held parliamentary events on broader human rights issues but not asylum seeker issues specifically. EG. in Sept 2014, Jane Prentice, Laurie Ferguson and Richard di Natale co-hosted an event on Indonesia, featuring HRW’s Indonesian researcher. Asylum seeker issues were one aspect of a wide ranging discussion.
- Australia: Joint Letter to the Australian Government to ratify the Optional Protocol to the Convention against Torture, 15 September 2014 (urging the Australian Government to ratify the Optional Protocol to OPCAT and implement a National Preventative Mechanism NPM without delay – includes detention centres. Signatory with several dozen other organisations)

#### Media engagement
Recognising limited political traction on issues, HRW has focused on media coverage and issues frequent press releases on issues relating to asylum seekers:
- *Australia: Stop Forced Returns Without Proper Screening*, 10 December 2014 (combined release with Amnesty International and
the Human Rights Law Centre)
- Australia: Reconsider Nauru Refugee Transfers to Cambodia, 20 November 2014 (refers to HRW’s work in Cambodia)
- Australia/Cambodia: Deal Puts Refugees at Risk, 24 September 2014
- Australia: Refugee Stance Mars Rights Record, 22 January 2014

| Social media engagement          | • 928 Facebook friends  
• Twitter followers – N/A (international account) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community engagement</td>
<td>HRW Australia’s Australia Director has accepted invitations to speak at events (EG UNSW panel, Australian Catholic Migration Committee, Castan Centre Annual Human Rights event) but HRW haven’t organized many events themselves.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
</tbody>
</table>

| Advocacy and campaigning resources | • Dispatches  
- Dispatches: A Sri Lankan Asylum Seeker’s Worst Nightmare on the High Seas, 2 July 2014  
• Commentary  
- Cambodia Is Not Safe For Refugees, 22 May 2014, published in New Matilda  
- If Australia wants to stop the boats, it must stand against abuses in Sri Lanka, 25 March 2014, The Guardian  
• Reports  
- World Report 2015 – “The government’s failure to respect international standards protecting asylum seekers and refugees, however, continues to take a heavy human toll and undermines Australia’s ability to call for stronger human rights protections abroad.”  
- World Report 2014 - “Last year Australia’s two major political parties were hell-bent on using cruel policies to deter asylum seekers, even at the expense of the country’s international reputation,” said Elaine Pearson, Australia director at Human Rights Watch. “Sending asylum seekers to Papua New Guinea and Nauru feeds into the government’s ‘out of sight, out of mind’ mentality.”  
- “We Will Teach You a Lesson”, Sexual Violence against Tamils by Sri Lankan Security Forces, February 26, 2013 – HRW documented Sri Lankan authorities’ use of torture and rape against ethnic Tamils in detention, including those returned as failed asylum seekers from countries such as Australia. |

International Detention Coalition

<table>
<thead>
<tr>
<th>Organisational details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>C/O HUB Melbourne, Level 3, 673 Bourke Street, Melbourne, VIC 3000</td>
</tr>
<tr>
<td>Phone</td>
<td>(03) 9999 1607</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://idcoalition.org/">http://idcoalition.org/</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>idcmonitor</td>
</tr>
<tr>
<td>Facebook</td>
<td>InternationalDetentionCoalition</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Ben Lewis, Advocacy Coordinator, <a href="mailto:blewis@idcoalition.org">blewis@idcoalition.org</a></td>
</tr>
</tbody>
</table>
### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>June 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td></td>
</tr>
</tbody>
</table>
| - Global network of civil society organisations in 70 countries that advocate for, research and provide direct services to refugees, asylum seekers and migrants affected by immigration detention.  
- IDC is a member of the Australian Council for International Development (ACFID) |
| **Number of staff and/or volunteers (FTE)** |  |
| - IDC has 10 staff over 4 countries – including a technical team in Melbourne. IDC has a specific Advocacy Coordinator position.  
- IDC has a Governance and Finance Committee (Board) and an International Advisory Committee, made up of 18 representatives providing advice and support on policy-advocacy, positions and strategies. |
| **Size of membership** |  |
| - Membership base of over 300 NGOs; working in over 70 countries.  
- IDC coordinates the Global Campaign to End Child Detention, which has over 5000 civil society members and 100 organisational members. |
| **Annual budget** |  |
| - Globally 2014 revenue was $1 million. Expenditure was $991,559  
- Current funders are the Oak Foundation, Planet Wheeler Foundation, Open Society Institute, CAMMINA and the Ford Foundation. Previous funders include the Diana, Princess of Wales Memorial Fund and the Myer Foundation.  
- IDC has Australian Deductible Gift Recipient (DGR) Status. |
| **Focus of organisation’s work** |  |
| - IDC works with states, UN partners and members to promote, develop and implement non-custodial, community-based alternatives to detention.  
- IDC’s strategic priorities are:  
  1. Ending and limiting detention, particularly for children  
  2. Developing and promoting alternatives to immigration detention  
  3. Improving rights, conditions and monitoring of places of immigration and detention  
- IDC’s 4 key areas of work are to build capacity of its members in:  
  - Network and capacity building  
  - Advocacy  
  - Awareness raising and campaigns  
  - Research and reporting |
| **Focus of organisation’s advocacy work** |  |
| - Advocacy work: advocate for changes in law, policy and practice that promote greater protection of and respect for the human rights of those affected by immigration detention.  
- Awareness raising and campaigns: seek to raise awareness of harmful detention policies and practices while promoting a solutions-oriented approach which focuses on the benefits and practicality of alternatives to detention. |

### Advocacy activities

| Policy development |  |
| - In Australia, IDC is part of the Australian Coalition to End Immigration Detention of Children (see below) and also partners closely with UNICEF and UNHCR in Australia, as well as rights organisations such as Save The Children and Amnesty, as part of the "CEO leaders" taskforce on ending child detention.  
- Written submissions to Australian Parliamentary Committees:  
  - Submission to the Joint Standing Committee on Migration Inquiry Into Immigration Detention in Australia, 5 Aug 2008  
- Written submission to Australian Human Rights Commission:  
  - Children are children first and foremost: Australian Human Rights |
Written submissions to UN bodies:
- Detention and Alternatives for Migrants at Sea: Written submission presented to the UNHCR Global Initiative on Protection at Sea, Nov 2014
- Draft Guiding Principles on the Right to Challenge the Legality of Arbitrary Detention, Dec 2013
- Draft General Comment No. 35 on Article 9 of the International Covenant on Civil and Political Rights, Oct 2013
- UNHCR Revised Guidelines on Applicable Criteria and Standards Relating to the Detention of Asylum Seekers, Jun 2009

IDC produces Briefing Papers, including:
- International immigration detention trends and good practice, Nov 2009 (looks at international developments related to the use of detention for migration-related purposes, which maintains the human rights of detainees)
- The issue of immigration detention at the UN level, Jan 2011 (brief overview on recent discussions and developments on immigration detention at the UN level)
- Alternatives to Immigration Detention: Key points for consideration, May 2010 (details a range of strategies used internationally have been identified for managing refugees, asylm seekers and irregular migrants in the community while their migration status is resolved, without resorting to immigration detention)
- The Australian Experience: Case management as an alternative to immigration detention, June 2009 (looks at comprehensive case management in the community as an innovative and effective alternative to the detention of asylum seekers and migrants)

Position papers:
- Children in Detention, 2008

**Political engagement**
- The IDC has advised many governments around the world – in 2013, the IDC met with state representatives from more than 30 countries.
- The IDC seeks to be a trusted source of information on alternatives to immigration detention. The IDC focus on working at the regional and international level, while supporting our member organisations to undertake national advocacy initiatives.
- IDC’s access / influence in Australia is therefore indirect. IDC had success with then Australian Government in 2006, but the political landscape has changed significantly since then, and the majority of IDC’s work in Australia has since shifted to public awareness – with and through their members in a continual, multi-pronged approach.
- In Australia,

**Media engagement**
The IDC releases media statements across the jurisdictions that it works. They relevantly include:
- Ending Immigration Detention of Children for International Human Rights Day, 10 Dec 2014
- Groups commemorate 25th anniversary of The CRC by urging end to child immigration detention, 20 Nov 2014
- IDC is regularly called upon to provide commentary to media outlets in Australia
- IDC produces a monthly newsletter (over 2000 subscribers in 2013)

**Social media engagement**
- 1084 Facebook friends
- 1725 Twitter followers

**Community engagement**
N/A

**Membership engagement**
- IDC is part of the Australian Coalition to End Immigration Detention of Children is an ongoing initiative that puts out press releases, participates
in media coverage and has been running a national 'Free The Children' action in which a cage circulates Australia with cards that participants can write to the MPs to call for an end to child detention.

- Many Australian members of IDC conduct advocacy and policy advice - such as ChilOut Revived, the Refugee Council and ASRC. A large majority of these organisations worked together to make submissions, including IDC, to the Australian Human Rights Commission Inquiry into children in immigration detention.

<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
<tr>
<td>Advocacy and campaigning resources</td>
<td>IDC’s website has a generic Children in Immigration Detention factsheet covering key issues but not targeted to Australian audiences</td>
</tr>
</tbody>
</table>
**Australian non government organisations – focused on asylum seeker, refugee, settlement, migration or multicultural areas**

**Asylum Seekers Centre Inc (ASC)**

<table>
<thead>
<tr>
<th><strong>Organisational details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Organisational background</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
</tbody>
</table>
| **Number of staff and/ or volunteers (FTE)** | 15.4 FTE staff + 2 IT consultants  
  Almost 300 volunteers, some providing professional services (doctors, psychologists, caseworkers), employment services, teachers (English program) and others providing assistance with generic tasks (reception, food bank, lunches). ASC also has volunteer law students and specialist lawyers who support their services. |
| **Size of membership**        | Over 6000 supporters |
| **Annual budget**             | $1,602,801 (2014).  
  Wide range of donations and grants including:  
  - Barnados Australia  
  - Bridge for Asylum Seekers Foundation  
  - City of Sydney  
  - Collier Charitable Foundation  
  - Danks Trust  
  - Gandel Philanthropy  
  - Gilbert + Tobin  
  - Harold Mitchell Foundation  
  - Herbert Smith Freehills  
  - John T Reid  
  - Lend Lease  
  - Macquarie Bank  
  - Mary MacKillop Foundation  
  - Mercy Foundation  
  - NSW Government - Health  
  - Pratt Foundation  
  - Scully Foundation  
  - Sidney Myer Fund  
  - Sisters of Charity Foundation  
  - Thomas Foundation  
  - Vincent Fairfax Family Foundation |
| Focus of organisation’s work | • ASC’s vision is that asylum seekers are welcomed and given the chance to heal in safety and freedom while they secure justice and rebuild their lives as worthy members of our community.  
• ASC provides personal and practical support through:  
  – Direct casework  
  – Accommodation  
  – Financial support  
  – Material Aid  
  – Health care  
  – Legal advice  
  – Employment assistance  
  – Food  
  – Education  
  – Social support and recreation |
|---|---|
| Focus of organisation’s advocacy work | • While essentially a service-based organisation, ASC has long realised the need for communications and advocacy. They currently have some part time resources allocated to communications / social media / website / community engagement, community events and speaking with the media but recognise they need a full component to do this effectively. Given that ASC are well placed to comment, they want more resources for this work.  
• Areas of particular advocacy focus currently include:  
  – Increase community awareness of the story of asylum seekers and their situation living in the community.  
  – Increase levels of employment for asylum seekers.  
  – More accessible health care and accommodation.  
  – Subsidise transport for asylum seekers.  
  – Accessible legal advice.  
  – Advocacy with the Department both for individual clients and groups of clients.  
  – Refugee policy and legislation: Changes to Refugee Law, Temporary Protection Visas, Asylum seekers arriving by boat and Ratification of the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment |
| Advocacy activities | |
- **Signatory to:**
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

**Media engagement**
- Occasional media releases and statements:
  - Moss Review, 23 Mar 2015
  - CEO’s Annual Review, 31 Oct 2014
  - ASC’s Comments on Government changes to refugee law, 1 Oct 2014
  - Grant Asylum Seekers the Right to Work, 8 Mar 2013
- Articles by Chair and Board members on ASC website
- ASC opinions have appeared regularly in media interviews, most recently
  - *Wendy Sharpe's powerful portraits of humanity*, Sydney Morning Herald, 23 January 2015
- ASC are currently working with Compass (ABC) on a program which highlighted the contributions that asylum seekers and refugees make to Australian society.

**Social media engagement**
- 3205 Facebook friends

**Community engagement**
- Regular community information evening attracts 140 community members. However there is a waiting list of attendees so a venue for up to 300 is now required.
- Quarterly Newsletters are sent to supporters and through Facebook.
- ASC responds to requests of community groups and schools – but the demand is higher than current resources. It is seeking funding to set up a team of volunteers who can respond to all requests.
- Seeking to be more outwardly focused, ASC is running an event at Town Hall for 700 people in Refugee Week on 18 June 2015.
- Awareness raising events and initiatives
  - EG. ‘Seeking Humanity’ portrait exhibition with artist Wendy Sharpe – 38 portraits of asylum seekers and refugees (some already have protection, others don’t). Each portrait is accompanied by a narrative from each person, sharing something personal about themselves and their circumstances. This Exhibition was open in Central Sydney for a month and is now touring to Canberra, Penrith and Brisbane.
- Volunteer network (see below)

**Membership engagement**
- Members and supporters undertake advocacy action including:
  - Personal representations
  - Community presentations
  - Employer partnerships and information evenings
  - Participation in community information evenings and events
  - Social media
  - Lobby local MPs and Senators

**Social enterprises**
Nil

**Individual case work**
In 2013-14 the Asylum Seekers Centre provided 7,800 casework consultations

**Advocacy and campaigning resources**
The CEO and a part time Communications Manager carry out advocacy and campaigning, however there are no dedicated full time resources.
## Asylum Seeker Resource Centre (ASRC)

<table>
<thead>
<tr>
<th><strong>Organisational details</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>214-216 Nicholson St, Footscray 3011, VIC</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>(03) 9326 6066</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.asrc.org.au">www.asrc.org.au</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>ASRC1</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>Asylum.Seeker.Resource.Centre.ASRC</td>
</tr>
</tbody>
</table>
| **Contact person / details** | | Kon Karapanagiotidis, CEO, kon.k@asrc.org.au  
Serina McDuff, Director of Advocacy, serina.m@asrc.org.au  
Jana Favero, Advocacy and Education Manager, jana.f@asrc.org.au |

<table>
<thead>
<tr>
<th><strong>Organisational background</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
<td>2001</td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
<td>Self-funded NGO</td>
</tr>
</tbody>
</table>
| **Number of staff and/ or volunteers (FTE)** | 59 paid staff (mix of PT/FT) are organised in six streams:  
  - Humanitarian Services  
  - Advocacy and Campaigns  
  - Shared Business Services  
  - Innovation Hub  
  - People Management  
  - Fundraising and Marketing  
  - Approx 1000 active volunteers who help out at centre and help deliver ASRC’s substantive core work. |
| **Size of membership**        | Approx 2000 members (asylum seekers using ASRC services).  
More than 13,000 individual supporters (being anyone on ASRC’s database – people who may have donated or may have signed up on the ASRC’s website). Supporters are contacted on at least a monthly basis.  
Patrons:  
  - Julian Burnside AO QC  
  - Eva Cox AO  
  - Michael Kirby AC CMG  
Ambassadors:  
  - Imogen Bailey  
  - Michael Short  
  - Christos Tsiolkas  
  - Corrine Grant  
  - Arnold Zable  
  - Prof Patrick McGorry  
  - The Cat Empire  
  - Mark Seymour  
  - Wally de Becker  
  - Circus Oz  
  - Carolyn Creswell |
| **Annual budget**             | $5,378,800 (2014)  
ASRC receives no federal government funding  
Large group key corporate and other donors and supporters including:  
  - Arnold Foundation |
ASRC has a small specific budget for advocacy activities

<table>
<thead>
<tr>
<th>Focus of organisation’s work</th>
<th>Service provision:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Client services</td>
</tr>
<tr>
<td></td>
<td>Legal services</td>
</tr>
<tr>
<td></td>
<td>Food and aid</td>
</tr>
<tr>
<td></td>
<td>Health services</td>
</tr>
<tr>
<td></td>
<td>Employment, Training and Skills Development</td>
</tr>
<tr>
<td></td>
<td>Education</td>
</tr>
<tr>
<td></td>
<td>Social enterprise</td>
</tr>
</tbody>
</table>

Advocacy on all matters affecting refugees and asylum seekers both at a systemic and individual level – including detention, offshore camps, defunding of legal services, right to work, legislative changes.

<table>
<thead>
<tr>
<th>Focus of organisation’s advocacy work</th>
<th>The ASRC advocates across a range of areas:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Legal advocacy</td>
</tr>
<tr>
<td></td>
<td>Policy advocacy</td>
</tr>
<tr>
<td></td>
<td>Service advocacy</td>
</tr>
<tr>
<td></td>
<td>Community Advocacy and Education</td>
</tr>
</tbody>
</table>

The ASRC’s advocacy goals are to harness support from the Australian community, resulting in the fair treatment of asylum seekers, and to mobilise a multi-sector national solution that drives policies and is responsive to demand.

<table>
<thead>
<tr>
<th>Advocacy activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy development</strong></td>
</tr>
<tr>
<td>Representation at national sector consultations national sector consultations such as the UNHCR and NGO Forums</td>
</tr>
<tr>
<td>Submissions to Government:</td>
</tr>
<tr>
<td>Submissions to Parliamentary Committees:</td>
</tr>
<tr>
<td>Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015</td>
</tr>
<tr>
<td>Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014</td>
</tr>
<tr>
<td>Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Protection and Other Measures) Bill 2014</td>
</tr>
<tr>
<td>Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Regaining Control over Australia’s Protection Obligations) Bill 2013</td>
</tr>
<tr>
<td>Testimony to the Australian Human Rights Commission Children in Detention Inquiry 2014</td>
</tr>
</tbody>
</table>
- **Position papers:**
  - Destitute and Uncertain: the reality of seeking asylum in Australia, 2010
- ASRC considers it has been more effective at state and local government level (rather than federal) in recent years:
  - At a state level – access to emergency medical care, transport, access to TAFE
  - At local council level – housing, access to libraries

### Political engagement
- Limited access to, and influence over, federal Government decision makers (Ministers and advisors), particularly under current government; more engagement with Opposition, cross bench senators and minor party backbench. Overall ASRC feels they have greater influence over the general public and influencers than decision makers.
- Access to departmental bureaucrats has become more difficult, particularly as DIBP has tightened communications with NGO sector; not being funded by government, ASRC has been effectively locked out of departmental information.
- The ASRC works with other agencies nationally on key legal and policy changes such as the Legacy Caseload Bill in 2014 where the ASRC joined other NGOs in a lobbying trip to Canberra. Lobbying was also coordinated with constant communication and teleconferences with the sector,
- Direct lobbying, aimed at improving conditions of asylum seekers living in the community, is managed by the Humanitarian Services Director.
  - Coordinated national campaign seeking the right to work for all asylum seekers living in the community.
  - Over 100 groups signed on to the campaign, with coordinated lobbying. Widescale engagement with key decision makers.
  - Broad commitment by both major parties to right to work for asylum seekers before the 2013 election.
- Hot Potato Campaign
  - Largest ASRC national advocacy and education campaign (first specifically funded advocacy campaign)
  - Worked with key partners, such as Amnesty, RACS and RCOA to deliver the campaign.
  - Reached ten towns from Melbourne to Brisbane in ten days during the 2013 election campaign
  - Hot Potato van seen by one million people

### Media engagement
- Regular media releases:
  - A Year Since Reza Barati Killed, Manus Still Unsafe, 16 Feb 2015
  - Children Must Be Immediately Released From Detention, 11 Feb 2015
  - Government must release man on hunger strike into community detention, not let him die, 16 Jan 2015
  - Government’s Hollow Promise Leaves Children Locked Away, 8 Dec 2014
  - Fight continues to support asylum seekers and restore rights, 5 Dec 2014
  - No win for children if Government Bill passes, 4 Dec 2014
- Children should be released from detention, not bargained away, 28 Nov 2014
- Morrison resorts to bullying tactics and furphies to sell cruel bill, 26 Nov 2014
- Government officials mislead UN Torture Committee, 12 Nov 2014
- Asylum Seeker Privacy Breach Unlawful – Still No Redress for 10,000 Affected, 12 Nov 2014
- ASRC media interviews have increased from 50 in 2012-13 to 150 in 2013-14.
- Media coverage has recently included Legacy Caseload Bill (2014), Hot Potato (2013 election campaign), Pamela Curr (individual advocacy), Right to Work campaign (2013).

### Social media engagement
- 133,700 Facebook friends
- 19,600 Twitter followers

### Community engagement
- Community engagement is a major part of ASRC’s work, and essential to support fundraising for ASRC’s activities. Also assists in terms of building political pressure for political lobbying, as one of ASRC’s major goals is to harness support from the Australian community for the humane and fair treatment of asylum seekers. ASRC recognises that politicians need to see that there is a demonstrable appetite for change in community. ASRC is trying to do more evaluation and planning around impact of these activities.
- **Regular information evenings** – 1000 community attendees at February 2014 information evening (up from average of 400)
- The **Community Speakers Program** seeks to bring the facts about asylum seekers to people in the Australian community by offering a team of engaging and experienced speakers to groups including schools, businesses and other community groups. The speakers who are experienced in working with asylum seekers and passionate about building a better community understanding of asylum seeker issues. They talk to groups about a range of issues, including the work of the ASRC, the Australian refugee determination process, health and welfare issues facing asylum seekers and best practice models for working with asylum seekers.
- The **ASRC Schools Program** provides facts about asylum seekers to school via an interactive and positive learning environment. Upon request, ASRC provides schools with support materials to introduce the topic of asylum seekers to students within the context of History, Civics and Citizenship, Politics and English. The information covers topics such as: Who asylum seekers are, The laws surrounding seeking asylum, Why it’s important to understand the issues facing asylum seekers and facts around the number of people seeking asylum in Australia and internationally. The aims of the program are to:
  - Foster enlightened attitudes towards asylum seekers within primary and secondary schools.
  - Empower young people to advocate for the appropriate rights of those seeking asylum in Australia.
  - Support teachers with curriculum material for use within schools.
- In 2013-14 ASRC public speakers addressed 100 schools and connected with 11,500 people.

### Membership engagement
- Mailing list of more than 13,000 individual supporters who are contacted at least monthly.
- ASRC has active supporter engagement:
  - signing petitions
  - sharing social media facts / information
  - contacting / calling politicians
  - attending vigils
  - contributing submissions
### Social enterprises
- Employing asylum seekers who have the right and capacity to work, ASRC Catering provides for private and corporate functions including celebrations, business conferences, launches, exhibitions and community festivals. Surplus funds generated from the catering business go towards services supporting asylum seekers such as foodbank, counselling, material aid and legal representation.
- ASRC Domestic Cleaning Service, providing employment to asylum seekers who are ineligible for government welfare or who otherwise have been unable to secure employment.

### Individual case work
- ASRC provided legal and individual advocacy assistance to more than 600 individual asylum seekers in 2013-14. ASRC reported occasional success with DIBP releasing individuals from detention or changing conditions, however noted that while ASRC has good access to DIBP for individual cases, this access has deteriorated over the past year.
- Under its Detention Advocacy Program the ASRC has created the position of Detention Rights Advocate, providing support to people in detention (in Melbourne’s two detention centres), especially those who are long term detained, are being arbitrarily detained or require specialised support and advocacy. The role includes private and public advocacy including giving a voice to those in detention. This includes lobbying for an end to mandatory detention, time limits on detention and an end to offshore processing.

### Advocacy and campaigning resources
- Range of fact sheets on the ASRC website, including:
  - Six actions for Asylum Seekers (advice to asylum seekers)
  - Update on Legal Changes for Asylum Seekers (a brief guide to legal changes for seeking asylum in Australia)
  - Timeline of Events (from 2012 until now, a timeline of important policy changes and events)
  - Children in detention
  - Manus Island Detention Centre
  - Nauru Offshore Detention Facility
  - Fast Track Process
  - Australia vs the World (Q&A comparing Australia to the rest of the world in terms of Asylum Seekers and Refugees)
  - Coalition policies on asylum seekers (information on Coalition policies as of May 2014)
  - Operation Sovereign Borders Policy
  - What are Temporary Protection Visas?
  - Asylum Seeker Financial Support (re financial support received by community based asylum seekers)
  - Guide to asylum seeker access to health services in Victoria (aims to provide clarity to health service staff in Victoria on asylum seekers’ health entitlements, housing arrangements and details on who to bill for health services)
- Publication: Asylum seekers and refugees: Myths, facts + solutions
- Graphics and National Directory of Asylum Seeker and Refugee Service Providers also provided on website
## Australian Refugee Association (ARA)

### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>304 Henley Beach Road, Underdale SA 5032</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>08 8354 2951</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.australianrefugee.org">www.australianrefugee.org</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>N/A</td>
</tr>
<tr>
<td>Facebook</td>
<td>australianderugee</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Kirsten Bickendorf, CEO, <a href="mailto:reception@ausref.net">reception@ausref.net</a></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>Approximately 1974</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Service provider</td>
</tr>
<tr>
<td>Number of staff and/ or volunteers (FTE)</td>
<td>ARA’s staff of 38 (FTE unknown) is organised into seven teams:</td>
</tr>
<tr>
<td></td>
<td>- Chief Executive Officer unit</td>
</tr>
<tr>
<td></td>
<td>- Administrative services</td>
</tr>
<tr>
<td></td>
<td>- Community Development services</td>
</tr>
<tr>
<td></td>
<td>- Client services</td>
</tr>
<tr>
<td></td>
<td>- Migration services</td>
</tr>
<tr>
<td></td>
<td>- Youth services</td>
</tr>
<tr>
<td></td>
<td>- Employment services</td>
</tr>
<tr>
<td></td>
<td>Volunteer Board of Management</td>
</tr>
<tr>
<td></td>
<td>ARA has more than 500 volunteers providing more than $1.8mil in value. It received 400 volunteer applications in 2014 and activated 200 volunteers.</td>
</tr>
<tr>
<td></td>
<td>Youth ambassadors program</td>
</tr>
<tr>
<td></td>
<td>Broad range of business, corporate, community, education and employment partners</td>
</tr>
<tr>
<td>Size of membership</td>
<td>~ 2000</td>
</tr>
<tr>
<td>Annual budget</td>
<td>2013-14 total income $2,332,437; total expenditure $2,240,839</td>
</tr>
<tr>
<td></td>
<td>Funding and partnerships with Commonwealth Departments of Social Services and Immigration and Border Protection, SA Department for Communities and Social Inclusion, NGOs and local councils</td>
</tr>
</tbody>
</table>

### Focus of organisation’s work

ARAs believes “in the desire and capacity of refugees to be part of the culture and economic life of Australia.” Its mission is to help refugees become settled and participating citizens of Australia. Its vision is an Australia where refugees are an integral part of a thriving, prosperous community. ARA provides a range of direct services:

- Settlement services
- Migration services
- Employment services
- Youth services

This work is supported by ARA’s policy, advocacy and public education work.

### Focus of organisation’s advocacy work

Reference is made on ARA’s website but no details of their advocacy work is available beyond submission writing.

### Advocacy activities

| Policy development | Submission on Exposure Draft, Freedom of speech (Repeal of s.18C) Bill 2014 |
### Political engagement
- ARA operates as part of coalitions and networks that undertake direct lobbying.
- **Signatory to:**
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.

### Media engagement
- ARA’s media coverage is in local and South Australian outlets including:
  - Amble for ARA (focusing on ARA fun run team), Sunday Mail, North Messenger and Weekly Times Magazine
  - Work without borders, The Advertiser
  - Celebrating South Australia’s rich tapestry of refugees, ABC Adelaide, 19 June 2014

### Social media engagement
- 1905 Facebook friends

### Community engagement
- ARA holds an Annual Oration during Refugee Week, as well as quiz nights, Harmony Day activities and a fun run team.
- ARA has an unofficial ‘artist in residence’ who exhibited ‘Faces of the Refugee Story’ portraits.
- ARA focuses on community development for new and emerging communities through the following programs:
  - Community Leadership Teams Training and Advice
  - Cultural Competency Program
  - Managed and Mentored grants
  - Community Advisor
  - Settlement Action Network
  - Youth services including Homework Club; Skills Shed; Who Am I now?; Be strong, Be safe; Youth mentoring; Learner’s Licence workshops; Nutrition and wellbeing workshops

### Membership engagement
The ARA provides regular newsletters with some policy information.

### Social enterprises
N/A

### Individual case work
- In 2013-14:
  - The migration team assisted 435 clients with 69 applications lodged and 32 successfully granted.
  - Over 1000 clients received casework assistance.
  - Over 2000 referrals were made through ARA casework services.
  - 235 households received accommodation casework services.
  - Emergency Relief was provided 422 times during the year.
  - Over 80 clients received ongoing support from Social Support Program Volunteers.
  - 50 families were assisted to organise airfares and no interest travel loans for their family to come to Australia.
  - 14 Life Skills session were held with over 130 participants.
  - 15 households were involved in the Child Home Safety program.
  - 4 Bi-cultural workers provided casework to their community members.

### Advocacy and campaigning resources
- ARA’s website includes fact sheets:
  - Definitions – asylum seekers, refugees and migrants
  - Myths about asylum seekers and refugees
- The website also has links to other organisations such as Amnesty International and the Refugee Council
## Australia for UNHCR

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>July 2000</th>
</tr>
</thead>
</table>
| **Type of organisation** |  - Not-for-profit company limited by guarantee  
  - Australia for UNHCR is a member of the Australian Council for International Development (ACFID)  
  - Australia for UNHCR is a member of the Public Fundraising Regulatory Association (PFRA) |
| **Number of staff and/or volunteers (FTE)** |  - Australia for UNHCR has 120 staff, including its in-house Face-to-Face fundraising team, and is supported by 32 volunteers.  
  - Over a third of staff are refugees.  
  - A board of seven directors serve in a voluntary capacity. |
| **Size of membership** |  - More than 72,000 active donors, many of whom are regular donors on a monthly basis. |
| **Annual budget** |  - $410,270 (2013 total comprehensive income)  
  - $26.8 million raised in 2014 |
| **Focus of organisation’s work** |  - Australia for UNHCR raises funds for UNHCR’s international humanitarian operations. Funds raised provide life-saving support such as food, water, shelter and other vital assistance to displaced people.  
  - Australia for UNHCR is one of a number of National Fundraising Partners (NFPs) around the world set up with the support of UNHCR to raise funds from the private sector. |
| **Focus of organisation’s advocacy work** |  - Australia for UNHCR undertakes public awareness and education activities to bring about greater understanding about the plight of refugees.  
  - Australia for UNHCR engages prominent and influential Australians including resettled refugees as Special Representatives and spokespeople for their cause.  
  - A key focus is the status of refugee women and girls and the situation around sexual and gender-based violence (SGBV) and prevention and response projects in the Democratic Republic of Congo (DRC). Australia for UNHCR is the single-largest private sector donor in Australia, supporting SGBV programs in DRC, since 2014. |

### Advocacy activities

<table>
<thead>
<tr>
<th>Policy development</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Political engagement</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Media engagement</strong></td>
<td>- Australia for UNHCR has active and longstanding relationships with key media organisations across Australia, including the Australian Broadcasting Corporation (ABC), the Special Broadcasting Services (SBS), Fairfax Media Limited, The Guardian Australia, the Australian Women’s weekly, and other independent media organisations.</td>
</tr>
</tbody>
</table>
- Australia for UNHCR also publishes donor magazines and newsletters each quarter to show donors how funds raised support refugees, and to connect donors with the work of UNHCR more broadly.
- Australia for UNHCR’s news headlines tend to focus on international UNHCR issues and activities. For example:
  - UNHCR Legal Position: Despite court ruling on Sri Lankans detained at sea, Australia bound by international obligations, 5 Feb 2015
  - UNHCR Joint Statement on Protection at Sea in the Twenty-First Century, 11 Dec 2014
  - Food Crisis: Comedian and Actor Jane Turner calls for Australians to take action, 9 Dec 2014
  - UN Refugee Agency calls on States to end the immigration detention of children, 21 Nov 2014

<table>
<thead>
<tr>
<th>Social media engagement</th>
<th>92,258 Facebook friends</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>27,200 Twitter followers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia for UNHCR’s signature event is the annual World Refugee Day breakfast, planned around World Refugee Day (20 June each year), as well as numerous donor and public events including donor briefings, photo exhibitions and seminars.</td>
</tr>
<tr>
<td>Australia for UNHCR also have a very active community fundraising program which supporters undertake marathons, cake bakes, mountain climbs to raise funds and visibility for their cause. Activities include Mount Kilimanjaro Climb for Refugees, Mother’s Day Lunch, a literary lunch and donor briefings.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia for UNHCR engages financial and non-financial supporters through regular social media posts and monthly eNewsletters which include articles, photography and videos.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social enterprises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some income generating projects undertaken in refugee camps and communities internationally:</td>
</tr>
<tr>
<td>- In 2014, Australia for UNHCR initiated a three-year commitment to support SGBV projects in DRC that provide protection and livelihood services for women, including income-generating activities.</td>
</tr>
<tr>
<td>- Australia for UNHCR also support a livelihoods program for urban refugee women in Kampala, Uganda.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individual case work</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy and campaigning resources</td>
<td>Regular use of YouTube videos to promote UNHCR’s work</td>
</tr>
</tbody>
</table>

**ChilOut**

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Website</td>
</tr>
<tr>
<td>Twitter</td>
</tr>
<tr>
<td>Facebook</td>
</tr>
<tr>
<td>Contact person / details</td>
</tr>
</tbody>
</table>
## Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Not for profit community organisation</td>
</tr>
</tbody>
</table>

### Number of staff and/or volunteers (FTE)
- ChilOut has 9 members, 7 Committee members and two staff members including a part-time Campaign Coordinator, who has responsibility for leading ChilOut’s advocacy efforts.
- ChilOut is supported by volunteers and ambassadors

### Size of membership
- Email list of 7300

### Annual budget
- ChilOut relies on donations from the general public and from a small number of benefactors to operate and fight for the rights of children in immigration detention.
- As a registered charity, all donations greater than $2 made to ChilOut are tax deductible.
- ChilOut is supported by John Connolly & Partners and the Ambassador Program is supported by the Planet Wheeler Foundation

### Focus of organisation’s work
- Campaigning, advocacy and policy development (through submissions) for the release of children and their families from immigration detention (including on Nauru), and to change laws to reflect the international instruments that Australia has signed.
- ChilOut believes children should only be detained for the minimum time required for health and identity checks – ideally no longer than 7 days – and Australian laws should be amended to enshrine this outcome.

### Focus of organisation’s advocacy work
- ChilOut aims to:
  - Increase public awareness of the plight of children inside Australia’s immigration detention centres
  - Provide accurate information to the public

## Advocacy activities

### Policy development
- Submissions and letters to Government:
  - ChilOut submission to [Expert Panel on Asylum Seekers](#), July 2012
  - Letter to Minister for Immigration (Bowen), Re sending children from community detention to secure detention, Dec 2011
- Submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Submission to Senate Inquiry on Crimes Amendment (Fairness to Minors) Bill 2011, Jan 2012
  - Submission to Senate Inquiry on Deterring People Smuggling Bill 2011, Nov 2011
- Submissions to the Australian Human Rights Commission
  - [AHRC Inquiry into Children in Immigration Detention](#), May 2014
- Child Experts Roundtable:
  - To situate children in detention as an issue of Child Protection, ChilOut coordinates a Child Experts Roundtable, comprising
Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia

### Political engagement
- ChilOut is apolitical and lobbying trips to Canberra often attract multi-party support, though Coalition is more difficult.
- ChilOut has maintained good relationships with departmental bureaucrats.
- ChilOut is one of a group of NGOs who joined forces in early 2015 to try and make the release of the Australian Human Rights Commission’s Forgotten Children Report a turning point in the push for the release of all children from immigration detention – Sign the Kids Out Petition.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

### Media engagement
- ChilOut tries to combat misinformation in the media and get positive stories about refugees into the community
- Regular media releases:
  - ChilOut joins 202 organisations to end kids detention, 13 Feb 2015
  - ChilOut Condemns New Laws and Use of Children as Political Pawns, 5 Dec 2014
  - ChilOut Urges Government: Implement UN Recommendations, 1 Dec 2014
  - ChilOut letter to Senators on legislation before parliament, 25 Nov 2014
- Regular media appearances by ChilOut coordinators and Ambassadors on TV, radio interviews, print media stories in major dailies, online media stories. Chilout is recognised as the go-to organisation for information in relation to children in detention.
- Active social media presence

### Social media engagement
- 3100 Facebook friends
- 1700 Twitter followers

### Community engagement
- ChilOut’s **Youth Ambassadors Programs**, have been run in 2004 and 2012, as well as the current program which has just started, join young former refugees and Australian-born young people to participate in awareness raising activities in the Australian community about children in detention. Their stories and activities emphasise the serious harm done to children in detention centres.
- Petitions
  - Feb 2014 Petition to Minister Morrison commenced
  - Stop Closure of Inverbrackie
  - Not in my name global petition
- Awareness raising events
- Free The Children - DIY Event kit

### Membership engagement
- Free monthly newsletter distributed to approximately 7300 subscribers
- Supporters are encouraged to:
  - Tweet their MP
  - Raise issues on children in detention with Minister
  - Lobbying
  - Write letters
  - Sharing social media

### Social enterprises
N/A
Coalition for Asylum Seekers, Refugees and Detainees (CARAD)

Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>Trinity Refugee Centre, 245 Stirling Street, Perth WA 6000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(08) 9227 7322</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.carad.org.au">http://www.carad.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>CARAD11</td>
</tr>
<tr>
<td>Facebook</td>
<td>CARADWA</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Melissa Goh, Office Manager, <a href="mailto:office@carad.org.au">office@carad.org.au</a></td>
</tr>
</tbody>
</table>

Organisational background

Date of establishment Formed in 2000, when the Australian government issued TPVs.

Type of organisation Independent West Australian-based NGO

Number of staff and/or volunteers (FTE)

- CARAD currently employ three staff:
  - FT Manager of Volunteers / Community Relations Manager (Opening Doors)
  - Case Manager (15 hours a week)
  - Office Manager (15 hours a week)
- In 2015, they are employing an extra part time, front line worker to assist the Critical Case Manager.
- Over 100 active volunteers meet regularly with clients in the community to offer homework support, ESL support, social support and other assistance. In 2013-14, this represented 16,500 volunteer hours
- Volunteer Management Committee

Size of membership ~ 200 members, 450 previous / current volunteers, 1300 newsletter subscribers

Annual budget

- In 2013-2014
  - Income: $297,500
  - Expenditure: $306,500
  - Grants and donations made up 85% of CARAD’s income (tax deductible donations)
- "Funding our programs is a constant challenge. We rely heavily on membership fees and donations of time and money to continue our operations."
- CARAD receives support from: Lotterywest, charitable trusts and the WA State Government’s Office of Multicultural Interests as well as donations from church organisations and generous individuals.

Focus of organisation’s work

- Organisation purpose: to provide advocacy and support for those who are asylum seekers, refugees or detainees in Western Australia.
- CARAD’s Strategic Plan outlines its priorities:
  - Strategic advocacy on all government levels
  - Increase recognition in the community and political arena
- Monitor and map changed, new and emerging needs
- Monitor service provided by others
- Respond to identified new and emerging needs
- Ensure that support provided is of high quality and effective

- Current functions include:
  - Agency of last resort for persons who have applied for protection and hold a bridging visa
  - Advocacy for individuals
  - Home tuition ‘Opening Doors’ program for school-children and for parents (State Government funded and supported) (funded until June 2015)
  - A range of practical support for people with a refugee backgrounds, including student support; English as a Second Language and settlement support for adults; Welfare support, including short term accommodation, material aid and assistance with living expenses to those not eligible for assistance from government services
  - A volunteer visiting, advocacy and referral service with asylum seekers in IDCs.
  - Community awareness (including participating in events of welcome, multiculturalism and inclusion; public speaking engagements; supporting other like-minded organisations)

- Since its inception CARAD has assisted more than 5000 refugees and asylum seekers in Western Australia with its services.

Focus of organisation’s advocacy work

- CARAD undertakes strategic advocacy to all levels of government to improve the situation for their clients, as well as increase recognition in the community and political arena to help the community to understand issues from an alternative perspective to that represented in mainstream media.

- CARAD advocates for:
  - The swift processing of all asylum claims
  - All community based asylum seekers to have either work rights or access to sufficient financial support from the government
  - Humanitarian visas for all long-term detainees who are unable to return to their country.

- CARAD opposes:
  - Mandatory detention of all asylum seekers, especially children
  - Involuntary returns of asylum seekers
  - Privatised detention centres
  - The creation of exclusion zones and off-shore detention centres

Advocacy activities

Policy development

- Written submissions to Parliamentary Committees.
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014
  - Joint Select Committee on Australia’s Immigration Detention Network, 2012

Political engagement

- CARAD members and staff regularly meet with community stakeholders and government agencies. They lodge submissions to Senate Committees, and lobby members of parliament on issues affecting asylum seekers, refugees and detainees. CARAD reports having some strong advocates and people with influence in their volunteer cohort and supporter base.
In 2014, CARAD advocacy included:
- Making asylum seekers eligible for concession fares on public transport (without HCC)
- Lobbying for access of asylum seeker children to state schools
- Trying to raise money to enable CASE for Refugees to provide pro-bono legal service to asylum seekers
- Raised concerns about Yongah Hill Immigration Detention Centre with Dept Immigration and forwarded these to Commonwealth Ombudsman.

Signatory to:
- Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
- Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
- ACOSS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

**Media engagement**

Media engagement tends to be focused in WA: radio interviews and print coverage in The West Australian.

**Social media engagement**

- 1586 Facebook friends
- 240 Twitter followers
- CARAD uses social media to increase public awareness on the policy developments, conditions and treatment of asylum seekers, refugees and detainees in Australia, as well as on related events and CARAD’s work.
- CARAD have recently updated their website to make it more accessible.

**Community engagement**

- In 2013-14 CARAD participated in over 50 community events, consultations, meetings, public forms, media interviews, training courses, exhibitions and presentations to churches, community groups, schools and universities. Examples include:
  - Out of the Dark lecture
  - Presentations to schools
  - US Students Tour Group
  - Western Australians Transcultural Mental Health & Australasian Refugee Conferences
  - Community candle-light vigil for Vietnamese Refugees
  - Helped organise rally in April 2013 that turned out nearly 1000 people.

**Membership engagement**

- CARAD’s supporters attend protests; write letters to the editor, MPs and government agencies and provide support to asylum seekers at meetings.
- CARAD sends members and subscribers monthly newsletters by email with a summary of CARAD’s main news and related Perth-based events

**Social enterprises**

N/A

**Individual case work**

In 2013-14, 172 new clients

**Advocacy and campaigning resources**

N/A
### Darwin Asylum Seeker Support and Advocacy Network (DASSAN)

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
<tr>
<td><strong>Number of staff and/or volunteers (FTE)</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
</tr>
<tr>
<td><strong>Focus of organisation’s work</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Focus of organisation’s advocacy work</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy development</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
• DASSAN has representatives on a number of committees and bodies, including:
  – Darwin Immigration Detention Centre Community Consultative Group
  – Refugee Action Collective National Meetings
  – National ASIO Assessments Working Group
  – National Refugee Advocates Meetings
  – Refugee Council of Australia NGO and Advocates Meetings
  – Darwin Refugee Services Network - NTCOSS asylum seeker NGO network

**Political engagement**
• DASSAN regularly meets with local politicians
• Signatory to:
  – Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.
  – ACOSS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

**Media engagement**
• DASSAN is regularly sought for comment by local media, particularly on detention issues on Darwin facilities.

**Social media engagement**
• 832 Facebook friends
• 916 Twitter followers

**Community engagement**
• One of DASSAN’s key areas of focus is community awareness and education, which is directed towards challenging the fear and misinformation in the community.
  – DASSAN maintain a website with extensive links to information, send out a weekly update, have a Facebook page, hold community events with high profile speakers, organise film nights and speak to community organisations.
  – DASSAN also has a weekly market stall each Sunday morning at Nightcliff, which acts as a shopfront and information desk, and where they ‘answer questions, dispel myths, promote events, collect signatures for petitions, provide information on DASSAN activities, and welcome new volunteers.’

**Membership engagement**
• According to its website, DASSAN members visit and write letters to people in detention, write letters to media and politicians, spread information, advocate for individuals and on asylum issues in general, organise public events and much more.
• DASSAN has monthly meetings as well as its weekly market stall.

**Social enterprises**
N/A

**Individual case work**
N/A

**Advocacy and campaigning resources**
• Weekly online news update covering key issues
• DASSAN’s website has a ‘resources’ section, including a report [Asylum Seeker Advocacy in the Northern Territory: Beyond 2014](#)
## Organisational details

| Address     | 24 McLachlan Street, Darwin NT 0800  
|            | PO Box 1930, Darwin NT 0801 |
| Phone       | (08) 8985 3311 |
| Website     | http://melaleuca.org.au/ |
| Twitter     | |
| Facebook    | melaleucacentre |
| Contact person / details | Caz Coleman, Director, director@melaleuca.org.au |

## Organisational background

### Date of establishment
1996 (originally established as Torture Trauma Survivors Service of the NT Incorporated; became Melaleuca in 2002)

### Type of organisation
- A community-controlled, not-for-profit association governed by a voluntary Committee of Management elected from Melaleuca’s associate members.
- Member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT).

### Number of staff and/ or volunteers (FTE)
- 40 staff
- ~ 60 volunteers

### Size of membership
~ 700 members and supporters

### Annual budget
- 2013-14 total income $4.7mil; total expenditure $4.5mil; surplus for year $169,119
- Melaleuca is funded by various Federal and Territory government departments, as well as Darwin City Council

### Focus of organisation’s work
- Melaleuca provides services for resettlement and healing of refugee survivors of torture and trauma, their families and community. Melaleuca assists people arriving in Darwin both through the offshore refugee and humanitarian program and the onshore refugee status determination program and is the only service in Australia that works across the settlement of offshore arrivals and torture and trauma counselling for detention and community clients.
- Melaleuca’s counselling team provides support to clients in community and asylum seekers in detention centres in Darwin.
- The Training and Education Service provides specialist knowledge and tailored, relevant training to professionals to work more effectively with those who have suffered trauma and with refugee communities.
- Newly Arrived Youth Support Services (NAYSS) provides support for young people from refugee background aged 12 - 21 years who have moved to Australia in the last five years and are at risk of homelessness. NAYSS services to support young refugee people connect to community, settle into life in Darwin and overcome any challenges they may be facing. In 2013-14, over 50 young people of refugee background were assisted to participate in activities including swimming program (in partnership with Royal Life Saving NT Swim), Couch Surfing with incorporation from Anglicare (Youth Week Program), Youth Parliament (YMCA) and Youth Café - World Refugee Day - training in hospitality and employment skills.
- The Early Settlement team provides a full range of settlement services to newly arrived families and individuals of refugee background, including holistic case-coordination and orientation service, help accessing local health services and long term accommodation, counselling services, social support volunteers and community development programs.
Focus of organisation’s advocacy work

- Melaleuca describes its advocacy goals as ‘client focused at all times to achieve better services or standards for individuals or groups’.
- Melaleuca undertakes ‘solution focused private negotiation’ with service providers, the Department of Immigration and Border Protection (DIBP) or the Government to try and resolve problems, adopting public awareness approaches to highlight solutions as well as gaps.
- Focused on evidence based options to achieve sustainable and evidenced change.

Advocacy activities

Policy development

N/A

Political engagement

- Melaleuca has strong connections with decision makers, particularly bureaucrats, primarily through Melaleuca’s Director Caz Coleman who has served on many government advisory and consultative committees and groups. These roles have included being a member of the federal government’s Minister’s Council on Asylum Seekers and Detention (MCASD), (formerly the Council for Immigration Services and Status Resolution) and a member of the Northern Territory Ministerial Advisory Council for Multicultural Affairs.
- Melaleuca advises that it is successful in most cases in addressing client based issues, when raised with service providers or DIBP, but is very conscious of limitations associated with distance of Darwin from Canberra.
- However, Melaleuca’s location (being an agency in a small town) does offer some advantages in terms of access to local candidates and media.
- Signatory to:
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.

Media engagement

- Melaleuca advises that access to media is easier given the lack of many other agencies giving voice to refugee and asylum issues in the NT: facilitates a strong voice for the centre.
- Melaleuca is regularly sought for comment by local media, for eg on Human Rights Commission report on ABC TV, on indefinite detention on ABC radio.
- Melaleuca activities such as Football Without Borders (which it auspices) have had wide media coverage.

Social media engagement

- 543 Facebook friends

Community engagement

- Client-focused activities often involve the broader community eg Football Without Borders; other times Melaleuca clients get involved in community events eg ‘OzFusion’ – Multicultural Australia Day when Melaleuca brought talented performers of refugee background to the front stage.
- Melaleuca is involved in series of events for Refugee Week 2015 – Refugee World Cup soccer, film night, youth picnic and welcome lunch. In 2014 over 1000 people attended World Refugee Day, which included 9 food stalls with participating community members provided accredited food handling training.
- Working with the Hazara community, increased public awareness of the refugee experience through public film event featuring “Mary meets Mohammad.”
- Melaleuca publishes its newsletter twice a year.

Membership engagement

N/A

Social enterprises

N/A

Individual case work

- In 2013-14, Melaleuca provided a range of services. Counselling sessions included:
– 480 program of Assistance to Survivors of Torture and Trauma sessions.
– 1524 Torture and Trauma Counselling Services (Detention) sessions.
– 20 Bridging Visa E clients sessions

• Other services included early settlement services provided to 119 arrivals in Darwin (15 families and 29 individuals); nearly 50 group orientation sessions delivered; 116 arrivals were housed in Melaleuca short term accommodation; and five intensive workshops were conducted with 47 adults and youth participants engaging in parenting and conflict resolution topics.

Advocacy and campaigning resources N/A

Refugee Council of Australia (RCOA)

Organisational details

Address Suite 4A6, 410 Elizabeth Street, Surry Hills NSW 2010
Phone (02) 9211 9333
Website www.refugeecouncil.org.au
Twitter OzRefugeeCounc
Facebook RCOA
Contact person / details Paul Power, CEO, ceo@refugeecouncil.org.au
Effie Mitchell, Office Manager, manager@refugeecouncil.org.au

Organisational background

Date of establishment November 1981
Type of organisation • A non government not for profit organisation registered as an incorporated association in the Australian Capital Territory
• RCOA is the national umbrella body for refugees and the organisations and individuals who support them

Number of staff and/or volunteers (FTE) • 10 staff (6.7 FTE)
• Includes Research Coordinator, Information and Policy Coordinator; International Policy Coordinator and Communications Manager

Size of membership • 200 organisational members and approx 900 individual members
• RCOA also has a supporter base of several thousand people across social media networks and mailing lists

Annual budget • Approx $700,000
• RCOA is funded through contributions from its members and supporters and by project grants from philanthropic bodies and government agencies
• At various stages in its history, RCOA has received a limited amount of core funding from the Australian Government, through the Department of Immigration. This funding was withdrawn in 2002, restored in 2008-09 and withdrawn again in 2014.
• Donations to the RCOA are tax-deductible.
• In 2012-13, RCOA’s income was $559,230; in 2013-14 it was $966,700 following a $280,000 increase in public donations after the Federal Government cut RCOA’s core funding (significant govt funding and donations in the same year will not be repeated).

Focus of organisation’s work • RCOA’s goal is to work with its members in promoting the development of humane, lawful and constructive policies towards refugees and asylum seekers.
seekers by Australian and other governments and their communities.

- According to RCOA’s 2011-15 Strategic Plan, during this period RCOA will work with its members towards:
  - Promoting better opportunities and improved services and support for refugees settling in Australia;
  - Promoting fairer government policies for people seeking asylum in Australia;
  - Promoting more effective systems of international protection for refugees and asylum seekers;
  - Promoting increased public support for refugees;
  - Enhancing the capacity of RCOA to achieve its organisational goals.

- RCOA’s own work is centred around:
  - Research and policy analysis
  - Advocacy and representation
  - Community education and awareness raising

Focus of organisation’s advocacy work

According to its website, RCOA’s advocacy and representation efforts are aimed at ‘...advocacy with the Australian Government and international bodies such as UNHCR through government dialogues on migration and human rights issues; regular correspondence with Government and UNHCR officials; national and state advisory committees; presenting evidence to parliamentary and international inquiries; regular meetings with politicians, government officials and representatives of UN and international agencies; and taking part in conferences and key international meetings on refugee and asylum issues.’

Advocacy activities

Policy development

- RCOA is a regular participant or member in several advisory committees, networks and meetings with the Department of Immigration and Border Protection (eg, the NSW Asylum Seeker and Refugee Forum (NASRF), chaired by NSW DIBP and until recently meeting twice a year; the Onshore Protection Consultative Group (OPCG), chaired by DIBP, a national forum focusing specifically on issues relating to refugee status determination). As such RCOA is in regular contact with many key staff members within DIBP, both through these formal mechanisms and informally.

- Submissions to Government:
  - Annual intake submissions to the Department of Immigration and Border Protection’s on the Refugee and Special Humanitarian Program
  - Response to the Department of Immigration and Border Protection’s discussion paper, Offshore Refugee and Humanitarian visas: Creating a simpler framework, February 2015
  - Submission the Department of Social Services for the Evaluation of Humanitarian Settlement Services and Complex Case Support programmes, December 2014
  - Submission to the Department of Social Services Review of Australia’s Welfare System, August 2014
  - Submission to the Commonwealth Attorney-General on changes to the Racial Discrimination Act 1975, April 2014
  - Submission to the Expert Panel on Asylum Seekers, July 2012

- Submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014, October 2014
- Senate Legal and Constitutional Affairs Committee Inquiry into Migration Amendment (Character and General Visa Cancellation) Bill 2014, October 2014
- Senate Legal and Constitutional Affairs Committee Inquiry into the Migration Amendment (Protecting Babies Born in Australia) Bill 2014, August 2014
- Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Protection and Other Measures) Bill 2014, August 2014
- Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Regaining Control over Australia’s Protection Obligations) Bill 2013, January 2014

- Submissions to the Australian Human Rights Commission
  - Consultations on sexual orientation, gender identity and intersex rights, February 2015

- Submissions to UN bodies:
  - Submission to the United Nations Committee Against Torture on Australia’s compliance with the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, October 2014

- Participation in UNHCR meetings:
  - Each year a RCOA representative attends the annual United Nations Commissioner for Refugees Executive Committee (ExCom) meetings in addition to UNHCR’s Annual Consultations with NGOs (UNHCR-NGO Consultations) and Annual Tripartite Consultations on Resettlement (ATCR) in Geneva.

- Research reports and papers on various issues including asylum seekers. For example:
  - Analysis of progress in implementing the recommendations of the Expert Panel on Asylum Seekers, February 2013
  - Briefing paper on High Court judgement on ASIO security assessments, October 2012

### Political engagement

- RCOA generally has good access to policy and decision makers, and has built solid relationships with several parliamentarians and their advisors, though access varies between parties. RCOA have found it difficult to access most crossbench Senators.

- While in the past RCOA would be part of joint advocacy / lobbying trips to Canberra to meet with multiple parliamentarians, the emphasis is now on one-on-one meetings, sending materials. For example, in September 2014 the RCOA CEO wrote to Federal cross-bench parliamentarians, urging them to reject the renewed push to Temporary Protection Visas (TPVs), with an accompanying Policy Brief.

- RCOA manages the A Just Australia campaign, the two organisations having merged in 2009. RCOA retained its formal structure, incorporating AJA as its public education and advocacy wing. The AJA campaign is in the process of being redeveloped in line with RCOA’s new advocacy strategy.

- RCOA is currently finalising its 2015 advocacy strategy. RCOA have run campaigns focused on Offshore processing. TPVs, children in detention, the Asylum Legacy Caseload Bill and Australia’s Humanitarian Program.

- RCOA regularly coordinates joint statements by Australian non government organisations
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, Apr 2015
  - Joint Statement on ending the detention of children, Feb 2015
  - Joint Statement objecting to divisive use of “illegal”, Nov 2013
– Joint statement on a risk based approach to immigration detention, Jun 2011
– Joint statement on a regional protection framework, Aug 2010
– Joint statement on the Australian asylum processing suspension, May 2010

• RCOA writes letters to government representatives:
  – Letter to the Hon Scott Morrison, Minister for Immigration about the Code of Conduct for asylum seekers and comments about overcrowding, 31 Dec 2013
  – Letter to Secretary of Department of Immigration Martin Bowles about the reduction in Asylum Seeker Assistance Scheme payments to young adult asylum seekers, 31 Dec 2013
  – Appeal to the Hon Tony Abbott, Prime Minister of Australia, about the use of the term ‘illegal maritime arrivals’, 5 Nov 2013

Media engagement

• RCOA issues regular media releases:
  – Australia cannot dismiss credible UN report on torture, 9 Mar 2015
  – Attacks on Human Rights Commissioner distract attention from protecting children, 25 Feb 2015
  – Change the law to stop politicians locking up children: 200 organisations speak out, 13 Feb 2015
  – Escalating tensions on Manus Island cause fear for another tragedy, 19 Jan 2015
  – Australia’s focus on deterrence challenged in global forum, 11 Dec 2014
  – Asylum laws will fast-track vulnerable people to danger, 5 Dec 2014
  – Prime Minister urged to remove all children from immigration detention, 2 Dec 2014
  – UN Committee takes aim at Asylum Legacy Caseload Bill, 1 Dec 2014
  – End to resettlement from Indonesia adds insult to injury, 20 Nov 2014
  – Temporary Protection Visas will separate families indefinitely, 14 Nov 2014
  – Australia’s asylum policies criticised at UN Committee Against Torture, 11 Nov 2014
  – Refugee community members call for Parliament to reject migration bill, 7 Nov 2014
  – Australia must stop returns following torture of asylum seeker, 7 Oct 2014
  – Australia condemned as nations focus on global refugee crisis, 4 Oct 2014
  – Internal investigation inadequate response to sexual assault allegations, 1 Oct 2014

• RCOA staff regularly contribute media commentary, for example:
  – Scott Morrison cuts off access to Australia for refugees in Indonesia, SMH, 18 Nov 2014
  – Immigration detention inquiry: Refugee Council says any staff involved in cover-up of asylum seekers’ mental health issues must be sacked, ABC News, 1 Aug 2014
  – Abbott rejects refugee double standard, SBS, 20 May 2014

Social media engagement

• 6559 Facebook friends
• 5784 Twitter followers
### Community engagement

- Community engagement is an area of gradual growth for RCOA, with a particular emphasis on involving refugees themselves in participating and speaking publicly.
  - RCOA are establishing a pilot program in Victoria – Refugee Communities Advocacy Network, which aims “to give people of refugee background an opportunity to discuss, prioritise and advocate on local, state, national and international issues of concern including Australia’s refugee and humanitarian program, family reunion, employment, education, housing, asylum policies and international refugee protection.”

- RCOA’s **Face to Face schools program** is an incursion program for schools in the Sydney and Melbourne metropolitan areas and Wollongong region, focused on learning about refugees and their contribution to Australia. A representative from RCOA and a speaker from a refugee background present to students, teachers and other interested groups about the refugee experience. The program builds on a highly successful pilot program held in Sydney, Melbourne and Wollongong in 2013-14.
  - Interactive presentations (one hour) and workshops (two hours) cover topics such as
    - who refugees are and where they come from
    - facts about refugees worldwide and in Australia
    - the conditions refugees face overseas
    - Australia’s refugee policies
  - The refugee speakers share personal stories of their journey to safety and give students the opportunity to learn face-to-face about refugees, their experiences and their contributions to Australia. The presentation package includes a comprehensive Resource Guide for teachers containing links to lesson plans, follow-up activities and further reading, as well as information on how to support and advocate for people from refugee backgrounds.
  - The program links with topics or learning outcomes in the Australian Curriculum including English: Year 6 / Year 8 / Year 10; History: Year 6 / Year 10; Intercultural Understanding Year 6 / Year 8 / Year 10 and Cross Curriculum Priorities: Asia and Australia's Engagement with Asia
  - RCOA charges at three different rates, from $600-$1200 for a single presentation.

- RCOA staff and Board members regularly give speeches at events.

- RCOA coordinates the **Refugee Welcome Zone initiative**, where Local Government Areas signing the Refugee Welcome Zone Declaration, which is “a commitment in Spirit to welcoming refugees into our community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in our community”. More than 100 Local Government Areas have declared themselves Refugee Welcome Zones.

- RCOA leads **Refugee Week** events, held to coincide with World Refugee Day (20 June) each year. Refugee Week raises awareness about the issues affecting refugees and celebrate the positive contributions made by refugees to Australian society.

### Membership engagement

- RCOA’s members and supports are encouraged to take advocacy action including writing letters to parliamentarians, publicly demonstrating against government policies, media engagement and opinion pieces.
  - Many of RCOA’s member organisations are themselves involved in the same types of advocacy activities.

- RCOA’s **Write to Be Heard campaign** aims for supporters to regularly consider a current issue of concern to asylum seekers and refugees and write to their political representatives about it, emphasising that many fair-minded Australians oppose policies which punish and harm people who have sought Australia’s protection from persecution. RCOA provides tips for letters as well as contact details for Parliamentarians.
- RCOA produces a monthly e-mail bulletin, sent to a list of 7000, that contains latest news and developments in refugee and asylum seeker policy, events, resources, opportunities and media coverage on refugee and asylum seeker issues.

### Social enterprises

N/A
However the RCOA website documents ‘Bright Ideas’, highlighting innovative programs, initiatives and projects developed to support refugees and asylum seeker – some of which are social enterprises.

### Individual case work

Occasional advocacy for individuals in certain circumstances, or to highlight a broader policy problem as exemplified by a particular case, but currently no systemic case work.

### Advocacy and campaigning resources

- RCOA has produced an extensive range of Factsheets, including:
  - Myths about Refugees
  - Refugee stories
  - FAQ: refugees, asylum seekers and Australia's refugee and humanitarian program (covering Who are refugees? What is the difference between a refugee and an asylum seeker? What is the difference between a refugee and a migrant? Are asylum seekers who arrive by boat “illegal immigrants”? Are asylum seekers “queue jumpers”? Do refugees receive higher social security payments than age pensioners? How many refugees does Australia settle each year? How many people are currently in immigration detention?)
  - Definitions (covering Who are refugees? Who are asylum seekers? What is the difference between a refugee and a migrant? Internally Displaced Persons and “Climate refugees”?)
  - Australia’s Refugee and Humanitarian Program (covering Onshore program, Offshore program, Onshore / offshore link, Contributions of refugees, History, Timeline)
  - Asylum Seeker Issues (covering Mandatory detention, Boat arrivals, Offshore processing, Community-based asylum seekers, Temporary Protection visas)
- RCOA produces policy briefs – concise overviews of key issues in refugee and asylum seeker policy:
  - Asylum Legacy Caseload Bill 2014, Nov 2014
  - Temporary Protection Visas, Sept 2013
  - A better way: Regional cooperation, Jun 2013
  - How many children are in immigration detention? Mar 2013
  - Refugees in indefinite detention, Mar 2013
- RCOA annually prepares a summary of refugee-related spending in the Federal Budget.
- Prior to the 2013 election, RCOA published a summary of party positions on Refugee Policy for 2013 Federal Election (Aug 2013) and a guide to refugee policies of minor party candidates for the 2013 Senate election (Sept 2013)
- RCOA’s website also provides statistics, resource guides and educational tools, as well as state by state service directories.
## RISE: Refugees, Survivors and Ex-detainees

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
</tbody>
</table>
| **Type of organisation** | • Not for profit incorporated association  
• RISE - Refugees, Survivors and Ex-detainees is the first and only refugee and asylum seeker welfare and advocacy organisation in Australia, entirely governed by refugees, asylum seekers, and ex-detainees.  
• RISE represents and is connected with over 30 community groups (including Afghan, Burmese, Eritrean, Ethiopian, Iranian, Iraqi, Kenyan, Rohingya, Somali, Sudanese, Syrian and Tamil) |
| **Number of staff and/ or volunteers (FTE)** | • As at end of 2013 no FT paid employee  
• ~ 30 person project and administrative team. Website notes that many of RISE’s workers also experienced the difficulties of settling in Australia and have in-depth knowledge of the political, legal, social and community welfare system in Australia.  
• Governed by Board of Directors, drawn from diverse refugee backgrounds with strong connections within the community, and five person RISE Advisory Committee  
• In 2014, more than 300 volunteers |
| **Size of membership** | • RISE views those who seek assistance from RISE as ‘members’, not ‘clients’.  
• In 2013-14 RISE membership grew beyond 2000 |
| **Annual budget** | • RISE describes itself as a “grassroots organisation, operating at the grassroots level”: existing on limited funding, mostly donations  
• 2013-14 net assets $194,000  
• RISE has tax deductibility status |
| **Focus of organisation’s work** | • RISE’s vision is “a society in which refugees and asylum seekers are welcomed, respected, safe and in which we can flourish and achieve our full potential.”  
• RISE was established to increase refugee and asylum seekers’ participation and enable refugees to build new lives by providing advice, engaging in community development, enhancing opportunity and campaigning for refugee/asylum seeker rights.  
• RISE’s work revolves around their Advocacy Program, acting on their members’ behalf to improve government and non-governments policies and attempting to generate positive social change for our communities.  
• RISE’s projects and services aim to redress social barriers and empower refugee and asylum seeker communities to actively participate in the wider society. Services include:  
  - Settlement support services  
  - Job seeker support services  
  - A daily drop-in service operating from 10am to 6pm  
  - Driving lessons to attain ‘L’ and ‘P’ plates |
Focus of organisation’s advocacy work

- ESL classes and Educational programs
- Emergency material aid
- Computer programs
- Food bank
- RISE resource library
- Free internet access
- Music and arts projects for youth
- Recreational activities and events

RISE’s website states that its Advocacy team “seeks to generate positive political and social change in respect to attitudes and policies impacting refugees and asylum seekers. We achieve this by engaging with various bodies to advocate for refugee and asylum seeker rights, advance appropriate refugee and asylum seeker policies and encourage balanced and accurate media coverage of refugee and asylum seeker issues.”

- RISE particularly advocates that government should ensure that refugee and asylum seeker communities have a more active participatory role in policy development and implementation: “Nothing about us without us”.

- RISE campaigns to:
  - End mandatory and arbitrary detention of asylum seekers and implement more effective, humane and legal alternatives.
  - Ensure preliminary assessment including medical checks and security checks are done while asylum seekers are in the community.
  - Make Australia’s refugee and asylum seeker policies part of a global solution for victims of war and persecution.
  - Ensure independent bodies such as refugee and asylum seeker advocacy groups and humanitarian organisations are part of a more transparent and accountable refugee and humanitarian visa application and settlement process.
  - Increase the offshore humanitarian intake quota and delink this quota from onshore arrivals.
  - Ensure all refugees are settled as soon as possible when they arrive in Australia and are given access to permanent housing, education opportunities and other essential services.

- Advocacy issues in 2013-14 identified as tackling improvement in the following areas:
  - Refugee welfare system
  - Detention policies
  - Offshore Processing
  - Refugee social system
  - Under-servicing faced by refugees
  - Education provided to refugees

- Campaigns in 2013-14:
  - Highlighting refugee issues during the September 2013 election, publishing an information kit on government policies and misinformation titled Stop-The-Rot.
  - Boycott and Divestment from the Immigration Detention industrial complex - endorsed call for a boycott of the 2014 Sydney Biennale, sponsored by Transfield Foundation.
  - Highlighting global issues that affect RISE members

- 2015 campaign: Close down Manus Detention Camp
### Advocacy activities

<table>
<thead>
<tr>
<th><strong>Policy development</strong></th>
<th>Written submissions to Government:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Attorney General’s office re Exposure Draft Bill proposing amendments to the Racial Discrimination Act, April 2014</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Political engagement</strong></th>
<th></th>
</tr>
</thead>
</table>

| **Media engagement** | RISE updates, provided through its website, mailing list and social media, are valued by a number of leading media outlets eg. Al Jazeera awarded RISE “Most Valuable Twitizen” for having 6 tweets selected by a producer for a particular program on the Rohingya issue in Burma in 2014. |

<table>
<thead>
<tr>
<th><strong>Social media engagement</strong></th>
<th>4294 Facebook friends</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4809 Twitter followers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Community engagement</strong></th>
<th>N/A</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Membership engagement</strong></th>
<th>RISE focuses on supporting its membership. In 2013-14, RISE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>support service supported over 1100 RISE members with housing / accommodation, employment and welfare assistance (medical, financial planning, utilities planning, emergency and crisis support)</td>
</tr>
<tr>
<td></td>
<td>provided emergency relief via material aid to over 500 RISE members</td>
</tr>
<tr>
<td></td>
<td>Winter Clothing Appeal supported over 900 RISE members</td>
</tr>
<tr>
<td></td>
<td>Foodbank supported over 1400 RISE members</td>
</tr>
<tr>
<td></td>
<td>Tutoring Program supported over 120 RISE members</td>
</tr>
<tr>
<td></td>
<td>Drivers licence program had almost 200 participants, with 90 gaining their “L” licences and 42 gaining their “P” licences</td>
</tr>
<tr>
<td></td>
<td>Music &amp; Arts program delivered 14 Theatre workshops and 23 Cypher hip hop workshops</td>
</tr>
<tr>
<td></td>
<td>Delivered resume clinics, ESL classes and sexual health workshops</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Social enterprises</strong></th>
<th>N/A</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Individual case work</strong></th>
<th>While RISE notes that casework has been important to ensure emergency needs of RISE members are met, and to inform RISE campaigns and strategies, it has moved to suspend or minimise new casework to focus on more systemic issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Since its establishment in 2010 RISE has provided support to more than 2000 members.</td>
</tr>
<tr>
<td></td>
<td>In 2013-14, RISE Advocacy Support Services supported over 500 RISE members</td>
</tr>
<tr>
<td></td>
<td>Legal referrals: 289</td>
</tr>
<tr>
<td></td>
<td>Anti-deportation cases: 197</td>
</tr>
<tr>
<td></td>
<td>Count applications &amp; injunctions: 70</td>
</tr>
<tr>
<td></td>
<td>RISE writes support letters advocating on behalf of individual members to government representatives.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Advocacy and campaigning resources</strong></th>
<th>The 2013 election ‘Stop-the-Rot’ information kit included a campaign poster and factsheets on:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Australia receives only 0.3% of the global intake of asylum seekers</td>
</tr>
<tr>
<td></td>
<td>The high cost of funding the border security industry</td>
</tr>
<tr>
<td></td>
<td>The human cruelty of the ‘no advantage’ policy</td>
</tr>
<tr>
<td></td>
<td>A catastrophic humanitarian and human rights crisis</td>
</tr>
<tr>
<td></td>
<td>While the RISE website includes access to posters and campaign barriers, they are posted with a caveat that “These images are the property of RISE and are not for re-publication without approval of management.”</td>
</tr>
</tbody>
</table>
## Settlement Council of Australia

### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>Suite 333, 410 Elizabeth Street, Surry Hills NSW 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(02) 8065 5225</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.scoa.org.au">www.scoa.org.au</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>SCOA_Aus</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Sky de Jersey, Executive Officer, <a href="mailto:eo@scoa.org.au">eo@scoa.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Kat O'Neill, Membership Service Officer, <a href="mailto:mso@scoa.org.au">mso@scoa.org.au</a></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>SCOA is a legally constituted body, which was incorporated in 2003 as the National Council of Migrant Resource and Settlement Agencies (NCMRSA) the first peak body formed to advocate on behalf of the settlement sector. The NCMRSA changed its name to the Settlement Council of Australia in 2008</th>
</tr>
</thead>
</table>
| **Type of organisation** | - National peak body representing migrant and refugee settlement agencies in Australia.  
- Operates as a network of settlement service providers, and advocates on behalf of them. |
| **Number of staff and/ or volunteers (FTE)** | 1.6 FTE staff: Executive Officer and Membership Officer. From 2013-14 "now staffed for the entire working week".  
- Governed by a voluntary Executive Committee and steering committees. The Executive Committee are elected by the member organisations, with each state and territory having one representative, except NSW and Victoria which have two representatives. |
| **Size of membership**   | - Peak body representing over 80 settlement agencies from all states and territories.  
- SCOA members include agencies with 3,500 staff and 6,500 volunteers. |
| **Annual budget**        | - In 2013-14,  
  - income: $197,195, Expenditure: $212,918 |
| **Focus of organisation’s work** | - SCOA’s aim is to bring settlement service providers together at a national level in order to create cohesion amongst our members, and improve collaboration and strategic planning processes for the settlement sector.  
- SCOA provides credible and informed source of knowledge and advice on migrant and refugee settlement issues, settlement planning, service delivery and related policy and program matters.  
- SCOA pursues these objectives through:  
  - Policy development  
  - Preparing and disseminating submissions and position papers  
  - Priority-setting  
  - Political lobbying and expanding influence  
  - Developing National Settlement Standards |
| **Focus of organisation’s advocacy work** | - SCOA’s advocacy focus is on settlement issues. Policy areas of focus in 2014 were:  
  - Settlement planning and settlement sector connectivity to government  
  - Employment participation and sustainability  
  - Access to affordable housing  
  - Funding for the sector |
As SCOA’s focus is on settlement issues, they do not engage directly with asylum issues in the public domain.

In relation to asylum seekers, SCOA’s advocacy goals relate to supporting asylum seekers’ successful settlement inclusion into the Australian community, upon the completion of the refugee status determination process. SCOA support advocacy for policies and services which maintain the health and dignity of asylum seekers during the processing of their asylum application.

SCOA’s position is that the focus of policy development and conversation about asylum seekers and refugees should always be grounded in a humanitarian interpretation of Australia’s enduring commitment to our international obligations.

Advocacy activities

Policy development

- SCOA leads policy and practice discussions at a national level, supporting inter-sectoral dialogue and government policy agendas.
- Submissions to Government:
  - Migration Programme 2015-16
  - Evaluation of the Adult English Migrant Program (AMEP), Dec 2014
  - 2014-15 Federal Budget

Political engagement

- SCOA has direct regular engagement with government officials and parliamentarians and reports reasonable access to both. However, SCOA’s discussions focus more on settlement issues and asylum seeker issues are only raised when they intersect, interact and overlap with broader migration and settlement issues.
- In 2013-14 SCOA was involved in a range of direct meetings with government departments on a regular basis. This included quarterly meetings with key staff from the DSS.
- During 2013-14 SCOA was represented on a wide range of committees and forums, including:
  - Australian Partnership of Religious Organisations
  - National Youth Settlement training unit
  - Centrelink National Multicultural Advisory Group
- Signatory to Joint Statements
  - Ending the detention of children, coordinated by RCOA, Mar 2015
  - Calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement, as coordinated by ACOSS in Sept 2011
  - A Regional Protection Framework, led by the Refugee Council and signed by 26 organisations on the eve of the 2010 federal election, Aug 2010.

Media engagement

- SCOA issues infrequent press releases providing commentary on policy and practice. For example,
  - Settlement sector welcomes changes to Humanitarian Programme, undated
  - Joint statement on Nauru and Malaysia ‘solutions’, 6 June 2011
  - 2013-14 Federal Budget Media Release, undated
  - Expert Panel on Asylum Seekers report, undated
- To strengthen engagement with the media a new network for Media Officers working in member agencies was initiated this year.
- SCOA is a member of the SBS Community Advisory Committee – providing a forum to showcase and market Australia’s positive settlement agenda.
Social media engagement
- 46 Twitter followers

Community engagement
Through membership organisations

Membership engagement
- SCOA produces and disseminates bi-monthly members newsletters which includes information on settlement trends, information from government relating to settlement and best practice settlement stories.
- SCOA has set up the CEO Think-Tank – a forum for CEOs to share ideas and thoughts on issues relevant to the settlement sector.

Social enterprises
N/A

Individual case work
N/A

Advocacy and campaigning resources
- FAQ section on website covers the following issues:
  - What are settlement services?
  - How do Australia’s settlement services compare with the rest of the world?
  - What is the difference between a refugee and an asylum seeker?
  - What services do people receive when they arrive as refugees / humanitarian entrants?
  - Where do Australia’s refugees come from?

Victorian Foundation for Survivors of Torture Inc (Foundation House)

Organisational details

Address
4 Gardiner Street, Brunswick, Victoria 3056 (Head Office)

Phone
(03) 9388 0022

Website

Twitter

Facebook

Contact person / details
Josef Szwarc, Manager, Policy and Research

Organisational background

Date of establishment
1987

Type of organisation
- Not-for-profit organisation governed by an elected voluntary Board of Management of up to 12 members with diverse backgrounds, professional expertise and interests.
- Non-denominational, politically neutral and non-aligned.
- Member of The Forum of Australian Services for Survivors of Torture and Trauma (FASSTT).

Number of staff and/or volunteers (FTE)
More than 150 employees, led by a management team of 8

Size of membership
N/A

Annual budget
Funded by the Victorian and Commonwealth Governments, charitable trusts and donations from private individuals

Focus of organisation’s work
- Foundation House provides services to people of refugee backgrounds in Victoria who have experienced torture or other traumatic events in their country of origin or while fleeing those countries. Also provides training, consultancy and support for service providers in the health, education and welfare sectors.
- Head office is located at Brunswick, with other offices in Dandenong and Sunshine, and an outpost in Ringwood. Foundation House also provides services in partnership with other agencies in rural and regional centres across Victoria.
Focus of organisation’s advocacy work

- According to its website “Foundation House advocates to government and other agencies to implement and improve policies and services in order to promote the health, wellbeing and human rights of refugees and asylum seekers.” Range of advocacy activities include:
  - Membership of advisory bodies
  - Conducting studies to enhance the accessibility and responsiveness of programs and services, such as the engagement of interpreters in health services - a report was published in 2013 with recommendations to the Commonwealth and Victorian governments, training and accreditation bodies, and providers
  - Submissions to inquiries conducted by Commonwealth and State Parliaments and other public bodies.

Advocacy activities

Policy development

- Submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015, April 2015.
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Protection and Other Measures) Bill 2014, Aug 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment Bill 2013, Jan 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, Jan 2014

- Submissions to Australian Human Rights Commission:
  - National Inquiry into children in immigration detention, Jun 2014 (part of FASSTT submission)

- Submission to UN bodies:
  - Committee against Torture for its examination of Australia’s compliance with the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (CAT), Oct 2014

- In 2014 Foundation House CEO, Paris Aristotle AM, participated in a roundtable – organised by the Centre for Policy Development, Australia21 and the Andrew & Renata Kaldor Centre for International Refugee Law, UNSW – of thirty-five senior policy makers, politicians and interested parties brought together to discuss asylum seeker policy.

Political engagement

- Foundation House has a high level of access to decision makers, primarily through CEO Mr Paris Aristotle AM, who has served on a wide range of state and federal government bodies advising on refugee and asylum seeker policy, and multicultural affairs for more than two decades. These roles have recently included Chair of the federal government’s Minister’s Council on Asylum Seekers and Detention (MCASD), (formerly the Council for Immigration Services and Status Resolution) and his appointment to the Prime Minister’s three person Expert Panel on Asylum Seekers in 2012.

- Foundation House was a signatory to the Joint Statement on A Regional Protection Framework, led by the Refugee Council and signed by 26 organisations on the eve of the 2010 federal election, Aug 2010.

Media engagement

- Foundation House issues occasional media statements, for example:
  - The National Inquiry into Children in Immigration Detention, 13 Feb 2015
  - Optional Protocol to the Convention against Torture, 22 Sep 2014

- CEO Paris Aristotle is frequently sought for commentary in the media, most recently appearing on ABC TV’s Lateline on 29 May 2015, discussing Rohingya Refugees stranded at sea and the need for greater cooperation amongst regional countries.
### Community engagement
Foundation House provides a range of services, however they are focused predominantly on their client base rather than the community at large. For example, the Schools Support Program is focused on enhancing the educational outcomes for students of refugee backgrounds and the Capacity Building team works to strengthen the capacity of newly arrived communities to engage with Foundation House and other service providers.

### Individual case work
In 2013-2014, Foundation House provided direct services such as counselling to approximately 4,000 clients from over 60 countries.

### Advocacy and campaigning resources
N/A

---

**Welcome to Australia**

### Organisational details
- **Address**: PO Box 16, Torrensville SA 5031
- **Phone**: 0410 548 637
- **Twitter**: welcome2aussie
- **Facebook**: welcometoaustralia
- **Contact person / details**: Brad Chilcott, National Director, brad@welcometoaustralia.org.au

### Organisational background
- **Date of establishment**: 2011
- **Type of organisation**: National, not for profit, community organisation
- **Number of staff and/or volunteers (FTE)**: Welcome to Australia is almost solely volunteer run, with a 0.8 FTE staff member and hundreds of volunteers assisting in various capacities.
  - Currently crowd-funding to hire first full-time employee.
  - Branches in 9 cities.
  - 80 celebrity ambassadors including The Wiggles, Jessica Rowe, Missy Higgins, Jake Barker-Daish, Fitzy & Wippa, Thundamentals, Tom Ballard
  - Two welcome centres (Adelaide and Newcastle)
- **Size of membership**: 5000 on email list
- **Annual budget**: Under $200 000 annually
  - Donations to Welcome to Australia are 100% tax deductible.
  - Foundation Partners agree to donate $5000 a year to the work of Welcome to Australia. WTA currently has 7 Foundation Partners.
  - No regular government funding, occasional grant for Walk Together or other programs
### Focus of organisation’s work
- Welcome to Australia engages Australians to cultivate a culture of welcome. They believe that the most effective way of creating social and policy change in these areas is to facilitate opportunities for authentic relationships, in which people of differing backgrounds share their stories – and engage the community in practical, local acts of welcome/engagement; friendship, support and relief for asylum seekers.
- Welcome to Australia aims to find different ways that individuals, families, businesses and other organisations can work together to continue to develop these values in Australia’s communities, work places, schools and institutions.
- Welcome to Australia is looking to change the conversation in public discourse and government policy around asylum seekers, refugees and other new arrivals are treated with dignity, respect and equality. They want to create a loud, public voice of positivity which changes the public conversation by virtue of its volume and values.
- Working with political leaders, settlement service providers and other advocates for policy change that positively impacts the lives of asylum seekers, refugees and other new arrivals today, while working on building a better society and national character for our future.

### Focus of organisation’s advocacy work
- Mobilises volunteers to engage in a range of practical acts of welcome to encourage Australians to leave their prejudices behind.

### Advocacy activities

#### Policy development
- WTA occasionally drafts its own submissions but more commonly support joint submissions. For example, WTA was one of the organisations supporting a Joint submission to the Expert Panel on Asylum Seekers in July 2012, *Refugee and Asylum Seeker Policy: a Third Way* – with Amnesty International, Refugee Council of Australia, Human Rights Law Centre, Chilout, GetUp!, Asylum Seeker Resource Centre and Brigidine Asylum Seeker Project.

#### Political engagement
- WTA reports very high access to parliamentarians through a mixture of formal lobbying and informal relationship building: WTA have great relationships with Federal Labor, Greens and some Liberals, and various State governments.
- Around a dozen Federal Members are ambassadors for WTA, as well as the Premier of South Australia and a number of State MPs
- WTA reports that influence over decision-makers varies with time and political realities.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

#### Media engagement
- Welcome to Australia regularly appears on morning TV (Sunrise, Today Show) and a range of radio, TV news and newspaper coverage including:
  - *The Forgotten Children report*, Sunrise
  - *We ride together, Today Show* (following the Sydney siege)
  - *TPVs are back*, Sunrise
  - *New goals for asylum seeker kids*, Sunrise
  - *National Mosque Open Day*, Today Show
  - *Welcome Centre*, 7 News
  - *Charles Sturt Council backs calls for return of Woodville High School asylum seeker students from detention in Darwin*, Daily Telegraph, 29 July 2014 (re Vietnamese kids that went missing in Adelaide)
- Welcome to Australia actively utilises You Tube and is currently working on a mini-documentary on refugee settlement deal with Cambodia [www.youtube.com/watch?v=JeWU8iKQNCc](http://www.youtube.com/watch?v=JeWU8iKQNCc)
| Social media engagement | • 126,781 Facebook friends  
| | • 16,200 Twitter followers |
| Community engagement | • **Annual Walk Together** marches (annual)  
- Mobilises supporters in cities and regional centres each October, to celebrate diversity and present a picture to leaders and media of the Australia that is possible. In 2012 – events in 10 cities, with 10,000 people walking; in 2014 – events in 20 cities.  
• **The Welcome Centre** (ongoing)  
- Provides support to asylum seekers, refugees and new arrivals through English classes, volunteer and work experience opportunities, emergency relief and friendship.  
- Weekly soccer matches  
- Fortnightly community dinners  
- Gardening, drama, choir, craft, music lessons and other programs  
- Change the Conversation – semi-regular public forums  
• **Sounds like Welcome** (ongoing)  
- Initiative designed to provide asylum seekers and new arrivals with the gift of music. Welcome to Australia collects instruments, or money to purchase instruments, to match requests from people in detention or people on humanitarian visas.  
• **High School seminars** (current)  
- Welcome to Australia in South Australia present high school seminars educating students about facts, human stories and history of asylum seekers and refugees in Australia. Presented by people who’ve worked in detention centres and indigenous communities and includes people who’ve experienced boat journeys.  
• Provides post-claim asylum seeker support, for example:  
- Mentoring new arrivals  
- Piloting English lessons  
- Community relationship building  
- Sourcing of sports shoes/musical instruments etc.  
• Surfers for Refugees – providing monthly opportunities for water safety and surfing training. In Wollongong branch only at the moment.  
• Newcastle Welcome Centre  
• **Welcome Picnics / Parties / BBQs** – all over Australia, some large-scale, some small. For example celebrating Adelaide City Council becoming a welcome zone with a massive scale picnic. |
| Membership engagement | • Welcome to Australia encourages its members and volunteers to get involved in a range of activities to promote a spirit of compassion.  
- **Welcome to My Place** (hosted by members, ongoing)  
  Joint project with World Vision – equipping church communities to connect with the new arrivals in their community, while developing appropriate methods of advocacy and public engagement  
- **Play Together** (hosted by members, ongoing)  
  Series of centrally organised events with focus on fostering friendships of the future. Share play, food and company with new migrants in the community. |
| Social enterprises | N/A at this stage, however WTA’s Newcastle Welcome Centre has a coffee cart, training new arrivals in hospitality, and also runs a furniture building program, offering potential for something more formal in the future. |
| Individual case work | Support programs through the Welcome Centre in Adelaide |
| Advocacy and campaigning resources | • Online story capture portal (ongoing)  
  - Collects and displays stories about asylum seekers and refugees on their website, speaking about why they came to Australia, how they were welcomed, and what life is like for people here today. |
### Australian non government organisations – multi-issue

**Australian Council for International Development (ACFID)**

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
</tbody>
</table>
| **Contact person / details** | Marc Purcell, Executive Director  
Sophie Green, Executive and Office Coordinator, [sgreen@acfid.asn.au](mailto:sgreen@acfid.asn.au) |

### Organisational background

| **Date of establishment** | 1965 |
| **Type of organisation** | National NGO peak representing non government aid and international development organisations working against poverty and inequality |

**Number of staff and/ or volunteers (FTE)**

- 21 staff in five teams:
  - Executive team (2)
  - Advocacy team (6)
  - Support services team (5)
  - Growth and Effectiveness Team (3 FT + 3 PT)
  - Make Poverty History Campaign (1 PT)

**Size of membership**

- 149 Full members, Affiliate Members and Interim Members
- Full members relevantly includes:
  - Act for Peace - NCCA
  - Australia for UNHCR
  - Australian Red Cross
  - Edmund Rice Foundation (Australia)
  - International Detention Coalition
  - Save the Children Australia
  - UNICEF Australia
- Affiliate Members include Refugee Council of Australia
- This membership represents NGOs supported by more than 2 million Australian regular supporters or one-off donors categorised (1.3 million regular donors supporting child sponsorship or other regular donor programs and 94,000 volunteers)

**Annual budget**

- $1,610,519 (2013-14)
- Funded by membership contributions and the Australian Government under a *Partnership with the Commonwealth* (latest agreement signed in March 2013; specifies that any ACFID advocacy is fully funded by ACFID members’ fees only).
- Advocacy activities funded out of membership contributions alone.

**Focus of organisation’s work**

Advocacy through membership, and collaboration and collective action by NGO’s in Australia, on international human development and human rights and the eradication of extreme poverty.

**Focus of organisation’s advocacy work**

ACFID has three key areas of advocacy focus:

- Human rights (supported by the Practice Note on Human Rights-Based Approaches to Development ACFID (2010))
- Gender Equality (supported by ACFID research paper Closing the gender gap: Gender and Australian NGOs (2011))
- Civil Society (supported by the AusAID Civil Society Engagement Framework)

### Advocacy activities

#### Policy development

- ACFID’s position papers and analysis work focuses on overseas development assistance, human rights, gender equality and civil society issues. ACFID produces pre-Budget Submissions and analysis focused on these issues.
- Submissions to Government
  - ACFID provided a Submission to DIAC on Humanitarian Program 2012-13 and Beyond, Jan 2012
  - Submission to Expert Panel on Asylum Seekers, July 2012

#### Political engagement

- While ACFID pursues parliamentary relationships (eg through parliamentary events like the Parliament House breakfast seminar on Gender Based Violence in PNG in Dec 2014), these efforts tend to be focused on ACFID’s advocacy priorities.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.

#### Media engagement

- ACFID issues regular media releases, including occasionally on asylum seeker and refugee issues:
  - Cambodia deal is cruel and bad public policy, Sept 2014
  - Statement on Asylum Deal with PNG, July 2013
  - Government must remove children from Manus Island, Apr 2013
  - Plundering Aid Budget for Asylum Seeker Costs is Wrong, Peak Body Says, Dec 2012

#### Social media engagement

- 1939 Facebook friends
- 3508 Twitter followers

#### Community engagement

N/A on asylum seeker issues

#### Membership engagement

Limited to issues related to members organisations

#### Social enterprises

N/A

#### Individual case work

N/A

#### Advocacy and campaigning resources

N/A on asylum seeker issues
## Australian Council of Social Service (ACOSS)

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
</tbody>
</table>
| **Number of staff and/ or volunteers (FTE)** | - 12 covering the executive, stakeholder engagement, policy and campaigns and sector engagement.  
- Policy advisory teams include experts in range of areas including energy and climate change; community services; economics and tax; employment, education and training; health; housing; housing and regional development; Indigenous communities and International  
- Staff is supported by interns (3 in 2013-14) |
| **Size of membership** | - The ACOSS national member network is comprised of:     
  - Eight state and territory Councils of Social Service which represent thousands of front-line community agencies    
  - National peak organisations of consumers and service providers  
  - National religious and secular welfare agencies  
  - Low income consumer groups and unions     
- ACOSS membership includes:  
  - 60 national members  
  - 2 affiliate members  
  - 103 organisation members  
  - 49 individual members |
| **Annual budget** | $2,132,699 (2014) |
| **Focus of organisation’s work** | ACOSS’ strategies are to:  
- lead and support action to advance the adoption of equitable policy solutions by governments and other decision-makers  
- build strategic alliances with key decision-makers to directly influence policy decisions and outcomes  
- ensure strong and effective media profile as an advocate in support of people affected by poverty  
- build campaigning capacity to mobilise the community in support of key objectives including through online tools. |
| **Focus of organisation’s advocacy work** | Relevantly, ACOSS continues to call for asylum seekers to be removed from detention and placed into the community, for offshore processing to stop, and for Australian Government policy to meet its international legal obligations. |
### Advocacy activities

<table>
<thead>
<tr>
<th>Policy development</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Political engagement</strong></td>
<td></td>
</tr>
<tr>
<td>- ACOSS was one of 200 signatories to the Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.</td>
<td></td>
</tr>
<tr>
<td>- ACOSS coordinated a joint statement in September 2011, calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement. The statement was signed by over 260 organisations including leading charities such as Mission Australia, Salvation Army, UnitingCare, Anglicare, and Brotherhood of St. Laurence, as well as a diverse range of grass roots community groups from the cities, and regional and rural Australia</td>
<td></td>
</tr>
<tr>
<td>- Signatory to:</td>
<td></td>
</tr>
<tr>
<td>-- Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.</td>
<td></td>
</tr>
<tr>
<td>-- Joint statement on A Regional Protection Framework, led by the Refugee Council and signed by 26 organisations on the eve of the 2010 federal election, Aug 2010.</td>
<td></td>
</tr>
<tr>
<td>- ACOSS has in the past called on its members to write directly to MPs on the issue of onshore processing (2011)</td>
<td></td>
</tr>
<tr>
<td><strong>Media engagement</strong></td>
<td></td>
</tr>
<tr>
<td>- ACOSS issues occasional media releases on asylum seeker issues:</td>
<td></td>
</tr>
<tr>
<td>-- ACOSS Board expresses deep concern at funding cuts to Refugee Council of Australia, 3 Jun 2014</td>
<td></td>
</tr>
<tr>
<td>-- ACOSS Board stands with refugees and asylum seekers, 14 April 2014</td>
<td></td>
</tr>
<tr>
<td>-- Australia’s treatment of asylum seekers reaches a new low, 22 Nov 2012</td>
<td></td>
</tr>
<tr>
<td>-- ACOSS writes to MPs calling for onshore processing, 8 Sept 2011</td>
<td></td>
</tr>
<tr>
<td>-- Onshore processing: affordable and effective solution for asylum seekers, 12 Sept 2011 (joint release with ASU)</td>
<td></td>
</tr>
<tr>
<td>- ACOSS’ joint statement in 2011 (see above) received coverage in The Australian</td>
<td></td>
</tr>
<tr>
<td><strong>Social media engagement</strong></td>
<td></td>
</tr>
<tr>
<td>- 884 Facebook friends</td>
<td></td>
</tr>
<tr>
<td>- 13,200 Twitter followers</td>
<td></td>
</tr>
<tr>
<td><strong>Community engagement</strong></td>
<td>Through member organisations</td>
</tr>
<tr>
<td><strong>Membership engagement</strong></td>
<td>ACOSS is involved in regular meetings of key refugee, asylum seeker and settlement member organisations who come together to maintain a voice on the human rights aspects of refugee issues, and lobby for policy change.</td>
</tr>
<tr>
<td><strong>Social enterprises</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Individual case work</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Advocacy and campaigning resources</strong></td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Get Up!

#### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>PO Box A105 Sydney South NSW 1235</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website</strong></td>
<td><a href="https://www.getup.org.au">https://www.getup.org.au</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>getup</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>GetUpAustralia</td>
</tr>
</tbody>
</table>
| **Contact person / details** | Erin McCallum, Campaigns Chief of Staff, [erin@getup.org.au](mailto:erin@getup.org.au)  
Alycia Gawthorne, Campaigner, [alycia@getup.org.au](mailto:alycia@getup.org.au) |

#### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>An independent, grassroots, not for profit community advocacy organisation.</td>
</tr>
</tbody>
</table>

**Number of staff and/ or volunteers (FTE)**

- As at 30 June 2014 GetUp had a staff of 27, including a senior team of:
  - National Director
  - Campaigns Chief of Staff
  - Projects Chief of Staff
  - Communications Director
  - Campaigns Director
  - Markets Impacts Director
- There are several staff dedicated to GetUp’s activities in relation to asylum seekers, including the Campaigns Chief of Staff (Erin McCallum) and a Campaigner (Alycia Gawthorne) though this is not the only issue they work on. Others in the campaign team (of 5) will, on occasion, get involved in particular campaigns. Other GetUp staff (media etc) support the team more broadly.
- GetUp Board (who advise the management team) consisting of:
  - Anne Coombs, founder of Rural Australians for Refugees
  - GetUp co-founders David Madden and Jeremy Heimans
  - Sydney Alliance founder Amanda Tattersall
  - Former GetUp executive director Brett Solomon
  - UNSW Associate Professor Sarah Maddison
  - Simon Westacott
  - Katie Kiss
  - Chris Gambian

**Size of membership**

- As at 30 June 2014, GetUp had a membership of over 677,000 people representing 26% growth over 2013-14. Current list of 700,000.
- According to the 2013-14 Annual Report, the State and Territory breakdown was:
  - 34.5% NSW
  - 25% VIC
  - 18.9% QLD
  - 8.3% WA
  - 7.3% SA
  - 2.8% TAS
  - 2.5% ACT
  - 0.6% NT
- Approximately 150,000 of GetUp’s membership are engaged in its refugee campaigns.
- GetUp membership is through signing up online, with members taking action on GetUp campaigns on that are important to them.
- GetUp relies on donations from members as its sole financial support – members who become regular donors become ‘core members’.

**Annual budget**

- GetUp does not accept donations from political parties or the Government, but instead relies on donations from its members, organisations, unions and community groups to fund its work.
- In 2013-14 GetUp received a total of $7.5mil in donations. This represented:
  - 71,158 donors
  - 403,954 donations
  - Average one-off donation of $39
  - Average weekly donation $8
  - Average monthly donation of $19
  - Average total donated per member $103
- GetUp’s donors include core members who contribute small, regular donations. In 2013-14 GetUp’s operations were supported by 9142 core members (5843 new over the year) contributing a total of almost $2.5mil.
- In 2013-14 GetUp’s expenditure was $6.8mil:
  - 91.22% Campaigns
  - 8.78% Administrative (accountancy and legal services, amortisation, administrative staff and associated expenses, bank charges, rent and outgoings, filing fees, FBT and insurance)
- Although GetUp fundraises specifically for asylum seeker / refugee campaigns, there is no specific budget for GetUp’s advocacy activities in relation to asylum seekers / refugees.

**Focus of organisation’s work**

- GetUp aims to build a more progressive Australia; an Australia that values environmental sustainability, economic fairness and social justice at its core.
- GetUp’s focus is to encourage every day Australians participate in politics, not just at elections but all the time.
- GetUp provides advocacy and campaigning tools to engage with the Australian community and empower GetUp members to take targeted, coordinated and strategic action to get real results.
- In 2013-14, GetUp members were part of:
  - 123 climate rallies
  - 7300 election volunteers
  - 105 meeting with MPs
  - 1442 community run petitions were started
  - 943,149 signatures on online petitions
  - 116,128 members emailed an MP of other stakeholder
- GetUp’s campaigning tactics also included:
  - Legal fighting fund
  - TV ads
  - Rallies
  - Billboards
  - Shipping News (crowd funding strategic journalism)
  - Door knocking

**Focus of organisation’s advocacy work**

- GetUp’s main aim is to build a more progressive Australia with economic fairness, social justice and environmental sustainability at its core, as well as holding politicians to account.
- GetUp’s campaigns focus on the following areas:
  - Economic fairness
  - Environmental sustainability
In May 2014, over 40,000 GetUp members took part in GetUp’s annual Vision Survey, an open national survey to establish GetUp’s top campaigning priorities for the year. The top 3 issues as rated by GetUp members were:

- Action on climate change (29%)
- Asylum Seekers & Refugees (15.2%)
- Social Security Net (9.5%)

GetUp’s advocacy goals in relation to asylum seekers and refugees include:

**Policy goals**
- Offering a pragmatic alternative to the current policies
- Ending the detention of all asylum seeker children, and ensuring the immediate release of them and their families/guardians
- Closing down the Manus Island and Nauru detention centres
- Increased transparency surrounding current immigration policies
- Having well defined regulation of policies, including maximum length of time for processing
- Encouraging the government to put in place a transparent regional framework
- Calling for an increase in the humanitarian intake to at least 20,000 places

**Broader campaign / structural goals**
- Helping to facilitate and be part of a strengthened and cohesive refugee movement
- Shifting public opinion of asylum seekers and refugees to one that is far more positive
- Engaging and elevating asylum seeker and refugee voices in the conversation
- Increasing awareness and engaging a wider audience on the issue

---

**Advocacy activities**

**Policy development**
- Submissions to Government:
  - GetUp partnered with the Edmund Rice Centre to produce a policy paper, *Refugee & Asylum Seeker Policy - A Third Way*, Sept 2011

**Political engagement**
- GetUp lobbies parliamentarians directly through a range of methods including:
  - Email campaigns
  - Face to face lobbying
  - Media stories
  - Petitions

**Media engagement**
- GetUp regularly engages with the media, through a variety of means including reporting on GetUp funded campaigns and actions, and through GetUp supported journalism.
Recent GetUp media appearances in relation to asylum seekers and refugees include:

- *Anniversary of Reza Barati’s death marked by skywriting over Opera House*, The Guardian, 17 February 2015
- *It’s time to speak up for children in detention*, Child Magazine, 17 February 2015
- *Australia remembers murdered asylum seeker Reza Barati as activists warn conditions are ripe for further bloodshed*, NineMSN, 17 February 2015
- *Light A Candle And Look To The Skies To Mark A Year Since The Murder of Reza Barati*, New Matilda, 16 February 2015
- *The forgotten children*, Channel 7 Sunrise, 14 February 2015
- *Salvos neglect young Nauru, Manus staff suffering PTSD*, The Saturday Paper, 14 February 2015
- *More Australians wanting to blow the whistle on Manus Island and Nauru conditions*, The Citizen, 23 Jan 2015
- *On the path to whistleblower: in their own words*, 23 Jan 2015
- *Welcome to Manus, the island that has been changed forever by Australian asylum-seeker policy*, The Guardian, 16 Dec 2014
- *Manus detention centre bears blame for PNG pair’s deaths, families say*, The Guardian, 16 Dec 2014

GetUp's Shipping News Project (which GetUp members help crowdfund, but GetUp has no say in the types of work that are published) has resulted in a number of independent journalists having work published on the asylum seeker issue:

- *Salvos neglect young Nauru, Manus staff suffering PTSD*, The Saturday Paper, 14 February 2015
- *More Australians wanting to blow the whistle on Manus Island and Nauru conditions*, The Citizen, 23 Jan 2015
- *On the path to whistleblower: in their own words*, 23 Jan 2015
- *Welcome to Manus, the island that has been changed forever by Australian asylum-seeker policy*, The Guardian, 16 Dec 2014
- *Manus detention centre bears blame for PNG pair’s deaths, families say*, The Guardian, 16 Dec 2014

**Social media engagement**
- 248,589 Facebook friends
- 101,000 Twitter followers

**Community and membership engagement**
GetUp’s main community engagement tool is through online campaigning by its members.

**Current Campaigns**
- **Speak up for kids in detention**
  - GetUp is one of a group of NGOs who joined forces in early 2015 to try and make the release of the Australian Human Rights Commission’s *Forgotten Children* Report a turning point in the push for the release of all children from immigration detention. The group have developed a joint media release and joint online petition and GetUp have produced a video featuring doctors and mental health experts explaining the harmful impact of detention on children.
- **Citizen Funded Journalism**
  - Seeks donations to fund independent journalism dedicated to reporting on detention centres. Currently has 4,700 donors
- **Media Access denied**
  - Calls on the Immigration Minister to uphold press freedom and grant media access to detention centres
- **Our National Shame**
  - Calls on Immigration Minister to end detention on Manus Island and Nauru based on an inability to guarantee detainees safety or health.
- **J’accuse**
  - Petition calling for an end to indefinite mandatory detention.

**Previous Campaigns**
- **Light The Dark**
  - Asked people to light a candle to commemorate the death of refugee detainee Reza Barati. Vigils were also held on the one year anniversary of his death.
- **End Mandatory Detention**
  - Raised funds to send four young refugees who had all been in detention as children to Canberra to talk to key politicians and deliver a petition signed by over 40,000 people.
- **No Child in Detention**
  - Email campaign aimed at then Immigration Minister Chris Bowen.
- **Letters to asylum seekers**, from April 2014 – in support of Julian Burnside’s letter writing campaign, GetUp members were encouraged to write letters to asylum seekers on Manus Island or Nauru, to let them know they are not forgotten them and that there are Australians who are thinking about them. The letters have since been sent back unopened.
- **On occasion GetUp encourages its members to make a submission to a Parliamentary Committee** – for example, in November 2014, GetUp encouraged members to send submissions to the Senate Legal and Constitutional Affairs Committee opposing the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*

**Social enterprises** N/A
**Individual case work** N/A

**Advocacy and campaigning resources**
- GetUp usually provides information to its supporters on the campaign page. For example on the *Legacy Caseload Bill*
- GetUp has a *mythbusters factsheet* on its website (2009)

---

**UNICEF Australia**

**Organisational details**

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>PO Box 488, Queen Victoria Building, NSW 1230 / Level 4, 280 Pitt Street Sydney NSW 2000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>02 9261 2811</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>unicefaustralia</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>unicefaustralia</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Amy Lamoin, Chief Technical Adviser, <a href="mailto:alamoin@unicef.org.au">alamoin@unicef.org.au</a></td>
</tr>
</tbody>
</table>

**Organisational background**

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>1946</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>- International non government organisation (NGO)</td>
</tr>
<tr>
<td></td>
<td>- Part of the United Nations Children’s agency, a family of National Committees within the global UNICEF enterprise</td>
</tr>
<tr>
<td></td>
<td>- Member of the Australian Council for International Development (ACFID)</td>
</tr>
<tr>
<td><strong>Number of staff and/or volunteers (FTE)</strong></td>
<td>- In 2013, UNICEF Australia’s Sydney-based team of 40 was made up of 31 fulltime and nine part-time employees.</td>
</tr>
</tbody>
</table>
UNICEF Australia has an internship program offering opportunities for students and recent graduates to work alongside professionals in their field. Internships are offered in advocacy and communications team, marketing, event management and IT.

UNICEF is supported by ambassadors including: Geoffrey Rush, Tara moss, Ken Done, Roy & HG, Erica Parker, Carrie Bickmore, The Wiggles, Jimmy Barnes, Callan McAuliffe, Professor Fiona Stanley, as well as 10 young ambassadors and UNICEF Good will ambassadors such as Joel Madden.

UNICEF Australia is also supported by business partners Qantas, MMG, Commonwealth Bank and Starwood as well as a range of pro bono supporters.

UNICEF Australia has ~ 100,000 supporters / followers

Some 43% of UNICEF Australia’s revenue in 2013 was generated by the Global Parent pledge program. At the end of 2013, there were almost 25,000 the Global Parents.

UNICEF focuses on the most disadvantaged and excluded children, so that they may realise their right to survive and thrive. To advance the rights of every child, UNICEF Australia’s mission is to raise resources for UNICEF’s work and raise awareness of what UNICEF does.

Most expenditure is allocated to programs, which includes: long term development and emergency response work and community education on development and humanitarian issues.

UNICEF Australia’s advocacy is built around the United Nations Convention on the Rights of the Child, and aims to change the structures that impinge upon the rights of children and tackles the structures which keep people trapped in extreme poverty.

UNICEF Australia has an advocacy team that works to ensure Australian children understand their rights and have the practical tools to be vocal on these rights within their own communities.

UNICEF Australia works with government and advocate bodies to defend children’s rights and support international development programs. Advocacy initiatives include:

- Child Rights Taskforce – UNICEF and National Children’s Youth Law Centre co-convene the Child Rights Taskforce, Australia’s peak child rights body made up of almost 100 organisations, advocating for the protection of child rights in Australia.
- Australian Parliamentary Association for UNICEF – comprised of federal members of Parliament and Senators who are committed to UNICEF’s mandate and advocate for the rights of children within parliament and their respective electorates.
- Australian Government Reports to the UN – UNICEF youth reporter covering Australia’s appearance before the UN committee on the rights of the child.
- Listen to Children Report – compiling consultations with 750 children and young people, and 100 organisations (not just UNICEF, 84 organisations endorsed the report in whole or part).
- Young Ambassadors
- Baby Friendly Health Initiative – promoting and protecting breastfeeding in Australia.
- Child Friendly Cities – provides resources, guidance, indicators and recognition to child friendly councils.
UNICEF Australia has repeatedly called on the Federal Government to meet Australia’s commitment under the Convention on the Rights of the Child and remove all children, and their families, from immigration detention.

- UNICEF has led an alliance of leading children’s, international aid, human rights and refugee organisations from Australia and the Asia-Pacific who have condemned the Federal Government’s deal to relocate refugee families to Cambodia, and called for the removal of children form immigration detention.
- The CEO Group on Children in Immigration Detention is led by UNICEF Australia, Save the Children Australia and Plan International Australia and also includes World Vision, the Refugee Council of Australia, the Human Rights Law Centre, the Human Rights Council of Australia, International Detention Coalition, the Australian Council for International Development, Association for the Prevention of Torture, Caritas, The Andrew and Renata Centre for Kaldor for International Refugee Law (UNSW) and the Melbourne Law School. The OHCHR Pacific Office, the United Nations High Commissioner for Refugees and the Australian Red Cross are observers in the group. The CEO Group’s total supporters / followers is estimated at ~3.5 million (noting some crossover between organisations)

- UNICEF Australia has been involved with the Children’s Policy Advisory Group with the Department of Immigration and Border Protection, which meets quarterly.
- UNICEF Australia has made targeted submissions on issues impacting on asylum seeker children.
  - UNICEF provided submissions to the Senate Legal and Constitutional Affairs Committee Inquiries into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015 and on the Australian Citizenship and Other Legislation Amendment Bill 2014.

**Political engagement**

- UNICEF has authority by virtue of its mandate to speak on the Convention on the Rights of the Child, and by being part of an international organisation with regional experience.
- UNICEF has a direct advocacy model, providing quality advice directly and confidentially to decision-makers and people with influence in each party.
- Through the Parliamentarians unite for UNICEF group, UNICEF engages with MPs through:
  - Media releases on pertinent issues
  - Flagship reports
  - Briefing documents on child rights issues
  - Briefings from experts
  - Regular events for briefings and networking
- UNICEF Australia has fostered quality professional relationships and a with departmental staff at Department of Immigration and Border Protection to provide quality advice on the human rights of children and families in Australia’s immigration detention network.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
### Media engagement
UNICEF Australia regularly releases statements (some joint) on issues around child asylum seekers. For example:

- UNICEF statement on plight of child asylum seekers in Mediterranean, 27 Feb 2015
- UNICEF Australia reiterates call to free children from detention on Human Rights Day, 10 Dec 2014
- New migration Bill will allow breach of international law and sideline courts, 12 Nov 2014
- Inappropriate, immoral and likely illegal: Australia’s Cambodia refugee deal, 25 Sept 2014
- Call for immediate release of all children in immigration detention, 17 Sept 2014
- Eminent Australians ask whether detaining refugee children is abuse, 28 Aug 2014
- UNICEF welcomes first steps to move children from mainland immigration detention, 19 Aug 2014

### Social media engagement
- 47,769 Facebook friends
- 32,900 Twitter followers
- Active on YouTube
- Active blog – focus tends to be on international issues, but occasional posts about asylum seekers in Australia:
  - Leading organisations united against treatment of child asylum seekers, 2 Oct 2014

### Community engagement
Occasional events – discussion of child asylum seekers at Melbourne University in August 2014

### Membership engagement
- UNICEF Australia occasionally encourages supporters to get in touch with their local MP/the Immigration Minister (writing letters, signing petitions) at the bottom of a blog post about asylum seeker issues.
- UNICEF Australia also utilises its capacity to direct email its Australian supporters on particular issues.

### Social enterprises
N/A

### Individual case work
N/A

### Advocacy and campaigning resources
UNICEF Australia’s previous campaign, Promise Me, offers a potential template for future campaigns. Run in the lead up to the 2013 Federal Election, the campaign called on the Australian Government to increase the foreign aid budget, and saw more than 25,000 Australian voters add their personal support.
### Brisbane Refugee and Asylum Seeker Support Network (BRASS)

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>07 3336 9173</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.brassnetwork.org">www.brassnetwork.org</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>N/A</td>
</tr>
<tr>
<td>Facebook</td>
<td>brassnetwork</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Peter Arndt, <a href="mailto:brass.netw@gmail.com">brass.netw@gmail.com</a></td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Network of Brisbane-based refugee and asylum seeker organisations</td>
</tr>
<tr>
<td>Number of staff and/or volunteers (FTE)</td>
<td>Three (unclear if staff are paid or volunteer)</td>
</tr>
</tbody>
</table>

**Size of membership**

- Membership is open ended, offered to organisations who are working with refugees and asylum seekers in the community. The BRASS network provides an opportunity to connect and collaborate – to be on the same page, coordinate our activities, discuss changes in the policy and political landscape, and connect with likeminded individuals.
- The BRASS Network brings together representatives of refugee support agencies, refugee communities, advocacy groups, church and community groups and individuals interested in supporting refugees and asylum seekers.
- The following organisations have representatives on BRASS Network:
  - Multicultural Development Association
  - Red Cross Qld
  - Mercy Services
  - The Romero Centre
  - Uniting Community Scattered People Choir
  - St Vincent de Paul QLD
  - QLD Program of Assistance to Survivors of Torture and Trauma (QPASTT)
  - West End Welcomes
  - Access Community Service Inc
  - Australian Homestay Network (AHN) Community Placement Network (CPN)
  - Homestay Helping Hand Program
  - Amnesty International QLD
  - Refugee Action Collective
  - Welcome to Australia
  - Life Without Barriers
  - Refugee Claimants Support Service
  - Harmony Place
  - BEMAC
  - Ethnic Communities Council of QLD

<table>
<thead>
<tr>
<th>Annual budget</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus of organisation’s work</td>
<td>BRASS Network aims to:</td>
</tr>
</tbody>
</table>
- foster better communication and collaboration between refugee support agencies and between agencies and community groups
- identify and meet needs where service gaps and limited resources are identified
- encourage greater volunteer involvement
- advocate for better refugee support and human government policies
- educate the community.

**Focus of organisation’s advocacy work**

<table>
<thead>
<tr>
<th>Supporting national campaigns on:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Children out of Detention</td>
<td></td>
</tr>
<tr>
<td>Right to work</td>
<td></td>
</tr>
<tr>
<td>Link to GetUp for relevant campaigns</td>
<td></td>
</tr>
</tbody>
</table>

**Advocacy activities**

<table>
<thead>
<tr>
<th>Policy development</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Political engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Media engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Social media engagement</td>
<td>490 Facebook friends</td>
</tr>
</tbody>
</table>

**Community engagement**

- Encourages supporters to volunteer in programs such as Welcome to Australia, and visiting the Brisbane Immigration Transit Accommodation detention centre.
- Appeal to supporters via website for direct advocacy
  - Writing to local Federal Member or Senator to demand ‘a fair go for asylum seekers’
  - Petitions
  - Email, phone or visit MP (Federal or State)
  - Media watch for fact checking

**Membership engagement**

- Monthly meetings on last Friday of the month

**Social enterprises**

<table>
<thead>
<tr>
<th>N/A</th>
</tr>
</thead>
</table>

**Individual case work**

<table>
<thead>
<tr>
<th>N/A</th>
</tr>
</thead>
</table>

**Advocacy and campaigning resources**

- Advocacy Toolkit on website, includes:
  - Who’s doing what – links to BRASS member organisations who are active advocates and campaigners for the rights of asylum seekers and refugees
  - How to get involved today
  - Important national campaigns
  - Sign petitions
  - Email, phone or visit your local Federal or State Member demanding ‘a fair go for asylum seekers’
  - Help us make sure the media is getting the facts right
- Website includes section on “The refugee situation”:
  - Get the facts
  - The truth about asylum seekers
  - Why do asylum seekers flee to countries around the world?
  - Why don’t asylum seekers stay in Malaysia or Indonesia?
  - Why is it good for Australia to welcome asylum seekers?
  - Why does Australia’s asylum seeker policy cost so much?
  - Is there a better way to deal with asylum seekers?
  - Terminology
  - The Australian situation
  - Trustworthy sources
### Refugee Advocacy Network

<table>
<thead>
<tr>
<th><strong>Organisational details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Organisational background</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
<tr>
<td><strong>Number of staff and/or volunteers (FTE)</strong></td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
</tr>
</tbody>
</table>
  - Act for Peace – National Council of Churches in Australia (NCCA),
  - Amnesty International,
  - Academics for Refugees
  - Australian Education Union Vic,
  - Australian Jewish Democratic Society,
  - Australian Nursing & Midwifery Federation,
  - Australian Services Union (Vic Private Sector Branch),
  - Australian Western Sahara Association,
  - Australian Workers Union,
  - Asylum Seeker Resource Centre,
  - Australian Tamil Congress,
  - Ballarat Circle of Friends 93, Australian Refugee Association,
  - Brigidine Asylum Seeker Project,
  - CEPU Communications Division Postal and Telecommunications Branch Victoria,
  - Edmund Rice Asylum Seeker Project,
  - Eritrean People’s Movement,
  - Eritrean Youth Community,
  - Ethiopian Youth Community,
  - Federation of Community Legal Centres (Vic),
  - Fitzroy Learning Network,
  - Freedom Socialist Party,
  - Geelong Trades Hall,
  - Good Shepherd Mission and Justice,
  - Grandmothers Against the Detention of Refugee Children
  - GRAIN – Geelong Refugee Action and Information Network,
  - Hotham Mission, |
- Humanitarian Crisis Hub,
- Islamic Council of Victoria,
- Jewish Labour Bund Inc.,
- Justice and International Mission Unit, Uniting Church in Victoria and Tasmania,
- Labor 4 Refugees,
- Latrobe Students’ Representative Council,
- Latin American Forum – Victoria,
- Latin American Solidarity Network (LASNET),
- Liberian Community,
- Liquor, Hospitality & Miscellaneous Union,
- Maritime Union of Australia,
- Melbourne Sudanese Women Youth Group,
- National Union of Students,
- Refugee Action Collective,
- Researchers for Asylum Seekers,
- Resistance,
- Revolutionary Socialist Party,
- RISE – Refugees, Survivors and Ex-Detainees,
- Rural Australians for Refugees – Daylesford,
- Rural Australians for Refugees – Queenscliff,
- Rural Australians for Refugees – Surf Coast,
- Socialist Alliance,
- Socialist Alternative,
- Solidarity,
- Somalian Youth Association,
- South Equatorian Sudanese Association,
- Swinburne Student Union,
- Textile, Clothing and Footwear Union,
- The Australian Greens Victoria,
- Union of Australian Women,
- United Voice,
- United Women Group of Liberia,
- Victorian Council of Churches,
- Victorian Immigrant and Refugees Women’s Coalition,
- Victorian Independent Education Union,
- Victorian Trades Hall Council,
- Victorian West Papuan Community

**Annual budget**
- RAN exists on donations (eg raised $8000-10,000 at 2014 Palm Sunday walk)
- Currently have a small grant from Victorian Women’s Trust for Refugee Advocacy Media Project
- Auspicing agency: Brigidine Asylum Seeker Project

**Focus of organisation’s work**
- The impetus for the establishment of the RAN was when a few people involved with the Refugee Action Collective thought there was a need to broaden the base and attract a more mainstream, broader base. RAN seeks to attract the political centre and faith-based groups and complementing the more activist approach of existing organisations.
- RAN focuses on networking among existing refugee and asylum seeker organisations, and shared advocacy focussed on changing Government and Opposition policy on asylum seekers and refugees.
- The Network is seeking to change public attitudes towards asylum seekers, direct lobbying of politicians and mobilising various advocacy efforts. Also seeking to be more active in the media.
### Focus of organisation’s advocacy work

- The Refugee Advocacy Network main advocacy focus is on a more humane approach to refugees and asylum seekers in Australia. RAN focuses its work on the refugee and asylum seeker policies of the Government and Opposition, which it believes do not reflect the values that are important to Australians – a sense of fairness, equal treatment under the law and a welcoming nature.

- **Principles:**
  - Communicating principally by email and the RAN website,
  - Fostering inclusion, participation and democratic decision-making,
  - Promoting education and understanding of issues,
  - Political lobbying,
  - Drawing on evidence based research,
  - Taking action: holding rallies; issuing media releases; setting up petitions; increasing web presence; running campaigns; & engaging in acts of non-violent civil disobedience;
  - Acting peacefully.

---

### Advocacy activities

#### Policy development

- Occasional submissions to Government and Parliamentary Committees:
  - Senate Inquiry on Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014
  - Submission to the Expert Panel on Asylum Seekers, 2012

#### Political engagement

- RAN have limited direct access to political leaders and bureaucrats, though some members of the RAN Network are more active lobbying and have better access to local MPS and Senate crossbenchers.
- All Network members are regularly encouraged to write to or visit local federal MPs.
- Two ‘convergences’ to Canberra (2010, 2013)
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

#### Media engagement

- RAN occasionally issues their own media statements and shares supporter organisations and other relevant media releases on their website.
- RAN media releases:
  - TPVs just the tip of the iceberg in sweeping package of regressive changes to migration laws (September 2014)
  - Scott Morrison questioned at children in detention inquiry (August 2014)
  - Release Ranjini – Release Them All (May 2013)
  - ASIO Refugee Hunger Strikers Refuse to Budge (April 2013)
  - No Advantage Scrapped – Refugee Processing to start on Nauru (April 2013)
- Other media releases:
  - Release Ranjini (Tamil Refugee Council, May 2013)
  - Chilout members banned from visiting Manus Island (Chilout, March 2013)
  - Another Nauru Protest Calls for Immediate Processing (Refugee Action Coalition Sydney, October 2012)
  - High Court Decision opens Possibility of Deportations to Danger (Refugee Action Collective Vic, September 2012)
- Some coverage of specific events – Palm Sunday Walk for Justice for Refugees in 2014; World Refugee Day.

#### Social media engagement

- 1622 Facebook friends
Community engagement

- The RAN provides access via the website to:
  - Their own campaigns / actions: Manus Island ‘urgent action’ letter writing campaign (January 2015) encouraging supporters to write to Parliamentarians expressing disagreement with the policy of offshore detention and supporting Australia’s protection of asylum seekers in accordance with the UN Refugee Convention. Targeted at: Minister for Immigration and Border Protection Peter Dutton, Prime Minister Abbott, Leader of the Opposition Bill Shorten, Shadow Minister for Immigration Richard Marles and local MPs.
  - Petitions developed by other organisations for example: Get Up Petition to protest the indefinite detention of Ranjini and her children (May 2012); Act for Peace petition to end Mandatory Detention (May 2012)

- In May 2014 RAN commenced the Refugee Advocacy Media Project, seeking donations from supporters to enable the refugee advocacy sector to work with a number of media outlets to achieve a more balanced and informed approach to reportage on asylum seeker issues. The aim of the project is to have a positive impact on public opinion and to strengthen the momentum for policy change by:
  - Promoting co-operation between those refugee advocacy groups which are currently engaged with the media, to promoting an agreed set of key messages and proposed alternatives
  - Working with a range of news providers, commentators and opinion makers, and also utilising social media
  - Generating new stories about asylum seekers and refugees which are informative and which highlight the circumstances in which people may seek asylum, and stories about the successful resettlement of refugees in our communities
  - Providing informed responses to news stories
  - Providing informed commentary on policy announcements and relevant developments
  - Providing support and further development opportunities for the media spokespersons

With a small grant from Victorian Women’s Trust RAN have engaged a number of part-time journalists to start this work. A YouTube video - What’s wrong with the Asylum Legacy Bill? - interview with Corinne Grant with Daniel Webb from the Human Rights Law Centre about changes proposed in the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014 (November 2014) was an initiative of the Project. Also supported behind the scenes work to get recent Malcolm Fraser / Barry Jones interview up.

With further funds the project aims to employ a person with media experience to undertake media liaison and co-ordinate the project, including monitoring and responding to the news cycle and promoting positive news stories. Also keen to provide media training to a number of people from refugee backgrounds, academics, and people currently engaged in advocacy, to create a pool of spokespersons available to provide comment and information to the media.

- In 2014 and 2015 the Network convened a wider Organising Committee to plan the Palm Sunday Walk for Justice for Refugees in Melbourne, with and estimated 10,000 attending in 2014 and 15,000 in 2015.

Membership engagement

- With RAN support, members and supporters:
  - Undertake letter writing, calling and visiting MPs (eg RAN provided background notes to help supporters asked to email senators re the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014, Nov 2014)
  - Lodge submissions to parliamentary inquiries
  - Participate in protest actions and public forums (eg Palm Sunday, World Refugee Day and other occasions)
  - Share information between member groups and encouraging a more co-ordinated approach to advocacy actions and activities.
<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Advocacy and campaigning resources</strong></td>
<td>You Tube video - <em>What's wrong with the Asylum Legacy Bill?</em> Interview with Corinne Grant (media presenter and stand-up comedian) with Daniel Webb from the Human Rights Law Centre about changes proposed in the Asylum Caseload Legacy Bill. (November 2014)</td>
</tr>
</tbody>
</table>
Mainstream service providers who work with asylum seekers and refugees

Australian Red Cross

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Twitter</td>
</tr>
<tr>
<td>Facebook</td>
</tr>
</tbody>
</table>
| Contact person / details | Lis De Vries, National Migration Support Programs Manager, ldevries@redcross.org.au  
                           | Noel Clement, Head of Australian Services, nclement@redcross.org.au |

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of establishment</td>
</tr>
</tbody>
</table>
| Type of organisation     | International NGO, service provider  
                           | The Australian Red Cross Society is governed by a Royal Charter and the Rules of the Society. It is governed by a patron, Council, Board and CEO. |
| Number of staff and/or volunteers (FTE) | The Red Cross has a 20+ member National Leadership Team which supports the CEO in setting the strategic direction for the organisation, effectively managing day-to-day operations, implementing decisions of the Board and senior management, and providing leadership to Red Cross people.  
                                           | Number of staff focused on migration work is unknown.  
                                           | 31,623 volunteers – some 91% of Red Cross’ workforce. |
| Size of membership       | Over 50,000 members and volunteers |
| Annual budget            | In 2013-14,  
                           | Total revenue $1.1 bil  
                           | Total expenditure $1.08 bil  
                           | Net surplus $28 mil  
                           | government funding: 84.5% of total gross revenue  
                           | Donations $2 or more to Australian Red Cross are tax deductible in Australia. |
| Focus of organisation’s work | The Red Cross works with the most vulnerable people and communities in Australia and internationally. Their work is focused around seven priority areas:  
                                | Emergency services in Australia – Strengthening national emergency preparedness, response and recovery.  
                                | International programs – Increasing international aid and development.  
                                | Aboriginal and Torres Strait Islander peoples – Together as partners with Aboriginal and Torres Strait Islander peoples.  
                                | Social inclusion – Overcoming social exclusion by providing bridges back into the community.  
                                | Stronger communities – Tackling entrenched locational disadvantage.  
                                | Protecting people in war – Championing international humanitarian law. |
In relation to migration support, the Red Cross provides support to refugees, asylum seekers, immigration detainees and other people who are vulnerable as a result of migration, providing a range of services and programs that protect and uphold the health, dignity and wellbeing of vulnerable migrants, including:

- Provides direct support for asylum seekers through the provision of basic living expenses, general healthcare, protection visa health and character checks.
- Provides referrals to health services, counselling, accommodation, material aid, education, legal services and social support.
- Runs a Community Assistance Support program – supporting health and wellbeing of asylum seekers awaiting an outcome on visa applications through ongoing and intensive case work support, arranging healthcare appointments, financial allowance, financial assistance, referrals to counselling, material aid.
- Emergency Relief Program – providing once off financial or material assistance to asylum seekers, refugees and migrants suffering financial hardship.
- RC also run a Community Detention Program – to support vulnerable people to live in the community, while waiting outcomes of their visa application. Red Cross was previously the lead agency delivering the government’s program.

However, there have been recent and significant changes to the Red Cross organisational structure and the services it offers (as above) as a result of services funded by the Department of Immigration and Border Protection having been realigned into a new delivery model.

The Red Cross work as observers and directly advocate to government (confidentially) on conditions of detention, at immigration and offshore facilities.
- In 2013-14 the Red Cross finalised the draft of Red Cross Humanitarian Standards for Monitoring Immigration Detention, providing a consistent framework for their monitoring activities.

Focus of organisation’s advocacy work

Australian Red Cross undertakes humanitarian diplomacy to influence systemic changes for asylum seekers. The organisation consistently focuses on the humanitarian impact for those made vulnerable by the process of migration. Australian Red Cross maintains it is our duty to urge those responsible for meeting Australia’s 1951 Refugee Convention obligations to uphold the dignity, health and wellbeing of people seeking asylum in Australia. Internationally, The Red Cross Red Crescent movement manages its work on asylum seeker and migration issues in accordance with the Migration Policy adopted by the International Federation of Red Cross and Red Crescent Societies in 2009.

Domestically, the Australian Red Cross’ goals in relation to improved treatment of asylum seekers are summarised in Australian Red Cross’ ‘Vulnerability Report’ and include:

- Ensuring Immigration Detention facilities are used for people seeking asylum only for the shortest practicable time required for health and security clearances.
- Ensuring protection visa applications are processed in a reasonable timeframe and ensuring that timely and durable solutions are implemented for people found to be refugees.
- Ensuring the Australian Government immediately grants work rights to asylum seekers who are living in the community on a Bridging Visa.
- Ensuring the Australian Government provides a basic living allowance and other support to people seeking asylum commensurate with their needs and are no less than that provided to other people with similar needs in the Australian community.
- Ensuring the Australian Government and all State and Territory Governments work together and with the community sector to
To further improve community care arrangements for people seeking asylum with a particular focus on resourcing community based housing options.

- To progress and support these goals, Red Cross participates in a number of advocacy initiatives including: interagency network meetings, community engagement and education, professional development and capacity building the broader sector through our practitioner forums, contributes to Parliamentary inquiries, undertakes confidential discussions with Government, creates action plans with other asylum seeker sector partners and engages in one-on-one casework to advocate for particular client needs and submits confidential proposals to Government in order to influence policy change.

**Advocacy activities**

### Policy development

- The Australian Red Cross provided a written submission and made oral submissions to the Senate Legal and Constitutional Affairs Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014.

- The Australian Red Cross published *Reflection Report: Community Migration program 2010–2014 – Supporting people seeking asylum living in the Australian community* – reporting on the challenges and successes experienced by key stakeholders of the Red Cross Community Migration program.

- The Australian Red Cross launched its *Vulnerability Report* in late 2013. The report was commissioned by Red Cross and surveyed 33 people seeking asylum who have been supported by Red Cross services in Victoria, WA and SA, supplemented by interviews with 26 other agencies, support services and community associations. The report also draws on surveys with over 1,000 other Red Cross clients. The report provides a rare insight into the day-to-day realities of one of the most vulnerable groups in Australia, demonstrating the critical hardships and distress suffered by many people currently seeking asylum in Australia.

### Political engagement

- Given the Red Cross’ principles of impartiality, neutrality and independence, the Red Cross is limited in the public advocacy it can undertake.

- However, Australian Red Cross has a privileged line of communication with Government decision makers, having unique access to individuals when required. This includes confidential meetings with Ministerial decision makers. Such access is exercised at times of great humanitarian need, or to discuss particular issues of concern under the Red Cross’ Memorandum of Agreement regarding immigration detention conditions.

- Australian Red Cross has influenced Government to consider the humanitarian consequences of any proposed policy or legislative change. Although the impact of these strategic advocacy activities is not always easily quantifiable, some of the recent, the Red Cross identifies that more localised achievements have included:
  - Ensuring Government support payments for young asylum seekers are commensurate with payments Australian-born young people would receive.
  - Creating an agreed advocacy framework with other DIBP funded agencies to respond to pressing issues in particular support for finally determined clients.
  - Developing a Mutual Obligation framework which the Government have adopted and have piloted (known as the Community Engagement Activities Pilot)
  - Mental health awareness program for Asylum seekers
  - Driving the expansion of community based programs and supporting thousands of people being released from held immigration detention
  - Influenced the service design and delivery to enhance support to people seeking asylum
Public transport concession for asylum seekers in various States and Territories
Local initiatives including community garden projects, community education in schools, employment partnerships for asylum seekers eg WA and Dairy Tas.
Ensuring volunteering opportunities for people seeking asylum is on the government's agenda and coordination of this is funded
Advocating for people seeking asylum to be able to have work rights in Australia
Advocating for additional services to vulnerable families including emergency relief provisions and extension of transition services

Two direct advocacy activities that the Red Cross privately pursues are:

Immigration Detention Monitoring – the Red Cross have provided independent humanitarian monitoring of conditions in immigration detention facilities across Australia for more than 20 years. Humanitarian Observers (HO) – staff and volunteers – observe and assess the general conditions of immigration detention, access to services, and the treatment of the people detained. The Red Cross is the only independent organisation to visit all detention facilities on at least a quarterly basis. The Red Cross then conducts confidential advocacy with the Department of Immigration and Australian Government, raising any issues of humanitarian concern to ensure that the dignity, health and wellbeing of people in detention are upheld.

Offshore monitoring – Australian Red Cross (RC) and International RC work together to monitor conditions of detention in the Offshore Processing Centres in Nauru and Papua New Guinea. On regular visits the delegation assesses the conditions of detention and the treatment of people detained within the centre. All on site engagements, reports and related discussions are confidential.

In 2013-14 the Red Cross visited every facility both on and offshore at least once per quarter, and maintained a dialogue with authorities at on-site and national levels to advocate on issues of humanitarian concern.

Australian Red Cross also works with other sector partners and peak bodies such as Refugee Council of Australia to collectively influence decision makers.

The Australian Red Cross issues regular media releases across the breadth of their activities. Releases concerning asylum seekers have recently included:

- **Children in Detention**, 12 Feb 2014 (re Australian Human Rights Commission report)
- **Refugee Week: Helping to Make Australia What it is Today**, 15 June 2014
- **Artists join forces with asylum seekers in Western Australia**, 4 June 2014
- **Red Cross issues plea to national parliamentarians not to turn back on suffering**, 25 June 2013
- **Asylum seekers in the community**, 22 Nov 2012

The Australian Red Cross’ 2013 Vulnerability Report gained some media coverage, as did its ‘And then I was a refugee…’ phone app in later 2012. Localised projects have often had media articles in local media, in particular South Australia – for example, asylum seeker diners, food safety sessions, community gardening projects have attracted local coverage.

**Social media engagement**
- 142,852 Facebook friends
- 22,300 Twitter followers
- According to its 2013-14 Annual Report, the Red Cross “are embracing the opportunity to appeal to a wide group of supporters and a younger demographic through social media. This year we increased our number of
Facebook ‘likes’ by 69% to 83,537. Our LinkedIn connections rose by 90% to 8,946, and we reactivated our Instagram account. We focused on increasing our Twitter presence, which this year had a 50% increase in followers (reaching 16,656 in total.).

- In 2013-14, the Red Cross website had 6.6million page views, 2.1 million visits and 1.5 million unique visits
- The ‘And then I was a refugee…’ phone app was launched in late 2012. In the App, users select a character who is forced to run for their life when their village is attacked by rebels. Along the way they have to make decisions such as whether to join the rebels to stay alive, whether to steal water from a village, or if they should accept help from a people smuggler.

<table>
<thead>
<tr>
<th>Community engagement</th>
<th>N/A</th>
</tr>
</thead>
</table>
| Membership engagement | The Red Cross engage with supporters through various channels in order to sustain and grow its community support. The Red Cross produces a range of publications and information to engage supporters, including:  
  - an email update called Everyday to give an overview of monthly activities;  
  - an update to show regular givers how their donations are helping communities;  
  - newsletters and e-newsletters to build and connect the Red Cross community among members and volunteers; and  
  - its flagship magazine Humanitarian, which promotes understanding of Red Cross’ work and builds support for our campaigns amongst the general public as well as donors, bequestors and members. |

<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual case work</td>
<td>Casework associated with program Red Cross operate on behalf of the Commonwealth Government (eg community detention) – no statistics available.</td>
</tr>
</tbody>
</table>

| Advocacy and campaigning resources | Red Cross have developed myth busters, Q&A as well as FAQ which have been broadly disseminated and utilised by Red Cross members to the broader community. The Red Cross publish information sheets in multiple languages for its international tracing services, about support for trafficked people, migrant workers’ rights in Australia and a Q&A on human trafficking. It also publishes ‘Asylum Seekers: 13 things you should know’. The Red Cross issues a regular Asylum Seeker Sector update – a newsletter focusing on a range of Red Cross and partner agency initiatives, along with useful information for people working with asylum seekers in Australia. |
The Salvation Army

Organisational details

Address
140 Elizabeth St Sydney NSW 2000 / PO Box A435 Sydney South NSW 1235 (Australia Eastern Territory (ACT, NSW, QLD)
95-99 Railway Road Blackburn VIC 3130 / PO Box 479 Blackburn VIC 3130 (Australia Southern Territory (VIC, TAS, SA, WA, NT)

Phone
(02) 9264 1711 / (03) 8878 4500

Website
http://salvos.org.au/

Facebook
The Salvation Army Australia

Twitter
salvos

Contact person / details
Paul Moulds, formerly Regional Director Humanitarian Mission Services, paul.moulds@aue.salvationarmy.org

Organisational background

Date of establishment
1865 (as the Christian Mission), name changed to The Salvation Army in 1878

Type of organisation
International movement operating in 124 countries, an evangelical Christian organisation

Number of staff and/or volunteers (FTE)
In 2014, 4800+ employees

Size of membership
In 2014, 500+ active officers

Annual budget
In 2013-14, Eastern Territory total revenue $394mil, expenses $393mil

Focus of organisation’s work
- The Salvation Army is an evangelical movement of the Christian Church; its primary motivation in providing practical social service comes from a spiritual base: its first purpose is to share the gospel of Jesus Christ with people of all ages, creeds, and colours.
- Salvos provide wide-ranging services to those in need in the community, including:
  - Aged Care facilities
  - Chaplaincies – providing counsel and comfort to victims of disaster, emergency and crime, and to the support personnel who serve at such times
  - Children’s Services including toys for children at Christmas, camps for underprivileged children (January/Summer and April/ Easter), Youth recreation centres and church-based activities including kids clubs and camps
  - Community Care Ministries, visiting hospitals, nursing homes, and people unable to leave their own homes.
  - Community Service centres providing practical emergency assistance (food, clothing, household items, bills etc) for families and individuals facing financial pressure
  - Court & Prison Services chaplains visiting courts and prisons, debriefing juries and facilitating the Positive Lifestyle Program.
  - Crisis & Supported Accommodation for homeless persons
  - Services for People with an Intellectual Disability
  - Emergency Services to provide practical support, hope and encouragement to victims, relatives and official workers during emergencies and disasters.
  - Employment Services
  - English Language Classes
  - Family Tracing Service
  - Financial Counselling
- Outback Flying Service
- Professional Counselling
- Recovery Services
- Red Shield Defence Services – providing practical support with Christian influence to hundreds of Australian Defence Forces members and families each day.
- Suicide Prevention & Bereavement Support
- Telephone Counselling
- Youth Support programs focused on prevention as well as assistance for homeless and disadvantaged young people, including recreation and leisure centres, street outreach vans and drop-in centres, case management and counselling

- Between August 2012 and February 2014 The Salvation Army’s Humanitarian Mission Services provided welfare and emotional well-being to asylum seekers awaiting processing at the Manus Island and Nauru Offshore Processing Centres. Fully funded by the Australian Government, the Salvation Army provided case-management services, educational and recreational activities and pastoral support. The contract was not renewed in 2014.
- Since February 2014, the Salvation Army has continued its work with asylum seekers and refugees through a variety of programs in Australia:
  - The Community Detention Program provides supported housing to people awaiting the determination of their immigration status, and in 2014 supported 95+ people.
  - Various programs (eg. Auburn Corps in Sydney’s west and the Asylum Seeker Support Services in Brunswick in Melbourne) to support new including English classes, driving schools, training in budgeting and practical support such as food, clothing, household goods and assistance with paying bills. In 2014, Eastern Territory’s Migrant and Refugee Services assisted 1500+ people.
  - Salvos Legal provides free immigration and legal advice to asylum seekers and others in Australia.

Focus of organisation’s advocacy work

- In providing welfare and support services to asylum seekers in the Offshore Processing Centres, The Salvation Army made clear through media and other statements its fierce opposition to the policies of mandatory detention and offshore processing:
  - Response to questions asked about the involvement of The Salvation Army in Nauru and Manus Island, Nov 2012
  - Statements for the Federal Election 2010
  - Salvation Army Statement on Involvement in Support to Asylum Seekers on Nauru and Manus Island

The Salvation Army’s rationale for providing services to asylum seekers at the OPCs was “to do what we can in this harsh environment to advocate and represent the needs of those affected by it, and to try and make a difficult situation a little more tolerable for them.”

Advocacy activities

Policy development

N/A

Political engagement

- The Salvation Army’s Eastern Territory has been a signatory to:
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - ACOSS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

- The Salvation Army was also a signatory to Joint Statement by Church leaders on asylum seekers, Sept 2012

Media engagement

- The Salvation Army’s Humanitarian Mission Services issued regular media releases and public statements during its period providing
services to asylum seekers at the OPCs:

- The Salvation Army responds to Fairfax allegations, 14 Mar 2014
- The Salvation Army responds to Dateline allegations, 4 Mar 2014
- The Salvation Army saddened by Manus Island death, 19 Feb 2014
- The Salvation Army Confirms End of Contract with Department of Immigration, 13th Dec 2013
- The Salvation Army concerned about labelling of asylum seekers as 'Illegals' and 'Detainees', 22 Oct 2013
- Manus Island Allegations, 24 July 2013
- Nauru Riots, 24 July 2013
- World Refugee Day, 20 June 2013
- The Salvation Army Finalises Contract with Department of Immigration and Citizenship, 22 Feb 2013
- Support for UNHCR Manus Island Report, 4 Feb 2013
- Support for UNHCR Nauru Report, 4 Jan 2013
- Internet rights for asylum seekers in Nauru, 17 Dec 2012
- The Salvation Army welcomes preliminary report of Amnesty International on Conditions in Nauru, 23 Nov 2012
- Response to questions about our involvement in offshore processing, 6 Nov 2012
- The Salvation Army announces humanitarian support role on Nauru and Manus Island - detailed statement, 10 Sept 2012
- The Salvation Army announces humanitarian support role on Nauru and Manus Island - Media Release, 10 Sept 2012

Social media engagement

- 45,110 Facebook friends
- 15,800 Twitter followers

Community engagement

N/A

Membership engagement

N/A

Social enterprises

More than 100 Salvo stores across NSW, ACT and QLD provide and practical support such as food, clothing, household goods and assistance with paying bills to asylum seekers and new arrivals.

Individual case work

N/A

Advocacy and campaigning resources

- The Salvation Army’s Humanitarian Mission Services website contains a number of publications and resources including Myth Busters and Facts & Figures, though these appear dated to period when HMS were providing services to asylum seekers at the OPCs.
### Service providers who focus on asylum seekers and refugees

**House of Welcome**

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
<tr>
<td><strong>Number of staff and/ or volunteers (FTE)</strong></td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Focus of organisation’s work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Focus of organisation’s advocacy work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
### Advocacy activities

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy development</strong></td>
<td>Occasional commentary on legislative/program changes</td>
</tr>
<tr>
<td><strong>Political engagement</strong></td>
<td>HoW have been visited by local politicians who have heard of its community engagement endeavours.</td>
</tr>
<tr>
<td><strong>Media engagement</strong></td>
<td>HoW’s media coverage is related to its community engagement events, which have featured in local as well as mass circulation publications.</td>
</tr>
<tr>
<td><strong>Social media engagement</strong></td>
<td>1484 Facebook friends</td>
</tr>
<tr>
<td><strong>Community engagement</strong></td>
<td>Occasional events and clothing drives through supporter networks, Catholic Church and volunteers</td>
</tr>
<tr>
<td><strong>Membership engagement</strong></td>
<td>Via advocacy ‘call outs’ to membership in its online newsletters, HoW encourages its supporters to write letters and participate in events such as marches, petition signing, writing for publications, personal advocacy on behalf of individual persons.</td>
</tr>
<tr>
<td><strong>Social enterprises</strong></td>
<td>Community Kitchen (client food preparation and cooking classes; not for external profit)</td>
</tr>
<tr>
<td><strong>Individual case work</strong></td>
<td>- HoW reported a 200% increase in number of referrals received in 2012-13 (latest Annual Report available). This was reflected in increased demand for services:</td>
</tr>
<tr>
<td></td>
<td>- Activities attendance +301%</td>
</tr>
<tr>
<td></td>
<td>- Drop-ins +212%</td>
</tr>
<tr>
<td></td>
<td>- Referrals +200%</td>
</tr>
<tr>
<td></td>
<td>- Clients in HoW housing +85%</td>
</tr>
<tr>
<td></td>
<td>- Financial assistance +35%</td>
</tr>
<tr>
<td></td>
<td>- Direct casework clients +34%</td>
</tr>
<tr>
<td></td>
<td>- Foodbank recipients +34%</td>
</tr>
<tr>
<td><strong>Advocacy and campaigning resources</strong></td>
<td>- On its website HoW publishes:</td>
</tr>
<tr>
<td></td>
<td>- ‘Stories’ about asylum seekers</td>
</tr>
<tr>
<td></td>
<td>- UNHCR News updates</td>
</tr>
<tr>
<td></td>
<td>- Lists sources of ‘Information &amp; Mythbusting’ on its Links page</td>
</tr>
<tr>
<td></td>
<td>- Semi-regular online newsletter (up to twice yearly)</td>
</tr>
<tr>
<td><strong>Financial assistance and accommodation</strong></td>
<td>most common areas of support required, followed by health care, legal assistance</td>
</tr>
</tbody>
</table>

### MDA Ltd

<table>
<thead>
<tr>
<th><strong>Organisational details</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Brisbane Multicultural Centre, 28 Dibley Street Woolloongabba QLD 4102 (co-tenant with the Queensland Program of Assistance to Survivors of Torture and Trauma)</td>
</tr>
<tr>
<td></td>
<td>Also has offices in Nundah in Brisbane city and in the regional cities of Toowoomba and Rockhampton</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>(07) 3337 5400</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>MDA_qld</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>mdaqld</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Kerrin Benson, CEO, <a href="mailto:KerrinB@mdabne.org.au">KerrinB@mdabne.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Julie Connolly, Senior Manager, Advocacy and Social Policy</td>
</tr>
</tbody>
</table>
# Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>1998</th>
</tr>
</thead>
</table>
| **Type of organisation** | - Independent non government organisation  
- Specialist Queensland-based multicultural agency |

| **Number of staff and/or volunteers (FTE)** | - At 30 June 2013, MDA had 214 staff from 50 different countries and speaking 69 different languages.  
- MDA has experienced a tenfold growth of staff over the past decade, from 15 FTE in 2003 to 177 FTE in 2013.  
- MDA had ~300 volunteers in 2012-13 providing support to a range of MDA’s programs, including: Job Club, Chai Time, Citizenship Test Support, Driving Learner’s Handbook tutoring, orientation activities, assisting with advocacy projects, driving, assisting with cooking BBQs for clients, playing sports with clients, helping to pack food packs and welcome packs – as well as events such as MDA’S 2013 Lantern Parade Walk for Refugees and World Refugee Day Community Festival. |

<table>
<thead>
<tr>
<th><strong>Size of membership</strong></th>
<th>MDA is not a membership based organisation</th>
</tr>
</thead>
</table>
| **Annual budget** | - In the 2012-2013 financial year, MDA received $27mil in funding from its major sources: $25.2mil from Department of Immigration and Citizenship for services including CAS/ASAS and Humanitarian Settlement Services; also received funding support from Qld government (Department of Communities), Brisbane City Council  
- Corporate sponsors/partners in 2012-13 included:  
  - Westpac Bank  
  - Commonwealth Bank  
  - Dealer Solutions  
  - TELLS  
  - JS Data  
  - Bric housing company  
  - Mercy Family Services  
  - Queensland Theatre Company  
  - Queensland Council of Unions  
  - Second Bite  
  - OzHarvest |

| **Focus of organisation’s work** | MDA partners with government, not for profits, community stakeholders, the corporate sector and volunteers using casework, education and skilling, community activities and advocacy to welcome, support, orientate and integrate asylum seekers, refugees and migrants to create new citizens willing and able to contribute to the Australian community and economy.  
- MDA:  
  - Provides services to asylum seekers, refugees and migrants to enable successful settlement  
  - Facilitates new and emerging community groups  
  - Promotes cultural diversity across the whole community  
  - Promotes a better understanding of settlement, asylum seeker and migration issues  
  - Works to strengthen the sense of welcome and safety extended to asylum seekers, refugees and migrants by the broader community  
  - Advocates to decision makers and service providers to improve policy, programs and services. |

| **Focus of organisation’s advocacy work** | MDA is committed to achieving the best settlement outcomes for their clients and working actively to promote diversity. |
MDA describes its advocacy goals in relation to asylum seekers as ensuring access to fair process and a pathway to safety for asylum seekers, and ensuring that basic needs are met while on interim visas. MDA also advocates for greater access to basic services and to encourage the broader community to treat asylum seekers with respect and welcome.

MDA has a Community Advocacy and Social Policy team, which is focused on creating local solutions to remove barriers to access, increasing social cohesion and improving economic participation for people from diverse cultural and language backgrounds. This area of MDA’s work is partly funded by Multicultural Affairs Queensland through the Community Action for a Multicultural Society (CAMS).

In 2012-13 MDA advocated strongly on two key issues - work rights for asylum seekers and affordable public transport. The team also engaged in the ‘Racism Stops With Me’ campaign, the Queensland Multicultural Youth Settlement Action Network (QMYSAN) which works to improve settlement outcomes for young people.

MDA lists its advocacy achievements on its website as:
- Newly established small business owners in South Brisbane now have greater access to regulatory information, business development and small grants support.
- Refugees are now a priority population in national health policy frameworks and programs.
- Medicare locals across Queensland are developing new resources, peer support and training to support GPs and health practitioners to work with patients from refugee backgrounds.
- Cultural communities now have greater awareness of and access to Early Childhood Education programs and literacy programs within the State Library of Queensland.
- Young people, youth leaders and employers have greater understanding of the challenges in finding work and the confidence in addressing these challenges.
- Community leaders have information, training and support to develop and communicate their key messages to the public.
- Governments are aware of solutions to address the barriers to employment, education and services caused by a lack of interpreters, English language support, culturally competent support and affordable transport.

### Advocacy activities

#### Policy development
- MDA occasionally makes written submissions to Parliamentary Inquiries, for example the Senate Legal and Constitutional Affairs Committee Inquiry into the Australian Citizenship and Other Legislation Amendment Bill 2014.
- 2013 Research paper ‘Assessing the Economic Contribution of Refugees in Australia’ (concludes that there is no evidence that refugees impose a net economic cost to Australia in the long term, despite the many barriers to employment encountered during their resettlement).
- 2014 ‘Diversity it’s our strength’ report – outlining MDA’s 30 year vision for Queensland’s multicultural future.

#### Political engagement
- MDA’s CEO was a member of the (Commonwealth Immigration) Minister’s Council on Asylum Seekers and Detention (MCASD) and is a member of the Brisbane City Council’s Inclusive Brisbane Board.
- MDA notes that the organisation has had some access to decision makers through committee membership, but that direct influence is limited. MDA further notes that they have had a series of small wins on individual cases but that broader policy change is a much longer process.
- MDA’s ‘Diversity: it’s our strength’ has been provided to Queensland Government Ministers, MPs and Departmental staff.

#### Media engagement
According to MDA’s 20012-13 Annual report “Our social media community has more than doubled as we continue to increase our online community
engagement. Our news media engagement has also expanded this year, creating opportunities to share our clients’ stories and successes within the wider community.” However no media releases accessible on MDA website.

<table>
<thead>
<tr>
<th>Social media engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 5244 Facebook friends</td>
</tr>
<tr>
<td>• 576 Twitter followers</td>
</tr>
<tr>
<td>#bepartofthechange</td>
</tr>
<tr>
<td>• Change the Conversation: MDA blog</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• MDA sponsor and organise a large range of events that function to raise positive profiles for asylum seekers, often in conjunction with refugees and other recent arrivals.</td>
</tr>
<tr>
<td>• MDA hosts two flagship events on 20 June every year for World Refugee Day</td>
</tr>
<tr>
<td>- World Refugee Day Community Festival (15,000 people attend annually)</td>
</tr>
<tr>
<td>- Lantern Parade Walk for Refugees (in 2012/13 ~ 8,500 people attended)</td>
</tr>
<tr>
<td>• MDA has a Social Inclusions Activities team who run sports events, community celebrations, excursions, English classes, and fortnightly city orientation. MDA also hosts twice weekly BBQs for their newly arrived clients.</td>
</tr>
<tr>
<td>• Examples of MDA’s community work include:</td>
</tr>
<tr>
<td>- Engaging with communities by building relationships with, and between, leaders and communities</td>
</tr>
<tr>
<td>- Leadership training with more than 20 new emerging refugee community leaders</td>
</tr>
<tr>
<td>- Leadership and mentoring projects with youth</td>
</tr>
<tr>
<td>- Employer engagement</td>
</tr>
<tr>
<td>- Community preparedness (building relationships with local groups and educating them on the background of arriving asylum seekers)</td>
</tr>
<tr>
<td>• In 2012/13 MDA’s community development work was funded by the Department of Immigration and Citizenship. It involved: identifying and strengthening formal and informal leadership within communities (e.g. providing support to community leaders to convene forums); assisting communities to develop their own structures and responses to priority issues; and to facilitate a connection between new arrivals and existing community members. This work included:</td>
</tr>
<tr>
<td>- Focus on local business and social harmony and cohesion</td>
</tr>
<tr>
<td>- Harmony Day events organised in collaboration with local schools, City Council, community centres and commercial businesses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td></td>
</tr>
<tr>
<td>• In 2012-13:</td>
<td></td>
</tr>
<tr>
<td>- MDA supported 4025 clients from 66 countries</td>
<td></td>
</tr>
<tr>
<td>- the Community Assistance Support (CAS) and Asylum Seeker Assistance Scheme (ASAS) Teams worked with 1394 clients</td>
<td></td>
</tr>
<tr>
<td>- the Community Determination Team worked with 283 clients</td>
<td></td>
</tr>
<tr>
<td>- the Refugee Settlement Services Team worked with 1495 clients</td>
<td></td>
</tr>
<tr>
<td>- the Continuing Settlement Services team worked with 759 clients and made 1000 referrals to other agencies.</td>
<td></td>
</tr>
<tr>
<td>• Individual case managers advocate for access as part of their professional role</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy and campaigning resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 2012-13 Annual Report included a page of ‘Myth busters’ covering issues such as</td>
</tr>
<tr>
<td>- Are people who come by boat illegals?</td>
</tr>
</tbody>
</table>
Are asylum seekers genuine refugees?
Are asylum seekers who arrive by boat ‘queue jumpers’?
Asylum seekers take places away from refugees in overseas camps

- 2013 Research paper ‘Assessing the Economic Contribution of Refugees in Australia’
- Website section on ‘Know the Facts’ includes:
  - A refugee is...
  - An asylum seeker is...
  - Asylum seekers arriving by boat are breaking the law
  - We are not being swamped by boat arrivals
  - Asylum seekers are not terrorists
  - Did you know?

### Settlement Services International (SSI)

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
<tr>
<td><strong>Number of staff and/ or volunteers (FTE)</strong></td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
</tr>
</tbody>
</table>
- Northern Settlement Services
- Illawarra Multicultural Services
- SSI’s work with asylum seekers is supported by many agencies and individuals.

**Annual budget**
- In 2012-13,
  - SSI’s revenue was $36mil, operating costs were $31.6mil, with a surplus realised of $4.3mil
  - 98% of income was received from Federal Government – fee for service (Humanitarian Settlement Services, CAS/ASA etc)
  - 1.4% of income was received from NSW Government

**Focus of organisation’s work**
- SSI’s mission is to be a leader in the settlement sector through the provision of settlement and support services that achieve independence for refugees and migrants.
- Services include:
  - Humanitarian Settlement Services Program – casework and housing support during the first 12 months for humanitarian entrants and refugees who have been granted a permanent protection visa
  - Status Resolution Support Services – casework and financial support for asylum seekers while their claim is asylum assessed
  - Ignite Small Business Start-ups – providing clients with enterprise facilitation, business mentoring and access to interpreters and networks; to establish a small business or expand an existing one
  - Multicultural Foster Care Service - providers foster care services to people from CALD backgrounds
  - Ability Links – support for people with disability
  - Housing Services – Assistance with accommodation
- SSI’s Strategic Plan outlines aims as including:
  - Developing stronger and more effective stakeholder relationships to facilitate settlement or refugees and migrants into Australia – including strengthening relationships with the Department of Immigration and Citizenship and other relevant Departments and Authorities so that SSI’s understanding of settlement issues can be utilised in policy and program development.
  - Facilitating a client voice in representation, advocacy and evaluation

**Focus of organisation’s advocacy work**
SSI describes its advocacy goals in relation to asylum seekers as striving to provide casework support to asylum seekers, provide government with feedback on their lived experience and also to provide positive first voice stories for the broader community to learn more.

**Advocacy activities**

**Policy development**
SSI has a Policy & Research Manager responsible for enhancing research and policy analysis, in turn building the evidence base for SSI’s operations.

**Political engagement**
SSI reports that they have built up solid trust and have strong and productive relationships with decision makers, which are mutually respectful and professional. SSI acknowledges that this is a difficult area to impact on policy but they try to do this by telling positive stories.

**Media engagement**
- SSI produces regular media releases on their work, including:
  - Free community-based legal help reaches new arrivals (partnership between SSI and NSW Legal Aid)
  - Multicultural Foster Care Service acknowledged
  - Young refugees share their stories
  - Seeking asylum and playing cricket
- Media engagement appears to be predominantly focused on settlement, rather than asylum seeker issues.
- SSI’s Marketing and Communication’s team’s ability to identify good stories has seen SSI achieving solid results including coverage in print
and electronic media, with a growing profile and some recent national coverage about their activities such as the soccer team and community kitchen they are involved in.

### Social media engagement
- 1113 Facebook friends
- 949 Twitter followers

### Community engagement
- SSI Speakers Series in 2014 covered topics:
  - The Power of Storytelling
  - The Strength of Youth: Young People and Their Refugee Experiences
  - Perception is reality: How do we form our perceptions of refugees and asylum seekers?
  - Radical appeal: young people and religious extremism
- SSI operates a large volunteering program, which includes:
  - Sisterhood Program (friendship/connection with locals)
  - Mateship Program (friendship/connection with locals)
  - Family Program (support and friendship with locals)
  - Community Program – links refugees and asylum seekers in with community and established volunteer groups including Neighbours and Friends, Hillsong, and the Tamil Community in Sydney.
- SSI have supported a soccer team with Newington Gunners and playtime programs for parents

### Membership engagement
- SSI’s members and supporters undertake policy development, participate in online community education and contribute to informing public discourse.
- SSI’s monthly PDF newsletter was moved to a digital format, SSI News Blog, in November 2014. The blog features a wide variety of settlement stories, such as:
  - SSI food: Sajeeda’s Rohingya curry (a Rohingya refugee from Myanmar, arriving in 2013)
  - In awe of Australia’s Parliament House
  - Luna Park excursion for refugees
  - Success story: John Masha (arrived as a refugee from Sudan at age 9)
  - Refugees feel like ‘members of the world’ in Australia

### Social enterprises
- SSI established a Community Kitchen in Ryde in Sydney for new asylum seeker arrivals. It is part cooking class, part social outing, and provides an opportunity for SSI case managers to consult with clients.
- SSI’s Ignite Small Business Start-Ups project aims to facilitate business creation for refugee clients keen to establish a small business.

### Individual case work
- SSI services more than 8000 clients per year on refugee and bridging visas.
- In 2012/2013 FY the Humanitarian Services division supported 5,849 refugee families and 2,818 asylum seekers.

### Advocacy and campaigning resources
- SSI website includes factsheets on the SSI and Multicultural Foster Care Service, About SSI and Women at Risk, as well as FAQs on Humanitarian Services and Child and Family, in relation to SSI’s services.
- SSI’s YouTube channel contains a number of clips, including short films on settlement and personal experiences, as well as academic topics
## Faith-based organisations

### Act for Peace

<table>
<thead>
<tr>
<th>Organisational details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Level 7, 379 Kent Street, Sydney NSW 2000, Australia</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>1800 025 101 / (02) 9299 2215</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>Actforpeace</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>Actforpeace</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Tamara Domicelj, Regional Refugee Protection Adviser, <a href="mailto:tdomicelj@actforpeace.org.au">tdomicelj@actforpeace.org.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
<td>1948</td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
<td>Act for Peace is the international aid agency of the National Council of Churches in Australia (NCAA) – faith based organisation</td>
</tr>
<tr>
<td><strong>Number of staff and/ or volunteers (FTE)</strong></td>
<td>25 staff (FTE component unknown), with a small team focused on asylum seeker and refugee issues:</td>
</tr>
<tr>
<td></td>
<td>– the Associate Policy and Advocacy Director (James Thomson) has responsibility for advocacy at the international level.</td>
</tr>
<tr>
<td></td>
<td>– the Regional Refugee Protection Adviser (Tamara Domicelj) has responsibility for advocacy related to the Asia-Pacific region.</td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
<td>In Australia, NCAA is an ecumenical council of 19 Christian churches.</td>
</tr>
<tr>
<td></td>
<td>As part of a global network, more than 140 organisations in 130 countries.</td>
</tr>
<tr>
<td></td>
<td>Act for Peace has ~15,000 members / supporters.</td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
<td>$10,634,509 (2014)</td>
</tr>
<tr>
<td><strong>Focus of organisation’s work</strong></td>
<td>Community-based protection (CBP), community-based disaster risk management (CBDRM), emergency response and sustainable development work with communities affected by conflict, disaster and displacement.</td>
</tr>
<tr>
<td></td>
<td>Community engagement</td>
</tr>
<tr>
<td></td>
<td>Advocacy. Campaigns for Change have included:</td>
</tr>
<tr>
<td></td>
<td>– Stand up for refugees in Australia</td>
</tr>
<tr>
<td></td>
<td>– 50th ratification of the Arms Trade Treaty</td>
</tr>
<tr>
<td></td>
<td>– International Day of Peace</td>
</tr>
<tr>
<td></td>
<td>– Justice for Syrian Atrocities</td>
</tr>
<tr>
<td></td>
<td>– I say NO child soldiers</td>
</tr>
<tr>
<td></td>
<td>– PM keep your promise on aidPeace for Palestine and Israel</td>
</tr>
<tr>
<td></td>
<td>– Abolish nuclear weapons</td>
</tr>
<tr>
<td></td>
<td>– We are human – Stand against violence in Gaza and Israel</td>
</tr>
<tr>
<td><strong>Focus of organisation’s advocacy work</strong></td>
<td>In relation to asylum seekers, AfP advocates for the strengthened protection of asylum seekers and refugees (as well as internally displaced persons (IDPs) and other vulnerable displaced people), in the Asia-Pacific region, and conflict and disaster affected communities worldwide, in humanitarian programming and through policy reform and collaborative partnerships and solutions-oriented dialogue between affected communities, civil society organisations, nongovernment organisations, intergovernmental organisations and states.</td>
</tr>
</tbody>
</table>
A few years ago, AfP determined that the most effective way of continuing its long-term advocacy work in relation to domestic asylum seeker law and policy was by establishing and supporting the Australian Churches Refugee Taskforce (ACRT), as a separate entity, to advocate for a just and humane Australian Government response to asylum seekers. As such AfP supporters are regularly channelled towards ACRT, RCOA and other sector agencies to support their advocacy efforts in this area – see separate brief on Australian Churches Refugee Taskforce (ACRT).

**Advocacy activities**

**Policy development**
- AfP has worked closely with the Asia Pacific Refugee Rights Network (APRRN) to develop a civil society-led Vision for Regional Protection, which will be accompanied by a multi-sectoral plan of action and research and consultation framework – currently in development. AfP advises that the Vision for Regional Protection has had a very positive high-level response to date from within UNHCR and from prominent international refugee lawyers and academics; representatives of a number of states have also expressed interest in engaging with the initiative.
- AfP has also played a leading role in a number of sustained joint advocacy initiatives internationally, that have resulted in the development and implementation of UNHCR policies (eg urban refugee policy), high level dialogues and products (eg faith and protection, welcoming the stranger) and reviews of processes and frameworks (partnerships, community-based protection).

**Political engagement**
- AfP reports long-term high-level access to bureaucrats within the refugee and humanitarian division of the immigration portfolio, with good opportunities for engaged and candid dialogue. AfP also previously had consistent access to senior bureaucrats within AusAID.
- AfP reports that the level of influence on decision makers has reflected what is politically possible at the time, but at times has been high.
- AfP reports good access to politicians when they have sought it – with a relatively high level of interest in discussing scope for strengthening regional protection.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - ACOSS’s September 2011 joint statement calling for a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

**Media engagement**
- On occasions AfP are asked to comment on issues affecting communities with which they work – including refugees, asylum seekers and returnees in various countries – however AfP have not sought media coverage of their advocacy activities in this area in recent times.

**Social media engagement**
- 3344 Facebook friends
- 1341 Twitter followers

**Community engagement**
- Range of online campaigns (eg Australian component of global campaign for a binding Arms Trade Treaty; Child Soldiers; PM Keep Your Promise on Aid online petition)
- ‘Stand up for Refugees in Australia’ is one of AfP’s campaigns for change.
- Established the Australian Church Refugee Taskforce to give churches and their groups a united voice, and the opportunity to work together to influence policy makers on issue of asylum seekers and refugees.
Given the decision to establish the ACRT and taper AfP’s domestic advocacy in relation to asylum seekers, AfP supporters are regularly channelled towards ACRT, RCOA and other sector agencies to support their advocacy efforts in this area.

AfP supporters will likely be invited to undertake advocacy actions in relation to the protection of asylum seekers and refugees in the Asia-Pacific region and elsewhere in the future.

AfP’s website includes a link to FAQs addressing the common myths and misconceptions people have on asylum seeker issues on the Australian Churches Refugee Taskforce’s website.

**Australian Churches Refugee Taskforce**

**Organisational details**

- **Address**: Level 7, 379 Kent Street, Sydney NSW 2000, Australia
- **Phone**: 0428 399 739 or 0488 222 916 (media advisor)
- **Twitter**: ChRefugee
- **Facebook**: Australian Churches Refugee Taskforce
- **Contact person / details**: Misha Coleman, Australia Churches Refugee Taskforce EO, mcoleman@actforpeace.org.au

**Organisational background**

- **Date of establishment**: February 2013
- **Type of organisation**: Peak body of the Heads of Australian Christian Churches on refugee and asylum seeker issues
- **Number of staff and/or volunteers (FTE)**: 2 staff positions: FT Executive Officer, PT Media Advisor
- **Size of membership**: The Network is open to any individual – lay or clergy – working in a faith-based agency or parish from within the NCCA member churches and agencies.
  - The Taskforce Board members comprises 23 representatives of the following Christian churches in Australia:
    - Anglican (The Right Rev Philip Huggins, The Very Rev Dr Peter Catt, Ms Hutch Hussein)
    - Assyrian (Carmen Lazar)
    - Baptist (Rev Rod Benson, Rev Meewon Yang, Dr Lucy Morris)
    - Catholic (Peter Arndt, Sr Brigid Arthur, Sr Suzette Clark)
    - Churches of Christ in Australia (The Rev Mark Riessen)
    - Ecumenical (The Rev Canon Richard Tutin, Alistair Gee, Misha Coleman)
    - Lutheran (Ms Helen Lockwood)
    - Quaker (Ms Sieneke GHA Martin)
    - Salvation Army (Major Brad Halse, Capt Nesan Kistan)
    - Uniting (Rev Elenie Poulos, Rev Dean Drayton, Rosemary Hudson Miller, David Pargeter, John Jegasothy)
- **Annual budget**: Unknown - while the Taskforce is financed by the National Council of Churches in Australia (NCAA), the Taskforce is an independent entity.
Focus of organisation’s work

- According to its website, the Australian Churches Refugee Taskforce (ACRT) was established “to promote a shared Christian vision of compassion and hospitality for asylum seekers and refugees. The churches and their agencies work together to advocate for just and humane policies.”
- The founding members of the Taskforce agreed to the following Terms of Reference:
  - to bring the churches together as and when it is appropriate and where it makes sense, to offer a strong moral voice in this sector;
  - to assist with communication and information sharing across denominational lines;
  - to assist with the operationalisation of previous and forthcoming church-based resolutions; and
  - to facilitate the communication of the protection and other work that Australian Church agencies do internationally, back into Australian churches.

Focus of organisation’s advocacy work

- Current campaigns:
  - Australia’s Guantanamo
  - Mothers and Babies in Detention
  - The Economics of Australia’s Asylum Seeker Policy
  - The Dilemma of Return to Sri Lanka
  - Opposing Regressive Changes to Complementary Protection
  - All the Lonely Children
  - Robbing the Poor to Care for the Desperate

Advocacy activities

Policy development

- Submissions to Government:
  - Recommendations for the Federal Budget 2014-15
- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Standing Committee on Legal and Constitutional Affairs – Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Seeker Caseload) Bill 2014
  - Submission to the Senate Legal and Constitutional Affairs Committee inquiry into Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013
- Written submissions to the Australian Human Rights Commission:
  - National Inquiry into Children in Immigration Detention 2014
- ACRT and its member organisations is involved in the development of alternative solutions and policy ideas, such as:
  - Protecting the Lonely Children Report: Recommendations to the Australian Government and the UN Committee on the Rights of the Child with respect to unaccompanied children who seek asylum and refuge in Australia, July 2014

Political engagement

- ACRT leads parliamentary seminars, such as a Senators Briefing in November 2014 regarding the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Seeker Caseload) Bill 2014.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.

**Media engagement**
- ACRT regularly releases media statements, for example:
  - Nauru Called to Close Detention Camps, 28 Nov 2014.
  - Tasmania Opportunity, 10 Nov 2014.
  - Cambodia Cash for Corruption Refugee Deal: The $40,000/person ‘solution’, 26 Sept 2014
- ACRT staff make regular media appearances:
  - Fears raised over the fate of Vietnamese asylum seekers turned back home, Misha Coleman, SBS, 28 Apr 2015
  - Fears that women and children on Nauru still at risk, Misha Coleman, ABC Radio National, 23 Mar 2015
  - How can we let this rape and sexual assault continue? Misha Coleman, ABC Radio National, 26 Feb 2015
  - Demonising the Human Rights Commission is totally unethical: Taskforce, Misha Coleman, ABC Local Sunday Night, 24 Feb 2015
  - Refugees for sale: Australia’s deal with Cambodia, Misha Coleman, 2UE, 9 Oct 2014

**Social media engagement**
- 879 Facebook friends
- 422 Twitter followers

**Community engagement**
- Regular information sharing online:
  - Online newsletter
  - Campaign information
  - Media story sharing
  - Information from NGO sector
  - Government information
  - Church policies

**Membership engagement**
- The ACRT facilitates sharing of information and campaigns across its member organisations and other church agencies

**Social enterprises**
- N/A

**Individual case work**
- N/A

**Advocacy and campaigning resources**
- FAQs on ACRT website include topics such as:
  - Can we afford to help all these arrivals?
  - Should “no advantage” be given to those arriving by boat?
  - What is happening with the asylum seeking children?
  - Should asylum seekers be able to work?
  - What should drive our asylum seeker policies?
  - Don’t we need a “deterrent” to stop people smugglers?
  - Isn’t this a really important policy issue?
  - How should our system process the claims for asylum?
  - How should we treat people who arrive in Australia seeking our protection?
  - Why are people coming to Australia?
- Resource for churches and schools on the ACRT website include:
  - Link to Parliamentary Library Publication, Asylum seekers and refugees: what are the facts? Mar 2015
  - English language skills for refugees – resources to assist
parishioners to get involved in volunteering to provide English language support to asylum seekers and refugees

- The ACRT website provides links to member organisation resources, such as:
  - Edmund Rice Centre’s *10 Essential Facts about Asylum Seekers* and *Asylum Seekers and Refugees Education Resource: Activities for Students*
  - Uniting Justice Australia’s *Asylum Seekers and Refugees Myths and Facts and Advocacy Brief: Children in Detention*
  - Baptcare FAQs
  - Baptist Care Australia – *We Have A Dream* draft policy paper
  - Quakers *Discussion Paper on Australia and Refugees*
  - Church of Christ Resource Pack: *Responses to 2013 Government Asylum Seekers Policy*

- The ACRT website also provides links to other organisation’s resources, such as:
  - Refugee Council’s Factsheets
  - Asylum Seekers Resource Centre’s Factsheets
  - Refugee Advice & Casework Service (RACS) Info Sheets
  - BRASS Network Advocacy Kit

- The ACRT website includes an explanation ‘Why Churches care about asylum seekers’

- ACRT provides Hansard excerpts from relevant debates in federal Parliament on their website.

---

### Australian Jewish Democratic Society

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
</tbody>
</table>
| **Number of staff and/ or volunteers (FTE)** | - The Community Organiser is a paid staff member.  
- An elected Executive Committee consists of seven members. |
| **Size of membership** | ~ 100 members  
~200 on email list |
| **Annual budget** | N/A |
| **Focus of organisation’s work** | AJDS describes itself as “A progressive voice among Jews and a Jewish voice among progressives.” The organisation aims to provide a platform for discussion and debate on issues affecting contemporary Jewish life. |
### Focus of organisation’s advocacy work

- The AJDS supports social justice and human rights in all countries, non-violent conflict resolution and a negotiated solution of the Israeli-Palestinian conflict.
- Official statements, blog posts and newsletters have focused on the following issues:
  - Refugee and asylum seeker policy, including children in detention
  - Israeli-Palestinian conflict
  - Royal Commission into Institutional Responses to Child Sex Abuse
- In relation to asylum seeker AJDS describes its advocacy goals as "low level advocacy mostly aimed at members of the Jewish community, around ending mandatory detention and offshore processing of asylum seekers."

### Advocacy activities

#### Policy development

AJDS’ focus is on community engagement

#### Political engagement

- The AJDS describes its impact on decision makers as ‘minimal’.
- It directly lobbies Jewish parliamentarians via face-to-face lobbying and open letters – see for example a [letter](#) to Josh Frydenberg MP concerning Australia’s refugee policy, following a meeting that took place on December 11, 2014.
- Signatory to:
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.

#### Media engagement

Occasional media releases

#### Social media engagement

- 808 Facebook friends
- 189 Twitter followers

#### Community engagement

- The AJDS engages with the community via a number of community events, as well as through campaigns. Its current campaigns include: What’s behind the Jewish National Fund, Don’t Buy Settlement Products, Grassroots Jerusalem

#### Membership engagement

- The AJDS website blog frequently refers to refugee issues, most recently registering outrage at the failure to respond to Rohingya asylum seekers, and noting how the refugee crisis was bringing back bad memories for Jews.
- Members of the AJDS organise and participate in fund raising, educational campaigns, film screenings, demonstrations and vigils.
- AJDS have aimed to have Jewish community presence at refugee rallies and similar events and to advocate for refugees within the Jewish community

#### Social enterprises

N/A

#### Individual case work

N/A

#### Advocacy and campaigning resources

N/A
Brotherhood of St Laurence

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>67 Brunswick Street, Fitzroy VIC 3065</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(03) 9483 1183</td>
</tr>
<tr>
<td>Twitter</td>
<td>Brotherhoodinfo</td>
</tr>
<tr>
<td>Facebook</td>
<td>BrotherhoodofStLaurence</td>
</tr>
<tr>
<td>Contact person / details</td>
<td></td>
</tr>
</tbody>
</table>
  - Tony Nicholson, Executive Director, [executivedirector@bsl.org.au](mailto:executivedirector@bsl.org.au)  
  - Hutch Hussein, Snr Manager, Refugees, Immigration & Multiculturalism (RIM), [hutchhussein@bsl.org.au](mailto:hutchhussein@bsl.org.au) |

**Organisational background**

- **Date of establishment**: 1930’s
- **Type of organisation**: Faith-based organisation with Christian origins.  
  - Based in Melbourne, but with a national profile, the Brotherhood continues to work for an Australia free of poverty.  
  - Incorporated under the *Brotherhood of St Laurence (Incorporation) Act 1971*, a Victorian Act
- **Number of staff and/or volunteers (FTE)**:  
  - Executive Team of sixteen; total staff numbers unknown  
  - 1600 volunteers  
  - Up to 14 voluntary Board Members
- **Size of membership**: Governance structure includes Charter Members and Life Members
- **Annual budget**:  
  - In 2013-14:  
    - Revenue $66.1mil  
    - Expenses $70.5mil  
  - The Brotherhood is an income tax exempt charity and has deductible gift recipient status.  
  - In 2013-14 Government funding accounted for 67% of the Brotherhood’s operating funds  
  - Corporate donors including Scanlon Foundation, Sidney Myer Foundation  
  - Large partnership network of NFP organisations
- **Focus of organisation’s work**:  
  - BSL’s vision is to work with others to create an Australia free of poverty for this and future generations: a fair, compassionate and just society where all can fully participate in social and economic life, create and share prosperity and treat each other with dignity and respect.  
  - BSL focuses on people who are at risk at four critical stages (transitions) in their lives:  
    - children and families in the early years, both at home and in school  
    - young people through school to work and further education  
    - adults seeking work and learning opportunities  
    - older people facing the challenges of retirement and ageing  
  - Within this broad framework, BSL pays particular attention to issues relating to refugees and settlement and money matters.  
  - BSL undertakes research, service development and delivery, and advocacy, with the objective of addressing unmet needs and translating learning into new policies, programs and practices for implementation by government and others  
  - Social enterprises: Community stores, Recycling, Brotherhood Books,
Homework Centres and Breakfast Club

- Community engagement and support services: Counselling, child and parent support, Playgroups, breakfast and homework clubs; Volunteer mentor program; Community projects to build skills and networks

**Focus of organisation’s advocacy work**

- To achieve its goal of an Australia free of poverty, BSL conduct regular campaigns on issues crucial to the income and life opportunities of disadvantaged Australians and their communities. The Brotherhood currently advocates for:
  - youth employment
  - inclusive growth
  - social inclusion
  - equity and climate change
  - a fairer tax system
  - financial inclusion

- The Brotherhood's Ecumenical Migration Centre (EMC) has been working with new arrivals since 1956. Today, the EMC, together with the African Australian Community Centre (AACC), leads the Brotherhood’s work with refugees. The Brotherhood offers:
  - practical support for people settling in Australia
  - counselling, child and parent supports, playgroups, breakfast and homework clubs, groups for young people and families to minimise social isolation and improve mental wellbeing
  - volunteer mentors to share skills and build networks
  - support for community projects that help build skills, connections and networks
  - help for people looking for work, starting up small businesses and needing further education and training
  - research, policy and advocacy on behalf of refugees and asylum seekers at local, state and national levels.

- BSL’s Asylum Seeker Employment Program (AESP) is a free service available to businesses and employers that assists in the recruitment of motivated staff while also supporting asylum seekers to move into paid employment.

**Advocacy activities**

**Policy development**

- The Brotherhood’s Research and Policy Centre is Australia’s largest social policy research centre in a non government welfare organisation.

- Written submissions to Government:
  - Expert Panel on Asylum Seekers, 2012
  - Maximising the positive economic, social and cultural impacts on migration: submission to the Inquiry into Multiculturalism in Australia, 2011

- Written submissions to Parliamentary Committees:
  - Joint Committee on Migration Inquiry into Australia’s Immigration Detention Network, 2011

- Written submissions to Victorian Government:
  - Victoria Police re policing refugee and migrant communities in Melbourne, Aug 2013

- Signatory to:
  - ACOSS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.
- Joint statement on A Regional Protection Framework, led by the Refugee Council and signed by 26 organisations on the eve of the 2010 federal election, Aug 2010.

- Research reports include:
  - Eve Bodsworth, Stepping up and stepping over: interim evaluation of Stepping Stones a micro-enterprise program for refugee and migrant women, 2013
  - Sharon Bond, Women on the Move: evaluating a refugee mentoring pilot project, 2010
  - Kemran Mestan, Given the Chance: an evaluation of an employment and education pathways program for refugees, 2008
  - Janet Taylor and Dayane Stanovic, Refugees and regional settlement: balancing priorities, 2005
  - Louise Kyle, Fiona Macdonald, James Doughney and Joanne Pyke, Refugees and the labour market: looking for cost-effective models of assistance, 2004

**Political engagement**
The level and detail of BSL’s political engagement beyond media engagement is unclear.

**Media engagement**
Occasional media releases, but not recently:
- Refugees drive to thrive, 4 Oct 2013
- Let’s fully welcome refugees, 8 Aug 2013
- A call for asylum seekers who are released into the community on a bridging visa to be granted the right to work, 8 Mar 2013

**Social media engagement**
- 12,432 Facebook friends
- 4762 Twitter followers

**Community engagement**
N/A

**Membership engagement**
N/A

**Social enterprises**
No social enterprises working specifically with refugees/asylum seekers

**Individual case work**
- Through the Ecumenical Migration Centre, the following programs are offered:
  - Stepping Stones (a micro enterprise program for women of refugee and migrant backgrounds; offering mentoring, training and support to refugee and migrant women)
  - Family Relationship Services for Humanitarian Entrants
  - Community Proposal pilot (assisting relatives and community members to provide resources to help relatives obtain a visa, help with refugee protection visa lodgement)
  - Refugee Action Program (works with diverse community groups, supporting them to identify their strengths and address community issues with tailored solutions)
  - Stronger Families
  - Integrated Family Services
  - Employment Pathways for Young Asylum Seekers
  - Brain Bank (matches volunteer mentors with community leaders who need help to develop their own skills and knowledge or strengthen their community’s capacity)
  - Community Access and Support Centre
- Asylum Seekers Employment Program
Advocacy and campaigning resources

- BSL website includes:
  - ’Six quick facts about asylum seekers’
  - Stories about asylum seekers and refugees
  - Useful links

Catholic Social Services Australia

Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>22 Theodore Street, Curtin ACT 2605 / PO Box 326, Curtin ACT 2605</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 6285 1366</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.cssa.org.au">http://www.cssa.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>CSS_Aus</td>
</tr>
<tr>
<td>Facebook</td>
<td>catholicsocialservicesaustralia</td>
</tr>
</tbody>
</table>
| Contact person / details | Marcelle Mogg, CEO, Marcelle.mogg@cssa.org.au  
                        | Liz de Chastel, Senior Policy Officer, Liz.deChastel@cssa.org.au |

Organisational background

Date of establishment | Unknown

Type of organisation

- CCSA is the Catholic Church’s peak national body for social services in Australia.
- CCSA is a commission of the Australian Catholic Bishops Conference, and reports to them through a Board of nine persons, appointed by the Conference.

Number of staff and/or volunteers (FTE)

- ~12 staff at national office in Canberra including a Director of Government and Public Affairs
- Catholic Social Services NSW/ACT operates as a Branch of CCSA.
- Catholic Social Services Victoria is the peak body for Catholic social services organisation in Victoria. It has 55 organisational members, some of which are also members of CSSA. Relations with CSSA are strong, and CSSA is very supportive of CSSV work, ensuring there is complementary activities rather than duplication.

Size of membership

Over 60 members, social service agencies providing services to over a million Australians a year, delivering services to local communities in metropolitan, rural, regional and remote Australia.

Annual budget

FY13/14 – income: $1.69 million; expenditure: $1.51 million; operating surplus $175,000

Focus of organisation’s work

- CCSA works with Catholic organisations, governments, other churches and all people of good will, to develop social welfare policies, programs and other strategic responses that work towards the economic, social and spiritual well-being of the Australian community.
- CCSA describes its vision as envisaging “a fairer, more inclusive Australian society that reflects and supports the dignity, equality and participation of all people.”
- In FY13/14 CCSA listed its priorities as:
  - Advocating for people who are poor, vulnerable and disadvantaged
  - Development and strengthening the Catholic social services sector
  - Reflecting and celebrating the Catholic Church’s mission of charity and social justice

Focus of organisation’s advocacy work

- “Our advocacy and policy work aims to enhance the human dignity of every person and promote the economic, social and spiritual wellbeing of the Australian community.”
CCSA describes its advocacy goals in relation to asylum seekers as working “either alone or with other faith based organisations... for the fairer treatment of asylum seekers; to treat people who seek refuge and asylum with respect, dignity and compassion.”

The treatment of people seeking asylum, especially children, in offshore detention centres has been a major human rights concern for CCSA.

During 2013-14 CSSA partnered with Anglicare Australia, the Australian Catholic Migrant and Refugee Office, the Australian Catholic Social Justice Council, Jesuit Refugee Service, the Salvation Army and Uniting Care Australia to develop a set of shared policy principles promoting a more balanced community understanding of, and approach toward, refugees and people seeking asylum. CSSA has used these principles in representation to Government as we seek better outcomes for the treatment of refugees and people seeking asylum.

CCSA is part of the Catholic Alliance for People Seeking Asylum and serves on its Advisory Group.

<table>
<thead>
<tr>
<th>Advocacy activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy development</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Political engagement</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Media engagement</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Social media engagement</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Community engagement</strong></td>
</tr>
<tr>
<td><strong>Membership engagement</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
refugees, and have signed petitions, taken part in public rallies, and advocated on behalf of asylum seekers facing involuntary repatriation. It is a longer term advocacy strategy; showing support for asylum seekers by example.

<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
<tr>
<td>Advocacy and campaigning resources</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Institute of Sisters of Mercy of Australia & PNG

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>33 Myrtle Street, Stanmore NSW 2048</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 9572 5400</td>
</tr>
<tr>
<td>Twitter</td>
<td>N/A</td>
</tr>
<tr>
<td>Facebook</td>
<td>mercydreaming</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Siobhan Marren, Advocacy Officer, <a href="mailto:siobhan.marren@ismapng.org.au">siobhan.marren@ismapng.org.au</a></td>
</tr>
</tbody>
</table>

**Organisational background**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Faith-based community organisation and service provider.</td>
</tr>
<tr>
<td>Number of staff and/ or volunteers (FTE)</td>
<td>Unknown</td>
</tr>
<tr>
<td>Size of membership</td>
<td>938 Sisters of Mercy and over 300,000 lay staff.</td>
</tr>
<tr>
<td>Annual budget</td>
<td>Unknown</td>
</tr>
</tbody>
</table>
| Focus of organisation’s work | • ISMAPNG are directly involved with service provision through a number of centres across Australia. Services include:
  - Health services
  - Education, including schooling, and employment and training services
  - Assisted living for people living with intellectual and/or physical disability, Residential and non-residential services for disadvantaged children, youth and families
  - Homelessness services
  - Support for women and children who are victims of family violence
  - Drug and alcohol services
  - Aged care services
  • ISMAPNG provide services for refugees and migrants in the community, providing practical support from housing to the provision of household goods and assistance with legal and migration services.
  • Sisters are also active within detention centres – both in Australia and overseas, acting in a pastoral care capacity. |
| Focus of organisation’s advocacy work | • The ISMAPNG’s advocacy work is focused on:
  - Asylum seekers and refugees
  - Women and poverty
  - Eco-justice
  - Indigenous concerns |
Advocacy work is focused on policy and legislative change at the federal level. It includes community education and provision of online resources, cooperation with other specialised advocacy organisations (eg. GetUp!, Stop The Traffik, A Just Australia, etc.)

### Advocacy activities

#### Policy development
- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum legacy Caseload) Bill 2014

#### Political engagement
- In assessing their impact on decision-makers, the ISMAPNG notes they have limited access. While they hope that their voice is being heard, they recognise that “there is very little ‘cut-through’ in terms of real policy or legislative change.”
  - Signatory to:
    - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
    - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
    - Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.

#### Media engagement
ISMAPNG does not actively seek media, but works through coalition groups it is involved with.

#### Social media engagement
- 116 Facebook friends

#### Community engagement
- The majority of ISMAPNG’s advocacy work is directed toward community engagement, through awareness-raising and education.

#### Membership engagement
- Members engage in advocacy activities such as letter writing, phone calls, visits to MPs and Senators, prayer vigils and protests.
- ISMAPNG also encourages advocacy via other organisations that are more focused on active campaigning, such as GetUp!

#### Jesuit Refugee Service Australia (JRS Australia)

### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>24 Roslyn Street, Kings Cross NSW 2011 / PO Box 522, Kings Cross NSW 1340</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 9356 3888</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.jrs.org.au">www.jrs.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>JRS_Aus</td>
</tr>
<tr>
<td>Facebook</td>
<td>JRSAustralia</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Oliver White, Head of Policy and Advocacy, <a href="mailto:oliver.white@jrs.org.au">oliver.white@jrs.org.au</a></td>
</tr>
</tbody>
</table>

### Organisational background

- **Date of establishment**: 1980
- **Type of organisation**: The Jesuit Refugee Service (JRS) is a faith-based non-government organisation. It is an international Catholic organisation with a mission to accompany, serve and advocate on behalf of refugees.
The JRS Australia staff consists of:
- Director
- Associate Director
- Head of Policy and Advocacy
- 2 Project Coordinators
- Housing Officer
- Volunteers Coordinator
- 8 Caseworkers
- Office Manager

JRS Australia credits a large and committed pool of volunteers who contribute to the functioning of the organisation, assisting in service provision and in administrative capacities.

JRS Australia does not have registered members or a record of supporters.

2014 Financial Report: income $2mil, expenses $1.8mil
Research and advocacy accounted for 5.36% of expenditure

JRS Australia seeks primarily to advocate on behalf of refugees and asylum seekers, both on an individual case basis and in a broader policy context.

JRS Australia’s staff and volunteers provide pastoral care to asylum seekers detained in immigration detention centres on the Australian mainland and on Christmas Island – assisting with basic practical needs, excursions when permitted, conducting weekly religious services and ensuring that their psychosocial needs were met.

JRS Australia provides accommodation, health and welfare services, and organises group activities to support their clients: asylum seeker families and single males in community detention.

JRS Australia is also engaged in community engagement and research into forced displacement, particularly in the Pacific Region.

JRS Australia’s advocacy work aims to improve the conditions experienced by current refugees and asylum seekers and influence policy for future generations of asylum seekers.

JRS Australia advises that in the last two years, their advocacy and communications has been focused on the four main areas of its work: detention; supporting asylum seekers in the community; promoting regional collaboration; and displacement in the Pacific caused by climate change.

However, with recent changes to the policy environment, including the anticipated release of the majority of asylum seekers into the community, JRS Australia will in 2015 shift the focus of its current service delivery and advocacy to supporting and advocating for asylum seekers trying to survive in the community.

JRS expects to continue its ongoing pastoral presence in several detention facilities and will continue to advocate on behalf of those who remain detained.

Recognising the need for the electorate to be engaged in a new national debate on the country’s asylum policies before bipartisan support for pragmatic and principled alternatives to the status quo can be achieved, JRS Australia will focus in 2015 on engagement with the community – in particular the Catholic community, including schools and parishes – and so assisting in a small way to facilitate a new and timely national conversation on asylum policy.

JRS places a great deal of emphasis on advocacy that is strongly informed by the refugee/asylum seeker perspective with whom they work. This reflects their accompaniment approach: direct and personal individual interaction and cooperation with refugees which mutually empowers refugees and JRS personnel alike.
JRS Australia is engaged in advocacy efforts on a regional and international basis, as well as nationally, via the international network of Jesuit Refugee Services, which has offices in Rome, Geneva, Brussels, Nairobi and Washington.

### Advocacy activities

#### Policy development
- Occasional written submissions to Parliamentary Committees:
  - Legal Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Complementary Protection) Bill 2009, Sept 2009
  - Submissions to Australian Human Rights Commission
    - National Inquiry into Children in Immigration Detention 2014
  - JRS Australia works to promote alternative policy approaches, in particular encouraging governments in the region to work collaboratively and to increase and strengthen protection space, in 2014 producing a Policy Paper, A Regional Response to Forced Migration
  - JRS Australia’s website outlines clear policy positions and an advocacy handbook, Advocacy In Jesuit Refugee Service outlining various issues that JRS Australia advocates around.

#### Political engagement
- JRS Australia reports a high level of access to decision makers, to all levels within the Department regular contact with the Minister’s Office. In addition:
  - JRS Australia’s Director, Fr Aloysious Mowe SJ, is a member of the Regional Cooperation Framework Consultative Group established by the Department of Immigration and Citizenship (DIBP).
  - Associate Director Dr Maryanne Loughry RSM was a member of the Minister of Immigration’s Council for Asylum Seekers and Detention (MCASD).
  - Oliver White, Head of Policy and Advocacy, has been engaged at many levels advocating for asylum seekers detained in detention and for better access to housing and employment for asylum seekers in NSW. In 2014, he attended a high-level roundtable at Parliament House to discuss a long-term framework for Australia’s asylum seeker policy.
  - JRS Australia is one of 6 or 7 key organisations regularly consulted by the Department of Immigration and Border Protection (DIBP) in relation to both asylum seekers in detention and those in the community. While acknowledging that these forums are largely confidential, JRS Australia believes that their advice and expertise has “an impact on trying to create better policy directions for the very challenging issues faced by asylum seekers in Australia.”
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.

#### Media engagement
- While JRS Australia regularly issues media statements, and is approached by media outlets for comment, due to their service delivery role and access to detention centres, their advocacy work tends to be conducted privately with DIBP.
- Recent media statements include:
  - JRS calls on Thailand, Malaysia and Indonesia to immediately rescue the Rohingya asylum seekers stranded off their coastlines, 18 May 2015
  - Call for immediate moratorium on sending asylum seekers offshore, 24 April 2015
- JRS deeply concerned over return of 46 Vietnamese asylum seekers, 21 April 2015
- End Child Detention Coalition expresses deep concern over children in detention report, 11 February 2015
- Disturbing report on children in detention presents opportunity for change, 11 February 2015
- JRS launches asylum hub in Western Sydney, 8 December 2014
- Australia: shutting the door in the face of a global humanitarian crisis, 21 November 2014
- Coalition calls for immediate release of children in detention, 12 November 2014
- Report highlights Australia’s policy flaws: JRS, 6 November 2014
- A regional response to forced migration, 17 October 2014

- JRS Australia provides resources and articles on its website, which they offer as a source of information for journalists seeking information on the latest issues on forced displacement around the world.

<table>
<thead>
<tr>
<th>Social media engagement</th>
<th>14 Facebook friends</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>147 Twitter followers</td>
</tr>
<tr>
<td>Community engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Membership engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td>JRS provides casework support and liaises with DIBP on behalf of its clients.</td>
</tr>
<tr>
<td></td>
<td>JRS Australia undertakes one-on-one advocacy on behalf of individual asylum seekers, either in the community or in detention centres. It also requests practical help from external organisations on behalf of asylum seekers.</td>
</tr>
<tr>
<td>Advocacy and campaigning resources</td>
<td>The JRS Australia website has links to a number of advocacy resources and articles for download.</td>
</tr>
</tbody>
</table>

### Jesuit Social Services

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>326 Church Street, Richmond VIC 3121 / PO Box 271, Richmond VIC 3121</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(03) 9421 7600</td>
</tr>
<tr>
<td>Twitter</td>
<td>JesuitSocialSer</td>
</tr>
<tr>
<td>Facebook</td>
<td>jesuitsocialservices</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Kate Colvin, Policy Manager, <a href="mailto:kate.colvin@jss.org.au">kate.colvin@jss.org.au</a></td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>1977</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>Jesuit Social Services is a faith-based community service and advocacy organisation.</td>
</tr>
<tr>
<td>Number of staff and/ or volunteers (FTE)</td>
<td>Four staff within the Policy and Advocacy unit:</td>
</tr>
<tr>
<td></td>
<td>Policy Manager</td>
</tr>
<tr>
<td></td>
<td>Manager of Learning and Practice Development</td>
</tr>
<tr>
<td></td>
<td>Project Officer, Improved Services Initiative</td>
</tr>
<tr>
<td></td>
<td>Quality Officer</td>
</tr>
</tbody>
</table>

Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia
Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia

<table>
<thead>
<tr>
<th>Size of membership</th>
<th>The new Catholic Alliance for People Seeking Asylum, led by JSS, had 30 organisations and ~1200 members prior to launch in May 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual budget</td>
<td>3% of JSS’s resources are allocated to Research, Policy and Advocacy.</td>
</tr>
<tr>
<td>Focus of organisation’s work</td>
<td>JSS’s service delivery and advocacy focuses on the following key areas:</td>
</tr>
<tr>
<td></td>
<td>- Justice and crime prevention</td>
</tr>
<tr>
<td></td>
<td>- Mental health and wellbeing</td>
</tr>
<tr>
<td></td>
<td>- Settlement and community building</td>
</tr>
<tr>
<td></td>
<td>- Education, training and employment</td>
</tr>
<tr>
<td>Focus of organisation’s advocacy work</td>
<td>JSS advocates for change in keeping with its vision of ‘building a just society’. The JSS works in a range of difficult and demanding areas, including: criminal justice, substance abuse, mental illness, homelessness, suicide bereavement, unemployment, entrenched social disadvantage and refugees and new arrivals.</td>
</tr>
<tr>
<td></td>
<td>JSS identifies its advocacy goals in relation to asylum seekers as aiming to create a community that values fair and humane treatment of people seeking asylum in Australia by changing ‘hearts and minds’ among Australia’s 5.5 million Catholics.</td>
</tr>
<tr>
<td></td>
<td>JSS has been the driving force behind the establishment of the new Catholic Alliance for People Seeking Asylum.</td>
</tr>
</tbody>
</table>

### Advocacy activities

| Policy development | Written submissions to the Australian Human Rights Commission:  |
|                   | - National Inquiry into Children in Immigration Detention, May 2014 (joint submission)                         |
|                   | - Intentional Self-Harm and Suicidal Behaviour in Children – National Children’s Commissioner Inquiry, June 2014 |
|                   | Written submission to Parliamentary Committees:                                                           |

| Political engagement | While JSS has medium level access to parliamentarians and other senior government officials on issues regarding asylum seekers and refugees – primarily through Catholic networks, it describes its impact as limited at present. |
|                     | Recognising that "influence is low because politicians are responding to community apathy to asylum seekers" JSS is focusing its work on creating a more supportive community – hence the establishment of the new Catholic Alliance for People Seeking Asylum to try and change ‘hearts and minds’. |
|                     | Signatory to:                                                                                               |
|                     | - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015. |
|                     | - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015. |

| Media engagement | While JSS is active in the media, its media statements are only occasionally focused on issues relating to asylum seekers and refugees. JSS have had several letters to the editor published. |

| Social media engagement | 720 Facebook friends |
|                        | 770 Twitter followers |

| Community engagement | The new Catholic Alliance for People Seeking Asylum, led by JSS, is seeking to add value to a broad range of activities already occurring in support of asylum seekers by promoting grassroots action among the diverse Catholic communities around Australia, and creating a means to develop joint actions or statements. |
Membership engagement
- Members are encouraged to engage in advocacy activities such as submissions to inquiries and legislative processes, letters to the editor, and providing talks to help inform others about asylum seekers.
- Other activities undertaken by members include teaching English to asylum seekers, visiting asylum seekers in detention and fundraising for local asylum seeker support agencies.

Social enterprises
- JSS runs three social enterprise Ignite cafes in Burwood, Camberwell and Hawthorn as part of its education, training and employment work. However these do not appear to be targeted at asylum seekers and refugees.
- The African Australian Inclusion Program is a joint initiative of JSS and NAB; a professional program for qualified African- Australians providing 6 months paid experience at NAB.

Individual case work
N/A

Advocacy and campaigning resources
- The JSS website does not contain advocacy and campaigning resources but the recently launched Catholic Alliance for People Seeking Asylum website includes resources for primary and secondary schools and community / parishes.
- The website provides suggestions for how people can get involved (I can pray; I can use my skills; I can stand up for change) and includes links to position papers on support for asylum seekers living in the community and children in detention which have been developed by the Alliance’s Advisory Group.

St Vincent de Paul Society National Council

Organisational details
Address
PO Box 243, Deakin West ACT 2600
Phone
(02) 6202 1200
Website
www.vinnies.org.au
Twitter
VinniesAUST
Facebook
VinniesAU
Contact person / details
Rik Sutherland, Policy Officer, research@svdp.org.au

Organisational background
Date of establishment
Founded in Australia in 1854
Type of organisation
A lay Catholic organisation working towards a more just and compassionate society.
Number of staff and/ or volunteers (FTE)
- The Society employs more than 3000 people across Australia.
- Structure includes the National Council of Australia (convenes three times a year and includes the President and the Presidents of State Councils, Youth representative and office bearers) and a National Executive comprised of a national CEO and State and Territory CEOs.
- National Council represents the Society and leads its advocacy functions.
Size of membership
60,000 members and volunteers
Annual budget
- Unknown
- While the Society enjoys a close relationship with the Catholic Church, it receives no funding from the Church.
- The Society raises money from its members, through Parish poor boxes, proceeds from items sold at Vinnies shops and donations from the public.
Some of the St Vincent de Paul Society’s Special Works (ie aged care facilities, housing and homeless services, supported employment for people with disabilities) receive government funding.

**Focus of organisation’s work**
- As a lay Catholic organisation, the Society aspires to live the gospel message by serving Christ in the poor, and by working to shape a more just and compassionate society. It particularly speaks out against the causes of poverty and inequality.
- It provides a very broad range of services in the community, assisting 2.2 million Australians annually through its Conferences, Special Works and Vinnies shops.
- Operates migrant and refugee centres and committees in each State and Territory which coordinate activities relating to asylum seekers and refugees and also offer information services.
  - Provides services to asylum seekers and refugees in Australia, including providing financial and information support to migrants and refugees (eg. home visitation, food and financial help, visits to detention centres, and homework centres).
  - Also advocates to government on behalf of asylum seekers and refugees in Australia.

**Focus of organisation’s advocacy work**
- The Society’s advocacy is led by the National Council. It advocates for just, compassionate and respectful treatment of asylum seekers and refugees and seeks to inform the public and politicians of current asylum seeker policy, its consequences and alternatives. Supports an international and regional approach.
- Primary areas of concern are the negative outcomes of detention centres and inadequate financial support for refugees and asylum seekers living in the community.
- The Society advocates that the Government promote access to resources which will help the Australian community better understand the true circumstances and human rights of asylum seekers and refugees; and focus on the positive social, cultural and economic contributions made by refugees.

**Advocacy activities**

**Policy development**
- Submissions to Government:
  - Australia’s Humanitarian Program: 2013-14, Jan 2013
  - Australia’s Humanitarian Program 2012-13, Jan 2012
  - Proposed Pilot of a Private/Community Refugee Sponsorship Program, Jul 2012
- Submissions to Parliamentary Committees:
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, Jan 2014
  - Parliamentary Joint Committee on Human Rights on Migration Legislation (Regional Processing and Other Measures) Act 2012 and Related Bills and Instruments, Dec 2012
  - Senate Legal and Constitutional Affairs Committee on the Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Bill 2012, Dec 2012
- Submissions to Australian Human Rights Commission
  - National Inquiry into Children in Immigration Detention 2014, Jun 2014
- The National Council has also provided submissions each year to the Refugee Council of Australia’s annual consultations on the future of Australia’s refugee and humanitarian program.
- The National Council published its [Policy on Refugees](#), as at September 2013.
### Political engagement
- Appears to have limited direct access to government decision makers.
- St Vincent de Paul or the SVDP National Council of Australia has been a signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  - Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  - ACOSS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

### Media engagement
- Regular media releases on issues relating to asylum seekers and refugees are picked up by media:
  - The Rohingya people need our support, 29 May 2015
  - Joint statement on refugees: Call for moratorium, 24 April 2015
  - Joint statement - end detention of children, 13 February 2015
  - Response to report on children in detention, 12 February 2015
  - Response to reintroduction of TPVs, 5 December 2014
  - Urgent revision of Refugee Bill required, 20 November 2014
  - Refugee Week 2014, 16 June 2014
- The CEO does regular media interviews on this issue

### Social media engagement
- 61,104 Facebook friends
- 3105 Twitter followers

### Community engagement
- Volunteer engagement, events, media work and story sharing.

### Membership engagement
- Members and supporters write to local parliamentarians and newspapers, visit local parliamentarians, attend events organised by other NGOs, write content for the Society’s website and share content on social media

### Social enterprises
- Unknown in any of SVDP enterprises are directly focused on assisting or working with asylum seekers

### Individual case work
- SVDP provides wide range of support services to migrants and refugees.
  - For example the Refugee Support Service (RSS) in NSW works with asylum seekers and refugees living in NSW and experiencing severe financial hardship and social isolation. RSS provides referral and advocacy on behalf of clients, employment support for those who have work rights, recreational and educational activities, financial and material assistance and counselling. (SVDP's State and Territory structure makes it difficult to track all activities)

### Advocacy and campaigning resources
- The SVDP website has a [Refugees and Migrants](#) page providing information about asylum seekers, refugees, the latest news and SVDP activities in this area

---

### UnitingJustice Australia

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>PO Box A2266, Sydney South NSW 1235</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(02) 8267 4236</td>
</tr>
<tr>
<td>Twitter</td>
<td>unitingjustice</td>
</tr>
<tr>
<td>Facebook</td>
<td>UnitingJusticeAustralia</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Rev. Elenie Poulos, National Director, <a href="mailto:ElenieP@nat.uca.org.au">ElenieP@nat.uca.org.au</a></td>
</tr>
</tbody>
</table>
### Organisational background

**Date of establishment**
22 June 1977

**Type of organisation**
UnitingJustice Australia is a faith based non government organisation, the justice unit of the National Assembly of the Uniting Church in Australia (UCA).

**Number of staff and/or volunteers (FTE)**
- Staff
  - National Director (1.0)
  - Policy Officer (1.0)
  - Administration and Communications Officer (0.6)
- Reference Committee consists of nine volunteers.

**Size of membership**
One million Australians identify with the Uniting Church in Australia in the census. The Church has over 2000 congregations and ~100,000 people attend a Uniting Church for worship every Sunday.

**Annual budget**
N/A

**Focus of organisation’s work**
- UnitingJustice Australia supports the Church to respond to public issues at a national level. It develops position statements, engages in policy analysis and advocacy and produces education and engagement resources for UCA members and others.
- UnitingJustice Australia’s primary focus areas are:
  - Human rights, especially asylum seekers and refugees
  - A just and sustainable economy, including alternative measures of progress, social and economic inequity, taxation and welfare reform
  - Environment, especially climate change
  - Justice for indigenous Australians
  - Peace and conflict issues including nuclear disarmament
  - Politics and democracy

**Focus of organisation’s advocacy work**
- UnitingJustice Australia describes its advocacy goals in relation to asylum seekers as encouraging the Australian Government to develop policies relating to asylum seekers and refugees which are just and humane and which meet our international human rights obligations.
- Specific positions include an end to mandatory detention, opposition to offshore processing, support for further development of community processing for all asylum seekers and the development of a genuine regional protection system.
- UJA is preparing a new policy statement on asylum seekers and refugees for the Church to be presented in July. If adopted by the national council (the Assembly) it will become the Church’s foundational statement of principles for good policy.

### Advocacy activities

**Policy development**
UnitingJustice Australia is actively engaged in policy development.
- Recent submissions to Government:
  - ‘Australia’s Humanitarian Programme 2015-16 and Beyond’, Feb 2015, to the Department of Immigration and Border Protection
- Recent submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015, Apr 2015.
− Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, Jan 2014.

• Submissions to Australian Human Rights Commission
− National Inquiry into Children in Immigration Detention 2014, Jun 2014

• UnitingJustice Australia has developed a series of Issue Papers on issues related to asylum seekers and refugees over the past decade, including:

• The National Director has recently participated in 2 High Level Policy Roundtables to develop alternative policy solutions, one resulting in a publication, Beyond the Boats: Building an asylum and refugee policy for the long-term.

**Political engagement**

• UnitingJustice Australia has frequently engaged in direct face-to-face lobbying of parliamentarians and has generally been able to secure meetings with backbenchers and senators and their offices.

• UnitingJustice Australia has advised that they had good access under the previous Labor Government and met with Scott Morrison many times in Opposition. However, they have been unable to secure meeting with either Ministers Morrison or Dutton in Government.

• UnitingJustice Australia has advised that they haven't had the staffing capacity to build relationships with the Department. UJA have not been able to regain a seat at annual DIBP-NGO consultations.

• UJA often works in coalition and participates in joint lobbying activities with RCOA, Amnesty, RACS, ASRC and others.

• Apart from successful involvement – among a group of NGOs advocating over a period of years for the development of complementary protection legislation – UnitingJustice Australia states that it is difficult to assess its impact on decision makers.

• It has, however, had a significant impact encouraging and supporting action by UCA members and groups. A number of Church leaders have been arrested and charged occupying the offices of politicians in non-violent protests around asylum seeker policy.

• In March 2015 the Uniting Church in Australia sent a letter to all Federal Members and Senators endorsing the recommendations from the Australian Human Rights Commission’s The Forgotten Children report.

• Signatory to:
  − Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.
  − Joint Statement on ending the detention of children, coordinated by Refugee Council, Feb 2015.
  − Refugee Council of Australia’s letter to the Prime Minister regarding the use of the term ‘illegal maritime arrivals’, Nov 2013.
  − ACOSS’s September 2011 joint statement calling for a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement.

**Media engagement**

• UnitingJustice Australia releases regular statements on its advocacy activities such as:
  − An Immediate Moratorium on Offshore Transfers, 24 Apr 2015.
Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia

- Joint NGO Statement to End the Detention of Children, 13 Feb 2015.
- Free the Children – End the Abuse, 11 Feb 2015.
- Uniting Church Offers Sanctuary for All Child Asylum Seekers on Christmas Island – 4 March 2014.

- Uniting Justice Australia regularly receives coverage in print, radio and TV and online. Recent examples include:

- The National Director has two opinion pieces published on the ABC Religion and Ethics website which discuss asylum seeker issues, one on Eureka Street, one on John Menadue’s blog ‘Pearls and Irritations’, and regularly blogs at The Little Rev.

<table>
<thead>
<tr>
<th>Social media engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>382 Facebook friends</td>
</tr>
<tr>
<td>3178 Twitter followers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>UnitingJustice Australia engages with the community via an online newsletter that reaches approximately 430 subscribers, as well as more extensively through social media platforms.</td>
</tr>
<tr>
<td>The National Director also regularly participates in workshops, events and speeches in an advocacy capacity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>UnitingJustice Australia members write letters; meet with local MPs; participate in public acts of worship, public rallies and protests, pre-election forums, non-violent protest; make visits to detention centres and provide practical support for asylum seekers in the community.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social enterprises</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individual case work</th>
</tr>
</thead>
<tbody>
<tr>
<td>While UJA does not undertake casework, some Uniting Church agencies provide services to asylum seekers. While they advocate on behalf of their clients they are often contractually unable to advocate with the aim of influencing policy settings.</td>
</tr>
<tr>
<td>In February 2014, the Assembly of the Uniting Church in Australia wrote to the Minister for Immigration and Border Protection to seek intervention in the planned deportation of a 65-year-old Hazara man.</td>
</tr>
<tr>
<td>In March 2014, UJA worked across the Church and its agencies to enable an offer to be made to take all unaccompanied children on Christmas Island into the Church’s specialist caring services. The offer (refused) received a great deal of media attention.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy and campaigning resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>The UnitingJustice Australia website has a section on Information &amp; Action Resources which includes:</td>
</tr>
</tbody>
</table>
  - Advocacy Brief: The Amendments to Migration and Maritime Powers Legislation (Mar 2015) – a resource to help people talk to their local politician, friends, work colleagues and congregation about why the latest changes to this legislation continue to undermine Australia’s international obligations to asylum seekers. |
  - Advocacy Brief: Children in Detention (Nov 2014) – a resource to help people talk to their local politician, friends, work colleagues and congregation about why asylum seeker children should not be detained in immigration detention centres. |
  - Refugee Week Resource 14-20 June 2015 |
  - Fact Sheets on Temporary Humanitarian Concern Visas, Temporary Protection Visas (TPVs) and Regional Resettlement Arrangement. |

- A number of briefs prepared for the Uniting Church 2013 federal election resource ‘A Just Society: Your Faith, Your Voice, Your Vote’:
  - Protecting the Persecuted: Justice for asylum seekers and refugees – Issue Paper. |
  - Children in Immigration Detention – Hot Issues Brief. |
  - Asylum seekers and offshore processing - Hot Issues Brief.
## Legal organisations

### Australian Lawyers Alliance

#### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>GPO Box 7052 Sydney NSW 2001</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(02) 9258 7700</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="https://www.lawyersalliance.com.au/">https://www.lawyersalliance.com.au/</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>AustLawAlliance</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>AustralianLawyersAlliance</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Emily Mitchell, Legal and Policy Officer, <a href="mailto:emily@lawyersalliance.com.au">emily@lawyersalliance.com.au</a></td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>Originally established in 1994 as the Australian Plaintiff Lawyers Alliance (APLA), became the Australian Lawyers Alliance (ALA) in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>Non-profit, national association of lawyers, academics and other professionals, dedicated to protecting and promoting justice, freedom and the rights of the individual.</td>
</tr>
</tbody>
</table>

- **Number of staff and/or volunteers (FTE)**
  - 9 staff
  - The organisation is overseen by a National Council consisting of an elected board of directors representing each state and territory across Australia. Directors serve a two-year term, with half the state/territory branches holding an election each year.

- **Size of membership**
  - 1,500 members who practice in a range of areas of law, including personal injury, criminal, human rights, immigration and more, across the country.

- **Annual budget**
  - ALA receives no government funding and relies completely on membership fees

- **Focus of organisation’s work**
  - The ALA advocates for law reform across a broad range of issues at both a state and federal level, and advocates for the rights of individuals to State and Federal governments. In addition, ALA provides regular seminars and conferences that can be claimed for CLE points and publishes a bi-monthly journal, Precedent, which includes articles on a range of topics important to legal practitioners.
  - In 2015, the ALA will focus on a number of key areas:
    - The Royal Commission into Institutional Responses to Child Sexual Abuse;
    - The National Disability Insurance Scheme and National Injury Insurance Scheme;
    - Asylum seekers and fulfilment of their human rights; and
    - The Montara oil spill.

- **Focus of organisation’s advocacy work**
  - According to its website ALA advocates for the rights of vulnerable people who come up against Australia’s aggressive border policy, including asylum seekers and refugees, people charged with people smuggling and people charged with unlawful foreign fishing offences.
  - The ALA is opposed to:
    - Offshore detention;
    - Any removal of access to independent review of decision making;
    - Indefinite detention of persons assessed negatively by ASIO;
    - The inhumane conditions asylum seekers are subjected to in immigration detention; and
    - The lack of scrutiny and transparency in the treatment of asylum seekers by the Australian government.
- The ALA believes that all individuals should have access to independent review and the redress of the courts, including access to adequate legal representation.

### Advocacy activities

#### Policy development
- Written submissions to Government
  - *Asylum seekers in Australia - Towards a regional approach*, Expert Panel on Asylum Seekers, July 2012
- Written submissions to Parliamentary Committees:
  - Select Committee on the Recent Allegations relating to Conditions and Circumstances at the Regional Processing Centre in Nauru, Apr 2015
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013, Jan 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment Bill 2013, Jan 2014

#### Political engagement
The ALA advocates and consults with government on a range of issues including asylum seeker issues, but specifics about lobbying activities and level of access to decision making is not known.

#### Media engagement
ALA regularly releases media statements, some of which are concerned with asylum seeker issues, for example:
- Detainee abuse letter: Evidence of Govt’s breach of duty of care?, 8 Apr 2015
- Moss Review shows Nauru asylum seekers are our responsibility, 20 Mar 2015
- Govt must urgently release children in detention, 12 Feb 2015
- Govt treatment of Manus detainees could be found negligent, 12 Dec 2014
- New migration legislation may be unconstitutional, 5 Dec 2014
- Immigration Department carrying out asylum seeker ‘round-up’, 18 Sept 2014
- Commonwealth could be liable for detainee declared brain-dead, 3 Sept 2014
- Australia cannot outsource legal duty on asylum seekers, 18 Feb 2014

#### Social media engagement
- 415 Facebook friends
- 4791 Twitter followers

#### Community engagement
N/A

#### Membership engagement
The ALA engages with its members on multiple levels, including events and conferences but is unknown whether ALA seeks to engage with members specifically on issues relating to asylum seekers and refugees.

### Social enterprises
N/A

### Individual case work
N/A

### Advocacy and campaigning resources
N/A
### Law Council of Australia

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>19 Torrens Street, Braddon ACT 2612 GPO Box 1989, Canberra ACT 2601</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 6246 3788</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.lawcouncil.asn.au">http://www.lawcouncil.asn.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>thelawcouncil</td>
</tr>
<tr>
<td>Facebook</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>1933</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>The Law Council of Australia (LCA) is the peak national representative body of the Australian legal profession, and represents 16 Australian state and territory law societies and bar associations and the Large Law Firm Group, which are known collectively as the Council's Constituent Bodies.</td>
</tr>
<tr>
<td>Number of staff and/or volunteers (FTE)</td>
<td>~34 staff in the LCA Secretariat</td>
</tr>
<tr>
<td>Size of membership</td>
<td>LCA represents about 60,000 legal practitioners nationwide.</td>
</tr>
<tr>
<td>Annual budget</td>
<td>2012-13 total revenue $8.6mil</td>
</tr>
<tr>
<td>Focus of organisation’s work</td>
<td>The LCA represents the legal profession at the national level, speaks on behalf of its constituent bodies on national issues, and promotes the administration of justice, access to justice and general improvement of the law.</td>
</tr>
</tbody>
</table>
| Focus of organisation’s advocacy work | • As the peak body representing the legal profession in Australia, the Law Council of Australia considers itself uniquely placed to “assist the community to understand the legal principles that apply to the development of laws and policies in relation to Australia’s approach to irregular migration and to the treatment of those seeking asylum.”  
• The LCA’s Asylum Seeker Policy sets out the rule of law principles and human rights standards that apply and provides a framework against which existing and proposed laws and policies can be assessed; it includes the legal framework that applies to the interception of boats carrying asylum seekers by Australian authorities.  
  - Central to the LCA’s Policy is the position that all people seeking Australia’s protection should be treated with humanity and dignity, and reiterates the position that every person has a legal right to seek and enjoy asylum from persecution.  
  - The Policy recognises that Australia’s laws, regulations and policies must be developed with due regard to regional efforts to address irregular migration.  
  - The Policy advocates that the conditions of immigration detention must be humane and dignified, and that asylum seekers with adverse security assessments who face indefinite immigration detention must be given the opportunity to seek meaningful merits review of the basis for such an assessment. |

#### Advocacy activities

| Policy development | • Written submissions to Government:  
  - Expert Panel on Asylum Seekers, July 2012  
• Written submissions to Parliamentary Committees:  
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment |

Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia
### Political engagement
- The Law Council advises governments and federal agencies on issues around the law and justice system. It is unknown whether LCA seeks to engage with decision makers specifically on issues relating to asylum seekers and refugees, beyond its policy development and extensive work with parliamentary committees.

### Media engagement
- The Law Council has an active media presence, and regularly issues media statements in relation to asylum seekers and refugees:
  - Law Council awards 2015 Young Migration Lawyer of the Year to former refugee, 23 Mar 2015
  - Personal attacks on Human Rights Commissioner alarming say the legal profession's leader, 16 Feb 2015
  - Law Council considers children in detention report, 12 Feb 2015
  - AHRC criticism goes too far, 16 Jan 2015
  - Law Council media statement on Children in Immigration Detention, 21 Aug 2014
  - Law Council concerned by removal of IAAAS Funding, 2 Apr 2014
  - Manus Island Detention Centre, 20 Feb 2014

<table>
<thead>
<tr>
<th>Social media engagement</th>
<th>1371 Twitter followers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community engagement</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
<th>The LCA engages with its members on multiple levels, including provision of information, events and conferences but is unknown whether LCA seeks to engage with members specifically on issues relating to asylum seekers and refugees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy and campaigning resources</th>
<th>The LCA’s website has a specific page devoted to Immigration Detention and Asylum Seekers, which includes links to relevant materials including policy statements, submissions, and Q&amp;A on particular issues (eg access to legal advice on Nauru).</th>
</tr>
</thead>
</table>
## National Association of Community Legal Centres (NACLC)

### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>PO Box A2245, Sydney South NSW 1235</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>02 9264 9595</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Julia Hall, Executive Director, <a href="mailto:julia_hall@clc.net.au">julia_hall@clc.net.au</a></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>NACLC is the peak national body for Community Legal Centres (CLCs) in Australia. NACLC is a not for profit organisation.</td>
</tr>
<tr>
<td><strong>Number of staff and/ or volunteers (FTE)</strong></td>
<td>NACLC has 11 staff including an Executive Director, two Deputy Directors (Sector Sustainability and Policy and Advocacy), a National Accreditation Coordinator, Communications Manager and various office and conference support staff.</td>
</tr>
</tbody>
</table>

**Size of membership**

- NACLC’s members are:
  - ACTACLCL
  - NTACLCL
  - QAILS
  - SACCLS
  - CLCTas
  - Federation of Community Legal Centres Inc (Victoria)
  - Community Legal Centres Association (WA) Inc
- These organisations in turn represent approximately 190 CLCs nationally.

**Annual budget**

$5.9mil in revenue in 2013-14 (a 124% increase, largely due to the knowmore legal advisory service)

**Focus of organisation’s work**

- NACLC’s primary focus is assisting disadvantaged and marginalised people in the Australian community obtain access to legal services.
- NACLC supports and assists CLCs to provide services, providing a national forum for CLCs, developing and coordinating national policy and advancing the interests of CLCs.
- NACLC also advocates directly with government in the interests of clients, and promoting access to justice and human rights at a national and international level.

**Focus of organisation’s advocacy work**

- The focus of NACLCs advocacy work is the national and sometimes international representation of the interests of the community legal sector and its clients.
- NACLC lobbies the Australian and State governments, and other funding bodies, for funding for CLCs.

### Advocacy activities

**Policy development**

- NACLC engages in submission writing on a range of issues around human rights and discrimination and issues of particular relevance to the CLC sector, such as Access to Justice and the Community Legal Service Program.
- In March 2015 NACLC, with the Human Rights Law Centre and the Kingsford Legal Centre, prepared the Joint NGO Submission to the second Universal Periodic Review of Australia, which made a number of...
recommendations in relation to asylum seekers, including the closure of Manus Island and Nauru detention centres and processing in Australia; the repeal of mandatory detention provisions and codification of detention arrangements; refugee determination processes and merits review for refugees subject to adverse security assessments.

- NACLC was a signatory to ACOS’s September 2011 joint statement calling for a new a new approach to asylum seekers and refugees in the wake of the High Court’s decision on the Malaysia Arrangement

### Political engagement

- In March 2014 NACLC hosted a CLC delegation in Canberra for a 2-day Parliamentary Roadshow, aimed at meeting MPs to raise awareness of the work of both generalist and specialist CLCs and to lobby on recent and proposed funding cuts to the sector.

### Media engagement

- NACLC regularly issues media releases on a range of issues around human rights and discrimination as well as issues of particular relevance to the CLC sector, such as Access to Justice and the Community Legal Service Program.
- In mid 2013, NACLC released a statement, expressing deep concern over the Coalition’s asylum seeker policy, particularly the proposal to cut funding for immigration advice for asylum seekers.

<table>
<thead>
<tr>
<th>Social media engagement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Membership engagement</td>
<td>N/A</td>
</tr>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td>N/A (casework undertaken by NACLC members)</td>
</tr>
<tr>
<td>Advocacy and campaigning resources</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Australian Lawyers for Human Rights

### Organisational details

- **Address**: PO Box A147, Sydney South NSW 1235
- **Phone**: N/A
- **Website**: [http://alhr.org.au](http://alhr.org.au)
- **Twitter**: AusLawyersHR
- **Facebook**: australianlawyersforhumanrights
- **Contact person / details**
  - Nathan Kennedy, President, [president@alhr.org.au](mailto:president@alhr.org.au)
  - Claire Hammerton, ALHR Refugee Sub-Committee Coordinator, [refugees@alhr.org.au](mailto:refugees@alhr.org.au)

### Organisational background

- **Date of establishment**: 1993
- **Type of organisation**: ALHR is a professional incorporated association.
- **Number of staff and/ or volunteers (FTE)**: ALHR does not employ a staff team. The organisation is run by a management committee comprising President, Vice-President, Secretary, Treasurer and Fundraiser. ALHR also has 8 state and territory convenors.
- **Size of membership**: ALHR has a national membership of over 3000 Australian legal professionals, including lawyers, barristers, Judicial officers, legal academics and law students.
- **Annual budget**: Annual budget unknown. ALHR relies solely on donations from members and supporters.
**Focus of organisation’s work**

- AHLR seeks to utilise its experience and expertise in the principles and practice of international law and human rights in Australia in order to:
  - Promote the practice of human rights law in Australia and lawyers’ use of their professional skills in supporting and promoting human rights in Australia,
  - Promote Federal and State laws across Australia that comply with the principles of international human rights law,
  - Provide advice to assisting the victims of human rights violations in Australia and directing resources at human rights litigation, law and policy reform.
  - Collaborate with individuals, NGOs, charities, businesses and academic institutions on current, topical and thematic human rights issues in Australia.

- In 2014, asylum seeker and refugee issues were chosen by ALHR’s National Committee as one of the organisation’s three focus areas for the following two years. As a result ALHR has established a Refugees Sub-Committee.

**Focus of organisation’s advocacy work**

ALHR utilises its national membership’s legal and human rights expertise to promote the protection of, and respect for, basic international human rights norms and standards including the rule of law, rights to freedom of expression, right to be free from arbitrary detention, torture and discrimination.

---

**Advocacy activities**

### Policy development

- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014

- Written submissions to UN bodies:
  - ALHR provided a submission to the UN Committee against Torture which it considers was taken very seriously. The Committee in December 2014 found that Australia’s policy of intercepting and turning back boats was done without consideration of the country’s obligations under article 3 of the UN Convention against Torture, and that the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014 puts Australia at grave risk of non-compliance with its Convention obligations, findings supported by ALHR.

### Political engagement

- While ALHR engages directly with Ministers and Shadow Ministers, they do not believe they have much influence over current decision makers, who they generally think are not open to the views of NGOs and especially not human rights groups. It is also difficult to gauge ALHR’s impact given very recent establishment of refugee subcommittee.

- ALHR posts their letters of representation on pertinent topics and ministerial responses, relevantly including: Children in Detention letter, 26 June 2014 and responses from Minister Morrison and Shadow Minister Marles.

- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

### Media engagement

- ALHR regularly posts media releases on its website including:
  - UN Committee against Torture condemns proposed changes to Migration Act, 1 Dec 2014
- Unwilling to Comply, Government Replaces International Law With Its Own Interpretation, 30 Sept 2014
- ALHR Voices Concern About 'Brain Dead' Asylum Seeker, 5 Sept 2014
- ALHR is occasionally interviewed and quotes in the media; and has been quoted twice on asylum seeker issues in Lawyers Weekly since its refugee subcommittee was established.
- ALHR has an online newsletter blog

<table>
<thead>
<tr>
<th>Social media engagement</th>
<th>1683 Facebook friends</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1871 Twitter followers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ALHR engages directly with the Australian legal profession and the general public through:</td>
</tr>
<tr>
<td>Training</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Publications</td>
</tr>
<tr>
<td>CLE courses</td>
</tr>
<tr>
<td>Conferences</td>
</tr>
<tr>
<td>Seminars</td>
</tr>
<tr>
<td>Mentoring</td>
</tr>
<tr>
<td>Internships</td>
</tr>
<tr>
<td>Various State and Territory ALHR committees have hosted or co-hosted educational events on asylum seeker and refugee rights.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALHR members have undertaken action including drafting submissions to parliamentary committees relating the asylum seekers and refugees; writing letters to parliamentarians concerning the treatment of asylum seekers and refugees; preparing submissions to international bodies and key individuals; and assisting with drafting media releases.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social enterprises</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual case work</td>
<td>N/A</td>
</tr>
<tr>
<td>Advocacy and campaigning resources</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**CASE for Refugees**

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>16b Sunbury Road Victoria Park WA 6100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>08 9227 7311</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.caserefugees.org.au">www.caserefugees.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>CASEforRefugees</td>
</tr>
<tr>
<td>Facebook</td>
<td>CASEforRefugees</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Helen Pearce, Chief Executive Officer</td>
</tr>
</tbody>
</table>

**Organisational background**

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>CASE was formally incorporated in 2002 after commencing under the auspices of the Uniting Church in 1999-2000.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>CASE is a not for profit community legal centre that provides free legal advice, representation and advocacy to refugees, humanitarian visa holders and people from CALD backgrounds who reside in WA.</td>
</tr>
<tr>
<td></td>
<td>Member of NACLC</td>
</tr>
</tbody>
</table>
| **Number of staff and/or volunteers (FTE)** | • CASE has 10 staff, 7 of whom are part time and 3 full time.  
• CASE staff are supported by 63 active volunteers.  
• CASE also receives support from:  
  – probono volunteers from within the legal and migration advice professions,  
  – volunteer law and social services students,  
  – practicum and internships through WA universities, and  
  – the corporate sector. |
| **Size of membership** | • CASE has approximately 86 members, many of whom are active volunteers of the centre. All volunteers must be members. Members (fee $25) are entitled to attend meetings and receive electronic updates regarding events and activities as they occur. |
| **Annual budget** | • In 2013-14: total revenue $816,022, total expenses $813,976, surplus of $2026  
• CASE receives financial support from:  
  – Allens Linklaters  
  – King & Wood Mallesons  
  – Unitig Church in WA  
  – Lotterywest  
  – Asetts  
  – Corrs Chambers Westgarth  
  – Norton Rose Fulbright  
  – Law Society of WA  
  – LEAP migration manager  
  – United Nations Office of the High Commissioner for Human Rights  
  – LawCPD.com.au  
  – Allens Arthur Robinson Charity Committee  
  – The Piddington Society  
  – The Australian Government  
  – Membership |
| **Focus of organisation’s work** | The focus of CASE’s work is to provide legal services to refugees, asylum seekers and persons of concern who are disadvantaged in their access to the legal system. |
| **Focus of organisation’s advocacy work** | The focus of CASE’s advocacy work is the provision of information and education on refugee issues. |
| **Advocacy activities** | **Policy development**  
CASE assisted in the publication of the *Human Rights in Western Australia: Report Card 2013*, a joint publication by CLCAWA and the King & Wood Mallesons Human Rights Law Group, analysing the developments in law and policy that affect the exercise of human rights in WA. The report includes a substantial chapter on refugees, asylum seekers and migrants, and makes a number of policy recommendations around processing, adverse security clearance cases and settlement policies.  

**Political engagement**  
N/A  

**Media engagement**  
CASE has occasionally issued media releases including:  
• Joint Statement - IAAAS Cuts, 31 Mar2015  
• Removal of funded legal advice to asylum seekers, 2 Sept 2013  
• Concern over Coalition’s proposed refugee policy, 16 Aug 2013  

**Social media engagement**  
• 715 Facebook friends  
• 684 Twitter followers
**Community engagement**

CASE has a strong focus on the provision of community education, pursued through:
- Community Legal Education to increase the capacity of the legal and migration profession to assist refugees; and
- Training for Students and Solicitors through direct client work, when students are paired with a mentor and supervising Solicitor/Migration Agent.

**Membership engagement**

N/A

**Social enterprises**

N/A

**Individual case work**

- In 2013-14 CASE assisted over 1000 people in their migration practice which consists of advice and primary assistance with:
  - Family reunion (55% or 606 people and over 200 lodged applications)
  - Protection assistance (9% or 155 people and 57 lodged applications)
  - General migration advice (34% or 36 people)
  - MRT and RRT administrative reviews (2%)
  - Judicial Review Asylum Seeker Project cases
  - Assistance with judicial review at the Federal Court.
- CASE provides a range of online Fact Sheets, primarily aimed at their clients’ needs, including:
  - International Treaty Obligation Assessments (ITOA)
  - Processing Priorities for Family Stream Visas
  - Proposed Priorities to processing of asylum claims
  - Bridging visas for onshore protection applicants
  - Changes to SHP for unaccompanied minors who arrived by boat
  - Information for Asylum Seekers in Australia (Sudanese Arabic, Egyptian Arabic, Burmese, Dari, Farsi, Pashtu, Rohingya, Singhalese, Somali, Tamil, Urdu and Vietnamese)

**Advocacy and campaigning resources**

N/A

---

**Human Rights Law Centre (HRLC)**

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>Level 17, 461 Bourke Street, Melbourne VIC 3000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>03 8636 4450</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://hrlc.org.au">http://hrlc.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>Rightsagenda</td>
</tr>
<tr>
<td>Facebook</td>
<td>HumanRightsLawResourceCentre</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Daniel Webb, Director of Legal Advocacy, <a href="mailto:daniel.webb@hrlc.org.au">daniel.webb@hrlc.org.au</a></td>
</tr>
</tbody>
</table>

**Organisational background**

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>2006</th>
</tr>
</thead>
</table>
| Type of organisation  | National independent, not for profit, non government organisation  
                        | Registered charity  
                        | As a community legal centre, HRLC is a member of the Federation of Community Legal Centres Inc |
| Number of staff and/or volunteers (FTE) | The HRLC has nine staff, comprising an Executive Director; Directors responsible for International Advocacy, Advocacy and Campaigns, Advocacy and Research, Communications, Advocacy and Strategic Litigation and Legal Advocacy; a Senior Lawyer and a Fundraising Coordinator. |
|                                      | HRLC’s staff are supported by pro bono support from lawyers from some of Australia’s leading commercial law firms, including King & Wood Mallesons, Allens, Ashurst, Lander & Rogers, DLA Piper, Maurice Blackburn and Russell Kennedy. In 2013-14, the six principal law firms HRLC worked with provided over 8,200 hours of pro bono legal work to support the HRLC, including casework, research, casenotes and secondments – at an estimated value of $3.3 million. |
|                                      | HRLC is provided with administrative support by Justice Connect, and bookkeeping and accountancy services by Frank Deans. |
|                                      | HRLC employs a model of strategic partnerships with law firms, barristers and NGOs to multiply their impact. |
| Size of membership | Not a membership-based organisation but has a large supporter base, encompassing donors, social media followers (~20,000) and alert subscribers (~4000) |
| Annual budget | In 2013-14 total income was $730,902 and total expenditure was $846,377 |
|                        | HRLC is a registered charity so all donations are tax deductible. |
|                        | HRLC states that in 2013-14, less than 6 percent of the centre’s funding will come from government |
|                        | HRLC has received financial or in-kind assistance from corporate and philanthropic supporters including: |
|                        | - Allens |
|                        | - Ashurst Australia |
|                        | - Australian Communities Foundation (Story Street Sub-Fund) |
|                        | - The Bertha Foundation |
|                        | - Clayton Utz |
|                        | - DLA Piper |
|                        | - Lander & Rogers |
|                        | - Legal Services Board of Victoria |
|                        | - King & Wood Mallesons |
|                        | - Maddocks |
|                        | - Maurice Blackburn |
|                        | - The Myer Foundation |
|                        | - Oak Foundation |
|                        | - Planet Wheeler Foundation |
|                        | - The RE Ross Trust |
|                        | - Reichstein Foundation |
|                        | - SKAR Foundation |
|                        | - Trawalla Foundation |
|                        | - The Trust Company |
|                        | - Victorian Department of Justice |
|                        | HRLC states that this strong pro bono assistance means that for every $100 they receive in donations, they leverage around $500 worth of expert legal services. |
| Focus of organisation’s work | The HRLC is dedicated to promoting and protecting human rights in Australia and beyond, through a strategic combination of evidence-based advocacy, research, litigation, education and capacity building. |
Focus of organisation’s advocacy work

- The HRLC works to change policies and practices, secure stronger legal protections for human rights and deliver both justice for individuals and systemic change. The Centre works across eight key focus areas:
  - Beyond our borders
  - Refugees & asylum seeker rights
  - Police & prisoners
  - Effective laws against racial vilification
  - Democratic freedoms
  - Women’s rights
  - Indigenous rights
  - Lesbian gay bisexual transgender & intersex rights
- In relation to asylum seekers, the HRLC seeks to ensure that Australia’s actions comply with international law and aims to push Australia to adopt a constructive responsibility-sharing approach to a global humanitarian challenge.

Advocacy activities

Policy development

- Written submissions to Government:

- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Protection and Other Measures) Bill 2014, Aug 2014
  - Senate Legal and Constitutional Affairs References Committee Inquiry into incident at Manus Immigration Detention Centre, May 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Legislation Amendment Bill (No. 1) 2014, Apr 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment Bill 2013, Jan 2014

- HRLC staff are consistently invited to provide oral evidence at Committee hearings, and Committee reports refer extensively to the HRLC’s submissions and evidence.

- Written submissions to UN bodies:
  - HRLC statement to the 28th session of the Human Rights Council, 20 Mar 2015
  - NGO Report to UN Committee Against Torture 2014, prepared by HRLC and endorsed by organisations such as People with Disability Australia, Save the Children and the Refugee Council of Australia, 16 Oct 2014

- In March 2014, HRLC published a landmark report on the dangers of Australia’s cooperation with the Sri Lankan military to intercept people fleeing persecution, Can’t flee, can’t stay: Australia’s interception of Sri Lankan asylum seekers

Political engagement

- HRLC has had some access to Coalition Ministers and parliamentarians. Access to ALP parliamentarians has been better and access to Greens and Independents has been excellent.
HRLC’s advocacy efforts are closely focused on long term systemic change; however they find the current Coalition government is not interested in these sorts of issues, so there is limited opportunity to engage.

HRLC has had some success in engaging with Ministerial advisors and backbenchers on individual cases.

HRLC has also been invited to be a part of broader cross-party discussions and workshops on the long-term direction of Australia’s asylum seeker policies.

HRLC have sought to use individual cases as demonstrations of the impacts of broader policy, trying to emphasise ways that the current system can be improved.

**Media engagement**

The HRLC regularly releases media statements on asylum seeker and refugee related issues. For example:

- UN finds Australia’s treatment of asylum seekers violates the Convention Against Torture, 9 Mar 2015
- Attacks on our Human Rights Commission are part of a broader disturbing trend, 26 Feb 2015
- Nauru should lift the veil of secrecy on human rights, 26 Feb 2015
- Damning evidence of serious child harm in detention, 11 Feb 2015
- High Court finds that detention at sea of 157 Tamil asylum seekers was not a breach of Australian domestic law, 5 Feb 2015
- High Court hands down judgment on high seas detention of 157 Tamils, 28 Jan 2015
- Slashing funding for human rights watchdog is dangerous for human rights and democracy, 15 Dec 2014
- Senate Committee concludes that violence at Australia’s detention centre on Manus Island was ‘eminently foreseeable’, 11 Dec 2014
- Joint statement with Human Rights Watch and Amnesty International calling on Australia to stop forced-returns without proper screening, 10 Dec 2014
- New migration Bill would allow Government to breach international law and sideline the courts say leading human rights organisations, 14 Nov 2014
- High Court hearing on lawfulness of high seas detention of 157 Tamils, 20 Oct 2014
- Australia’s hasty return of Sri Lankan asylum seekers puts them at risk of torture, rape and other mistreatment, 30 Sept 2014

The HRLC has appeared extensively in the print media and on TV and radio – over 150 media appearances or mentions between July 2014 and May 2015. More recent examples include:

- Patricia Karvelas, *Immigration Minister confirms boat turnback*, ABC RN Drive, 23 Apr 2015
- Ben Doherty, *Transfield immigration staff told they can be fired for using Facebook*, The Guardian, 7 Apr 2015
- Alana Schetzer, *Thousands march in Melbourne on Palm Sunday to protest asylum seeker policies*, Fairfax, 30 Mar 2015
- Cathy Bell, *A United Nations report into refugees has found that Australia’s asylum seeker policies violate conventions against torture*, ABC News Radio, 10 Mar 2015
- *Australia ‘breaching convention’ against torture*, Sky News, 10 Mar 2015
- AFP, *UN brushes off Australia PM’s angry asylum-seeker response*, Business Standard, 10 Mar 2015
- Australia’s asylum policy again under fire from UN
  Radio New Zealand, 10 Mar 2015
- Patricia Karvelas, PM says Australians sick of being lectured to by UN, ABC RN Drive, 9 Mar 2015
- Louise Yaxley, Government defends decision to send four men back to Sri Lanka whose boat was intercepted as part of ‘people smuggling venture’, ABC, 20 Feb 2015
- Jared Owens, High Court orders Immigration Minister to grant protection visa, The Australian, 12 Feb 2015

- The HRLC has sought to raise public awareness and understanding of asylum seekers and refugee issues by publishing numerous opinion pieces on Australia’s policies in a variety of publications, ranging from the Guardian, the Age, the SMH, ABC’s the Drum and the Herald Sun.
  - Daniel Webb, Bali 9: Time to death penalty-proof our AFP, The Drum, ANC online, 29 Apr 2015
  - Daniel Webb, Decency to one group of refugees shouldn’t be contingent on licensing Scott Morrison to brutalise others, 5 Dec 2014
  - Daniel Webb, A look at the cases for and against the asylum seeker policies, Herald Sun, 9 Jul 2014
  - Emily Howie, Sri Lanka is a refugee-producing country. Here’s why, The Guardian, 8 July 2014

**Social media engagement**

- 7620 Facebook friends
- 1250 Twitter followers
  - In 2013-14, HRLC’s advocacy and news reached over 15,000 followers via Twitter. HRLC’s website received over 155,000 visits.
- You Tube videos:
  - What’s wrong with the Asylum Legacy Bill? Interview with Corinne Grant (media presenter and stand-up comedian) with Daniel Webb from the Human Rights Law Centre about changes proposed in the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014 (November 2014)
  - Cambodia deal is about shifting the burden to a poor nation that is ill-equipped to meet needs of refugees, ABC News24 interview (part 1), 26 Sept 2014
  - TPVs are bad policy, ABC News24 interview (part 2), 26 Sept 2014
  - Incommunicado detention on the high seas – extremely concerning, 10 Jul 2014

**Community engagement**

- In 2013-14, HRLC convened or spoke at 67 human rights seminars and events, including:
  - Somewhere over the rainbow: the perils of protection for queer asylum seekers, 24 Nov 2014
  - Inside Manus: Briefing on PNG National Court inquiry into Australia’s detention centre, Melbourne briefing, 16 April 2014; Sydney briefing, 27 May 2014
  - Annual Human Rights Dinners in Sydney and Melbourne.

**Membership engagement**

- HRLC distributes its bulletin Rights Agenda to over 3,600 subscribers each month plus many thousands more via our website and social media.

**Social enterprises**

- N/A

**Individual case work**

- The HRLC deliberately focuses on strategic legal matters, carefully chosen to maximise their systemic impact. They seek cases where a court ruling or change in policy that directly affects their clients will more broadly benefit
many more. As such they are not a high-volume service delivery organisation.

**Other – Strategic litigation**
- HRLC have been in the High Court to prevent the return of a group of 157 Tamil asylum seekers and also to help them challenge the lawfulness of their month-long detention on the high seas. The case helped establish some limits on Government's powers at sea and ensured some scrutiny and transparency over the Government's actions.
- Together with Amnesty International, HRLC have been in the PNG National Court challenging the lawfulness the indefinite detention of asylum seekers on Manus Island. The case has been delayed by some appeals, funded by the Australian Government, alleging bias on the part of the sitting judge.
- HRLC have also lodged a legal complaint against security contractor G4S for failing to meet international standards and committing serious human rights violations against asylum seekers detained inside the centre.

**Other – United Nations Advocacy**
- HRLC have used urgent UN mechanisms to help stop the return of asylum seekers to harm without due process.
- HRLC have delivered 5 separate statements to different UN bodies ensuring they've been kept fully abreast of the deteriorating situation.

**Advocacy and campaigning resources**
- In addition to the videos and other materials cited above, HRLC’s website contains ‘Human Rights Developments’ including over 700 key human rights case summaries available free to the public (eg. High Court rejects challenge to offshore processing, 18 Jun 2014)

---

### Immigration Advice and Rights Centre (IARC)

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>Level 5, 362 Kent Street, Sydney NSW 2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>02 9279 4300</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.iarc.asn.au">www.iarc.asn.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>IARCAustralia</td>
</tr>
<tr>
<td>Facebook</td>
<td>IARCAustralia</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Ali Mojtahedi, Principal Solicitor, <a href="mailto:ali@iarc.asn.au">ali@iarc.asn.au</a></td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th>Date of establishment</th>
<th>1986</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of organisation</td>
<td>IARC is an associated incorporation and a registered charity. IARC is a not for profit community legal centre providing independent and free immigration advice to financially disadvantaged people in NSW.</td>
</tr>
<tr>
<td>Number of staff and/or volunteers (FTE)</td>
<td>The IARC employs six staff including an Executive Officer, Principal Solicitor and three FT and one PT Solicitors / registered migration agents. In 2014 the IARC had ten acknowledged volunteers who assist with administrative, paralegal and research work. Voluntary Management Committee. Gilbert + Tobin provide pro-bono assistance. Casework support is provided by the State Legal Aid Commission (LAC).</td>
</tr>
<tr>
<td>Size of membership</td>
<td>N/A</td>
</tr>
<tr>
<td>Annual budget</td>
<td>$611,072 (2014) IARC’s funding is primarily through both Commonwealth and NSW Legal Aid.</td>
</tr>
</tbody>
</table>
IARC also previously received some funding under the Immigration Application Advice and Assistance Scheme (IAAAS) administered by the Department of Immigration and Border Protection. The IARC also generates some funding itself through education initiatives and publications, as well as donations (less than $1000 in 2013-14).

**Focus of organisation’s work**

- The IARC specialises in Australian immigration and refugee law and policy, focussing on:
  - advocacy in policy and law reform;
  - immigration education and continuing professional development for legal and immigration practitioners; and
  - the provision of free immigration advice and representation to refugees and financially disadvantaged immigrants in NSW. The IARC offers both face to face advice as well as a NSW statewide telephone advice service.
- IARC provides the Immigration Kit Online which is currently in its ninth edition. The primary users of the Kit are migration lawyers and agents, and subscribers such as public libraries, government and universities.

**Focus of organisation’s advocacy work**

- IARC describes its advocacy in relation to asylum seekers as seeking to ensure asylum seekers are treated with dignity and respect; have access to legal advice; are processed in accordance with international law; are not subject to prolonged and arbitrary detention; and have access to health care/education/work.
- IARC’s advocacy work is focused on lobbying government and other relevant bodies for change with a view to maximising access and equity in Australia’s immigration processes.

**Advocacy activities**

**Policy development**

- The IARC liaises with government regarding policy and law reform concerns, and has membership of consultative forums including with the Department of Immigration and Border Protection, including:
  - NSW Client Reference Group (NSW CRG);
  - Onshore Protection Consultative Group (OPCG);
  - Villawood IDC Community Consultation Group.
- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment Bill 2013
  - Senate Legal and Constitutional Affairs References Committee Inquiry into incident at Manus Immigration Detention Centre, 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry of the Crimes Amendment (Fairness for Minors) Bill 2011
  - Senate Standing Committee on Legal and Constitutional Inquiry into the Deterring People Smuggling Bill 2011
  - Senate Legal and Constitutional Affairs Legislation Committee Inquiry into the Anti-People Smuggling and Other Measures Bill 2010
- IARC are regularly invited to provide oral evidence at Committee hearings.

**Political engagement**

- While IARC attempts to influence lobbying government and other relevant bodies for changes to policies to maximise access and equity in
Australia's immigration processes, IARC report having very limited influence on Government politicians in regard to asylum seeker policy in the client climate. Coalition parliamentarians are not interested in views that differ or alter the Government's firm policies on asylum seekers.

- IARC report having far greater access and influence on procedural and legal matters with departmental bureaucrats: IARC are invited, as experts, to give opinion about the law and the processing of asylum seekers.

### Media engagement
- Online News Feed: until 2013, the IARC provided a regular service containing articles from IARC professional staff and other community based organisations and experts in the field (it has since slowed due to resource constraints).
- Immigration News: this publication has been temporarily suspended due to resource constraints.

### Social media engagement
- 718 Facebook friends
- 302 Twitter followers

### Community engagement
- The IARC runs **Community information sessions** to communicate directly with the community and professionals working with migrant communities, including police, NSW Department of Education, hospitals, high schools and community centres and services.
- The IARC participates in community consultation groups including:
  - Asylum Seeker Interagency (ASI)
  - Refugee Council of Australia working groups
  - MRT-RRT Community Liaison Meeting
  - NACLC and NSWCLC
  - Community Roundtable with Commonwealth Ombudsman
  - NSW Asylum Seeker and Refugee Forum (NASRF)
  - NSW Legal Assistance Forum: CALD Working Group

### Membership engagement
IARC encourages supporters to write submissions to inquiries, speak with politicians and community groups and support legal advocacy in support of asylum seekers

### Social enterprises
N/A

### Individual case work
- While the IARC has limited capacity to provide ongoing case representation for all clients who access their services, some limited ongoing casework assistance is provided.
- In 2014 the IARC opened 70 new casework files and closed 33 existing casework files.
- In 2013-14 IARC provided:
  - 810 face-to-face interviews, addressing 1,040 immigration issues.
  - 1050 telephone advice services, addressing 1,318 immigration problems.
- The largest cache of files based on issue in 2013-14 was Immigration Law, Refugee Immigration (Onshore Protection Visa) and family or domestic violence.

### Advocacy and campaigning resources
- IARC provides **Plain English fact sheets** on various legal and policy issues on their website which are heavily utilised by their clients. In the past year 14,406 downloads were recorded.
## Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>Level 8, Suite 8C, 46-56 Kippax Street, Surry Hills NSW 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>02 9114 1600</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.racs.org.au">www.racs.org.au</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>RACSaustralia</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>RACSaustralia</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Tanya Jackson-Vaughan, Executive Director, <a href="mailto:tanya.jackson-vaughan@racs.org.au">tanya.jackson-vaughan@racs.org.au</a></td>
</tr>
</tbody>
</table>

## Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>1987</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>Not for profit Community Legal Centre specialising in legal services for asylum seekers and refugees in NSW</td>
</tr>
</tbody>
</table>

### Number of staff and/ or volunteers (FTE)

- RACS has a staff of 23 including an Executive Director, a Principal Solicitor and Migration Agent, 12 Solicitor/Migration Agents (3 senior) and various office, fundraising and volunteer management support staff. The staff is supported by two seconded solicitors (currently from Norton Rose Fulbright and King and Wood Mallesons).
- In 2013/14 RACS was assisted by 252 Volunteers including lawyers and migration agents, students and interpreters.
- RACS also received pro bono support from:
  - Allens Linklaters
  - Gilbert + Tobin
  - King & Wood Mallesons
  - Norton Rose Fulbright
  - Wotton + Kearney
  - Herbert Smith Freehills
- Management Committee of eight experts in the field

| **Size of membership** | RACS has approximately 2000 newsletter subscribers |

### Annual budget

- The RACS total revenue for the year ending 30 June 2014 was $1,578,797. However, in the past financial year two-thirds of RACS’ core funding was withdrawn by the Federal Government, leading to a deficit of $354,236 for the financial year. However RACS has sufficient funds in reserve to maintain the current level of services over the next year.
- In May 2014 RACS launched ‘Friends of RAC’ as a response to government funding cuts. Individuals are encouraged to donate $10 (or more) per month. A Friend of RAC will receive:
  - a monthly email newsletter detailing the impact of RACS work and advocacy;
  - invitations to special events, screenings and information sessions.
- Through an arrangement with the Vincent Fairfax Family Foundation 33% is added to all donations to RACS.
- RACS is supported by around 100 regular donors

### Focus of organisation’s work

- RACS aims to:
  - Provide community education on changes to refugee law;
  - Provide outreach services to asylum seekers, as well as refugee partner organisations;
  - Advocate for systemic reform; and
  - Maintain an effective and expert staff team.
RACS’ primary purpose is to provide a free, specialist legal service for asylum seekers and refugees. RACS services include:
- Casework service (full time Monday to Friday)
- Free Telephone Advice service (Tuesday and Thursday mornings)
- Evening Advice on Mondays
- Family Reunion Clinic
- Legal Help for Refugees Clinic (Monday nights for post-13 August 2012 boat arrivals with statements of claim by appointment only)
- Parramatta Outreach (from February 2015)
- Auburn Asylum Seeker and Refugee Legal Clinic (for Auburn LGA residents and in partnership with Auburn Council)
- Legal Help for Unaccompanied Children Clinic
- Legal Service at Asylum Seekers Centre (in partnership with ASC)
- Unaccompanied children on Christmas Island Project

RACS is also involved in policy reform, public education and advocacy.

Focus of organisation’s advocacy work

RACS’ policy and law reform work aims to:
- analyse the impact of the law on asylum seekers and refugees;
- draw the attention of government and other relevant institutions, as well as the broader community, to laws with unjust effects on asylum seekers and refugees;
- recommend changes to the law and its operation, and to challenge unjust laws;
- advocate and lobby for legal and social change relevant to our clients and the community.

RACS also advocates on behalf of representatives or groups within the community by assisting clients to make complaints with the United Nations, the AHRC, the Red Cross or the Commonwealth Ombudsman.

Advocacy activities

Policy development

- Submissions to Government:
  - Annual intake submissions to the Department of Immigration and Border Protection’s on the Refugee and Special Humanitarian Program, 2013-14 and 2012-13
  - Comments to the Department of Immigration on Form 866 Submission
  - Comments to Onshore Protection Consultative Group (OPCG) Complementary Protection Working Group, Dec 2011

- Submissions to other government agencies:
  - Submission to Australian Human Rights Commission Inquiry into Children in Immigration Detention
  - Submission to Productivity Commission's Access to Justice Inquiry, Nov 2013
  - Comments on Proposed Refugee Review Tribunal (RRT) Directions, June 2013

- Submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitutional Affairs Legislation Committee Inquiry on Migration Amendment (Protection and Other Measures) Bill 2014, Aug 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Legislation Amendment Bill (No. 1) 2014, April 2014
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration Amendment Bill 2013, Jan 2014
### Political engagement

- RACS engages politically through direct representation or lobbying of politicians, government officers and regulators for improvements in the laws or its administration, and for policy research resources.
- RACS considers that there has been little impact with the current government and that the previous government was more accessible. They view lobbying politicians as a matter of keeping them informed more than achieving policy changes.
- RACS reports that their access to bureaucrats is access better than parliamentarians.
- RACS occasionally writes to decision-makers regarding specific issues. For example,
  - Letter to Prime Minister Kevin Rudd on Suspension of Enhanced Screening, Jun 2013.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

### Media engagement

- RACS has the following undated media releases on their website:
  - Cuts to IAAAS
  - TPVs – a cruel policy
  - Adversarial Appeal at RRT unfair
- RACS also comments in the media on occasion - for example, RACS has done radio interviews on #Singthe2ndverse

### Social media engagement

- 2805 Facebook friends
- 6946 Twitter followers
- RACS is asking Australians to declare 2015 the year we #SingThe2ndVerse. Using social media and other networks, RACS are drawing attention to the oft ignored second verse of the National Anthem and encouraging all Australians join together to sing it at sporting, cultural and community events this year.

### Community engagement

RACS engages with the broader community by:

- Conducting or participating in public campaigns (see #Singthe2ndverse campaign above)
- Holding regular **Continuing Professional Development (CPD) sessions** on changes to refugee law for migration agents, legal firms, legal aid and other CLCs.
- Providing **community information and legal education sessions** to Red Cross, TAFE, Migrant Resource Centres, STARTTs and other asylum seeker agencies and advocacy groups. In 2014 RACS provided 70 such education sessions.

### Membership engagement

RACS encourages its supporters to contribute submissions to parliamentary inquiries, comment in the media and share social media content.

### Social enterprises

N/A

### Individual case work

- In 2013-14, RACS:
  - assisted over 2059 clients from over 87 countries (up from 1230 in 2012-13)
  - took on 466 new cases (up from 430 in 2012-13)
  - undertook 917 face to face advice sessions (up from 356 in 2012-13)
  - provided 3,733 telephone advice sessions (up from 1105 in 2012-13)
In 2014, RACS:
- assisted 61 people through the Legal Help for Refugees Clinic
- assisted 100 children through the Legal Help for Unaccompanied Children Clinic
- provided 268 advice sessions through the Family Reunion Clinic

**Advocacy and campaigning resources**
- RACS provides Facts Sheets on their website. Most are directed at their clients (e.g., If You Came By Boat; How to Lodge an Application for a Protection Visa; How to Write a Statement for a Protection Visa Application; What Happens at an Interview for a Protection Visa Application; What Happens at the Refugee Review Tribunal; Refused by the RRT: What are your Options; Information for People Who Have Been Granted a Protection Visa; Family Reunion) but others are potentially targeted at wider audiences. For example:
  - Recent Changes 2015
  - RACS Brochure
  - How to Write a Letter to the Minister
- RACS also provides a regular online newsletter.

---

**Refugee and Immigration Legal Centre (RILC)**

**Organisational details**

<table>
<thead>
<tr>
<th>Address</th>
<th>Level 1, 121-123 Brunswick Street, Fitzroy VIC 3065</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(03) 9413 0101</td>
</tr>
<tr>
<td>Twitter</td>
<td>RILCaustralia david_manne</td>
</tr>
<tr>
<td>Facebook</td>
<td>N/A</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>David Manne, Executive Director, <a href="mailto:davidm@rilc.org.au">davidm@rilc.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Shin Yee Mok, Assistant to the Executive Director, <a href="mailto:shinyee@rilc.org.au">shinyee@rilc.org.au</a></td>
</tr>
</tbody>
</table>

**Organisational background**

**Date of establishment**
- RILC and its predecessor organisation have been operating for over 26 years. It was established in 1998 following a merger between the Victorian office of the Refugee Advice and Casework Service (RACS) Australia Inc. and the Victorian Immigration Advice and Rights Centre (VIARC) Inc.

**Type of organisation**
- Independent Community Legal Centre specialising in all aspects of refugee and immigration law, policy and practice – member of the Federation of Community Legal Centres (Vic) Inc and National Association of Community Legal Centres (NACLC)
- Incorporated Association managed by an elected voluntary Committee of Management.

**Number of staff and/or volunteers (FTE)**
- 21.2 FTE staff, including 16 FT, 4 PT and 4 casuals. Includes an Executive Director and EA, a Legal Education Coordinator, a Business Manager, 12 solicitors / migration agents and an administrative assistant. RILC is seeking to expand its team over coming months, boosting its staff to 25.7 FTE.
- RILC also has a substantial volunteer program. In 2013-14, well over 100 volunteers were involved in legal and non-legal work, and the number is growing. Volunteers contribute to the practical day to day running of the office, conduct legal research and provide immigration advice and assistance.

**Size of membership**
- RILC has 20 Foundation Members and 11 Life Members.
### Annual budget
In 2013-14,
- Revenue from ordinary activities increased from $2,940,325 to $3,105,799 due to an increase in professional development and training course income, donations and Department funding for assistance with asylum seekers in detention for a portion of the year which ceased in March 2014.
- Total expenses from ordinary activities increased from $2,345,184 to $2,450,601, largely attributable to the cost of taskforce work.
- Operating surplus of $655,198
- Total equity of $3,121,740 and current assets at 30 June 2014 of $3,452,599.

### Focus of organisation’s work
- RILC is the largest provider of casework services to asylum seekers, refugees and disadvantaged migrants in the community and in detention in Australia, and Victoria’s only specialist community legal centre in the jurisdiction.
- RILC’s services include:
  - Dedicated telephone immigration advice line open 8 hours per week
  - Weekly face-to-face Evening Advice Service
  - Full application casework/legal representation service
  - Special projects include monthly Offshore Refugee ‘Family Reunion’ Visa clinics
  - Extensive professional and community-based education programs
  - Active and wide-ranging advocacy and law reform program
  - Substantial volunteer program involving over 100 legal and non-legal volunteers.
- The vast majority of RILC’s casework in 2014-15 was in relation to protection visa applications and merit appeals to the Refugee Review Tribunal, but also featured family related matters, assistance to people in community detention and clients assisted through RILC’s Enhanced Screening Project.
- RILC is one of the largest providers of training and development activities for migration agents and lawyers and also runs an extensive community education program. RILC also runs a national training program for non-legal workers (eg Australian Red Cross)
- RILC draws upon its direct, extensive and unique experience of providing legal assistance to clients, to conduct substantial policy development, law reform and advocacy work at the local, national and international levels.

### Focus of organisation’s advocacy work
- RILC pursues law reform, policy, advocacy and education in defence of basic rights and the promotion of fairer, more just and humane policies in line with the rule of law and human rights obligations.
- RILC has a Special Projects and Policy Unit, established in 2009, which aims to:
  - substantially improve public policy, legislation and administration of refugee and migration law, in order that they operate with greater fairness, justice and equity and in conformity with the rule of law.
  - seek, through ‘test case’ strategic litigation, development of enhanced legal protections for asylum seekers, refugees and disadvantaged migrants, and their communities.
  - promote substantially improved public awareness, understanding and discourse in relation to key issues in refugee and migration law, policy and practice, and their impact on the rights and entitlements of asylum seekers, refugees and disadvantaged migrants and the broader community.
Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia

Advocacy activities

Policy development

- Recent submissions to Government:
  - Submissions to the Department of Immigration and Citizenship on Australia’s Annual Humanitarian Program Intake
- Recent submissions to other government agencies:
  - Submission to Australian Human Rights Commission Inquiry into Children in Immigration Detention
- Recent submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitutional Affairs Legislation Committee Inquiry into the Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014 (Nov 2014)
  - Senate Legal and Constitutional Affairs Committee Inquiry into Migration Amendment (Protection and Other Measures) Bill 2014 (Sept 2014)
  - Submission to the Senate Legal and Constitutional Affairs Standing Committee Inquiry into the Migration Amendment (Regaining Control Over Australia’s Protection Obligations) Bill 2013 (Jan 2014)
  - Submission to the Senate Legal and Constitutional Affairs Legislation Committee: Inquiry into the Migration Amendment (Health Care for Asylum Seekers) Bill 2012 (Oct 2012)
  - Submission to the Joint Select Committee on Australia’s Immigration Detention Network (Aug 2011)
- Submissions to UN bodies: ongoing consultation and advisory work with the UNHCR and other UN bodies on a range of issues, including Protection at Sea, victims of internal armed conflict and other forms of violence, rule of law mechanism and regional protection frameworks.
- RILC is a participant in numerous Departmental and Tribunal consultative stakeholder, practitioner and reference groups including: the national peak DIBP(DIAC)- NGO Dialogue on Refugee and Humanitarian Issues; the DIBP(DIAC) Onshore Protection Consultative Group; Migration/Refugee Review Tribunal Liaison meetings; and DIBP(DIAC) Onshore Protection Practitioner Liaison meetings.
- RILC participates in expert meetings with others in the sector. For example, in 2013-14 RILC was involved in an Expert Meeting on Refugees with Adverse ASIO Security Assessments organised by the Andrew & Renata Kaldor Centre for International Refugee Law, University of NSW; participated in the Immigration Ombudsman Community Roundtable Forum and in the Human Rights Law Centre and Amnesty International roundtable conversation with leading Sri Lankan lawyer, media columnist and human rights defender, Kishali Pinto-Jayawardena.
- RILC participates in the UNHCR’s Annual Consultations with NGOs in Geneva and Executive Director David Manne was appointed to the UN High Commissioner for Refugees Eminent Persons Advisory Board in Geneva.

Political engagement

- RILC seeks to promote and engage in constructive dialogue on Australia’s future refugee policy and undertakes meetings with local, State and Federal Members of Parliament on a wide range of legal and policy matters, including on key reform issues.
- RILC advises that it has had no difficulties accessing key parliamentarians and attributes this to RILC’s credibility, integrity, experience and expertise. RILC attributes its reputation to not being seen as partisan, having a reasoned public voice, and having authority by virtue of success in their High Court cases and its solid foundation in its extensive casework and policy formulation.
- RILC is focused on developing and maintaining parliamenterian relationships. RILC staff have been involved in many public and
confidential briefings for parliamentarians, as well as lobbying crossbenchers and being closely involved in strategy around policy options and alternatives.

<table>
<thead>
<tr>
<th>Media engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• RILC provides extensive and frequent media commentary and publishes articles in Australia and internationally on issues including detention, refugee status determination, and proposed regional framework for offshore processing of asylum seekers. Their focus is on both mainstream and alternative media organisations in Australia and overseas. In addition, RILC provides assistance with, and editorial commentary for, various NGO, media and academic submissions and publications. Recent examples include:</td>
</tr>
<tr>
<td>- UN report says Australia may breach Convention Against Torture, SBS, 9 Mar 2015</td>
</tr>
<tr>
<td>- An unexpected journey, Phnom Penh Post, 5 Mar 2015</td>
</tr>
<tr>
<td>- Refugee helper missing, Phnom Penh Post, 2 Mar 2015</td>
</tr>
<tr>
<td>- Tony Abbott running from the law, The Saturday Paper, 28 Feb 2015</td>
</tr>
<tr>
<td>- Triggs correct on the length of time children spent in detention, ABC Fact Check, 23 Feb 2015</td>
</tr>
<tr>
<td>- The Forgotten Children, 3RRR, 17 Feb 2015</td>
</tr>
<tr>
<td>- A Pakistani refugee has won his bid to stay in Australia, after the High Court orders the Government, ABC News, 11 Feb 2015</td>
</tr>
<tr>
<td>- High Court orders Peter Dutton to grant refugee a visa approval, Australian Financial Review, 11 Feb 2015</td>
</tr>
<tr>
<td>- Scott Morrison loses High Court case against a refugee, AAP, 11 Feb 2015</td>
</tr>
<tr>
<td>- Scott Morrison's denial of visa to refugee from Pakistan unlawful, high court finds, The Guardian, 11 Feb 2015</td>
</tr>
<tr>
<td>- Australia’s ‘cruel’ refugee policy costs $1.2 billion, Anadolu Agency, 8 Feb 2015</td>
</tr>
<tr>
<td>- Scott Morrison’s headlock politics rule, The Age, 13 Dec 2014</td>
</tr>
<tr>
<td>- Australia is blocking refugees registered in Indonesia. What will happen now?, The Guardian, 19 Nov 2014</td>
</tr>
<tr>
<td>- Asylum seekers in Indonesia denied entry to Australia, ABC Lateline, 18 Nov 2014</td>
</tr>
<tr>
<td>• RILC is a regular guest on 3RRR radio program ‘Spoke’.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social media engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 188 Twitter followers for RILCaustralia</td>
</tr>
<tr>
<td>• 11 500 Twitter followers for david_manne</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• RILC runs an extensive community education program, which seeks to better inform and raise awareness by:</td>
</tr>
<tr>
<td>- providing information sessions and presentations to community groups;</td>
</tr>
<tr>
<td>- providing advice and training to community organisations and workers;</td>
</tr>
<tr>
<td>- providing guest lectures on Migration law and policy at some of Australia’s leading universities; and</td>
</tr>
<tr>
<td>- hosting law students or law graduates on practical placements</td>
</tr>
<tr>
<td>• RILC staff regularly present to, or participate in, a wide range of seminars and information sessions, including sessions for local communities, local government initiatives, other agencies in the sector, church groups, school communities, universities and numerous community organisations. These wide-ranging presentations include keynote speeches on law and policy at conferences, and information sessions for community workers, including Australian Red Cross, and health and welfare professionals. In 2013-14 these included:</td>
</tr>
</tbody>
</table>
- Address at the Castan Centre Human Rights Law Annual Conference.
- Speech at The University of Melbourne Law School lunchtime seminar with Assoc Prof Michelle Foster and Prof John Tobin: ‘The Refugee Crisis: Is Manus Island the Solution?’
- Address at ‘Crossing Borders’ Monash University event for medical students on refugee health.
- Speech at the launch of Jewish Aid Australia ‘What would you do?’ Campaign.
- Delivered the Annual Human Rights Oration, Amnesty International and Hawke Centre, University of South Australia.
- Speech to Monash University Law Students’ Society.
- Participation in UNHCR Annual Consultations in Canberra, including delivery of keynote address on legal and policy issues.
- Speech at the National Conference of the Migration Institute of Australia.
- Keynote speech at Community Legal Centres Tasmania Conference.
- Speech at the University of Tasmania public forum on asylum seekers.
- Keynote speech at Fitzroy Learning Network AGM.
- Keynote speech at Darebin City Council Interfaith Breakfast.
- Speech at Refugee Paediatric Health Conference, Westmead Children’s Hospital.
- Keynote address to Bundea community, NSW.
- Speech at St John’s Uniting Church, Elsternwick.
- Numerous lectures on refugee and immigration law and policy to educational institutions, including University of Melbourne human rights, migration and international law classes, the Australian Catholic University Law School and Monash University Law Students’ Society, Wesley College, Melbourne Grammar, Carey Grammar, Methodist Ladies College, and Princes Hill Primary School.

<table>
<thead>
<tr>
<th>Membership engagement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social enterprises</td>
<td>N/A</td>
</tr>
<tr>
<td>Individual case work</td>
<td></td>
</tr>
<tr>
<td>- In 2013-14, RILC directly provided legal assistance (face to face advice, telephone advice, referrals) to 4751 people across Australia and overseas; however RILC assists many more through the impact of their test cases (see below)</td>
<td></td>
</tr>
<tr>
<td>- RILC undertakes a broad and diverse range of casework and advice, including:</td>
<td></td>
</tr>
<tr>
<td>- applications for Protection Visas (refugee status) in Australia</td>
<td></td>
</tr>
<tr>
<td>- applications and sponsorship under the Family Stream, including of spouse, fiance, children and other family members from overseas</td>
<td></td>
</tr>
<tr>
<td>- applications for change of status for those seeking permanent residence in Australia</td>
<td></td>
</tr>
<tr>
<td>- advice to those seeking to propose people overseas under the Refugee and Special Humanitarian program</td>
<td></td>
</tr>
<tr>
<td>- advice to people held in immigration detention, including local and remote detention centres</td>
<td></td>
</tr>
<tr>
<td>- advice on all other migration visa categories; including re-entry or return visas</td>
<td></td>
</tr>
<tr>
<td>- advice on conditions attached to visas, such as permission to work, Medicare eligibility and ‘no further stay’</td>
<td></td>
</tr>
<tr>
<td>- representation in cases before the Department of Immigration and Border Protection</td>
<td></td>
</tr>
<tr>
<td>- representation in cases before the Refugee Review Tribunal and Migration Review Tribunal</td>
<td></td>
</tr>
</tbody>
</table>
- representation before the Administrative Appeals Tribunal (AAT) on visa cancellation and refusals on ‘character’ grounds
- advice on other visa cancellation matters
- advice to over-stayers and other ‘unlawful non-citizens’
- involvement in ‘test case’ litigation
- referrals for legal advice and representation on appeals to the Courts, including to the Federal Magistrates Court, Federal Court or High Court of Australia
- referral for counselling and assistance on related health and welfare issues such as accommodation, medical care, social security, and counselling for torture and trauma survivors

### Other – ‘test case’ strategic litigation

- RILC runs test cases at both primary level, where systemic legal and policy issues affecting individuals and groups are addressed as part of the visa application process, and at merits or judicial review level, where policy issues are addressed as part of the appeal process.
- RILC has been successful in nine out of nine High Court challenges. These landmark cases include:
  - Plaintiff M61 of 2010 (HCA) – successful challenge (7-0 judgement) to the Government’s ‘offshore processing’ regime in Australia, resulting in ‘offshore processing’ of boat arrivals being conducted under Australian law. Many of the plaintiffs had their cases approved upon reassessment under law, as have many others since. Overturn of refusals at the administrative and judicial review levels has tracked at over 80% since the decision.
  - Plaintiff M70/M106 of 2011 (HCA)– successful challenge (6-1 judgement) to the Government’s proposed expulsion of asylum seekers under the ‘Malaysian Solution’, resulting in prevention of expulsions to Malaysia, and other consequential reforms regarding detention and processing of claims.
  - Plaintiff M76 of 2013 (HCA) – successful challenge to apparently indefinite detention of a refugee – and mother of two young boys and a baby – who has received an adverse security assessment. (a follow-up to earlier Plaintiff M47 case in 2012)
  - Plaintiff M150 of 2014 (HCA) – successful challenge on behalf of a 15 year old unaccompanied refugee boy from Ethiopia who arrived by boat as a stowaway. RILC’s client challenged the Government’s attempts to bar him (and thousands of others) from being granted a protection visa by use of a ‘cap’ on visas. Client was subsequently granted a permanent protection visa.
  - Plaintiff S89 of 2014 (HCA) – successful challenge on behalf of an Afghan refugee who arrived by boat. RILC’s client challenged the Government’s attempts to bar him (and thousands of others) from being granted a protection visa by reason of his arrival by boat without a visa. The Government settled the case and remitted his protection visa application to the Department, together with around 1,400 other refugees in a similar situation.
  - Plaintiff M46 of 2013 (HCA) – Further proceedings issued in the High Court for the same refugee detained on security grounds (who was successful in the High Court proceeding of M47 of 2012), and a subsequent Full Federal Court challenge to the Government’s refusal of RILC’s client’s protection visa on ‘character’ grounds. The case was settled in RILC’s client’s favour.

### Other – Professional Training and Development

- RILC has been one of the largest providers of training and development activities for migration agents and lawyers for more than a decade. RILC’s key programs are:
  - Continuing Professional Development Seminars – in 2013-14 RILC conducted 60 one and a half hour (one MARA point) seminars in Melbourne, presented by some of Australia’s leading practitioners.

---

Mapping the Advocacy Capacity of the Refugee and Asylum Seeker Sector in Australia
Short Courses in Australian Immigration Law – ‘the Migration Maze’, which are offered periodically throughout the year, and taught by some of Australia’s leading practitioners; and

Co-hosting, with the Law Council of Australia, the annual Australian Immigration Law Conference.

- In 2013-14, RILC developed and delivered a pilot full-day training program for Australian Red Cross caseworkers working with asylum seekers in community detention. The training is being rolled out into a full, national program. RILC also conducted training sessions for Red Cross Community Detention Caseworkers in Melbourne, Hobart, Sydney, Canberra, Brisbane, Adelaide, Perth and Darwin, and conducted training at the Community Legal Centres Tasmania Conference on strategic litigation. This pilot has since become a national program, and is being rolled out in 2015.

Advocacy and campaigning resources

- In response to recent changes to Australian laws for processing the claims of certain asylum seekers in Australia, RILC produced Fact Sheets regarding these changes:
  - Recent Changes for People Seeking Refugee Protection
  - Temporary Protection Visas (TPV)
  - Safe Haven Enterprise Visas (SHEV)
  - Fast Track Assessment Process

---

### Refugee and Immigration Legal Service (RAILS)

#### Organisational details

<table>
<thead>
<tr>
<th>Address</th>
<th>Level 2, 170 Boundary Street, West End QLD 4101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>07 3846 9300</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.rails.org.au">www.rails.org.au</a></td>
</tr>
<tr>
<td>Twitter</td>
<td>N/A</td>
</tr>
<tr>
<td>Facebook</td>
<td>RAILSQD</td>
</tr>
<tr>
<td>Contact person / details</td>
<td>Raquel Aldunate, Director, <a href="mailto:raquel.aldunate@rails.org.au">raquel.aldunate@rails.org.au</a></td>
</tr>
</tbody>
</table>

#### Organisational background

- **Date of establishment**: 1980
- **Type of organisation**: RAILS is an independent, not for profit Community Legal Centre (CLC) specialising in free legal advice to migrants and refugees in Queensland. It is the only CLC in Queensland that specialises in refugee and immigration law.

#### Number of staff and/or volunteers (FTE)

- RAILS has 13 staff including a Director (and registered migration agent), a Principal solicitor (and registered migration agent), 9 Caseworkers (either registered migration agents and/or solicitors), an Education Coordinator, solicitor (and registered migration agent) and one Administrative / Finance Officer / Volunteer Coordinator.

- **Volunteer Management Committee**

- **In 2013/14 RAILS was assisted by 74 volunteers including**:
  - 39 migration agents
  - 7 Evening Advice Sessions coordinators
  - 26 day volunteers

- **RAILS is also supported by**:
  - Griffith University students for the Student Refugee Legal Clinic
  - Probono support from legal firms Allens Linklater and Minter Ellison

#### Size of membership

N/A
### Annual budget
- In 2013014, RAILS registered a net surplus of $168,421.
- RAILS receives core funding from State and Commonwealth governments under the Community Legal Service Program (CLSP), the Department of Immigration and Border Protection, as well as project funding and donations. However, RAILS is currently facing an uncertain funding future with changes to the IAAAS funding program which has led to the loss of 50% of RAILS funding under this program.
- RAILS is a registered charity and donations are tax deductible.
- Project-specific financial support has been provided by:
  - The Ian Potter Foundation, for the Regional Refugee and Immigration Legal Support Project
  - The Myer Foundation, for the Refugee Family Reunion Project

### Focus of organisation's work
- RAILS provides a legal service for refugees and migrants through legal assistance, education and advocacy.
- RAILS’ advice services include:
  - Evening Advice Sessions (EAS) on Immigration Law Advice
  - General Law Clinics (Family Law and Employment Law Clinics)
  - Telephone advice for people living in regional areas
- Advice and Casework assistance services are provided in:
  - Domestic violence provisions
  - Protection visas
  - Refugee Family Reunion advice and assistance
- RAILS has recently commenced the Unrepresented Asylum Seekers Project to meet the demand for basic legal support for over 5000 asylum seekers in Queensland. RAILS is aiming to secure private funding for 2 full-time solicitors/migration agents and attract volunteer lawyers and migrations agents to build capacity in the UAS Project.

### Focus of organisation's advocacy work
- RAILS’ advocacy focus is on the promotion of a humanitarian approach in the formulation and administration of law, policy and procedures as they affect refugees and migrants.

### Advocacy activities

#### Policy development
- Written submissions to Parliamentary Committees:
- RAILS has also:
  - provided commentary on proposed amendments to the family violence provisions in the Migration Regulations 1994, to DIAC, Aug 2012
  - provided commentary to the Minister for Immigration and Citizenship on the proposed amendments to the family violence provisions in the Migration Regulations 1994, July 2012
  - been a signatory to a letter to then Minister for Immigration Chris Bowen on the proposal to excise the Australian mainland, Nov 2012 (as part of the Refugee and Immigration National Community Law Coalition (RAINCLC))
  - provided comments on Assessing Claims of Statelessness, Oct 2012, (as part of the Refugee and Immigration National Community Law Coalition (RAINCLC))

#### Political engagement
N/A
### Media engagement
RAILS has provided media commentary on particular cases, for example:
- Brisbane father fears for baby son as Vietnamese ex-partner faces deportation, ABC Radio Australia, 18 Apr 2014
- Brisbane lawyer decries move to deport foreign mothers of Australian children, Louisa Rebgetz, ABC News, 14 Mar 2014

### Social media engagement
- 596 Facebook friends

### Community engagement
- RAILS’ community engagement is focused on the provision of a range of community and professional legal education programs and resources.
  - Professional
    - Continuing Professional Development Program for migration lawyers and agents
    - Guest lectures on immigration law and working cross-culturally
    - Refugee Law clinics for university students
    - Law and social work student legal practice placements in-house
- In 2013-14, RAILS provided 8 CPD seminars to migration agents and had more than 4,228 attendees at sessions.
- Community
  - Legal education for refugees and migrants, schools, youth, community groups and community workers

### Membership engagement
N/A

### Social enterprises
N/A

### Individual case work
- RAILS provides legal help to people who have cases before the Department of Immigration, the MRT, RRT and sometimes takes cases of public interest to the courts. Due to limited resources RAILS does not take on all cases.
- In 2013-14, RAILS saw a total of 2,311 clients and gave 2,482 advices.

### Advocacy and campaigning resources
- Resources on RAILS website include:
  - Lawyer’s Practice Manual
  - Asylum Seeker Processing Info Sheet
  - Refugee Family Reunion Guide
  - Community Law Kit
  - Folk Law CD and Song Book
- **Fact Sheets** on RAILS website are focused on their clients’ needs:
  - Seeking Protection if you arrived without a visa (English, Arabic, Dari, Farsi and Tamil)
  - Refugee Family Reunion Guide (currently being updated)
  - Visa Cancellation Kit (currently being updated)
## Academic bodies

### Andrew & Renata Kaldor Centre for International Refugee Law, UNSW

<table>
<thead>
<tr>
<th>Organisational details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational background</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
</tr>
<tr>
<td><strong>Number of staff and/or volunteers (FTE)</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
</tr>
<tr>
<td><strong>Focus of organisation’s work</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Focus of organisation’s advocacy work</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advocacy activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy development</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Written submissions to Parliamentary Committees:
- Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015 (Joint submission with Gilbert + Tobin Centre of Public Law, UNSW)
- Senate Legal and Constitutional Affairs Legislation Committee on the Australian Citizenship and Other Legislation Amendment Bill 2014, Nov 2014
- Senate Legal and Constitutional Affairs Legislation Committee on the Migration Amendment (Protecting Babies Born in Australia) Bill 2014, Aug 2014
- Senate Legal and Constitutional Affairs Legislation Committee on the Migration Amendment (Protection and Other Measures) Bill 2014, Aug 2014
- Senate Legal and Constitutional Affairs References Committee’s Inquiry into the Incident at the Manus Island Detention Centre from 16 to 18 February 2014, May 2014
- Senate Standing Committee on Foreign Affairs, Defence and Trade’s Inquiry into the Breach of Indonesian Territorial Water, Mar 2014
- Parliamentary Joint Committee on Human Rights on Migration Legislation (Regional Processing and Other Measures) Act 2012 and Related Bills and Instruments, Jan 2013
- Senate Legal and Constitutional Affairs Committee on the Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Bill 2012, Dec 2012
- Senate Legal and Constitutional Affairs Committee on the Migration Amendment (Removal of Mandatory Minimum Penalties) Bill 2012, Feb 2012
- Senate Standing Committee on Legal and Constitutional Affairs Inquiry into the Migration Amendment (Removal of Mandatory Minimum Penalties) Bill 2012
- Senate Standing Committee on Legal and Constitutional Affairs Inquiry into Detention of Indonesian Minors in Australia (2012)

Staff from the Centre are also regularly invited to provide oral evidence at Committee hearings. Furthermore, the Centre has noticed that many other organisations in the sector rely on our submissions in their own advocacy work.

Written submissions to Australian Human Rights Commission
- UNSW Human Rights Law Clinic and UNSW Faculty of Arts and Social Sciences, Submission to the Australian Human Rights Commission National Inquiry into Children in Immigration Detention, Jun 2014

In 2014, the Centre was involved in a roundtable engaging experts and policymakers from all sides of the political spectrum, and reaching decision-makers at the highest level. The Centre co-authored the resulting report, with Australia21 and CPD.

Staff from the Kaldor Centre have also published an extensive range of books, reports, chapters in books and refereed and non-refereed academic articles on asylum seeker and refugee policy issues.

Political engagement
The Kaldor Centre focuses on research to influence public policy development and does not directly lobby parliamentarians. While not actively seeking meetings with decision makers, the Director Jane McAdam has been invited to high-level meetings with such people.
Media engagement

- Since its establishment in 2013 the Kaldor Centre has developed a strong media profile and has had many opinion pieces published in key media outlets, most recently including:
  - Higgins, C., *How our refugee policy has changed since Fraser*, The Drum, 27 Mar 2015
  - McAdam, J., *Climate change brings disasters on steroids*, Sydney Morning Herald, 16 Mar 2015
  - Whelan J, *Would you want the Immigration Minister as your legal guardian?*, Crikey, 19 Feb 2015
  - McAdam, J and K Murphy, *No, Clive, asylum seeker bill won’t make it easier for the most vulnerable*, Crikey, 4 Dec 2014
  - Chia, J, *Proving refugee status will be all but impossible under onerous new requirements*, Crikey, 4 Dec 2014
  - McAdam, J, *One Step Forward, Many Steps Backwards for Refugees*, ABC The Drum, 3 Dec 2014
  - Gleeson, M, *What about the refugees we already have?*, ABC The Drum, 21 Nov 2014
  - Higgins, C, *Australia should resume processing refugees in their own countries*, Sydney Morning Herald, 3 Nov 2014
  - McAdam, J, *Asylum bill is high-handed and Cambodia just a quick fix*, Sydney Morning Herald, 29 Sept 2014
  - Chia, J, *High court verdict spells the end of Australia immigration detention as we know it*, The Guardian, 11 Sept 2014

Social media engagement

- 1006 Twitter followers

Community engagement

- The Centre hosts a range of events. 2014 events included:
  - Book Launch: Refugees: Why seeking asylum is legal and Australia’s policies are not, by Jane McAdam and Fiona Chong, launched by former Chief of Defence, Admiral Chris Barnie AC, 4 Sept 2014.
  - Q&A Panel: The High Court and the Asylum Case, 22 Jul 2014. Hosted by Gilbert + Tobin and chaired by partner Steven Glass, the panel included Professor Jane McAdam, Director of the Kaldor Centre, Professor George Williams of UNSW, Associate Professor Tim Stephens of the University of Sydney, and Ed Santow, CEO of the Public Interest Advocacy Centre.
  - Carina Hoang (former Vietnamese refugee and award-winning author), Being a refugee is not a choice, Refugee Leader Lecture Series, 7 May 2014.
  - Expert Psychologists and the Refugee Tribunal, co-hosted by the Andrew & Renata Kaldor Centre for International Refugee Law and the College of Forensic Psychologists, 27 Mar 2014.
  - Sri Lanka and Australia after the war: A forum on post-war justice and the indefinite detention of refugees, co-hosted by the Andrew & Renata Kaldor Centre for International Refugee Law and the Australian Human Rights Centre, 4 Mar 2014.

Membership engagement

- The Centre produces a biannual newsletter with updates of their activities, people and publications.

Social enterprises

N/A

Individual case work

N/A
### Advocacy and campaigning resources

The Centre provides a range of publicly available resources online:

- **Factsheets**
  - Can a refugee who commits a crime in Australia be deported?
  - Cambodia and Refugee Protection
  - The Cambodia-Australia Agreement
  - Commission of Audit Report details cost of detention and processing
  - Complementary Protection
  - Debunking Myths
  - 'Enhanced Screening' and 'Fast Track Policies'
  - Immigration detention
  - Legal assistance for asylum seekers
  - Merits review by the Refugee Review Tribunal
  - Offshore Processing: Conditions
  - Offshore Processing: Australia's Legal Obligations
  - Refugees with an adverse security assessment by ASIO
  - Regional cooperation
  - Temporary Protection Visas
  - 'Turning back boats'

- **Legislative Briefs**
  - Legislative brief Migration Amendment (Protection and Other Measures) Bill 2014
  - Legislative brief Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014
  - Legislative brief Australian Citizenship and Other Legislation Amendment Bill 2014
  - Legislative brief Tribunals Amalgamation Bill 2014

- **Summaries of recent cases** (decisions by the Refugee Review Tribunal, Administrative Appeals Tribunal and Australian courts involving analysis of complementary protection) on complementary protection in Australia and New Zealand

- A weekly round-up of news on refugees and asylum seekers.

---

**Castan Centre for Human Rights Law, Monash University**

### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>C/- Monash University, Law Faculty, Building 12, Wellington Road, Clayton VIC 3800</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>03 9905 3327</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>CastanCentre</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>TheCastanCentre</td>
</tr>
</tbody>
</table>

### Contact person / details

- Dr Azadeh Dastyari, azadeh.dastyari@monash.edu
- Dr Maria O'Sullivan, maria.osullivan@monash.edu

### Organisational background

- **Date of establishment**: October 2000
- **Type of organisation**: Privately funded academic research centre
- **Number of staff and/or volunteers (FTE)**: The Castan Centre has a staff of ten which includes a Director, 6 Deputy Directors, a Centre Manager, Project Officer, and Administrator.
- The Centre also has an Emeritus Associate, and 11 Associates responsible for the research program, as well as an Academic Advisory Board.
- The Hon Michael Kirby AC CMG is the Castan Centre’s Patron.

<table>
<thead>
<tr>
<th>Size of membership</th>
<th>Unknown.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Membership is free</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual budget</th>
<th>Unknown.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Launching the Castan Centre 2014 Appeal, the centre noted that donors were a vital part of the Castan Centre’s funding, with four out of every five dollars received by the Centre coming from fundraising.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Focus of organisation’s work</th>
<th>The Castan Centre works in seven broad areas:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Public education, including numerous public lectures, roundtables, conferences and workshops featuring prominent Australian and international human rights figures, and an increasing social media presence.</td>
</tr>
<tr>
<td></td>
<td>- Policy, through submissions to parliaments, direct representations to governments and contributions to public debates on important issues.</td>
</tr>
<tr>
<td></td>
<td>- Student programs aimed at tertiary and secondary students, including internship programs, mooting competitions, and careers seminars.</td>
</tr>
<tr>
<td></td>
<td>- Indigenous programs, especially the Aurora Project’s native title capacity building program.</td>
</tr>
<tr>
<td></td>
<td>- Teaching, through the oldest human rights law masters degree in Australia, as well as a thriving undergraduate human rights program.</td>
</tr>
<tr>
<td></td>
<td>- Research leading to the publication of monographs, textbooks, handbooks and practical guides on a variety of human rights issues.</td>
</tr>
<tr>
<td></td>
<td>- Human rights training and consultancies aimed at educating Australian and international government officials about human rights.</td>
</tr>
<tr>
<td></td>
<td>- A major focus of the Castan Centre is to utilise research to inform public policy debates on human rights issues.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Focus of organisation’s advocacy work</th>
<th>The Castan Centre hosts public events and lectures each year across a variety of human rights areas. The most recent of these, relevant to asylum seekers and refugees, were:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- ASIO’s Catch 22: Asylum in limbo, Matthew Albert (Melbourne barrister, Jane Dixon SC (President of Liberty Victoria) and Dr Patrick Emerton (Senior Lecturer in the Monash Faculty of Law and an Associate of the Castan Centre), 17 Jun 2013.</td>
</tr>
<tr>
<td></td>
<td>- ‘Seeking security: Refugee policy in a time of complexity and change’, Associate Professor Harry Minas (Director for the Centre for International Mental Health of the Melbourne School of Population Health at the University of Melbourne) and Alex Pagliaro (Amnesty International Australia refugee campaigner), Feb 2013.</td>
</tr>
<tr>
<td></td>
<td>The Castan Centre holds an annual conference:</td>
</tr>
<tr>
<td></td>
<td>- In 2014, Elaine Pearson (Australian Director at Human Rights Watch) presented a session: &quot;Shut out and shut up: The Consequences of Australia’s border protection polices&quot;.</td>
</tr>
<tr>
<td></td>
<td>- In 2013, David Manne (Executive Director of the Refugee Immigration Legal Centre) presented a session: &quot;Refugees, the rule of law and the ethics of protection&quot;.</td>
</tr>
<tr>
<td></td>
<td>- In 2012, Allan Asher (Chair of the Foundation for Effective Markets and Governance (FMAG) at the School of Regulation, Justice and Diplomacy, ANU and the former Commonwealth Ombudsman) presented a session: &quot;People just like us; human rights for asylum seekers!&quot;</td>
</tr>
</tbody>
</table>
### Advocacy activities

#### Policy development
- **Written submissions to Government:**
  - Expert Panel on Asylum Seekers, July 2012
- **Written submissions Parliamentary Committees:**
  - Senate Legal and Constitutional Affairs Committee on the Inquiry into the incident at the Manus Island Detention Centre from 16 February to 18 February 2014, May 2014
  - Senate Legal and Constitutional Affairs Committee on the Migration Amendment (Regaining Control over Australia's Protection Obligations) Bill 2013, Jan 2014
  - Senate Legal and Constitutional Affairs Committee Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Bill 2012, December 2012
  - Senate Legal and Constitutional Affairs Committee on Migration Amendment (Healthcare for Asylum Seekers) Bill 2012, October 2012
  - Senate Legal and Constitutional Affairs Committee, Migration Amendment (Removal of Mandatory Minimum Penalties) Bill 2012, Feb 2012
  - Senate Legal and Constitutional Affairs Committee regarding the Inquiry into Deterring People Smuggling Bill 2011, Nov 2011
  - Joint Select Committee on Australia's Immigration Detention Network, 12 Aug 2011
  - Senate Legal and Constitutional Affairs Legislation Committee into the Migration Amendment (Detention Reform and Procedural Fairness) Bill 2010, 6 Jun 2011
- **Castan Centre staff also regularly provide oral evidence to Parliamentary Committees, for example:**
- **Written submissions to the Australian Human Rights Commission**
  - Australian Human Rights Commission National Inquiry into Children in Immigration Detention, April 2014
- **The Castan Centre’s staff produce books, journal articles, conference papers, policy papers and opinion pieces. Publications in 2013 (latest annual report available) covered issues as varied as protection under the Refugee Convention, cessation of refugee status, the best interests of asylum-seeker children, detention and regional protection frameworks.**

#### Political engagement
As a university based research and teaching facility, the Castan Centre does not directly lobby parliamentarians. Rather, the Centre aims to influence public policy development through active participation in public debates and submissions to parliamentary committees and inquiries.

#### Media engagement
The Castan Centre engages with the media to reach a wider audience, with the aim of influencing and informing public debate on human rights issues.
2013 (latest annual report available) the Centre’s media engagement comprised 53 mentions, including the following selection:

- ‘The PNG Solution – Cruel to be…cruel’, The Conversation, 6 Aug 2013
- ‘PNG legal challenge very likely’, The Sydney Morning Herald interview, 23 Jul 2013
- ‘What would a truly regional asylum arrangement look like?’, The Conversation, 23 Jul 2013
- ‘Australia plan violates UN Refugee Convention, says law lecturer’, Radio New Zealand International interview, 22 Jul 2013
- ‘The PNG solution: as harsh as it is unprecedented’, The Age, 22 July 2013
- ‘What are Australia’s obligations under the Refugee Convention?’, Mamamia, 19 Jul 2013
- ‘Is Australia’s new asylum policy the harshest in its history?’ The Guardian Newspaper (UK), originally in The Conversation, 19 Jul 2013
- ‘Explainer: Australia’s obligations under the UN Refugee Convention’, The Conversation, Reproduced by SBS, 18 Jul 2013

### Social media engagement

The Castan Centre is increasingly engaging with social media tools to engage direct with the public on human rights issues, including:

- A Twitter page (6611 Twitter followers), which is a trusted source of the latest news and opinion on human rights issues. The Centre tweets an average of 13 links to human rights news, views and reports each day
- A Facebook page (3730 Facebook friends), which predominantly publicises the Centre’s upcoming events, blog posts and media stories, policy papers and parliamentary submissions.
- A YouTube channel, which hosts videos of many of the Centre’s public events, plus shorter interviews conducted with human rights experts.
- Two blog sites: the main site (www.castancentre.com) which carries opinion pieces by Centre academics on various issues and a secondary site (www.castanglobalinterns.wordpress.com) which carries reports posted by the Centre’s Global Interns when they are overseas on assignment.

### Community engagement

The Castan Centre aims to broaden public knowledge on human rights policy issues by:

- Engaging through media and social media
- Hosting events and conferences each year
- Research publications.

### Membership engagement

N/A

### Social enterprises

N/A

### Individual case work

N/A

### Advocacy and campaigning resources

Videos and other materials released through social media (see above)
### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>Curtin University, GPO Box U1987, Perth WA 6845</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(08) 9266 3818</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://info.humanrights.curtin.edu.au/">http://info.humanrights.curtin.edu.au/</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Dr Caroline Fleay, Acting Director, <a href="mailto:c.fleay@curtin.edu.au">c.fleay@curtin.edu.au</a></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>January 2003</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>The Centre for Human Rights Education is a university-based research and teaching facility.</td>
</tr>
<tr>
<td><strong>Number of staff and/ or volunteers (FTE)</strong></td>
<td>The Centre has five staff including a Director, lecturers, researchers and project officers.</td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
<td>Unknown</td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
<td>Unknown</td>
</tr>
</tbody>
</table>

**Focus of organisation’s work**

- Centre for Human Rights Education is a research and teaching centre within Curtin University. The Centre focuses on research, teaching and scholarly activity in the area of human rights education.
- Education is understood in its broadest sense and includes community education, awareness raising, promoting and understanding, and debating human rights issues and implementing human rights principles in a range of occupations, as well as formal education in schools and universities.
- The Centre’s focus on refugees and asylum seekers is around human rights issues in immigration detention centres.

**Focus of organisation’s advocacy work**

- The Centre is actively engaged in advocacy and activism across a range of human rights issues and has a long history of research and advocacy in relation to asylum seekers.
- Currently the Acting Director Caroline Fleay and Lecturer Lisa Hartley focus their research primarily on the experiences of asylum seekers in Australia. This includes engaging in advocacy and activism in relation to asylum seekers issues – including media commentary, community and school education, tertiary education, individual advocacy, participating and presenting at protest rallies, report writing, inquiry submissions and lobbying MPs.
- The Centre’s advocacy goals, in relation to asylum seekers, are to increase public and MP awareness of the impacts of asylum seeker policies. This, in turn, is aimed at bringing about an end to mandatory detention, an end to offshore processing, the denial of work rights to asylum seekers and refugees, the granting of permanent protection to refugees, a regional protection framework, an increase in the humanitarian program and family reunion rights.
- The Centre is also active within a range of advocacy networks such as the Refugee Council’s working group on asylum seekers in the community, the Asia-Pacific Refugee Rights Network, and a collective in Perth supporting the provision of a legal clinic for asylum seekers in the community.
Advocacy activities

Policy development
- Infrequent submissions to Parliamentary Committees:
  - Joint Submission with Asylum Seekers Christmas Island to the Joint
    Select Committee Inquiry on Australia’s Immigration Detention
    Network, Aug 2011
  - Joint Standing Committee on Migration Inquiry into immigration
    detention in Australia, 2008
- Submissions to the Australian Human Rights Commission:
  - Australian Human Rights Commission National Inquiry into Children
    in Immigration Detention, 2014
- In 2014 the Centre contributed to a joint NGO report to the UN
  Committee Against Torture (CAT), co-ordinated by the Human Rights
  Law Centre. The report included recommendations around ratification of
  the optional protocol to CAT which would allow monitoring visits to
  places of detention, and processing of asylum seeker claims in Australia
  rather than offshore and an end to mandatory detention.

Political engagement
- The CHRE limits its political advocacy to engaging in the submissions
  process through parliamentary and departmental processes, and
  distributing the Centre’s research reports. For example:
  - The Centre’s report ‘Policy as Punishment: Asylum Seekers in the
    Community without the Right to Work’ has been used by a number
    of refugee support agencies for their advocacy work. It was also
    sent to all Federal MPs and followed up with several MPs in
    meetings.
  - The Centre’s previous reports on immigration detention, for example
    the 2012 report ‘Released but not yet Free’, have similarly been
    sent to MPs and relevant departments and other institutions.
- The Centre does not seek to directly lobby parliamentarians.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore
    Transfers, coordinated by Refugee Council, Apr 2015.

Media engagement
- The Centre regularly engages with a range of media including online
  opinion pieces, public forums, and radio. The Centre’s website is not up
  to date but most recent opinion pieces listed include:
  - Fiske, L., ‘Want to Stop the Boats? Make refuge available off-
    shore’, The Conversation, 5 Jul 2012.
  - Kenny, M., ‘Chinese Refugees Risking Lives for Asylum in New
    Zealand’, The Conversation, 11 Apr 2012.
  - Kenny, M., ‘Malaysia Solution no answer for child refugees’, The
    Drum, ABC, 6 Jun 2011
    Opinion, 17 Nov 2011.
  - Briskman, L. and Fleay, C., ‘Australia’s human rights record has not
    improved since Tampa’, The Conversation, 26 Aug 2011.
    2011.
  - Briskman, L., ‘Australia’s wakeup call from the UN: Yes, we’re a
    racist country’, The Conversation, 31 May 2011.
  - Briskman, L., ‘Out of mind out of sight, but we’re not treating asylum
    seekers right’, The Conversation, 16 May 2011.
  - Fleay, C., Boydell, N., ‘The men hidden from view’, ABC Unleashed,
    8 Feb 2011.

The Centre has received media coverage for various research and advocacy
efforts. For example, in relation to the ‘Policy as Punishment: Asylum
Seekers in the Community without the Right to Work’ report:

Social media engagement: N/A

Community engagement:
- The Centre works to encourage public debate, discussion and deliberation of the areas they focus their advocacy efforts on, including refugees and asylum seekers.
- The Centre regularly presents at forums with a focus on the human rights issues at immigration detention centres, including:
  - Fleay, C. ‘Nauru Mark II: The politics of seeking asylum in Australia’, Presentation at a Public Forum held at Curtin University, 9 Oct 2012.

Membership engagement: N/A

Social enterprises: N/A

Individual case work:
- The Centre has used its research reports in individual advocacy efforts. The Centre has worked with others to advocate on behalf of particular groups of asylum seekers over the past few years. For example:
  - To bring about the re-assessment of the protection claims of some asylum seekers who arrived in 2010-2011 and were subjected to inconsistent claims processing.
  - To get some asylum seekers released from immigration detention earlier than they may have otherwise.

Advocacy and campaigning resources: N/A
## Centre for Refugee Research, UNSW

### Organisational details

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>C-20 Morven Brown Building, Room G64, The University of New South Wales, Sydney NSW 2052</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>(02) 9385 1961</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.crr.unsw.edu.au/">http://www.crr.unsw.edu.au/</a></td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Dr Linda Bartolomei, Director, <a href="mailto:linda.bartolomei@unsw.edu.au">linda.bartolomei@unsw.edu.au</a></td>
</tr>
</tbody>
</table>

### Organisational background

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
<td>1999</td>
</tr>
<tr>
<td><strong>Type of organisation</strong></td>
<td>The Centre for Refugee Research (CRR) is a university based interdisciplinary research and advocacy organisation hosted by the School of Social Sciences at the University of New South Wales.</td>
</tr>
</tbody>
</table>
| **Number of staff and/ or volunteers (FTE)** | • The CRR has a staff of seven which includes a Director and six part time Research Associates and Assistants.  
• The CRR has a Management Committee of seven from the Faculty of Social Sciences at UNSW and one external position from the Law Faculty.  
• The CRR maintains strong partnerships with the UNHCR and other key refugee agencies and organisations.  
• CRR has been instrumental in forming and remaining active in working groups and networks with peer organisations and advocacy associations such as:  
  – The Australian National Committee on Refugee Women (ANCORW)  
  – United Nations High Commissioner for Refugees (UNHCR)  
  – Australian Refugee Rights Alliance (ARRA)  
  – Asia Pacific Refugee Rights Network (APRRN)  
  – The Women and Girls at Risk working group (WAGAR)  
• CRR has a broad range of partnerships with organisations such as AMES, Victoria, Settlement Services International, Townsville Multicultural Settlement Group. |
| **Size of membership**       | N/A                                                                    |
| **Annual budget**            | $825,874 (2013)                                                       |
| **Focus of organisation’s work** | • The Centre for Refugee Research focuses on research and advocacy in national and international forced migration policy and practice including:  
  – International refugee flows  
  – Internally displaced people  
  – Forced migration  
  – Resettlement issues  
• Recent and current projects include:  
  – Refugee Community Development Project (RCDP) New Delhi, India  
  – Evaluation of the expansion of the Community Detention  
  – Client and Service Provider Perspectives  
  – Australian Multicultural Education Services AMES Housing Project  
  – Project RESPECT: Refugees for Empowerment, Strength and Protection by Engaging Communities |
Refugee Women at Risk

The Meaning of Rights in Australia – Human Rights Booklets for people from a refugee background


STARTTS Community Cultural Development Program Evaluation

Focus of organisation’s advocacy work
- Based on its academic research, CRR undertakes advocacy at national, regional and international levels, including through annual attendance at UNHCR meetings.
- The Centre’s advocacy work is particularly focused on identifying gaps and needs in situations of forced migration, and on developing tools to address those needs.
- CRR works closely with local organisations on issues of policy and practice in refugee protection and resettlement, such as the Refugee Council of Australia, Amnesty International, Settlement Council of Australia and Act for Peace.

Advocacy activities

Policy development
- The Centre and Centre Associates regularly publish, present and / or edit books, journal articles and reports on a range of issues associated with the centre’s projects (eg women at risk, domestic and sexual violence; evaluation of community detention expansion)
- The CRR focuses on submissions at the international level, aimed at influencing international law and policy.
- CRR research has been recognised many times in participation as key note speakers and panel members at formal meetings of the United Nations High Commissioner for Refugees (UNHCR) in Geneva and by senior Australian Government representatives. The work of CRR is cited in many documents produced by UNHCR and is acknowledged as an example of rigorous academic research producing practical and useful outputs.

Political engagement
- In 2013 the Centre for Refugee Research contributed to the ‘Australian Political Party Poverty Audit August 2013’, on refugee and asylum seeker policy.
- Signatory to:
  - Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council, Apr 2015.

Media engagement
- CRR has limited media engagement but did appear on Radio National’s Life Matters program in 2011 discussing Refugees in Malaysia in the lead up to their annual conference at UNSW.

Social media engagement
N/A

Community engagement
During 2013 (latest annual report available), CRR’s community engagement activities have included various training and presentations in Australia and internationally, including:
- presentation on ‘Risks for refugee women in settlement’, to Settlement Services International Local Area Coordination Meeting with settlement service providers 2013
- presentation on issues for refugee families and children to ACWA’s Out of Home Care (OHC) Forum for practitioners working with children
- presentation on refugees in urban areas and refugee camps, to a Year 9 Nature and Conflict class (Development Geography) at International Grammar School in Ultimo, Sydney, September

Membership engagement
N/A

Social enterprises
N/A

Individual case work
N/A
### Advocacy and campaigning resources
- The CRR offers training and education materials online including:
  - UNHCR Extended Methodology Resources
  - Human Rights in Australia booklets

---

### Public Law & Policy Research Unit, UniSA

#### Organisational details

<table>
<thead>
<tr>
<th><strong>Address</strong></th>
<th>Adelaide Law School, Ligertwood Building, The University of Adelaide SA 5005</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>(08) 8313 0874</td>
</tr>
<tr>
<td><strong>Twitter</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Facebook</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Contact person / details</strong></td>
<td>Dr Gabrielle Appleby, Deputy Director, <a href="mailto:gabrielle.appleby@adelaide.edu.au">gabrielle.appleby@adelaide.edu.au</a></td>
</tr>
</tbody>
</table>

#### Organisational background

<table>
<thead>
<tr>
<th><strong>Date of establishment</strong></th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of organisation</strong></td>
<td>University-based research unit</td>
</tr>
<tr>
<td><strong>Number of staff and/or volunteers (FTE)</strong></td>
<td>The Unit has two staff, and 24 researchers. Two of the academic research staff specialise in refugee and asylum seeker policy areas.</td>
</tr>
<tr>
<td><strong>Size of membership</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Annual budget</strong></td>
<td>Unknown</td>
</tr>
</tbody>
</table>

**Focus of organisation’s work**
- The focus of the Public Law Policy Research Unit is on research in:
  - Migration law and policy
  - Refugee law
  - Normative theory and governance of migration, and temporary migration
- The Unit’s Migration and Refugee Law and Policy research area investigates concepts of membership and belonging through the lens of national and international laws governing the movement of peoples across state borders.

**Focus of organisation’s advocacy work**
The Public Law Policy Research Unit does not engage in direct advocacy however the objective of its work is to actively contribute to government and parliamentary inquiries on issues within the expertise of its team, including on refugee and asylum seeker policy and legislation.

#### Advocacy activities

**Policy development**
- Written submissions to Parliamentary Committees:
  - Senate Legal and Constitution Affairs Legislation Committee Inquiry into the Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015
  - Senate Legal and Constitutional Affairs Committee Inquiry on Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014
  - Senate Standing Committee on Legal and Constitutional Inquiry on Migration Amendment (Unauthorised Maritime Arrivals and Other Measures) Bill 2012

**Political engagement**
N/A
Media engagement

- The Unit submits pieces through its Director, Dr Alex Reilly, most recently including:
  - ‘Shaping 2015: The boats have stopped, now the real work begins in immigration’, The Conversation, 3 Feb 2015
- The University of Adelaide Law School runs the Public Law Research Community blog, providing updates on the work of the public law research community at the Law School. Relevant posts have included:
  - ‘Temporary protection visas skew asylum debate’, 12 Sept 2014
  - ‘The High Court ends backdoor law making (for now)’, 29 Jun 2014

Social media engagement

N/A

Community engagement

The Public Law & Policy Research Unit holds public events including ‘A Well-Founded Fear? Australian Refugee Law Update’, May 2014

Membership engagement

N/A

Social enterprises

N/A

Individual case work

N/A

Advocacy and campaigning resources

N/A
Appendix B – Local community-based groups

Through the information-gathering components of this project a broad range of groups based in local communities throughout Australia were identified. The non-representative groups featured below are a small representation of these groups, and are included to provide an indication of the breadth of grassroots community activities in support of asylum seekers and refugees. Information about each group has been drawn from responses to the online survey for this project and publicly available information, including on the groups’ websites and social media profiles. Population data has been drawn from 2011 Census.

These groups provide a mix of welcome and support initiatives for asylum seekers and refugees and many have community education / awareness aims. All are small, predominately volunteer-run. Some have websites and/or social media profiles, but most are poorly resourced, surviving on community donations.

Balmain for Refugees
Balmain for Refugees (BFR) is a committee of the Balmain Uniting Church and wider community in the inner west of Sydney. Established in 2001, BFR coordinates a wide range of volunteers, including lawyers, final year law students, psychiatrists, psychologists, interpreters and translators. BFR has a legal focus and identifies its two key roles as assisting failed asylum seekers apply to courts for review of their decisions, and writing Ministerial Intervention requests for failed asylum seekers. The group was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015, as well as the Joint statement by Australian organisations and community groups, *Never again: Let’s end the detention of children once and for all*, in February 2015.

Website: [www.balmainchurch.org.au/balmain-for-refugees](http://www.balmainchurch.org.au/balmain-for-refugees)

Bayside Refugee Advocacy and Support Association
This group of 8 members in the southern suburbs of Melbourne aims to raise awareness of issues facing asylum seekers in their local area. The organisation is in the process of framing its constitution and will then have its first meeting and elect office-bearers. It engages politically by writing letters and visiting politicians, undertakes individual case work, liaises with organisations with similar objectives, and visits the detention centre at Broadmeadows. The group was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015, as well as the Joint statement by Australian organisations and community groups, *Never again: Let’s end the detention of children once and for all*, in February 2015. The group does not at this stage appear to have a website or social media presence.
Bellarine for Refugees
This local community group is based in the south west of Melbourne, in a community of approximately 25,000. The group was a signatory to *Never again: Let's end the detention of children once and for all*, Joint statement by Australian organisations and community groups 13 February 2015. It does not appear to have a website or social media presence.

Blue Mountains Refugee Support Group
Formed in 2001, based in the Blue Mountains west of Sydney, this non-partisan group of ordinary Australians offers practical, emotional and financial assistance to refugees. The group also works to encourage positive attitudes to refugees in the community and at all levels of government. The group was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015, as well as the Joint statement by Australian organisations and community groups, *Never again: Let's end the detention of children once and for all*, in February 2015.

Website: [www.bmrsg.org.au](http://www.bmrsg.org.au)
Facebook: BlueMountainsRefugeeSupportGroup – 1611 friends

Buddies Refugee Support Group
Based on the Sunshine Coast in Queensland, Buddies is auspiced by the Multicultural Development Association (MDA). With more than 900 members, Buddies advocates and lobbies for just and compassionate treatment of refugees; policies supporting respect, decency and traditional Australian generosity to those in need, while advancing Australia’s international standing and national interests. Their members’ advocacy activities include letters, petitions and participating in protests. While they have had access to their local federal members they believe their impact has been limited, particularly in conservative electorates.

Buddies have received local media coverage for several of their film night fundraisers, a book launch, a forum at the local uni, the local federal members speaking at a Buddies meeting and several protests outside federal members’ offices. There have also been some write-ups on Buddies and several stories focusing on individual asylum seekers.

Buddies also provides hospitality and support for refugees and asylum seekers living in south-east Queensland, including exchanging visits and phone calls, providing limited financial assistance to refugee families and offering practical support as needed. Their activities also include community events – such as picnics, movie nights and concerts – aimed at increasing awareness, fostering relationships and raising funds to assist asylum seekers and refugees. Buddies distributes a weekly e-newsletter and hosts monthly information meetings.
Buddies was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015.

Website: www.refugeebuddies.org.au
Facebook: BuddiesRefugeeSupportGroup – 783 friends

**Canberra Refugee Action Committee**

This non-partisan Canberra based group describes itself as part of a network of concerned Australians seeking fair and humane treatment of refugees in Australia. The group seeks to raise public awareness about the Government’s international obligations. Their website includes fact sheets and other information, as well as “An alternative policy”, which details proposals around Australia’s humanitarian intake, as well as the processing and detention of asylum seekers.

Website: www.refugeeaction.org
Facebook: Canberra-Refugee-Action-Committee/187859284629049 – 1519 friends
Twitter: rac_canberra – 156 followers

**Central Victorian Refugee Support Network**

This network encompasses six refugees support group members in Central Victoria – Bendigo, Ballarat, Woodend, Daylesford, Maryborough and Castlemaine. They are focused on ensuring that the immigration actions of the Australian Government are consistent with its international obligations under the Refugee Convention and the other relevant Conventions to which Australia is a signatory. Its members write letters, send emails and regularly meet with their federal members of parliament to support these aims. All six member groups have received local media coverage and had letters to the editor published.

The network wrote a brief submission to the Senate Legal and Constitutional Affairs Committee Inquiry objecting to the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*. It was a signatory to a joint letter to Prime Minister Toby Abbott about the use of the term "illegal maritime arrivals" in November 2013 and the *Never again: Let's end the detention of children once and for all* Joint statement by Australian organisations and community groups 13 February 2015.

The network has organised a full day forum in Bendigo, *Asylum Seekers? A New Approach*, in June 2015 – to feature speakers including barrister Julian Burnside AO, Human Rights Commissioner Professor Gillian Triggs, Dr Louise Newman AM from the Centre for Developmental Psychiatry and Psychology at Monash University and Jana Favero from the Asylum Seekers Resource Centre, as well as refugees and political representatives.
The network does not appear to have a website or social media presence. It is unclear if it is associated with a Facebook group, Central Victorians for Refugees and Asylum Seekers.

**Combined Refugee Action Group (CRAG)**

This Geelong-based group brings together people from a variety of church and community groups, unions, refugee support groups and students. Led by an Executive Committee of nine, it has around 600 people on its membership list, who advocate for policies informed by the UN Refugee Convention and Protocol, developed in partnership with Australia’s regional neighbours, to ensure the safety of vulnerable asylum seekers.

Meeting monthly, CRAG members engaged in letter writing to politicians and newspapers, meet with MPs and Senators, make submissions to government and parliamentary committees and participate in rallies and protests. They seek to enhance public education through displays, speaking to groups and organisations and distribute fact sheets.

The group secured meetings with three Senators / their advisors in late 2014 and felt they had effectively conveyed their messages, but noted that two of the Senators voted for the legislation. The group has 282 people on its ‘letter blitz Facebook group’ and in response to an effort which saw approximately 575 letters and emails received by the Attorney General, the group were given a teleconference with a senior manager at the Department of Immigration and Border Protection.

The group provided submissions to the Senate Legal and Constitution Affairs Legislation Committee Inquiries into the *Migration Amendment (Maintaining the Good Order of Immigration Detention Facilities) Bill 2015* and the *Migration and Maritime Powers Legislation Amendment (Resolving the Asylum Legacy Caseload) Bill 2014*. The group was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015, as well as the Joint statement by Australian organisations and community groups, *Never again: Let's end the detention of children once and for all*, in February 2015.

While they do not have a website, the group’s Facebook page includes a detailed list of policies supported by CRAG, a resolution endorsed by approximately 700 people at a public forum organised in Geelong in February 2014.

The group’s committee members have been interviewed on ABC Melbourne radio and Channel 7 news, on local Geelong radio stations and the Geelong Advertiser newspaper.

Facebook: CombinedRefugeeActionGroup – 1615 friends

**Hampton Asylum Seekers Support Association**

This group, based in the south-east Melbourne suburb of Hampton, has supported rallies in support of asylum seekers and refugees but does not appear to have a website or social media presence.
Mornington Peninsula Human Rights Group

This small group of citizens in the Mornington Peninsula, south-east of Melbourne, came together informally in 2006. It adopted a constitution in 2008 which defined its aims and established a committee of management. Members, drawn from many backgrounds, pay an annual subscription of $20. The groups’ work focuses on a range of issues including homelessness, Aboriginal human rights, refugees and asylum seekers and Commonwealth Human Rights legislation. The group maintains a database and publishes a newsletter. Their website appears out of date but the regular newsletter indicates recent activity.

Website: www.mornpenhumanrights.org

Facebook: Mornington-Peninsula-Human-Rights-Group/448452585175029 – 155 friends

Mullumbimby Loves Refugees

This local advocacy group, based in Mullumbimby in the northern rivers region of New South Wales, a town of just over 3000, describes itself as offering friendship and support to asylum seekers. They held a film night in October 2014 that was well publicised in the local news.

Facebook: mullumbimbylovesrefugees – 254 friends

North East Welcomes Asylum Seekers

North East Welcomes Asylum Seekers (NEWAS) is a community of approximately 80 people who welcome and support asylum seekers and refugees living in the North East suburbs of Brisbane. Operating out of the Sandgate and Bracken Ridge Community Centre, its vision is to foster an atmosphere of respect, understanding and mutual support among the various peoples and groups of North East Brisbane, so that newcomers of all walks of life are warmly welcomed.

The group has nominated seven areas of activity on its website:

1. Welcome – organise events such as forums, films, panel discussions and informal gatherings to promote friendship and develop relationships between new arrivals and established members of our communities.

2. Develop Resources – encourage supporters through cultural awareness training, newsletters, pointing out resources in asylum seeker communities and provide opportunity for ongoing and meaningful conversations.

3. Support New Arrivals in the settling in process, filling in forms, assisting travel arrangements, increase opportunity to understand Australian culture and hold English conversation classes.

4. Advocacy – seek to understand and keep up to date with issues, and advocate for the rights of refugee and asylum seekers.
5. Educate the wider community regarding refugee and asylum seeker issues, particularly to negate the often misleading and negative media and political coverage.

6. Financially assist asylum seekers residing in the local community.

7. Community Access – aim to include businesses, service groups, and community groups including BRASS, Romero Centre, and Education facilities to foster a strong community that welcomes and supports refugees and asylum seekers.

NEWAS members have provided practical assistance to individual and families of asylum seekers, through ESL classes, supplying tools for gardening vegetables, accompanying asylum seekers to departmental meetings when necessary and visiting Brisbane Immigration Transit Accommodation. They have also undertaken letter writing to politicians and the media, and made calls to talk back radio. They hope to have impact on decision makers indirectly through better informed members of the general public, and to this end facilitate morning teas between the community and asylum seekers, and provide educational talks to local service groups, schools and church groups.

Website: https://newasqld.wordpress.com/
Facebook: NEWelcomesAsylumSeekers – 72 friends

**Pottsville Refugee Support Project**

This recently formed group in Pottsville, in the northern rivers region of New South Wales, a town of almost 6000, has held stalls at the Pottsville markets. The group does not yet appear to have a website or social media presence.

**Refugee Association of Logan**

This group of 100-200 based in southern Brisbane identified its ultimate goal in the online survey for this project as advocating vigorously “to galvanise public opinion to the extent where the government will listen to reason, bow to public pressure and view the asylum seeker issue in a just and humane manner.” Its members advocate by voicing opinion at public forums, lobbying local representatives, sending emails and signing campaigns. They consider their impact on decision makers very minimal, noting that some elected representatives will occasionally give the group a hearing and a small donation, but others “turn a blind eye and deaf ear”. They have had difficulty receiving media coverage. The association does not appear to have a website or social media presence.

**Roseville Asylum Seeker and Refugee Support Group**

This group, started in 2013 on Sydney's north shore and associated with the Roseville Uniting Church, brings together people from all walks of life, ages, occupations, political persuasions and religious affiliations – united in their concern for the treatment of asylum seekers and refugees by
successive federal governments. The group has three key areas of focus: to become more active in supporting asylum seekers and refugees living in Australia with practical acts of kindness; the education of group members and others about issues surrounding asylum seekers and advocacy for change in government policy.

The group has raised funds to support Uniting Care Burnside and the Asylum Seekers Centre in Newtown; they have provided financial support for the registration and uniforms for a young asylum seeker soccer team, the United Wanderers and for asylum seekers wanting to attend vocational training courses; and collected groceries and helped to cook and serve meals at the Asylum Seekers Centre. The group organised a “Having conversations” workshop in partnership with Amnesty International in May 2013 – to start and hold well informed conversations with others on the issue; and have participated in protest rallies, marches and prayer vigils held by various refugee advocacy and church groups.

Website: http://roseville.unitingchurch.org.au/content/roseville-asylum-seeker-and-refugee-support-group

Rural Australians for Refugees

Rural Australians for Refugees (RAR) began in the Southern Highlands of NSW in October 2001 and was reinvigorated in 2014. It is a “grassroots movement striving to return compassion and humanity to Australia’s treatment of asylum seekers” and includes a broad variety of networks: lawyers, church people, human-rights advocates, welfare workers, political activists and ordinary people.

RAR’s contemporary aims are to raise public awareness of the issues involving asylum seekers and refugees, write letters to newspapers and politicians, meet members of parliament to challenge inhumane policies, provide practical help to local refugees, fundraise for asylum seekers and refugees and attend rallies and vigils.

There are active groups throughout most states (listed on the RAR website) and particularly in NSW and Victoria. Groups in Aireys Inlet, Armidale, Braidwood, Bellingen and Nambucca Districts, Bendigo, Grampians/Gariwerd, Castlemaine, Daylesford, Queenscliff, Surf Coast, Appollo Bay, Macedon Ranges and Warrnambool have signed recent Joint Statements coordinated by the Refugee Council, including the call for an Immediate Moratorium on Offshore Transfers (April 2015) and the Joint Statement Never again: Let’s end the detention of children once and for all (February 2015).

Website: http://www.ruralaustraliansforrefugees.org.au/

Sanctuary Northern Rivers

Established in 2003, this group in far north New South Wales was established to support refugees by providing sponsorship to refugees through Australia’s offshore humanitarian program, and providing support and assistance with settlement and integration of successful applicants. The group estimates
that they assisted over 150 African refugees to settle in Lismore and Mullumbimby between 2003 and 2011, when it was forced by local community pressures on housing and employment and the domestic political climate, to stop supporting sponsorship. The group sees itself as playing a central role in working locally to promote social justice and advocating for human rights throughout the community, and seeks to advocate for sound government policy. The group’s website appears to be out of date and it is not clear whether the group is currently active.

Website: www.sanctuary.asn.au

**Swan Hill Uniting Church Community Issues Group**

This support group for asylum seekers and refugees living in the Swan Hill district of northwest Victoria was established in 2001, to address reconciliation between asylum seekers and local residents. The group currently has a core group of 12 members, supported by others in the Swan Hill community.

Its initial focus was on advocacy but it finds itself spending more time offering practical support. It provides a diverse range of activities such as welcome functions and monthly dinners for new arrivals, visiting asylum seekers in the community and providing food, furniture, linen and household items as required, driving lessons, transport support and assistance with school clothing and books. The group’s members write letters to parliamentarians and organised speakers to create greater public awareness of policies. The group have received good media coverage in the local newspaper. They have arranged for meetings with local parliamentarians, and have included asylum seekers in those meetings, but they consider that they have had very little access to decision-makers, noting they are based in a safe National Party seat. The group does not appear to have a website or social media presence.

**Tasmanian Asylum Seeker Support**

Tasmanian Asylum Seeker Support (TASS) is a grassroots network of Tasmanians from all walks of life who are interested in welcoming asylum seekers to Tasmania. TASS was heavily involved in providing community support for detainees at Pontville Detention Centre while it was open, and now continues to support asylum seekers living in the Hobart community through activities such as monthly pot-luck dinners and weekly friendship gatherings. TASS encourages people out of the Hobart area to volunteer locally with other groups such as the Red Cross, the Migrant Resource Centre, or the Adult Migrant English Program.

TASS campaigns for the humane treatment of asylum seek and against the mandatory detention of all asylum seekers, especially those in offshore detention. They encourage supporters to take online actions through GetUp and Amnesty. The TASS website has a “more information” page which provides links to resources and other active organisations (Amnesty, ASRC etc).
TASS has recently joined forces with Welcome to Australia, in order to benefit from a nationwide NGO structure and build a stronger voice.

Website: http://www.tasasylum.org/

Facebook: tasasylum – 2921 friends

**Uki Refugee Project**

This group, established in 2012, seeks to build practical friendships between people seeking asylum in our country and the everyday Australian community, and to promote compassion, understanding and mutuality. Based in Uki, a small village of less than 800 people in the Tweed Valley of northern New South Wales, the group has about 8 organisers and support from more than 60 people on its mailing list. The group identifies its aims as: offering friendship to people who have sought asylum; learning by consulting refugees and those who know refugees well; encouraging wider community awareness and involvement; facilitating cross cultural exchange; seeking to help in practical and/or financial ways; and advocating for the humane treatment of refugees.

While some individuals have written letters to politicians, and the group sent a petition to Parliament in November 2014, the group's main focus is to extend friendship to refugees rather than advocates directly. The group noted in the online survey for this project that its intention was “to influence community understanding by enabling direct contact with real people who happen to be refugees” and that while this was not advocacy directly, “indirectly by altering people’s perceptions we hope there will be changed attitudes and a groundswell of dissatisfaction with the current Australian refugee policies.”

In 2014 the group organised two "Friendship Visits", a weekend in the country for a group of approximately 23 Brisbane asylum seekers in community detention. Considerable community support was needed to support the weekends – all meals, entertainment and transport were provided by volunteers and donations and accommodation was subsidised by a volunteer. They also had two community education / fundraising functions.

The group have received positive coverage in the local newspaper, Uki News, and local ABC.

Facebook: ukirefugeeproject – 310 friends

**Winchelsea Refugee Support Group**

This group in Winchelsea, a town of just over 2000 people located in the Surf Coast Shire southwest of Melbourne, was formed in early 2015. Their aim is to inform themselves and the public at large of policies and practices affecting people coming to Australia from overseas, and to target their active support for asylum seekers and refugees through recognised agencies. Their first meeting was held in a private home and at this stage the group do not appear to have a website or social media presence.
Appendix C – Influential individuals

As part of the online survey, respondents were asked to identify influential individuals, not members of the various organisations profiled above, who have engaged in advocacy on behalf of refugees and asylum seekers. A consolidated list of individuals identified by respondents is provided below.

- Abdi Aden (RCOA ambassador; SBS Go Back to Where you Came From series 2 participant)
- Paris Aristotle (CEO, Foundation House; Member of Prime Minister’s Expert Panel on Asylum Seekers, 2012; Chair, Minister’s Council on Asylum Seekers and Detention (MCASD), (formerly the Council for Immigration Services and Status Resolution))
- Peter Arndt (Catholic Justice and Peace Commission)
- Sr Brigid Arthur (Brigidine Sisters)
- Imogen Bailey (Actress and model; supporter, We’re Better Than This)
- Ted Baillieu (Former Victorian Premier)
- Andrew Bartlett (Former Australian Democrats Senator; ANU academic)
- Kevin Bracken (MUA)
- Fr. Frank Brennan (Jesuit priest, human rights lawyer and academic)
- Prof. Linda Briskman (Academic, Swinburne University)
- Bryan Brown (Actor; supporter, We’re Better Than This)
- John Brown (Former Australian Minister for Tourism; supporter, We’re Better Than This)
- Julian Burnside QC (Barrister, human rights and refugee advocate)
- Dr. Nina Burridge (Academic, UTS)
- Rev. David Busch (Uniting Church)
- Ita Buttrose (Journalist and businesswoman; supporter, We’re Better Than This)
- Joe Camilleri (Musician)
- Sonia Caton (Board member, Refugee Council of Australia)
- Prof. Danielle Celermajer (Academic, University of Sydney)
- Fred Chaney AO (Former federal Liberal Minister; reconciliation advocate; involved in CPD and Australia 21 policy work)
- Angela Chaney (Coalition for Asylum Seekers, Refugees and Detainees (CARAD))
- Ian Chappell (Former Australian cricket captain; supporter, We’re Better Than This)
- Brad Chilcott (National Director, Welcome to Australia)
- Nga Chu (Restaurateur and caterer; RCOA ambassador)
- Alan Clayton (Co-Clerk, Society of Friends Vic)
- Marcus Corowa (Singer / songwriter; supporter, *We’re Better Than This*)
- Camila Cowley (English teacher and soccer team manager, Milpera State High School)
- Benedict Coyne (Lawyer, Maurice Blackburn Lawyers (baby Ferouz case))
- Prof. Mary Crock (Academic, University of Sydney)
- Pamela Curr (Refugee Rights Advocate, Asylum Seeker Resource Centre)
- Robin de Crespigny (Author, *The People Smuggler*)
- Marta Dusseldorp (Actor; supporter, *We’re Better Than This*)
- Gerry Fahey (Co-Clerk, Society of friends Vic)
- Erika Felle (UNHCR)
- Dr. Angus Francis (Principal Solicitor, Refugee and Immigration Legal Service (RAILS))
- Prof. Kath Gelber (Academic, University of Queensland)
- Abdul Ghaznawi (Former Afghan asylum seeker and Nauru detainee)
- Hassan Ghulam (Australian Hazara Council)
- Mark Gillespie (Refugee Action Collective)
- Phil Glendenning (President, Refugee Council of Australia and Executive Director, Edmund Rice Centre)
- Diane Gosden (Academic, UNSW)
- Corinne Grant (Writer, comedian)
- George Gregan (Businessman & Former Wallaby Captain; supporter, *We’re Better Than This*)
- Bruce Haigh (Political Commentator & Former Diplomat; supporter, *We’re Better Than This*)
- Senator Sarah Hanson-Young (Australian Greens Senator)
- Anne Henderson (The Sydney Institute)
- John & Trish Highfield (Refugee advocates)
- Dorothy Hoddinott (Holroyd High principal)
- Janet Holmes A Court (Businesswoman; supporter, *We’re Better Than This*)
- Peter Hughes (Former Department of Immigration officer; CPD author)
- Mark Isaacs (Former Salvation Army employee on Nauru; author, *The Undesirables: Inside Nauru*)
• Rev. John Jegasothy (Rose Bay Vaucluse Uniting Church, Sydney; former Sri Lankan refugee)
• Fr. Pancras Jordan (Dominican Priest at Pax Christi; Tamil background)
• Max Kaiser (Australian Jewish Democratic Society)
• Andrew & Renata Kaldor (benefactors, Centre for International Refugee Law; refugee backgrounds)
• Thomas Keneally (Writer; supporter, *We’re Better Than This*)
• Assoc. Prof. Mary Anne Kenny (Academic, Murdoch University; Lawyers, SCALES; member, Minister’s Council on Asylum Seekers and Detention (MCASD))
• Arja Keski-Nummi (former Department of Immigration officer; CPD author)
• Stephen Kiem (Barrister, represented Mohamed Haneef)
• Steve Kilburn (Former Manus Island detention centre guard)
• Maree Klemm (Speaker and advocate on refugee issues)
• Marcia Langton (Leading Aboriginal Scholar & Researcher; supporter, *We’re Better Than This*)
• Tess Lawrence (Journalist/Editor)
• Nockie Le (Cambodian community; former refugee)
• Kate Leaney (Manager of Welcome to Australia’s ‘The Welcome Centre’)
• Anthony Lehmann (Comedian)
• Rebecca Lim (Community Engagement Coordinator, Mercy Community Services Romero Centre)
• Gail Mabo (Artist and activist; supporter, *We’re Better Than This*)
• Kate MacLurcan (Folk singer; former coordinator with Bridge for Asylum Seekers Foundation)
• Deb Mailman (Actor; supporter, *We’re Better Than This*)
• Professor William Maley (Vice-President, Refugee Council of Australia and Professor of Diplomacy, ANU College of Asia and the Pacific)
• David Manne (Executive Director, Refugee and Immigration Legal Centre)
• Virginia Mansel Lees (Academic, La Trobe University)
• David Marr (Journalist, author and political and social commentator)
• Siobhan Marren (Mission Officer with the Institute of Sisters of Mercy in Australia and Papua New Guinea)
• Prof. Penelope Mathew (Griffith Law School Dean and Head of School)
• Prof. Jane McAdam (Director of the Andrew & Renata Kaldor Centre for International Refugee Law, UNSW)
• Alistair McCrae (Wesley Church)
• Hugh McKay AO (Social researcher, commentator and author)
• Jarrod McKenna (Founder, Love Makes a Way; World Vision Australia’s Youth, Faith and Activism Adviser; Welcome to Australia Ambassador)
• John Menadue AO (Businessman and public commentator; former Head, Department of Immigration and Ethnic Affairs 1980-1983)
• Tara Moss (Novelist, TV presenter and journalist)
• Senator Christine Milne (Australian Greens Senator)
• Megan Mitchell (National Children's Commissioner, Australian Human Rights Commission)
• Les Murray (Sports journalist, soccer broadcaster and analyst; former Hungarian refugee)
• Prof. Philomena Murray (Academic, University of Melbourne)
• Chaman Shah Nasiri (Hazara refugee)
• George Newhouse (Human rights lawyer and activist)
• Prof Louise Newman AM (Academic, Monash University; former Chair of the Department of Immigration’s Detention Expert Health Advisory Group (DeHAG))
• Alastair Nicholson (Chair, Children’s Rights International; Professorial Fellow in the Faculty of Law at the University of Melbourne; former Chief Justice of the Family Court of Australia)
• Sev Ozdowski (Academic, University of Western Sydney; former Australian Human Rights Commissioner)
• Rev. Myung Hwa Park (Uniting Church in Australia; supporter, We’re Better Than This)
• Dr. Georgia Paxton (Immigrant Health Service, Royal Children’s Hospital Melbourne)
• Margaret Piper AM (Consultant and advocate; former Director of the Refugee Council of Australia)
• Margaret Pomerantz (Film critic; supporter, We’re Better Than This)
• Paul Power (CEO, Refugee Council of Australia)
• Prof. Noel Preston (Academic, Griffith University)
• Prof. Nicholas Procter (Chair, Mental Health Nursing, University of South Australia; member of Minister’s Council on Asylum Seekers and Detention (MCASD))
• Senthorun Raj (Churchill Fellow and PhD candidate at the Sydney Law School, writer and advocate)
• Rev. Mark Reissen (Co-ordinator for Mission and Community Engagement with Churches of Christ in SA and NT)
- Senator Lee Rhiannon (Australian Greens Senator)
- Adele Rice AM (founding principal of Milpera State High School, Brisbane’s specialist high school for English language preparation and settlement which pioneered on-site therapy programs for students of refugee background)
- Ian Rintoul (Refugee Action Collective)
- Robert Richter QC (Barrister)
- Ngareta Rossell (journalist; supporter, We’re Better Than This)
- Peter Russo (Solicitor, recently elected Queensland MP)
- Prof. Ben Saul (Academic, University of Sydney)
- Rosie Scott (Writer, Human Rights Activist, Founder of We’re Better Than This)
- Glenn Shorrock (Singer / songwriter; supporter, We’re Better Than This)
- Prof. Derrick Silov (Director of Psychiatry Research & Teaching at the Mental Health Centre, Liverpool Hospital)
- Ben Solah (Writers for Refugees)
- Tim Soutphommasane (Race Discrimination Commissioner, Australian Human Rights Commission)
- Prof. Zachary Steel (Academic, UNSW)
- Fredrika Stein (former Department of Immigration officer; volunteer with Romero Centre, Multicultural Development Association and the Indo China Refugee Association)
- Bobby Sundaralingam (Medical Association for Prevention of War)
- Jessie Taylor (Refugee advocate, barrister and film-maker)
- Graham Thom (Amnesty International)
- Gillian Triggs (President, Australian Human Rights Commission; supporter, We’re Better Than This)
- Gary Walker (Head of The Columban Fathers)
- Kirsten Walker QC (Barrister)
- Rachel Ward (Director/Writer/Actor; supporter, We’re Better Than This)
- Senator Larissa Waters (Australian Greens Senator)
- Judyth Watson (Co-founder of Coalition for Asylum Seekers, Refugees and Detainees (CARAD))
- Murray Watt (Maurice Blackburn senior associate working on asylum seeker children cases)
• Dr. Peter Young (Former director of mental health services at detention centre service provider International Health and Mental Services (IHMS))

• Ramat Yousafi (Shamama)

• Arnold Zable (Writer/Educator)

• Barney Zwartz (Former Religious Affairs, The Age)

• Harold Zwier (Australian Jewish Democratic Society)
In addition to the larger organisations operating in the asylum seeker sector (Appendix A), the groups based in local communities (Appendix B) and influential individuals (Appendix C) identified through the information-gathering components of this project, a number of projects and campaigns in support of asylum seekers and refugees were identified that did not neatly fit with this categorisation.

The selection of projects and campaigns featured below are a small representation of these initiatives. Some involve the provision of practical support to asylum seekers and refugees, some are advocacy campaigns, others aim to raise awareness in the community about asylum seekers and refugees or celebrate refugee contributions to the Australian community.

These initiatives are included in this report to again demonstrate the breadth of community initiatives in support of asylum seekers and refugees across Australia. Information about each initiative has been drawn from responses to the online survey for this project and publicly available information. Where relevant, additional information has been drawn from RCOA’s *Bright Ideas* publication – which highlights innovative programs, initiatives and projects developed to support refugees and asylum seekers.34

**Bread & Butter Project**

The Bread & Butter Project is a social enterprise created in 2013 by the Bourke Street Bakery, an artisan bakery in Sydney. The Project recruits up to 12 trainees per year for a 12-month paid traineeship at the bakery. They have collaborated with refugee and asylum seeker support agencies to develop a program focused on delivering long-term employment outcomes for participants: to this end, the traineeship focuses not only on baking training, but also teaches trainees about Australian workplace standards and culture.

The Bread & Butter Project is a registered charity and has deductible gift status (DGR). It was established with support from a range of family and corporate foundations, individual donations, church based groups, and the Federal Government’s Department of Education, Employment & Workplace Relations. They are now funding their ongoing operations through the wholesaling of their artisan bread, with 100% of profits reinvested into baker training and employment pathways for communities in need.

Website: [http://thebreadandbutterproject.com/](http://thebreadandbutterproject.com/)

Facebook: thebreadandbutterproject – 2859 friends

Twitter: bandbproject – 418 followers

---

Common Grace

Common Grace is a diverse movement of more than 12,000 Australian Christians looking to find common ground and make a positive contribution on issues facing Australia including asylum seekers, climate change, domestic violence and Aboriginal and Torres Strait Islander justice. Brought together by a group of church leaders, Christian justice leaders and young change-makers, Common Grace has received seed funding from a variety of para-church organisations, not-for-profits, and some larger churches. Led by National Director Jarod McKenna, Common Ground is developing a diverse Board and campaign teams.

Common Grace encourages existing initiatives that Christians are already involved in around seeking justice for asylum seekers and refugees in Australia, including: “providing resources and information on the issue; leading our churches in prayer; making public statements that call on our leaders to act justly; public marches for solidarity; arrestable prayer vigils in politicians' offices; and practical campaigns that source and distribute daily necessities for those in detention and on Temporary Protection Visas.” Common Grace has a current online campaign, Release the Kids from Nauru, focused on gaining support for a letter to the Prime Minister, Immigration Minister, and members of the Australian Parliament.

Website: http://www.commongrace.org.au
Facebook: commongraceaus – 3779 friends
Twitter: commongraceaus – 866 followers

Community Commerce

A Rosemount Good Shepherd Youth and Family initiative providing business assistance, networks and small interest-free loans to assist humanitarian arrivals to begin and operate their own business. The project is funded by Rosemount Good Shepherd, philanthropic grants, the Scanlon Foundation and individual donations.

Website: www.rosemountgs.org.au

Doctors for Refugees

Doctors for Refugees are a group of concerned Australian doctors and health practitioners campaigning for the fair and humane treatment of refugees and asylum seekers in Australia. A not for profit organisation led by a volunteer committee, Doctors for Refugees contends that increasingly harsh conditions imposed by successive Australian Governments have had a devastating effect on the health on those seeking asylum.
Premised in their belief that health is a human right, and that doctors and health professionals have a responsibility to advocate for the health of their patients, Doctors for Refugees aims to unite doctors and other health practitioners as a community voice focused on improving the treatment of refugees and asylum seekers in Australia’s jurisdiction. They also seek to inform and educate colleagues on the detrimental health effects of asylum seeker policies; to reinforce to the government the financial and human costs of detention, particularly the long-term impacts on mental health; and to develop and provide strategic advice to the government regarding the health and mental health of refugees and asylum seekers.

Doctors for Refugees issues media statements, publishes reports and articles in professional publications, participates in rallies and attends demonstrations. They encourage supporters to have meetings in their workplaces and write to the AMA or relevant professional bodies to encourage them to continue to support refugees and an end to mandatory detention and offshore processing. Doctors for Refugees particularly advocates for time limits on onshore detention (45 days) and speedy processing of refugee determination for asylum seekers on bridging visas in the community.

Website: [http://www.doctors4refugees.org](http://www.doctors4refugees.org)

Facebook: doctors4refugees – 2024 friends

Twitter: Drs4Refugees – 224 followers

**First Home Project**

The First Home Project (FHP) was an innovative initiative in 2012, seeking to raise funds for affordable medium term accommodation and an inclusive community for recently arrived refugees. Led by Welcome to Australia ambassador Jarrod McKenna and his family, who were about to buy their first home, the FHP used social media to raise funds to purchase and renovate an old church in the suburb of Midland in Perth. The objective was to provide affordable and welcoming accommodation for new arrivals and help families get settled and establish a rental history. The project raised $600,000 in 14 days to crowd source a ‘community mortgage’ for the property. As at August 2014 there were 20 people living at the FHP house - the McKenna family of 3 and 17 recently arrived members of refugee families.

Facebook: thefirsthomeproject – 3323 friends

**Grandmothers Against Detention of Refugee Children**

Formed in June 2014 and launched in September 2014, by a group of grandmothers and friends in the Melbourne Ports area – mostly with backgrounds as educators in early childhood development – this group advocates for freedom of refugee children held in immigration detention. The group includes grandmothers aged 40 to 90 and has received considerable media coverage for their regular marches, the latest in February 2015 attracting 600 marchers in the Melbourne CBD. Additional
groups have launched in Bendigo and Corangamite. By March 2015 the group included 700 members across Victoria, with a branch starting up in New South Wales.

The group was a signatory to the Joint Statement calling for an Immediate Moratorium on Offshore Transfers, coordinated by Refugee Council in April 2015.

Website: www.agrandmothersadrc.org

Facebook: Grandmothers-against-Detention-of-Refugee-Children-Melbourne-Ports/1535108210063047 – 352 friends

**Love makes a way**

Launched in March 2014, Love makes a way describes itself as a movement of Christians seeking “an end to Australia’s inhumane asylum seeker policies through prayer and nonviolent love in action.”

Involving nuns and clergy from the Catholic Church, Quakers, Uniting Church, Church of Christ, as well as Jewish Rabbis (amongst others), the group holds planned nonviolent sit-ins, including prayers and signing, in the offices of influential politicians to demand a compassionate response to asylum seekers and the release of children from indefinite detention. The occupations are peaceful but usually end with participants being arrested and removed for refusing to leave the offices. On one occasion, protesters were strip searched by police.

According to media reports Love makes a way groups have occupied the offices of Prime Minister Tony Abbott, former Immigration Minister Scott Morrison, Foreign Minister Julie Bishop, Opposition Leader Bill Shorten, Shadow Immigration Minister Richard Marles and numerous other federal parliamentarians. Some protesters have been released without charge; some have had their cases dismissed by the courts; others have received fines for trespass. In December 2014 eight people pleaded guilty to trespassing in the foreign minister’s Subiaco electorate office and were given spent sentences.

Facebook: LoveMakesAWayForAsylumSeekers – 11,301 friends

Twitter: lovemakesaway – 2183 followers

**Music for Refugees**

Music for Refugees is an initiative started and self-funded by volunteer music teacher Philip Feinstein, who established music classes in the Villawood Detention Centre in 2009 to provide stress relief for asylum seekers. The program has now expanded to all detention centres throughout Australia, run by volunteer musicians supported by the project. To supply asylum seekers with musical instruments and facilitate the lessons, Music for Refugees seeks donations of new, second-hand or unusual musical instruments from the Australian community, which can be delivered to drop off points all over Australia. The instruments are given to asylum seekers in detention, many of whom take the instruments with them once they leave detention. Music for Refugees is run by a three person team
with information and advice provided for musicians wishing to volunteer their time and establish a music class in a detention facility,

Website: [http://www.musicforrefugees.org/](http://www.musicforrefugees.org/)

Videos: [http://www.youtube.com/watch?v=lZwP1wuGhHw](http://www.youtube.com/watch?v=lZwP1wuGhHw) and [http://www.youtube.com/watch?v=XDoTSOnqYWE&feature=youtu.be](http://www.youtube.com/watch?v=XDoTSOnqYWE&feature=youtu.be)

**Refugee Art Project**

The Refugee Art Project runs art workshops for asylum seekers and refugees in the Villawood detention centre every weekend. Established in 2010 by a collective of artists and academics concerned about the plight of asylum seekers and refugees in Australia, the Project also produces zines and other publications and exhibits artworks produced by artists of refugee and asylum seeker background. The Refugee Art Project hopes to tackle misconceptions around refugees by providing a platform for diverse voices.

Website: [http://therefugeeartproject.com/home/](http://therefugeeartproject.com/home/)

**Refugee Camp in my neighbourhood**

The ‘Refugee Camp in my neighbourhood’ was an initiative first run by Auburn City Council in 2014 and set to be repeated round Refugee Week 2015. It is a community education initiative which aims to educate participants about refugees and why they have come to Australia. Participants are taken by a guide through a simulated refugee camp, which has been designed in collaboration with more than 100 local community members from refugee and asylum seeker communities. The guides themselves are refugees drawn from a broad range of backgrounds, who recount their own stories and explain to participants the challenges and struggles faced by refugees as they flee war and persecution in the search for safety. The local Mayor has said that the goal of the camp is to “change the conversation”, as well as encourage successful settlement so refugees can make a valuable contribution to Australia.

Video: [https://www.youtube.com/watch?v=uP0y4co_-r8](https://www.youtube.com/watch?v=uP0y4co_-r8)

**Road to Refuge**

Road to Refuge is a volunteer, not-for-profit organisation that runs community education events, workshops and other platforms about asylum seekers and refugees in Australia. The group uses an

---

An educational and interactive website to shine a light on the complexity of seeking asylum, allowing users to choose a fictional asylum seeker profile and then make choices for the asylum seeker along their journey from country of origin to Australia. The website is designed for both high school students and adults and seeks to both educate/inform the mainstream community and empower supporters with tools to openly discuss asylum seekers in an informed and constructive way. The website includes a glossary of terms, a free schools kit and provides links to information to additional resources, including a video ‘How to talk about asylum seekers with others’, as well as a detailed ‘how to get involved’ page for Victorians.

Run by a small committee and team of volunteers, Road to Refuge was founded in November 2012, has a mailing list of 200 and a growing social media presence. It runs both school based and adult workshops on how to have a conversation about asylum seekers and operates a pop up coffee cart, to get out into the community to talk about asylum seekers over coffee. Road to Refuge also holds asylum seeker themed book and movie nights featuring expert panels.

Website: [http://www.roadtorefuge.com](http://www.roadtorefuge.com)

Facebook: RoadtoRefuge – 1442 friends

Twitter: road2refuge – 673 followers

**Scattered People’s Choir**

The Scattered People’s project started as photo documentary initiative of the Asylum Seeker Centre in West End, Brisbane in 1998. It then evolved into the Scattered People’s Choir, with asylum seekers from various countries including El Salvador, Chile and Colombia; Ethiopia, Eritrea and Russia; Bosnia, Iran, Sri Lanka and East Timor using music to collectively explore their sometimes traumatic histories and fortify their hopes for the future. The Choir performed at a number of public venues in Brisbane and Canberra produced a CD in 2000 with funding support from the Sidney Myer Foundation and Brisbane City Council. A number of the choir were unsuccessful in seeking protection in Australia and the Choir appears to have disbanded.

**The International Shift at Parliament on King**

A small cafe on King St in the inner Sydney suburb of Erskineville is providing free hospitality training to refugees and asylum seekers. The program focuses on providing general hospitality training, including barista skills, food preparation and food hygiene knowledge, and customer service know-how. Trains six clients every five weeks, the program aims to equip participants with experience and knowledge to gain employment in the hospitality industry.

Website: [http://www.parliamentonking.com/](http://www.parliamentonking.com/)
Appendix E – International campaigns

As noted earlier in this report, the online survey sought to draw out information about international campaigns and initiatives that could potentially be replicated in the Australian context. A number of the international examples suggested by participants in the online survey have been referred to earlier in the report, in relation to existing initiatives in Australia.

The three initiatives detailed below do not appear to have been adapted and used in Australia, as yet, and may offer additional opportunities for advocacy. Information about each initiative has been drawn from publicly available information.

**Freed Voices – Detention Action, UK**

Detention Action is an independent non government organisation in the United Kingdom that supports and advises people in immigration detention centres. Detention Action campaigns and lobbies government for an end to indefinite immigration detention and to the practice of detaining people because they have claimed asylum.

Freed Voices group are a coordinated collective of experts-by-experience, all present or former clients of Detention Action. Between them this group have spent over 30 years in immigration detention in the UK. The aims of the Freed Voices group are to speak out about the realities of immigration detention in the UK and to represent those who are not in a position to do so; to raise awareness of the long-term impacts of the government’s policy of indefinite detention and to campaign for a time-limit on the detention of all migrants in the UK.

Relying on their personal lived experience of immigration detention, Freed Voices undertake public outreach activities, provide testimony to Parliamentary committees, write blogs, work with journalists and media outlets and campaign at local and national levels to inform public debate about the realities of immigration detention in the UK.

Website: [http://detentionaction.org.uk/freed-voices](http://detentionaction.org.uk/freed-voices)

**Poster campaign: “I am an Immigrant” – Movement Against Xenophobia, UK**

The ‘I am an immigrant campaign’ in the United Kingdom was created by the Movement Against Xenophobia, an umbrella group of 113 organisations operated through the Joint Council for the Welfare of Immigrants, in the lead up to the 2015 General Election.

The project, funded by a successful crowdfunding campaign[^36], involved images of 15 real-life immigrants – a couple of celebrities and others from different occupations such as health service professionals, teachers, cleaners, Tube/bus drivers, business entrepreneurs, journalists and lawyers.

[^36]: See [http://www.crowdfunder.co.uk/i-am-an-immigrant-poster-campaign](http://www.crowdfunder.co.uk/i-am-an-immigrant-poster-campaign)
– emphasising their individual contributions. The images were put on display at 400 London Tube stations, with larger posters on billboards at railways stations nationwide.37

Website: http://www.noxenophobia.org

**Poster campaign: It's Not Happening Here, But It's Happening Now**, Amnesty International Switzerland

This poster campaign, for Amnesty International Switzerland, consisted of 200 individual posters – using images taken by reporters who had actually witnessed human rights abuses around the world – and matching the image to the specific surroundings at bus stops and similar public places. The result was a series of extremely realistic images, effectively showing actual human rights abuse happening on the streets of Switzerland.38

---


Acknowledgements

Millwood Consulting would like to thank the many people who contributed to this mapping project, particularly those stakeholders who very generously gave of their time for interviews, and members of the Steering Committee who provided feedback and support throughout the project.

Particular thanks to Ruth Johnstone at the Caledonia Foundation for her commitment and encouragement throughout the project.

Appreciation is also extended to Cecilia Anthony, Anna Heldorf and Renee Carr, who provided research assistance in preparing this report.

About The Caledonia Foundation

This project has been funded with the support of The Caledonia Foundation.

The Caledonia Foundation seeks to make a significant sustainable difference to the wellbeing and education of young Australians, and socially excluded people in the community. We share our resources and social capital through engaged philanthropy and creative strategic partnerships to make lasting positive change in the community.

About Millwood Consulting


*Millwood Consulting acknowledges the traditional owners of the land upon which we work, and pay our respects to Elders past and present.*

Millwood Consulting is a niche agency focused on improving the effectiveness and impact of non-government and not for profit organisations in their engagement with Governments.

Millwood Consulting is led by Director Allison Henry, who established Millwood Consulting after observing many non-government and not for profit organisations – all with specialised expertise, passion, and solid policy and program ideas – struggle in their engagement with Government.

Millwood Consulting develops the capacity of these organisations to navigate government, translating their on-the-ground experience and expertise into public policy outcomes.

Since its establishment, Millwood Consulting has worked with a broad range of non-government and not for profit organisations on research, policy development, submission and report writing projects, as well as providing strategic advice on advocacy campaigns and stakeholder engagement.

Allison Henry has extensive experience around refugee and asylum seeker issues.

Between 2001 and 2003 Allison was a senior country researcher and legal officer at the Refugee Review Tribunal.

From early 2008 to mid 2010 Allison served as an advisor to the Minister for Immigration and Citizenship, Senator Chris Evans, where she had primary responsibility for the reform of immigration detention policy and the resolution of legacy caseloads, as well as oversight for all legal matters in the portfolio. In managing the Minister’s Advisory Council, and in the development of the ALP’s 2010 platform, Allison worked closely with stakeholders across the refugee and asylum seeker sector.

In 2010-11 Allison was a senior advisor to the Prime Minister in the Immigration and Citizenship, Attorney General and Home Affairs portfolios, where she had whole of government oversight for legal, asylum seeker and multicultural policies.
In 2011-12, Allison was Director of the Race Discrimination Team at the Australian Human Rights Commission. In that capacity she laid the foundations for the National Anti-Racism Strategy, had oversight for the Commission’s Access and Equity submission, and worked on a number of issues relating to international students.

As a consultant Allison has worked with the Commonwealth Ombudsman’s office on its 2013 report into suicide and self harm in detention facilities; with GetUp! on a number of refugee and asylum seeker projects, including drafting its submission (with a number of other organisations) to the 2012 Expert Panel; and in designing and delivering a series of ‘Navigating Government’ workshops to members of the Settlement Council in 2014 and 2015.

Allison has undergraduate degrees in Arts and Law (Macquarie University), and Masters degrees in International Studies (Hons) (University of Sydney) and International Law (with Merit) (Australian National University) – the latter focusing on international human rights, humanitarian and refugee law.

**Disclaimer**

This report was prepared by Allison Henry, Director of Millwood Consulting. While every care has been taken in relation to the accuracy of this report, no warranty is given or implied. Any findings, conclusions, or recommendations are those of the author, and do not necessarily reflect the views of The Caledonia Foundation or its employees.