



**Murray Valley
Sanctuary
Refugee Group**

Policies and procedures March 2019

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- 2 Vice president
- 3 Secretary
- 4 Treasurer

Other positions

- 1 Fundraising coordinator (alphabetical order)
- 2 Membership secretary
- 3 Public officer
- 4 Publicity officer
- 5 Settlement officer
- 6 Volunteer coordinator

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Section A Introduction

POLICY STATEMENT

Sanctuary sponsors and helps recognised refugees, providing interest-free travel loans to those approved by Australia for Humanitarian 202 Visas. The main focus is on unlinked cases that have no relatives here to sponsor them. Sanctuary groups welcome and assist new families with settlement into their new community. We believe that all victims of civil unrest and other life-threatening events have the right to a safe and hopeful future with dignity, regardless of race, religion or creed.

1. History -- Sanctuary Australia Foundation

Peter and Sue Hallam in Coffs Harbour started Sanctuary Foundation (now Sanctuary Foundation Australia) in 1988, as a voluntary settlement group. Their thirty-plus years of work assisting new settlers (both here and Canada, their previous home) has established a leading non-profit organisation in sponsorship, support and settlement that has assisted hundreds of refugees from many countries to settle and adjust to life in Australia.

In 2002 they received Austcare's National Humanitarian Award, attracting wide endorsement and support for their activities. In 2011 Peter and Sue received medals of the order of Australia for their work with settlement. Consequently they were able to encourage groups around Australia to join the action and a grass-roots movement to help refugees was created.

The national network of Sanctuary shares resources, problems, ideas and goals. Energy is drawn from the inspiration of working together and calling on the different talents and expertise of all members, in a community of like-minded people.

2. Murray Valley Sanctuary Refugee Group (Inc.) Victoria (Sanctuary)

1. History

Murray Valley Sanctuary Refugee group (Inc.) (Sanctuary) was formed in September 2004 and incorporated in February 2005. Initial members were former members of the Albury-Wodonga Rural Australians for Refugees. Sanctuary is a not-for-profit, independent community-based organisation with no political or other affiliations. It is publicly accountable as a result of its incorporation.

2. Purposes

- To implement the transfer of endorsed refugees to Australia by Sponsoring those with an Australian Government endorsed Visa
- To support those refugees (when they arrive in Australia) to settle successfully
- To fund-raise to enable the group to continue sponsoring
- To be associated formally with the Coffs Harbour Group (Sanctuary Australia Foundation) and to encourage the formation of new groups
- To develop a communication strategy
- To assist, to a limited degree, some refugees who are still outside Australia.

3. Membership

- Membership of the group is open to all interested persons, subject to nomination, acceptance by the executive and payment of an annual subscription.
- If persons wish to work directly with Refugees they must also undertake a Working with Children Check and attend initial training and any other training sessions as arranged.
- The overall task is to assist refugees to establish a sense of normalcy, security and stability in their lives. Members, from all walks of life, provide compassionate support and help refugees to work towards positive outcomes.

4. Achieving Aims

To achieve the aims outlined in subsection 2.2, the group:

- Conducts training courses
- Has settlement procedures and provides support to refugees settling in the area
- Facilitates the involvement of other organisations in supporting refugees who have settled in the area
- Assists refugees through the maze of institutional matters relating to visas and other agencies
- Advocate on behalf of the refugees at every opportunity.

The group provides practical support to refugees by assisting with:

- Accommodation, provision of furniture and other household items as needed
- Access to clothing
- Linkage with Local services
- Access to education including English classes
- Finding employment and addressing barriers to employment
- Assisting with any other tasks to help refugees feel comfortable in their new environment.

Section B Administration

POLICY STATEMENT

The administration of the Murray Valley Sanctuary Refugee Group Inc (Sanctuary) will provide appropriate and efficient management of Sanctuary's core business. All procedures will be aligned to best practice for voluntary, non-government, not-for-profit, constituted organisations and will be based on good legal and ethical standards. Flexibility within legal limits will be maintained. Principles relating to privacy and accountability will be strictly adhered to. The requirements of the Constitution will be recognised and upheld.

1 CONSTITUTION

The Constitution of the Murray Valley Refugee Group Incorporated will meet the requirements of the Victorian **Associations Incorporation Reform Act 2012**.

The Constitution will be reviewed every three (3) years, or as required. The review(s) will insure Sanctuary is legally viable under the Act and meets Sanctuary's requirements.

Copies of the current Constitution will always be available to members on the website.

Changes to the Constitution will be approved at an Annual General Meeting or at a Special General Meeting called for that purpose. Notification of the meeting and the proposed alterations / additions to the Constitution will be circulated to all members one month prior to the meeting in accordance with the requirement of the Constitution.

2 POLICIES AND PROCEDURES

Policies and Procedures are formulated to set standards of operation and procedure for Sanctuary. Unlike the Constitution, they are not a legal document, but a manual compiled and approved by members to provide agreed guidelines under which Sanctuary will function. Parts of the Policies and

Procedures may be changed or discarded when the Members decide that they no longer provide an appropriate framework in which Sanctuary can operate. Additionally, when Sanctuary undertakes new tasks or functions, the Policies and Procedures can be amended. An updated version of the Policies and Procedures is available on our website.

As noted above, all alterations and additions will be presented at an appropriate meeting for approval before inclusion.

3 OVERVIEW OF ORGANISATIONAL STRUCTURE

3.1 Structure of Committees

Sanctuary consists of an Executive and a Management Committee elected at the Annual General Meeting consisting of four office bearers and other elected members.

The **Management Committee** consists of the elected Office Bearers. They are:

President

Vice-President

Secretary

Treasurer

General Committee Members

If a vacancy occurs in the Management Committee between Annual General Meetings, the Management Committee may appoint a Member of the Association to fill the vacancy. The Member appointed will hold office, subject to the requirements of the Constitution, until the next Annual General Meeting.

The Management Committee must meet at least four times each year. Such meetings are usually held between General meetings. A report of Management Committee meetings is presented at General Meetings.

All Members of Sanctuary are entitled to attend General Meetings. Meetings are normally held monthly or as often as the Management Committee decides. The General Meetings are conducted by the Executive Committee using protocols of best practice “conduct of meetings”.

In addition to these Committees, Members may be appointed to the following positions:

- Fundraising Coordinator
- Membership Officer
- Publicity and Promotion Officer
- Settlement Officer
- Team Coordinator
- Team Leader(s)
- Grants coordinator
- Web Site and Social Media Coordinator

Sub-Committees are appointed from time to time and will relate to the various activities of Sanctuary. Each Sub-Committee will be under the auspice of a Convener and will report

back to the Management Committee. Each sub-committee will include at least one member of the Management Committee.

3.2 Committee Responsibilities

The responsibilities of the **Management Committee** are to:

- decide, with the Members, the parameters of the core business of Sanctuary.
- ensure that the core business of Sanctuary, is carried out appropriately.
- manage and control the business affairs of Sanctuary
- co-opt expert ex-officio advice as needed
- maintain an overview of the functioning of Sanctuary including the legal aspects of its operation, the lines of communication and the implementation of the Policies and Procedures
- review and monitor loan repayments monthly
- ensure social justice principles are followed at all times
- monitor the progress of families for eighteen months, ensuring that strict confidentiality is maintained
- report back to the General Committee as appropriate to ensure members are fully informed of the activities of Sanctuary. The General Committee meets monthly and consists of all members of Sanctuary/
- be aware of the legal requirements of the Constitution.

The responsibilities of the **General Committee** are to:

- decide, with the Management Committee, the parameters of the core business of Sanctuary
- receive and discuss reports from Management Committee
- receive and discuss reports from Office Bearers
- receive and discuss reports from Sub-committees
- discuss and decide any actions to be taken
- enable members to present ideas that fit the aims, objectives and current activities of Sanctuary
- ensure that social justice principles are followed at all times.

The responsibilities of **Sub-Committees** are to:

- work cooperatively and positively towards achieving their role and function as outlined in the guidelines set down by the Executive and/or the Management Committee.
- provide regular reports to the Management Committee (and to the General meetings as required) to ensure that all Members are informed of the activities and progress
- co-opt further expertise and / or assistance as required
- provide the Treasurer with all details relating to the financial operation of the Sub-Committee
- ensure that social justice principles are followed at all times.

4.1 New Members

For more detailed information about membership see the Constitution for Murray Valley Sanctuary Refugee Group Incorporated, Part 3: Division 1.

To become a member of Sanctuary a person must:

- lodge a completed Membership application form with the Secretary or the Treasurer of Sanctuary who will refer the application to the Management Committee for approval or non-approval as soon as practical. (The form is available at <http://www.murrayvalleysanctuary.org.au/information/> or the Appendix below).

The Secretary will then:

- notify the applicant in writing of the Management Committee's decision and include in the letter online links to the Victorian and NSW Working with Children Check Guides and forms and ask them to complete either the NSW or Victorian Working with Children check
- pay the Treasurer to membership subscription fee and give the Secretary a copy of the Working with Children check
- The Secretary registers the new member, writes to them confirming their membership and inviting them to the next membership training sessions.

When the applicant has completed the training session, provided copies of their Working with Children approval (if they will be working with families), signed the Volunteer Agreement and paid their membership fee the Executive will deem them members.

4.2 Responsibilities of Members

Members are to:

- understand the Principles and Aims of Sanctuary including our Good Practice Guide (see Appendix 3 pg 58)
- understand the function of the Policies and Procedures and to consult them for guidance and information when necessary
- renew the Working with Children Check as required and to notify the HR Manager
- be aware of the issues facing Families on arrival and in settling in to the community
- attend all induction training sessions and further training sessions
- work with a mentor (usually a more experienced Member) as required
- undertake settlement tasks as appropriate
- use positive communication skills at all times
- attend General Meetings when possible
- work within the rules relating to Privacy and Accountability as outlined in Section B Part 8 on Privacy and Part 9 on Accountability
- work compatibly with the Executive and other Members to achieve the positive functioning of Sanctuary.

4.3 Cessation of Membership

Any Member may resign from membership at any time by writing to the Secretary of his/her intention to resign. A member is taken to have resigned if they have not renewed their membership subscription within 12 months. Refer to Constitution Sections 16 and 17.

Disciplinary action

Grounds for taking disciplinary action

The Association may take disciplinary action against a member in if it is determined that the member:

- (a) has failed to comply with the Rules of the Constitution; or
- (b) refuses to support the purposes of the Association; or
- (c) has engaged in conduct prejudicial to the Association.

Refer to Constitution Part 2, Division 2 Clauses 19 - 24 for disciplinary procedures.

The Disciplinary Sub Committee will report back as usual to the Committee.

4.4 Disputes and Mediation – Members / Association

Please refer to the Constitution, Part 3 Division 2 and Division 3. For disputes and mediation between Families/Members/Association the same process applies as in the Constitution, Part 3 Division 2 and Division 3.

5 MEETINGS OF THE ASSOCIATION

For all matters relating to meetings see the Constitution for the Murray Valley Sanctuary Refugee Group, Part 4.

5.1 Annual General Meetings

The Executive will determine the date, time and place of the Annual General meeting and will notify Members accordingly. At least three weeks notice will be given.

The Annual General Meeting shall:

- Confirm the Minutes of the previous Annual General Meeting
- Receive reports on the activities of the Association during the last financial year
- Elect office bearers, Management Committee members, and the honorary auditors for the following year
- Conduct any special business for which three weeks notice has been given. This will include any changes to the Constitution.

Please note that all matters regarding the nomination and election of office bearers are covered in Part 5 Division 2 of the Constitution.

5.2 General Meetings

General Meetings are held monthly, except in January, which is optional.

These meetings provide a forum to discuss and plan all matters relating to the operation of Sanctuary. The Meetings are conducted using best practice protocols.

The General Meeting format may include meetings of sub-committees, relevant speakers and any other activity decided by the Committee. The Committee will ensure that Members and Families are kept informed of matters relating to the operation of Sanctuary.

One week before the General Meeting, the Secretary will call for items for the Agenda from Members. The Agenda will be sent out at least two days before the General Meeting. This call for Agenda items will be considered a notice of the meeting. Minutes of the General Meeting will be distributed to Members as soon as possible after the meeting.

At the next General Meeting, minutes of the previous meeting will be signed and dated by the Chairperson after Members attending have approved them.

Please refer to Clause 3.2 of this Section of the Policies and Procedures for information about the matters for discussion at Executive Meetings and General Meetings.

5.3 Special General Meetings

Please refer to Part 4 sections 31 and 32 of the Constitution for further information in relation to Special General Meetings.

Special General Meetings are held when matters not suitable for a General Meeting such as changes to the Constitution, cannot be held over to an Annual General Meeting or when a matter of importance is to be discussed by ordinary Members of the Association. The process for the convening of Special General Meetings is as follows:

- The request to hold a Special General Meeting will be in writing to the Secretary and signed by at least 5% of current Members
- It will be convened by the Executive Committee who will give three weeks notice to Members of the date on which the Meeting is to be held
- The notice for the Special General Meeting will inform members of the

purpose for which the Meeting is being called and will contain any further information for the consideration of Members for the date of the Meeting.

5.4 Management Committee Meetings

Management Committee Meetings are held monthly between General Meetings. Matters pertaining to the business of the Sanctuary are discussed and agreed on and taken to the General Meeting for information.

Minutes of the Management Committee Meeting are kept by the Secretary / Assistant Secretary and distributed Committee members.

Committee Members include:

President

Vice-President(s)

Secretary

Treasurer and

Other elected members

5.5 Sub-Committee Meetings

Sub-Committees are appointed by the General Meeting to either manage particular projects or continuing aspects of the work of Sanctuary, such as membership, fund-raising, policies and procedures. A Convener and members are appointed to a Sub-Committee. The purposes / goals are outlined on appointment and recorded in the minutes. Regular reports by the Convener are made to the committee and, where appropriate, to the General Meeting.

Members of Sub-Committees are financial members, ideally with a particular expertise / ability in relation to the work of the Sub-committee.

Sub-Committees meet as often as required to meet their purpose / goals. Sub-committees may request advice from non-members as deemed necessary.

5.6 Conduct of Meetings

Quorums for meetings of the Association are:

- Committee Meetings: a majority of members
- General Meeting: 10% of members.

If, within one half hour of the advertised start of a meeting, a quorum is not present, the meeting will be adjourned for one week, to the same time and place.

In the case of a Special General Meeting, the meeting must be dissolved and the process of convening such a meeting undertaken again.

Agendas will be distributed for all meetings held by the Association

Minutes will be kept for all meetings and distributed as appropriate

Meeting procedure will follow best practice and also the procedures outlined in the Constitution, Part 5 Division 4 Paragraphs 58 to 67 inclusive.

The elected President of the Association will preside at all meetings of the Association. In the President's absence, the Vice-President(s) will preside, after a motion / resolution is moved, seconded and carried by the Members present.

5.7 Vacancies

Vacancies on the Management Committee and in other allotted position occur when:

- A Member ceases to be a Member of the Association; or
- A Member becomes insolvent under the Administration within the meaning of Corporations Law;
or
- Resigns from office by notice in writing given to the Secretary.

6. RECORDS

Records to be kept by the Association will include:

- Records relating to meetings: agendas, minutes, notices of special general meetings and annual general meetings.
- All financial management records as noted in Section C, Part 3
- All records relating to Australian Government Approved Visas and travel details for new families .
- Any records relating to families, as may be deemed necessary by the Settlement Officer and Team Leaders and Team Members These will be kept according to strict privacy requirements.

7. SUBMISSIONS

As appropriate and timely, submissions will be compiled for funding and other support. Service Clubs, Philanthropic Trusts, Government Agencies and possibly individuals within the local community will be approached. The process will include:

- Identifying the need, which may be by discussion, questionnaire or other means with Families and Members
- appointing a Sub-Committee by the General and/or Management Committee to compile the submission
- If a Sub-Committee is not appointed, the General and/or the Executive Committee may appoint an individual Member or Family member to prepare the submission
- when funding is obtained, the decision will be made as to how the project will proceed and how the accountability measures attached to the funding will be met.
- Reports will be presented at the monthly General Meetings on the progress of the submissions and, subsequently, the project.

A database of all likely information required for submissions – for example, Group history, Group aims and objectives and the way Sanctuary operates will be compiled. The Secretary will retain these.

8. PRIVACY

This policy relates to the personal information of all Sanctuary members, family members and all applicants for sponsorship whether in Australia or elsewhere.

8.1 Collecting Information

All personal information concerning Members and Family members will be collected only with the permission of the person(s) involved. This will include details for a Member, Family member, contact sheet.

All personal information will be collected and used for the purpose for which it was collected.

Collection of information will be limited to only the amount of information that is necessary for Sanctuary's activities.

New Members will sign an agreement to have necessary personal information collected and recorded on Sanctuary's data-base.

The length of time personal information will be retained will be subject to the current legal requirements and particularly when the Member, or Family member, no longer belongs or needs the services of Sanctuary.

8.2 Use of Personal Information

All personal information will only be used for the purpose for which it is collected. This purpose will be described to the person(s) giving the information when it is obtained.

If personal information has to be disclosed to a professional or agency, permission will first be received from the individual concerned or the parent or guardian in the case of minors.

8.3 Security of Personal Information

The information collected will be protected from misuse, loss, change, and unauthorised access / disclosure.

All personal information will be kept securely: hard copies in a locked, secure situation and copies on hard drive locked with password access. The Executive Committee, in consultation with the Settlement Officer, will decide who is able to have access to the information.

Personal and sensitive information will not be disclosed to third parties for any purpose whatsoever without the express permission of the person(s) involved.

Any person who has personal information recorded by Sanctuary will have access to their records at any time.

As soon a Member officially notifies the Executive that they are resigning their membership, their personal information, excluding their name, will be removed from the database.

8.4 Data Quality

The person(s) entrusted with collected personal information will take all reasonable precautions to ensure personal information collected, used and disclosed is up-to-date, accurate and complete

Individuals will be required to inform person(s) entrusted with their personal information when any details change or

Such persons will be able to approach any person whose details may have changed in relation to those changes.

8.5 Sensitive Information

Sensitive information relates to information about a person's individual beliefs, racial or ethnic origin, philosophical beliefs, political opinions, membership of organisations, sexual preferences or practices, criminal record or health information.

Sanctuary will only collect sensitive information if the person has given permission for Sanctuary to do so.

Sensitive information will not be used unless the written consent is obtained from the person concerned at the time the information is to be used.

Families will not be discussed at General Meetings. Matters of concern regarding families will be discussed at Management Committee meetings.

Sanctuary will apply a higher degree of privacy information to sensitive information.

8.6 Sanctuary Web Site and all other forms of media, including social media

The inclusion of new arrivals stories and photographs on Sanctuary's web site will only be undertaken with the signed permission of the persons involved.

A particular form devised for the purpose will be signed by all adults involved and by parent(s) / guardian of all children involved. A copy of this form is included in the appendices. Ask Sandra re standard form.

9 ACCOUNTABILITY

Sanctuary has a responsibility to provide, for the individuals and groups listed below, the highest quality service and support, in an honest, caring and sensible manner and will be accountable for the same. These individuals and groups are:

- Individuals and families associated with Sanctuary.
- Members of Sanctuary.
- All persons and groups providing money and in-kind donations to Sanctuary.
- The Community and all its organisations and agencies.

10 RISK MANAGEMENT

10.1 Risks Identified

Identified risks include:

- Decreasing membership
- Key players leaving and other Members unwilling to take on their positions / tasks
- Fundraising ability diminishes
- Good Practice Guide is not adhered to – Members ‘doing their own thing’, particularly in relation to families
- Members engaged in unlawful acts, particularly relating to money
- Families unable to repay loans
- Risks relating to the use of any vehicle operated by Sanctuary
- Leakage of confidential information details held by Sanctuary.
- Change of government policy
- Insolvency
- Media misinformation
- Inappropriate relationship with a child
- Disempowerment of new settlers by ‘taking over’ or being ‘directive’ rather than collaborative
- Interactions with new settlers occur without team leaders and members knowing it

Source of Risk	Consequences	Treatment/Mitigation Options	Responsibility
Decreasing Membership	Sanctuary unable to fulfill its goals and objectives	<p>Formation of Subcommittee to encourage new members.</p> <p>Word of mouth canvassing for new members.</p> <p>Media publicity campaign</p> <p>Public meeting arranged to talk about Group and its work.</p> <p>If these do not yield results Sanctuary eventually closes when all current families are settled.</p>	All remaining members
Key players leaving and other Members unwilling to take on executive and other positions	Sanctuary unable to function according to the requirements of the Constitution.	<p>Succession plan is activated.</p> <p>Packages compiled to assist in performance of each role</p>	Current Executive Committee
Fundraising ability decreases	Sanctuary unable to fulfill its primary role of supporting people of Government Approved Visa's.	Review of directions of the group and engagement with the community	All members
Good Practice Guide is not adhered to	<p>Exploitation of families.</p> <p>Dependence created.</p> <p>Confidentiality breached. Privacy breached.</p> <p>Cultural sensitivity not respected</p> <p>Standing of members diminished.</p>	<p>Ensure the Good Practice Guide is thoroughly covered at new member training sessions. Ensure all members have copies of Good Practice Guide.</p> <p>Grievance procedure initiated</p>	<p>Executive Committee</p> <p>All Members</p>

Members engaged in unlawful acts eg relating to Group funds	<p>Moral and/or financial resources of group depleted.</p> <p>Sanctuary's activities curtailed.</p> <p>Police contacted.</p>	<p>Ensuring all forms and agreements are updated regularly and signed appropriately.</p> <p>All financial and other activities legal, open and accountable</p>	<p>Executive Committee</p> <p>All members.</p>
Families unable to repay loans	<p>Sanctuary's funds depleted</p> <p>Our ability to support people diminished.</p>	<p>Families are made aware of the importance to Sanctuary of regular repayments.</p> <p>Members exploring with families appropriate strategies to ensure regular repayment of loans.</p>	<p>Executive Committee</p> <p>Team members</p>
The risks related to teaching driving skills.	<p>Larger Insurance premiums</p> <p>Possible injury/death</p>	<p>Members, other volunteers and learner drivers to be covered by appropriate insurances.</p> <p>Members, volunteers and trainee drivers to be very aware of the procedures relating to use of any of the Sanctuary vehicles.</p> <p>Members, other volunteers and trainee drivers to be fully informed of current road rules in NSW and Victoria.</p>	<p>Executive Committee</p> <p>Team members</p>
Risks related to lack of awareness re health and hygiene when volunteering.	<p>Contracting of communicable disease.</p> <p>Diminished standing of Sanctuary</p>	<p>Ensure awareness of Health Risks</p>	<p>All members</p>

Leakage of confidential information details held by the Sanctuary.	<p>Privacy of individual Members and Family Members compromised.</p> <p>Lack of trust in Sanctuary.</p> <p>Possible Court action by those compromised.</p>	<p>Maintain Privacy and security of Information</p> <p>Grievance procedure initiated</p>	All members
Insolvency	<p>Sanctuary unable to provide support as per its constitution.</p> <p>Sanctuary closes.</p>	Maintain currency of the purpose of the group.	All members and especially the Executive
Source of Risk	Consequences	Treatment Options/ mitigation	Responsibility
Change of Government Policy	<p>Less activity with less people on Government Supported Visa's.</p> <p>Drop in membership.</p> <p>More activity when policy changes in other direction. Need for increased membership.</p> <p>Burn out of members.</p> <p>Sanctuary's Constitution and Policy and Procedures become outdated.</p>	Maintain liaison with all levels of Government and update the purpose of the Sanctuary.	Executive Committee.
Media misinformation.	<p>Our community profile impacted.</p> <p>Pressure on our Membership.</p> <p>Difficulty in raising funds.</p>	Maintain Liaison with the media.	Executive committee.

<p>Inappropriate relationship with a child</p>	<p>Damage to child.</p> <p>Damage to Sanctuary reputation.</p> <p>Legal consequences for the member.</p> <p>Legal and liability consequences for Sanctuary.</p>	<p>Ensure all members have current Working with children check.</p> <p>Ensure no member is ever on their own without another family member or Sanctuary member present.</p>	<p>All members and especially the Executive.</p>
<p>Disempowerment of new settlers by 'taking over' or being 'directive' rather than collaborative</p>	<p>A new settler can feel disempowered.</p> <p>Sanctuary values undermined.</p> <p>The effectiveness of the volunteer is impeded</p> <p>Opportunity missed for volunteer to learn from new settler.</p>	<p>All volunteers complete Sanctuary Induction.</p> <p>Induction includes video of empowerment training.</p> <p>Team leaders debrief teams and emphasis this issue.</p> <p>Team members report all interactions with new settler at each team meeting including how decisions were made with new settler.</p>	<p>Executive and committee</p> <p>Settlement Team leaders</p> <p>Settler team members</p>
<p>Interactions with new settlers occur without team leaders and members knowing it</p>	<p>Loss of accountability for volunteer and Sanctuary relationship with new settlers</p>	<p>All volunteers complete Sanctuary Induction.</p> <p>Team leaders debrief teams and emphasis this issue.</p> <p>Team members report all interactions with new settlers.</p>	<p>Executive and committee</p> <p>Settlement Team leaders</p> <p>Settler team members</p>

Lapses in reporting of interactions with new settlers	<p>Settlers experiencing issues with volunteers that are not in line with Sanctuary's mission and values.</p> <p>Potential damage to Sanctuary's mission and values.</p> <p>Volunteers acting more in their own interests than in the interests of the new settlers and of Sanctuary.</p>	<p>All volunteers complete Sanctuary Induction including this risk assessment</p> <p>Team leaders debrief teams and emphasis all identified risks.</p> <p>Team members report all interactions with new settlers.</p>	<p>Executive and committee</p> <p>Settlement Team leaders</p> <p>Settler team members</p>
Post Settlement behaviours conflict with Sanctuary values	Potential damage to Sanctuary's mission and values.	Formal Settlement wind up after 18 months with Sanctuary Settlement Officer including settlement team and new settlers.	<p>Settlement Officer</p> <p>Team Leader</p> <p>Executive</p>

11 SUCCESSION PLANNING

This is a very important function of any community-based organisation. Strategies to ensure that any particular position within Sanctuary has a Member who is well acquainted with its requirements are:

- An unobtrusive questionnaire in the New Members Package to find out the new Member's interests
- An appropriate mentor is then asked to assist the new member become familiar with Sanctuary and its activities.
- The mentor discusses the positions available within Sanctuary and ascertains where interest lies.
- A Member can 'shadow' a currently operating position holder.
- Members are appointed to 'assistant' positions e.g. Assistant Secretary, Assistant Settlement Officer, Assistant Web Page Coordinator etc.
- When position-holders change after the AGM or at another time, a detailed handover meeting is arranged and attended by both the 'old' and the 'new' holder of that position.

12 COMMUNICATION

Keeping Members and Families informed is an important part of Sanctuary's operation. Ways of communication within Sanctuary include:

- attendance at meetings
- the distribution of minutes of the meetings
- newsletters and social media
- notices as required by email and snail mail

Keeping the general community informed is also an important part of Sanctuary's operation. Ways of doing this include:

- speaking at community group meetings
- publicity in local media outlets
- paid advertisements in media outlets

13 INSURANCES

All necessary insurances will be maintained and paid promptly by the Executive Committee, particularly by the Treasurer. Insurances will include:

- Public Liability Insurance for at least \$10 million. The National Public Liability Scheme is recommended, as Sanctuary rates will be less costly.
- volunteers insurance
- property Insurance relating to goods owned by the Association
- any other necessary insurance.

14 PACKAGES

These will include packages for new members, families. Team Leaders and newly elected Executive Committee members.

15.1 Package for New Members

Packages for new Members are available at Presentation training and can contain:

- Information about the website and the facebook site

- Information about the need to have a working with Children Check
- Details of introductory and other training programs
- A copy of the Good Practice Guide
- A copy of the Working With Children Check
- A copy of the Volunteer Agreement form
- Details of the availability of the Constitution and the Policies and Procedures Manual and where copies can be obtained.
- An unobtrusive questionnaire about where the new member's interests lie in relation to Sanctuary.
- Copies of the dispute and mediation procedures
- Other current and appropriate information.

15.2 Settlement Package for Families

Please note that any information written in the language that is spoken by the families is useful especially when a family has first arrived. Refer to section F.— Living in an Australian community

15.3 Package for Team Leaders and Team Members

The package for team leaders can contain:

- A copy of the Position Descriptions for both Team Leaders and Team Members:
- Occupational Health and Safety Check List
First aid Manual and Kit
- Settling into an Australian Community Check List (Section F of this document)
- List of useful contacts (names, contact details) – schools, medical and allied health personnel, government agencies ...
- Booklet on grief and loss.

15.4 Package for Newly Elected Executive and Members with Other Functions

This package can contain:

- A copy of the relevant position description
- A copy of the Constitution
- Information about where to access a copy of the Policies and Procedures Manual

- Details of handover session with the previous holder of the position
- Any other information relating to the individual role as an Executive Committee member

16 LIBRARY

Sanctuary maintains a Library that is located in boxes and stored in a central location. The books are catalogued appropriately and are available to all members and families. Appropriate catalogue and borrowing record are maintained and members are able to borrow records for four weeks at a time.

All Members are alert to the acquisition of material that may be relevant to Sanctuary and its activities'

17 FORWARD PLANNING AND EVALUATION

Forward planning for up to a three year period includes strategic planning and business planning. The Executive Committee will decide decisions for the timing of forward planning strategies and all Members and Families will be invited to participate. As part of the planning process, evaluation of past activities will be conducted, using best practice methods.

The evaluation and forward planning methods may include:

- Questionnaires to all Members and Families, responses to which will be collated and the information thus gained distributed to all involved
- Information gained from questionnaires may be used as a basis for discussion of more formal aims and objectives.
- Setting aside a special day / time for the purpose of evaluation and planning can be a productive way of formulating shorter and longer term goals / objectives, strategies to achieve agreed goals / objectives, time lines and who is to implement the agreed strategies.

When the evaluation and forward planning has been completed, all Members and Families will have access to the information gathered. Means of informing Members and Families include:-

- By email
- By snail mail
- By setting aside time in a General Meeting to discuss the results of the evaluation and forward planning process.

Any use of a facilitator for the evaluation and forward planning process will be on a pro bono basis.

SECTION C

FINANCIAL MANAGEMENT

POLICY STATEMENT

This policy aims to ensure that the raising and administering of funds for the provision of loans to refugees and the subsequent repayment of these loans is managed responsibly, honestly and competently. This will be done by appropriate allocation of funds and the efficient and accountable maintenance of all associated records. The policy also covers the use of funds raised to assist in the comfortable settlement of our families in our community. Sanctuary will maintain Deductible Gift Recipient status in accordance with the requirements of the Australian Tax Office.

1 FUNDING SOURCES

1.1 Fundraising

Fundraising is undertaken either by Members or in cooperation with another not-for-profit group. The Executive appoints a coordinator for each fundraising project who will co-opt Members to assist with the project.

For each fundraising project, gross receipts will be given to the Treasurer for banking. All expenses will be refunded on the presentation to the Treasurer of relevant receipts or other relevant documentation.

In cases where the Executive Committee decides that expenses will be too costly for any Member to fund, a kitty will be established by the Executive Committee and appropriate monies allocated. The Coordinator and the Treasurer will carefully account for expenses relating to these monies.

1.2 Donations

Donations are received either informally or by presentation of submissions to appropriate bodies such as service clubs, organisations involved with refugees, trusts and other organisations involved in the funding of community projects. The Executive will oversee the completion of all submissions.

Funds received may be either one-off grants or recurrent grants.

The Gift Fund will be used for the deposit of donations. This fund is kept in accordance with requirements of the Australian Tax Office Deductible Gift Recipient status. Funds deposited in the Gift Fund will be used for airfares for refugees and other appropriate uses as designated by the funding organisation.

All funding received by donation will be accounted for in the manner required by the donor. Donation for an individual of Family member will be managed by the Association / Group.

1.3 Loans

Loans are given to ‘approved’ refugees for airfares and other necessary establishment costs. The allocation of loans is discussed at Committee meetings, with the final decision made by the Executive. Repayment of loans is to be completed within two years as agreed with the Sanctuary Refugee Federation. The Executive Committee will monitor each loan at least quarterly. If a loan recipient is behind in repayment, the matter will be discussed with him / her by an Executive Member and an agreement reached regarding regular repayments. This agreement will be based on individual circumstances in consultation with the new settler community elders. The repayment of loans by families as they settle into their new environment and become financially independent enables loan money to be reused to bring new families to our community.

No individual personal loans / donations will be managed by the Association / Sanctuary on behalf of a Family or Family member.

1.3.1 Managing Loans

All loan holders to be emailed a monthly balance by the treasurer

1.3.2 Outstanding Loans

When a loan recipient falls behind in loan repayments the following process is recommended:

- The loan recipient will receive the afore-mentioned monthly notice.
- An alerting email will be sent to the loan recipient when there have been no repayments for six months
- A face-to-face meeting will be arranged between the loan recipient, the treasurer, the team leader and any other relevant person
- Issues impacting on the repayment of the loan will be identified
- A waiver of the loan can be considered.

1.4 Bank Interest

Interest on bank accounts and term deposits is to be reinvested in that account.

2. ACCOUNTABILITY

2.1 To Government

Accountability for positive financial management of Sanctuary comes through incorporation under the **Victorian Associations Incorporation Reform Act 2012**, Part 7 and The Constitution Part 6 and Part 5 paragraph 48 cover:

- 32 (1) The role of the Treasurer
- 32 (2) Requirements regarding the signing of cheques.

- 32 (3) The allowable sources of funds.
- 32 (4) A non-profit clause that defines the role of the Sanctuary as not-for-profit organisation.
- 32 (5) What is allowable for the disposal of funds on the dissolution of the organisation.
- 32 (6) The maintenance of the Gift Fund.
- 32 (7) The limits on the use of the Gift Fund
- 32 (8) Requirement for the winding up of the Gift Fund.

2.2 To the Australian Tax Office (ATO)

Accountability to the ATO covers the requirements of Sanctuary for the status of Deductible Gift Recipient.

2.3 To Donors and Funding Bodies

It is the responsibility of Sanctuary to be accountable to Donors and to Service Clubs, Charitable Trusts and any other organisation providing funding by:

- Maintaining clear and accurate financial records
- Providing any details of expenditure of money they have donated in a clear and concise format.
- To undertake an annual audit to assure all Donors and Funding Bodies that Sanctuary's finances are managed in a responsible manner.

2.4 To Families

The responsibility of Sanctuary is to ensure that families are financially supported according to their needs and are aware of their obligations regarding loan repayments. This involves:

- Advising families in regard to their loan repayment schedules
- Ensuring that families are supported to the level required and to be informed in regard to any repayment obligations in relation to additional funding
- Ensuring that accurate and complete records are kept in relation to families so that information can be provided to them as needed.

2.5 To Members

Members have a right to be informed at all times of the financial management strategies and the financial situation of Sanctuary. This is done by:

- Informing the members at General Meetings of all current financial matters, including the approval/ ratification of accounts for payment and the approval of future expenditure.
- Presentation at each Annual General Meeting of the audited financial statements of Sanctuary.

3 PETTY CASH

An amount of money for reasonable small expenses will be allocated to the Secretary.

Expenditure will be recorded in a Petty Cash book or register and receipts / vouchers saved accordingly.

The Petty Cash book / register will be signed off and presented to the Treasurer for supplementation on a monthly basis.

Petty Cash expenses could include postage, photocopying, paper, computer related costs

4 FINANCIAL RECORDS

4.1 Treasurer's Records

Two bank accounts are maintained and records are kept as follows:

- **Cheque (General) Account:** all payments are made from the cheque account including transfers from the Gift Fund Account. The latter payments are for specified purposes only. The records for this account monitor the receipt of all operating money including loan repayments, interest, fundraising and any other miscellaneous funds.

- **Gift Fund Account:** the records for this account monitors the income and allocation of funds that are donated. Funds in this account are used for families only. Funds from the Gift Fund account may be deposited into the Cheque Account for distribution / expenditure as appropriate

The records should be monitored daily or as appropriate, but at least weekly. They reflect the allocation of all finances to show, at all times, a true and fair view of the financial status of Sanctuary. The accounts are to be reconciled at least monthly using the bank statements. Money is receipted in a receipt book when received and deposited in the Cheque Account as soon as practicable after receipt. The bank, for proof of deposit, must stamp deposits.

Interest on funds in both accounts is credited directly into those accounts, but is monitored separate-

ly in the records.

Two Executive Committee members or other members as approved by the Executive Committee will sign each cheque or other withdrawal. These signatures are recorded on the bank list of signatures.

All decisions regarding the financial management of Sanctuary are moved, seconded and approved at a General Meeting. Any account that requires immediate payment is paid by the Treasurer and ratified at the next General Meeting.

4.2 Members' Responsibilities

It is the responsibility of all members to ensure that:

- all receipts and other relevant financial records are handed to the Treasurer promptly.
- if proposed expenditure is above an agreed amount to take the request to an Executive or General meeting for approval
- to familiarise themselves with the financial management processes of Sanctuary in order to assist in making sound financial decisions.

5 AUDITS

The financial year starts on 01 January and finishes on 31 December. The annual accounts will be audited within three months after the end of each financial year for presentation to Members at the Annual General Meeting. The appointed auditor will be qualified and independent.

6 BUDGETING

The Treasurer and the Executive Committee will prepare a budget for each forthcoming financial year. The aim of the budget is to inform members of financial strategies and desired financial outcomes for the ensuing year. At each November General Meeting, the budget will be presented for discussion and acceptance by members. Included in the budget will be allowances for:

- Operational costs
- Fares
- Settlement costs
- Member training expenses, including attending relevant conferences / workshops
- Miscellaneous expenses, including petty cash.

D Recruiting and training members

Policy Statement

This Policy is to ensure that we recruit suitable people as Members of Sanctuary to help implement our aims and practices for the satisfactory and comfortable settlement of new settler families in our community. It requires that all Members are:

- inducted
- undergo appropriate checks
- paid up
- trained, and
- well acquainted with our aims, objectives, policies, procedures and all other aspects of working with a Sanctuary
- welcomed and included in the culture and activities of Sanctuary.

1 Recruiting process

Existing Members may work to recruit new members by, for example:

- talking to them about our work
- inviting them to attend a General Meeting
- encouraging them to visit our website to understand more fully what we do
- encouraging them to complete the Membership Application Form at <https://www.murrayvalley-sanctuary.org.au>.

If the person wishes to join Sanctuary they must lodge a completed Membership application form with the Secretary, Treasurer or other member of Sanctuary who will refer the application to the Management Committee for approval or non-approval as soon as practical.

As soon as practical after the Management Committee meeting the Secretary will:

- notify the applicant in writing of the Management Committee's decision
- include in the letter online links to the Victorian and NSW Working with Children Check Guides and forms and ask them to complete either the NSW or Victorian Working with Children check and provide the Treasurer with a copy of their approval
- invite them to the next General Meeting where they will be formally welcomed into Sanctuary membership, pay their membership fee, and be invited to attend the next orientation session.

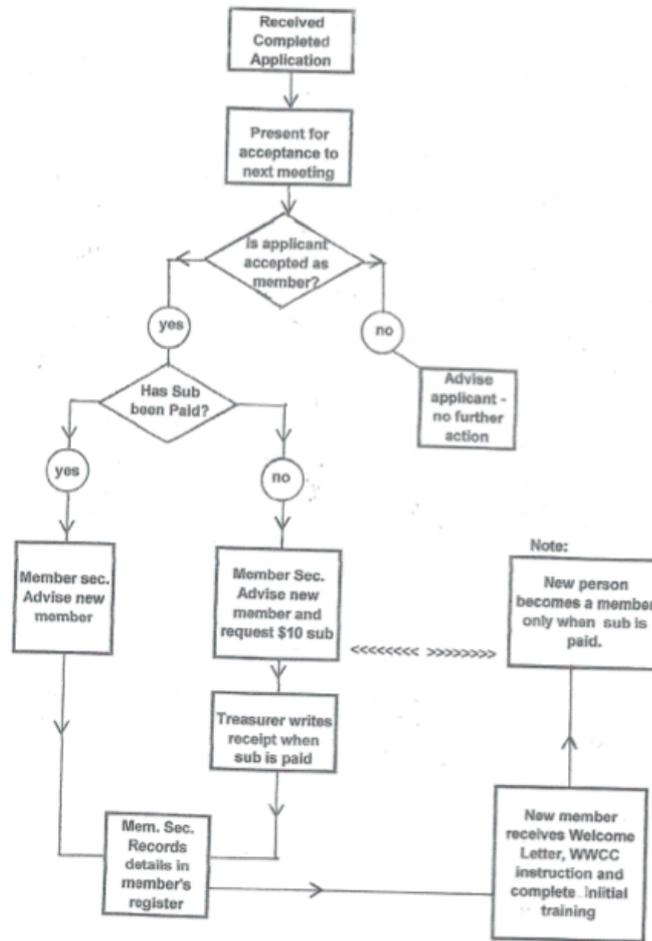
At the orientation the trainer will:

- advise them of Sanctuary's Constitution and our Policy and Procedures Manual on the website
- explain the work of Sanctuary and take them through the Good Practice Guide
- ask them to sign the Volunteer Agreement
- issue the new member with an Identification card identifying them as a *bona fide* member of Murray Valley Sanctuary Refugee Group Inc., which is to be shown to families at initial contacts and as required
- ask the new member to sign the Volunteer's Agreement, a copy of which will be given to the Membership Secretary with the original mailed to the new member
- give the new member their Sanctuary name tag.

Please note: New members will not be able to work with Sanctuary until they have completed the Orientation and have a Working with Children Check clearance.

MURRAY VALLEY SANCTUARY REFUGEE GROUP INC.

FLOWCHART FOR MEMBERSHIP PROCEDURE



Last update - 1/8/2017

Filename: MVSRG-FlowChartFinal-2017

Section E Settlement Plan

Policy Statement: The Application Process

Our Commitment

To oversee a process of settlement of families in our community that ensures their wellbeing and comfort. Teams of volunteers working within the requirements of relevant legislation and the Sanctuary's Good Practice Guide, will familiarise family members to the customs and expectations of life in Australia and how to be safe in Australia.. Appropriate cooperation and communication are paramount in this Settlement process.

The applicant must:

- be registered as a refugee with United Nations High Commission for Refugees (UNHCR) ,
- have a linked or unlinked sponsor family or organisation,
- show substantial reason why they must be resettled in a third country. Effectively, the story and evidence they provide is the central part of the application.

1 202 HUMANITARIAN VISA APPLICATIONS

The total number of 202 Humanitarian Visas granted each year varies according to circumstances.

1. Unlinked 202 Humanitarian Visa Applications

This is where the sponsor is an organisation such as Sanctuary. The Department of Home Affairs (DHA) allows a certain number of unlinked 202 visas in its quotas each year. Sanctuary has a role in sponsoring people without family connections in Australia. At times these sponsorships are for friends of existing settlers.

2. Family Linked 202 Humanitarian Visa Applications

In this situation the applicant has a family link to the sponsor. This can be a direct family member – partner, sibling, or child - or extended family. The Department of Home Affairs (DHA) sees the direct family member application as having a higher priority than extended family or friends. The direct family member applications form the largest number of visas approved in this category.

DHA makes its decision based on the information provided by the applicant and sponsor. When requested, Sanctuary assists local new settlers in the administrative process of applying to sponsor relatives. Because of huge demand for places and government quotas only a small proportion of applications are successful.

2.2 Proposed Sponsor Commitments

The proposed sponsor (organisation / family member) signs a declaration on the form 681 about their willingness and ability to provide airfares and assistance with settlement. Housing, Centrelink and Medicare will be arranged by the Settlement Service Provider. A Sanctuary Settlement Team member will accompany families to these appointments where possible.

All correspondence, from the first contact with potential immigrants, must identify Sanctuary as the sponsoring organisation, and must not imply that correspondence is from one or a few individuals. This is in order to protect individuals from indemnity and to ensure the expectations of immigrants are clear.

2.3 Refusal of an Application

If the first application is refused, a second application can be submitted if the applicant can provide new evidence to support their case. A Freedom of Information (FOI) request can be made to obtain the file notes in order to understand the reason for refusal. This can help applicants make a decision about whether or not to continue with a second application. If the second application is refused, in most cases, this is the end of the process.

If the applicant believes that there is substantive evidence that has not been considered or interpreted correctly, a request to reconsider the case can be made to DHA. Explanation by and evidence from the applicant is needed. A support letter from the sponsoring organisation may be helpful at this point. Proposed sponsors can choose to engage a lawyer or migration agent to help with their case.

2.4 Acceptance of an Application

Within ten to fourteen days of lodging the application a letter of acknowledgement and a file number should be received. The applicant and the sponsor will receive a letter stating when the file for this case has been sent to the Australian High Commission in the relevant country for further consideration. This leads to an interview and a medical examination. A decision to approve or refuse the case is then made and a letter confirming this is sent both to the applicant and the sponsor. This process can take many months or years. Timelines for the processing of applications can be found on the DHA website.

If successful, the sponsor is asked to contact the International Office of Migration (IOM) to organise travel arrangements and payment. IOM, the Australian Government and local authorities will then continue to organise the exit process leading to departure. This involves a further medical examination, arrangement of flights and payment of airfares. This process can be disrupted at any time.

2.5 Approved Unlinked Cases

Sanctuary's connection with unlinked cases occurs by refugees contacting us, mostly by email, as they do not have a sponsor, do not have family in Australia and they have heard of Sanctuary.

2.6 Approved Family Linked Cases

The approved sponsor pays the airfares and settlement requirements. If the sponsor is unable to do this, they may ask for support from Sanctuary. This request is presented at a Management Committee meeting, giving consideration to our caseload and finances at the time. We endeavour to assist, if possible, but may not always be able to do so.

2.7 Considerations

Settlement is a cooperative process and it needs to be remembered that Sanctuary Members have other life commitments. While we are respectful of the culture, history and needs of refugees coming to settle in our community, the responsibility for settlement remains with the new arrivals. Before they arrive they have made a commitment to assimilate into an Australian community, with different laws, practices and values. They require our support and help, but sanctuary's role is to facilitate skills and self-achievement not to take over.

3. 3.1 THE SETTLEMENT PROCESS - SUMMARY

Before Arrival

1. Establish a Settlement Support Team
2. Arrange with Treasurer to access all necessary funds and Finance Acquittal forms
3. Confirm that the Settlement Service Provider has arranged appointments with the bank and Centrelink, as well as initial accommodation, with electricity and gas connected.
4. Ensure new arrivals are not housed with other families to avoid possible conflict.
5. The Settlement Service Providers through the Department of Housing will arrange the bond for the housing, and for two weeks rent in advance.
6. Confirm that the Settlement Service Provider has access to house to deliver furniture.

7. Purchase initial culturally appropriate food provisions for four days and install in pantry and refrigerator in house Also set up the house by unpacking the supplies of furniture and make the beds.
8. Make necessary arrangements for meeting new arrivals at the Airport, including, not more than two days ahead, alerting the local community to the arrival and meeting them at the airport, and also arranging with a couple of people to prepare food to celebrate the arrival.

3.2 On Arrival

1. Meet new arrivals at airport and transport to Albury or Wodonga
2. Settle in to new home
3. Attend to immediate needs – health, clothing, food
4. Introduce Settlement Team and explain their role and how to contact them
5. Go through the Settlement Package for Families and explain the contents
6. Ensure that money is available if necessary purchases have to be made.
7. Attend to other immediate concerns
8. When new arrivals feel comfortable to do so, commence orientation to the house and to local community
9. All receipts to be given to Treasurer with Finance Acquittal Form

3.3 Week 1 – After Arrival

- Take to appointments at bank, open accounts for all family members over 16 years of age. Make a record of all the account numbers.
- Take to appointments at Centrelink. including Register family with Medicare – and obtain interim card(s)
- Arrange visits from other support team members on roster basis
- Familiarise with Australian currency

- Start introducing all Occupational Health and Safety (OH&S) and the house – how to use washing machine heating and cooling and also the electrical switch board.
- Assess accommodation re: meeting family requirements.
- Check mobile phone is working successfully.
- Go on tour of supermarket / pharmacy / other (community) venues.
- Visit relevant TAFE College and register for English classes
- Introduce to local transport systems.
- Begin referral process for medical and counseling assessment.
All receipts given to Treasurer with Finance Acquittal Form

Week 2 - After Arrival

- Consult with Families regarding the type of school they wish their child(ren) to attend
- Visit local school(s) with the family to make arrangements for children's attendance.
- Commence attendance at English classes at relevant TAFE
- Accompany on shopping expedition by bus.
- Arrange dental appointment(s)
Continue follow-up in all OH & S areas
- Ensure that regular visits from team members are going to plan
- Implement any follow-up from medical and counselling assessments.
- Ensure family members are becoming familiar with shopping, public transport and other aspects of living in Albury Wodonga. **Refer to Section F – Living in an Australian Community.**
- All receipts given to Treasurer with Finance Acquittal Form

Week 3 – After Arrival

1. Start child(ren) at school after assessing that children are secure enough in their new environment to do this.
2. Family to undertake independent shopping excursion
3. Follow through any other skills which may need training and support
4. Follow-up any OH&S areas that need reinforcement
5. Check that Centrelink allowances are being deposited in bank accounts
6. Review understanding of letters arriving from Centrelink and other mail.
7. Ensure family are keeping medical, dental and counselling appointments and understand the process.
8. Ensure regular support visits from team members are taking place and that family members are beginning to be independent in their new environment.
9. Alert family to possible dangers and scams including:
 - **not letting strangers into your home including people wanting to sell things, do surveys, talk to you about religion or inspect your home. If you want to talk to them step outside your home and talk to them outside.**
 - **people phoning you who you don't know and who do not say straight away who they are and what company they work for.**
9. The Team Coordinator with Team Leader, the Team Member and family members, to assess progress and plan for ongoing support.

4. Ongoing Support

1. Follow through any ongoing plans of support that have been decided with the Team Coordinator. Team Leaders, Team Members and Families. including assessment for work readiness support .
2. Ensure that regular evaluations of progress and continuing needs are carried out, with family members involved in the evaluation process
3. Ensure that aspects such as health and dental care, English lessons, permanent accommodation, transport and education are part of the evaluation process

4. Ensure that tax requirements – keeping of receipts, annual tax returns – are being catered for
5. Ensure that accountability requirements for Centrelink are being met.
6. Meet with the Team Coordinator regularly to maintain open communication channels regarding the overall facilitation of the support process.
7. Continue ensuring that the Treasurer has all the information she/he needs to maintain appropriate records and make payments as required.
8. An exit interview will be arranged when the period of support for families is over. This will be arranged by the Settlement Officer.

4.1. Time Lines

By one month. It would be reasonable to expect that family members would be able to communicate their needs reasonably well. By six months it would be reasonable to expect that the family would be independent in budgeting, shopping, dealing with Government agencies, most educational aspects, most medical situations and housing. However, there will be occasions when help with unusual events is of use.

5. Translation And Interpreting Service

This service will be utilised when necessary and only in consultation with the Families.

6 OCCUPATIONAL HEALTH AND SAFETY FOR FAMILIES – see appendix.

The aim of this task is to strive for real understanding of the minutiae of day to day living in our community and to assist in ensuring the safety of our families. Be aware of information overload and of exhaustion, depression and grief. On all items listed, the necessity to explain and clarify is implicit.

SECTION F

LIVING IN AN AUSTRALIAN COMMUNITY

POLICY

The families who come to live in our community have generally spent many years in refugee camps. They have not only been 'divorced' from their own culture but have become used to camp life. The Group aims to accustom them to their new community environment appropriately and comfortably. This Section aims to provide guidelines that will assist this process. Check Lists will ensure that, ultimately, all aspects of settling in are covered.

1 Government Agencies

1 Centrelink

Aspect	Method	Covered	Comments
Explain process of registration			
Explain a person's rights and responsibilities in relation to Centrelink			
Explain a person's legal obligations to Centrelink and the taxpayer			
Explain the purpose and use of cards			
Explain when reporting back to Centrelink is necessary e.g. when earning more			

2 Australian Taxation Office (ATO)

Aspect	Method	Covered	Comments
Explain what taxation is, how it is collected and what it is used for			

Explain the different types of taxation eg GST, PAYE			
Explain the need for and purpose of a tax file number			
Explain group certificates			
Explain tax returns and the financial year.			
Explain any other legal obligations			

3 Medicare

Aspect	Method	Covered	Comments
Register at a Medicare office			
Explain purpose and use of cards			
Explain rights and responsibilities			
Explain legal obligations to Medicare			
Explain gap costs			
Explain the process of claiming refunds			

2. Health

1 Doctors

Aspect	Method	Covered	Comments
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Explain the system and roles of GP's and specialists			
Explain the necessity of having a GP for the family			
Explain how to make an appointment			
Explain prescriptions and how to use them			
Explain the necessity to follow through any instructions given by the doctor			

2. Chemists

Aspect	Method	Covered	Comments
Explain the role of the chemist			
Explain the need to take prescriptions there in order to receive the medication prescribed by the doctor			
Explain the type of health problems about which chemists can be asked for advise			
Explain 'over the counter' medications			

3. Hospitals

Aspect	Method	Covered	Comments
Explain the role and functions of hospitals			
Explain the different types of hospitals			
Explain treatment for public patients			
Explain the role of emergency departments			
If hospital treatment is required ensure that there is understanding of staffing, food provision, visiting hours, washing of pjs etc			

3. Money

1 Banks

Aspect	Method	Covered	Comments
Open account(s) with bank of choice			
Explain systems of deposits and withdrawals and the necessity to deposit money in an account before a withdrawal can be made!			
Explain function of debit card and its use while shopping			

Explain the use of ATMs			
Explain that pay can be deposited in a personal bank account by an employer			
Explain the use of an inquiry desk at a bank			

2 Using Money to Advantage

Aspect	Method	Covered	Comments
Explain the necessity to forward plan with finances			
Explain the budgeting process			
Explain, as part of the budgeting process, the necessity to put aside money for rent and for gas, phone, electricity, insurances, vehicle rego, ambulance...			

Aspect	Method	Covered	Comments
Explain that direct payment of utilities can be arranged through Centrelink			
Other considerations for a budget are food, education, childcare, transport and treats			

4. Education and Children's Services

1 Schools

Aspect	Method	Covered	Comments
Explain the role and function of schools			
Explain school terms, holidays, staffing, classes, structure, hours			
Explain the layout of school buildings, play-grounds, toilets, tuck-shop			
Explain the process of enrolling a child and the documents required to do this eg immunisation documents			
Explain the role of school uniforms and the necessity of wearing them			
Explain the role of the parent in relation to the teacher and the importance of liaising with the teacher			
Discuss how to transport children to and from school eg school buses, taking and picking up children when they first start ...			
Explain special school events such as sports and swimming carnivals, school fetes / fairs ...			

2 Pre-School Centres / Kindergartens

Aspect	Method	Covered	Comments
Explain the role and function of pre-school / kindergarten programs			

Explain pre-school terms, holidays, staffing, sessions, structure, hours, cost...			
Explain the layout of pre-school buildings, playgrounds, toilets,			
Explain the process of enrolling a child and the documents required to do this eg immunisation documents			
Explain the role of school uniforms and the necessity of wearing them			
Explain the role of the parent in relation to the teacher and the importance of liaising with the teacher and going on a helper's roster if possible			
Discuss how to transport children to and from pre-school eg taking and picking up children or to, eventually go on a neighbourhood roster			

Explain special pre-school events such as fathers' nights, fetes / fairs ...			
Explain that often a parent Committee and/ or a Council run pre-school centres and that parents involvement is welcome			
Explain any government subsidies which may be available for this type of children's service			

3 Child Care Centres

Aspect	Method	Covered	Comments
Explain the function of child care services, staffing, structure, hours, routines ...			
Explain the layout of the child care centre buildings, playgrounds, toilets,			

Aspect	Method	Covered	Comments
Explain the process of enrolling a child and the documents required to do this eg immunisation documents			

Explain the provision of food and how to keep food cool in hot weather if the parents have to provide it.			
Explain the role of the parent in relation to the staff and the importance of liaising with the staff about children			
Discuss how to transport children to and from child care			
Explain that sometimes a parent Committee and/or a Council run pre-school centres and that parents involvement is welcome			
Explain any government subsidies which may be available for this typed of children's service			

4 Family Day Care

Aspect	Method	Covered	Comments
Explain the function of family day care, staffing, structure, hours, routines ...			
Explain that the intention of family day care is to provide care in a home situation			

Explain the process of enrolling a child and the documents required to do this eg immunisation documents			
Explain the provision of food and any extra related charges			
Explain the role of the parent in relation to the staff and the home based care-giver the importance of liaising with the staff about children			

Discuss how to transport children to and from child care			
Explain any government subsidies which may be available for this typed of children's service			

5 Playgroups

Aspect	Method	Covered	Comments
Explain the function of playgroups, how they are run, parent involvement, cost ...			

Explain that the intention of playgroups is to provide socialisation for both children <u>and</u> parents. Explain the process of enrolling a child and the documents required to do this eg immunisation documents			
Explain the provision of food and anything else needed			
Explain the role of the parent in relation to the playgroup and the expectation that the parents will help with all children attending			
Discuss how to transport children to and from playgroup			

5 Communication

Aspect	Method	Covered	Comments
Media—explain the different forms of media and how to access them – TV Radio, newspapers, magazines			
Landline phones / mobiles - Discuss function, how to use, international calls, phone plans and payments for all services.			

Post . Discuss the role of post office and its functions, regular mail, parcel post, Post codes- return to sender mail addressing mail, and returning incorrectly addressed mail			
Scams – their existence and ways to challenge them			
Internet Email, modems etc.			

6 Shopping

Aspect	Method	Covered	Comments
Groceries – best value shopping	Take on a shopping trip – Aldi, Just Foods, Kennedy’s International Grocery, Arnolds,		
Fruit and vegetables— budget foods and balanced diet. – junk foods			
Clothing – op shops			
Hire purchase—advisability of long-term payments			

7 Transport

Aspect	Method	Covered	Comments
Bus—find bus stops, give time tables, paying fares	Take on bus trips		
School Bus – discuss free provision by Government, pick-up and drop-off procedures, any paper-work.			
Taxi – function, paying fares etc.			
Own Car—pros and cons and associated costs – servicing, insuring, annual checks, new tyres etc.			
Driving Lessons—testing system, driving hours etc.			
Bicycles – How to get bikes for families	Refer Appendix Page 66 below		

8 Other Community Services

Aspect	Method	Covered	Comments
Libraries—borrowing of books, how to do it, use of internet at library, Museums/ Art galleries			
Police – importance of good relationships – integrity etc.			

Other emergency services—SES and their role			
Local Councils – rates , garbage collection and tidy gardens			
Community Guides – available from local councils —in starter pack			

9 Insurances

Aspect	Method	Covered	Comments
Purpose of insurance			
Types of insurance			

1 Other Aspects to Living in an Australian Community

- **Daylight Saving**
- Sport – teams and fees -- explore options for each family
- Employment -- At three months the main wage- earner will be linked with an employment agency and will be required by Centrelink to attend appointments showing evidence of ongoing study or job searching.

APPENDIX 1

FUND-RAISING POLICY

Murray Valley Sanctuary Refugee Group will have a component of their activities devoted to fund-raising. The primary aim for this will be to support sponsorship of refugees on the Special Humanitarian Visa category and to fund other programs aimed at promoting successful settlement. Fund-raising activities will be conducted with professionalism and integrity and have a secondary benefit of raising awareness of refugees and of MVSRG.

PART 6—FINANCIAL MATTERS

Source of funds

The funds of the Association may be derived from joining fees, annual subscriptions, donations, fund-raising activities, grants, interest and any other sources approved by the Committee.

1 FUNDING SOURCES—SECTION C FINANCES 1.1

1.1 Fundraising

Fundraising is undertaken either by Members or in cooperation with another not-for-profit group. The Executive appoints a coordinator for each fundraising project who will co-opt Members to assist with the project.

For each fundraising project, gross receipts will be given to the Treasurer for banking. All expenses will be refunded on the presentation to the Treasurer of relevant receipts or other relevant documentation.

In cases where the Executive Committee decides that expenses will be too costly for any Member to fund, a kitty will be established by the Executive Committee and appropriate monies allocated. The Coordinator and the Treasurer will carefully account for expenses relating to these monies.

1.2 Donations

Donations are received either informally or by presentation of submissions to appropriate bodies such as service clubs, organisations involved with refugees, trusts and other organisations involved in the funding of community projects. The Executive will oversee the completion of all submissions.

Funds received may be either one-off grants or recurrent grants. The Gift Fund will be used for the deposit of donations. This fund is kept in accordance with requirements of the Australian Tax Office Deductible Gift Recipient status. Funds deposited in the Gift Fund will be used for airfares for refugees and other appropriate uses as designated by the funding organisation.

All funding received by donation will be accounted for in the manner required by the donor. Donation for an individual of Family member will be managed by the Association / Group.

2. Fund-raising activities

2.1 Funds may be raised through group activities or through individual Projects. Support may be sought from other groups such as Rotary, Churches, school or other networks. Activities relating to fund-raising could be barbecues, Book fair, film-evenings/ afternoons, Open gardens or Garage Sales.

2.2 Second Chance -- a garage sale format manned by volunteers

3. Allocation of funds raised

3.1 Directing funds to specific causes is at the discretion of the executive, and keeping in mind the need to have sufficient funds to provide airfares for a sponsored family at short notice and at anytime. Funds may be directed to a settlement project such as the Cultural Fund, the tertiary scholarship fund, driving lessons, or an event such as an excursion to large city to enhance understanding and participation in Australian Life.

3.2 Funds may also be directed towards specific projects of interest to MVSRG members such as the Nursing Unit in Uganda, the Community training centre in DRC, the orphanage in Malawi or other similar projects.

APPENDIX 2

POSITION DESCRIPTIONS

This policy aims to guide all members of the Murray Valley Sanctuary Refugee Group (Sanctuary) in best practice, respect for all members and for all those they encounter. Integrity, compassion and high standard of performance will be sought in all activities. In addition it will be recognised that all positions are voluntary and that people involved have many calls upon their time and allegiances. Effort beyond reason will not be demanded of anyone and all effort will be acknowledged and respected.

EXECUTIVE

1 PRESIDENT

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To be aware of the views and needs of all Group members.
- To encourage all Group members to participate in Group functioning, as appropriate.
- To work to maintain and improve the Group's policies, activities and forward planning.
- To represent the Group to the public as appropriate.
- To work with funding bodies and with the preparation of submissions to assist in ensuring a sound financial basis for the Group.
- To advocate on behalf of the group to local organisations with a view to funding, both one-off and recurrent, ensuring that the aims, objectives and functioning of the group are known to these organisations
- To ensure open communication between all members, committees and sub-committees.
- To delegate responsibilities and tasks as appropriate.
- To be an *ex-officio* member of all sub-committees.
- To chair all Executive and General meetings using best practice-meeting procedures.
- To consult with members of the Executive if urgent decisions need to be made between meetings and to have any subsequent decisions ratified at the next General meetings.
- To be available for consultation with office-bearers and members as required.
- To consult with the Secretary regarding meeting agendas
- To take part in any evaluation of the Group's activities.

2 VICE PRESIDENT

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To assist the President in her/his duties.
- To represent the President in her/his absence, including the chairing of meetings.
- To oversee adherence to the Constitution and the Policies and Procedures.
- To recommend and follow through any changes to the Policies and Procedures that may be appropriate.
- To take part in any evaluation of the Group's activities

3 SECRETARY

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To assist in ensuring that best practice meeting procedures are used for all meetings. This includes the moving, seconding and passing of all motions passed at meetings.
- To liaise with the President with respect agenda for meetings to be chaired by the President or Vice President at least two weeks before each meeting date.
- To send out a notice of meeting (type, time, date, purpose) with the agenda one week before the meeting.
- To take the minutes of all meetings, including the names of members moving and seconding motions and the acceptance, or not, by members attending the meetings.
- As soon as practicable after each meeting, to distribute minutes of these meetings to all members.
- To maintain the Minute Book and ensure that all copies of minutes signed off by the meeting Chair are included in this Book.
- To maintain the Meeting Attendance Book and ensuring that it is available at all meetings to be signed by members attending.
- To deal with correspondence as required, collecting, recording copying and distributing as appropriate.
- To deal with, and respond to, telephone inquiries / messages and emails as appropriate. This includes informing the President of all matters pertaining to telephone calls and emails.
- To keep an up-to-date database of all members that includes names, addresses, other contact details in cooperation with the Membership Secretary and within the parameters of the Group's privacy policy.
- To prepare and maintain an annual calendar of Group activities for the year ahead and be responsible for its distribution. This task may be delegated.
- To ensure all documentation relating to secretarial activities is filed appropriately.
- To take part in any evaluation of the Group's activities.

4. TREASURER

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To oversee all financial transactions of the Group.

- To prepare, in conjunction with the executive, a budget estimate in each area of the Group's activities for each forthcoming financial year at least two months prior to the end of the previous financial year. Copies of the proposed budget estimate will be distributed to members in order to ensure time for input and suggestions. It will then be presented to the general meeting before the end of each financial year for ratification.
- To arrange and maintain all insurances.
- To arrange and maintain, in conjunction with other members of the executive, all necessary bank accounts.
- To bank all incoming funds promptly.
- To receive bank statements and reconcile monthly.
- To present all accounts for payment to appropriate meetings for ratification. If it is necessary to pay an account between meetings, this will be done so after discussion with the President, and ratification for this action obtained at the next appropriate meeting.
- To present a monthly statement of receipts and payments at each General Meeting.
- To write receipts as appropriate.
- To file all documentation relating to the financial activities of the Group.
- To collect, record and bank all annual subscriptions.
- To prepare the books for the auditor at least two months before the Annual General Meeting.
- To present the annual statement of accounts at the Annual General Meeting.
- To take part in any evaluation of the Group's activities.

OTHER POSITIONS (in alphabetical order)

1 FUNDRAISING COORDINATOR

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To ensure all fundraising activities are out to a high standard.
- To develop an annual budget / goal for fund-raising in conjunction with the executive.
- To develop, and enact, in conjunction with a fund-raising sub-committee, a calendar of activities throughout the year.
- To promote the Group, and the cause of refugees, through Fund-raising activities
- To take part in any evaluation of the Group's activities
- To delegate as required.

2 MEMBERSHIP SECRETARY

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To distribute and collect membership applications as appropriate.
- To assist new members to complete all forms as necessary
- To collect all completed membership application forms, ensure the approval process for new members and give all membership fees to the Treasurer for banking.
- To keep an up-to-date database of all members that includes names, addresses and other current details in cooperation with the Secretary and within the parameters of the Group's privacy policy.

- To ensure all members have appropriate name badges and to ensure that these badges are worn at all appropriate times.
- To be the contact person for any membership inquiries.
- To ensure that members working with new settler families undertake a Working with Children police check and record details on the Member's database as appropriate.
- To keep an up-to-date record of the training programs that each member has undertaken.
- To take part in any evaluation of the Group's activities.

3 PUBLIC OFFICER

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To ensure that the Group meets all the requirements of the Australian Charity Network Commission (ACNC) in relation to reporting requirements, Constitution updating and any other requirements.
- To take part in any evaluation of the Group's activities.

4 PUBLICITY OFFICER

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To ensure that the privacy of all persons involved (members, new settlers) is respected in accordance with the Privacy Policy.
- To maintain a quarterly Newsletter to be distributed to members and relevant organisation.
- To distribute media releases to inform local communities about the activities and issues of our new settlers, thus maintaining a public profile for the Group.
- To take part in any evaluation of the Group's activities.

5 SETTLEMENT OFFICER

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To facilitate and coordinate all inquiries and applications from potential humanitarian refugees whom the group might support. This will be done, mainly, by email..
- To negotiate with the Sanctuary Foundation regarding potential refugees.
- To develop relationships with relevant NGOs and Refugee organisations, including overseas organisations, which may facilitate potential refugee applications.
- To send details outlining the Australian application process to all overseas organisations as appropriate.
- To send relevant forms to overseas organisations and to assist in their correct completion, usually by email.
- To check all such application forms when they arrive and lodge them with the Australian Government.
- To maintain communication with overseas and Australian organisations as the application process develops to ensure appropriate facilitation and appropriate responses to specific needs and issues.

- Once the applicant(s) is (are) approved, to organise a Family Support Group with the Volunteer Coordinator.
- To assist the Family Coordinator as much as possible before the arrival of the new settler(s).
- To assist the Family Coordinator with any issues that may arise after arrival.
- To monitor the entire settlement process.
- To interface with government bodies as required.
- To take part in any evaluation of the Group's activities

6 VOLUNTEER COORDINATOR

- To be an advocate for all refugees settling in our regional area.
- To work toward the successful functioning of the Group and toward the attainment of the Group's objectives.
- To allocate involvement as required, with a new family
- To work with the membership secretary
- To take part in any evaluation of the Group's activities.

APPENDIX 3

GOOD PRACTICE GUIDE ¹

PURPOSE

This Good Practice Guide provides a point of reference and guidelines for all members of Murray Valley Sanctuary Refugee Group Inc. in their dealings with Asylum Seekers and New Settlers. It forms part of the training and is complemented by Induction Training, Periodic Update Briefings, Team Interaction and Supervision.

Note: It is intended to issue revised versions of this Guide and each new version will be dated accordingly.

	Topic	Guidance
1	Role of Members	Our role is to provide support and friendship to refugees. This support may be in many and varied forms, such as physical, emotional, cultural, financial and/or religious support. It may be short or long term support. We do not provide “advice” on legal or migration issues nor do we offer Migration Agent services. We do not promote any particular form of religion but support religious preferences if they occur. We do not make decisions for families but help with information gathering for informed decision-making.
2	Aim of Sanctuary	Our aim is to help settle refugees in the Albury/Wodonga area and help them to become independent members of the community as quickly as possible. Nevertheless, we offer ongoing contact and support whenever required.
3	Membership requirements	The process of membership shall be followed according to the Flow Chart for Acceptance of new members (Appendix 2). This is to ensure that all new members are familiar with Sanctuary’s work and legal requirements. Note that individual members are accountable for their actions on behalf of Sanctuary.
4	Meetings	General meetings are open to all members. Participation is encouraged and members are welcome to sit in occasionally or attend regularly. All members are encouraged to participate in committee meetings.

¹ 7 May 2018
August 2019

5	Use of interpreters	For everyday issues we use members of the community to help with interpretation. For sensitive issues such as health and finance we engage the Translating and Interpreting Service. We will only use local Interpreters after the family/individual has been consulted.
6	Financial commitments	Members do not make financial commitments of any nature on behalf of Sanctuary, without the prior agreement of the Treasurer. Note that the Treasurer has the delegation to approve financial commitments on behalf of the Committee to an agreed amount. This expenditure will be reported in the Treasurer's monthly report.
7	Confidentiality	The personal details and information about the families and individuals that we support is strictly confidential. You must not pass on this information to other persons or agencies without the informed consent of the individuals/families involved or without reasonable cause. Team Members must safeguard any confidential information to avoid inadvertently revealing it to others. Any breach of confidentiality may put your membership at risk.
8	Privacy	The personal details of Sanctuary members and New Settlers are confidential. They are not available to others without the approval of the person concerned (except as required by the <i>Associations Incorporation Reform Act 2012</i> or other relevant legislation).
9	Mental and physical wellbeing	Many of the people we support have experienced difficulties which could include torture and trauma. We acknowledge that these issues often result in long term emotional and physical illness. We encourage awareness of the issues related to the new settler experience and offer our members access to professional support where appropriate. Where there is reluctance on the part the New Settlers to access professional support, we must respect their decision(s).

10	Respect for the wishes of the people we support	Our role is to support and empower refugees. Therefore we will respect their wishes. In some circumstances, a member/volunteer making suggestion(s) of other option(s) may be appropriate, but ultimately the member/volunteer must then support the choice taken by the person concerned, unless a situation of danger or illegal activity is apparent.
11	Cultural sensitivity	We always respect and acknowledge the cultural preferences of the people we support. As well, we inform them of the standards, laws and common practices that apply in Australia. We never endorse illegal activity, even if it is common practice in the home culture of our supported families. We shall ensure that the New Settlers are aware of Australian laws, expectations and customs, especially concerning the privacy of information, care of children, the use of physical violence and schooling obligations.
12	Client decision making	We aim to provide information to enable new settlers to make their own decisions. We might then assist with implementation. When we require greater levels of intervention we should always seek to redress the decision-making balance back toward the new settler as soon as possible. We do not create dependencies.
13	Exploitation	We will not exploit or take advantage of the people we support, and we shall avoid placing Sanctuary or ourselves in a position where it might appear that we are taking advantage.
14	Reporting	It is important that support teams and members are kept informed on issues relating to the general progress of those we support. At the end of every contact the relevant support member will email the support team about the day's activities. All members of support teams are encouraged to use email/newsletter/General Meetings to keep other team members informed without breaching privacy or confidentiality.

15	Independence and dependence	When we assist new settlers we need to strive for a balance between “independence” and “dependence”, encouraging the new settlers to move increasingly toward independence. Our success can be measured, in part, by the degree of independence the new settlers achieve.
16	Mentoring	We value the wellbeing of members and need to look after each other. We have a responsibility to avoid over-committing ourselves and to mentor other members, noting signs off exhaustion and over commitment.

We developed this Good Practice Guide with the assistance of the Canberra Refugee Support Group Inc.

Member will always retain a copy of the Good Practice Guide for reference.

APPENDIX 4

SETTLEMENT TASK LIST

Item	When	Activity	Contact Name & phone	Support Group Person	Remarks
1.	Day before arrival	Initial supermarket shopping			Collect \$..... cash advance frombank 1 st Shop to stock accommodation with about 2 days of food Pass receipts to treasurer Accommodation is atTel: Fax:; (To be done)
2.	Day of arrival & time	Albury Airport reception QF			Centrecare have booked an interpreter All proceed to temporary accommodation for initial briefing Initial check and information on <ul style="list-style-type: none"> • Urgent medical needs • Other needs • Explain Support group role • Appropriate clothing? • How to contact supporting team if necessary • Accommodation & housing • Finance (To be done)

3.	Day after arrival 0930	Open bank account			<ul style="list-style-type: none"> • Travel documents required Walk away with: <ul style="list-style-type: none"> • Account details • An account opened for all over 16 years of age. (To be Done)
4.	Day after arrival 1100	Apply for allowances as Albury Centre-link			Time & location to be confirmed <ul style="list-style-type: none"> • Contact person (Multicultural officer) 0260 for problems and advice • Walk away with: • Cash advance (card) • Concession card • Customer /file number • Knowledge that a TFN has been requested (To Be Done)
5.	Second day after arrival	Introduce social support & 2 nd hand shop			<ul style="list-style-type: none"> • Follow up any immediate needs • Tour of Albury • [shopping receipts to treasurer].
6.	Third day after arrival	Visits from other support team members on roster			<ul style="list-style-type: none"> • Bring a small gift (e.g. fruit or similar) (To be done)
8.	Fourth day after arrival pm	Register for English classes at Albury TAFE			<ul style="list-style-type: none"> • Call reception (0260with the travel documents beforehand if possible.
9.	Fifth day	Introduce bus to and from city			

10	Sixth day	Attend initial medical appointment; where additional medical dental and counselling needs will be assessed.			<ul style="list-style-type: none"> • About 1 hour • Support team members should attend this session with the family to be informed and to be able to answer any questions later. • Check that family agree with this
11.	Seventh day	Start English classes			<ul style="list-style-type: none"> • Take bus under own guidance. May require a dictionary, pen and paper.
12.	Eighth day	1 st OH & S discussion			<ul style="list-style-type: none"> • Check basic understanding of electricity, hot water and road safety.
13.	Ninth day	Support group and shopping			
14	Tenth day	Support group preparation for the coming week			
15	Eleventh day	Medical appointment Card activation Advance from Centrelink			<ul style="list-style-type: none"> • Pick up • Initial discussion via email
16	12 th day	Dental appt.			<ul style="list-style-type: none"> • No action from support group
17.	13 th day	Clothing – op shop			
18	14 th day	Medical			
19	15 th day	Look at rental accommodation			
20	16 th day	Look at rental accommodation			
21	17 th day	Look at rental accommodation			

22	18 th day	Eye test			
23	19 th day	Centrelink			
24	20 th day	rest			
25	21 st day	Review safety issues			

APPENDIX 5

Fuel voucher policy

A Government grant has been received that allows for volunteers to be reimbursed for some of their fuel costs.

Fuel vouchers of \$50 and \$20 will be available to MVSRRG members. There is no guarantee that this funding will continue once this money has been spent.

- Fuel vouchers contribute to the reimbursement of fuel costs for MVSRRG volunteers who use their own car to transport others to activities, assist with medical appointments or help people in need.
- Two members of the executive committee must approve the issuing of a fuel voucher. Names recorded under 'Comments' on spreadsheet.
- All MVSRRG members should be aware of this policy.
- Must be a member of MVSRRG to receive a fuel voucher.
- Any Member may request a voucher
- Any Members may recommend a voucher be given to another member.
- Treasurer will record the issuing of vouchers on a spreadsheet.
- A maximum of two vouchers per month to any member may be issued.

APPENDIX 6

How to get bikes for Families

- Start planning early
- St Stephens – gets bikes from the police and “sort of” fix them – give them to us for half price
- Main contact at St Stephens is Peter Daly. 2IC is Rod. Unfortunately no phone contact, so need to visit to start the process off.
- When visiting St Stephens with family members, need to have no more than 1 or 2 at a time, so they don't feel overloaded.
- School in Wodonga also helps ??? which one – no idea
- Publicity where possible
- Whoever wants bikes need to go to St Stephens for fitting and choosing.
- Get helmets and locks and note lock numbers in a safe place !!!
- Organise with Ant Packer to collect bikes and hold until safety session can be arranged at PCYC East Albury (behind Lauren Jackson basketball centre, North St).
- Need all family to be ready and understand they are going to a bike track and not doing safety session at home – take water bottles and helmets.
If any already have bikes must take them as well – add to Ant's trailer.
- Be good to have at least 3 volunteers present at the track – need at least 2 hours
- While there (preferably beforehand) do a check on the bikes – gears, adjust seats, brakes. Take tools, pump and WD40.
- Get directions for them for nearest bike path

APPENDIX 7

Use of Sanctuary car

The MVSRG Learn to Drive program has been established to help provide driving experience to CALD drivers who lack other means to gain the compulsory hours on-road driving experience.

Rules for using the car

The MVSRG car is not to be driven in New South Wales.

All Participants, mentors and learners, are required by law to be drug and alcohol free, if a Mentor considers the participant to be under the influence, they are to reschedule the session and contact the coordinator.

The car is to be refueled at the end of each driving lesson, fuel to be paid for by the learner driver.

‘L’ Plates will be clearly displayed at the front and back of the car

The car is to be parked in the designated parking space at Blake Printing, 81 Wigg Street Wodonga. (This will be signed) and the gates must be locked when the car is taken out, and when the car is returned (unless it is during business hours and the office is open for business).

The key will be kept at and must be returned to that place at the end of the lesson.

Radios and mobile phones must be switched off during the lesson.

No passengers, except if a support person is needed.

Booking lessons

1. Lessons are to be booked on the car calendar on the MVSRG website. This may be logged into by mentor drivers and by MVSRG committee members.
2. As our timetables are very full, please be ready for your session on time. Each learner is allocated an hour. A late start means a shorter lesson
3. All Participants are required to give 24 hours’ notice if they cannot attend a driving session. A missed lesson will mean others are disadvantaged. Three missed lessons means that the student goes back on the waiting
4. Students will need to let the coordinator know of changes to their phone number or address in order to ensure ongoing connection.

Volunteer Driver Mentor Statement of Duties

The Volunteer Driver Mentor will provide in-car supervision to learner-drivers enrolled in the Learn to Drive program. Volunteer Driver Mentors are not Driving Instructors.

Mentors will:

- Be paid up members of Murray Valley Sanctuary Refugee Group
- Assist participants develop a range of driving skills in varied driving conditions
- Monitor the participant's progress and provide appropriate learning opportunities
- Fill in and sign the learner driver log book
- Record travel details in the vehicle log book
- Be a capable and competent driver
- Hold a healthy attitude towards learner drivers
- Agree with the program's objectives
- Are keen to help people gain their licence
- Provide positive support and genuine empathy with your learner target group
- Express a commitment to the program and agree to comply with program ground rules
- Provide feedback and support for the learner driver.

Essential Requirements of Mentors: -

- Current Australian full (normal) car Driver Licence
- No period of suspension or disqualification during the past two years
- All driver mentors must be members of MVSRG
- Willing to provide a current compulsory Working With Children registration
- Good communication and interpersonal skills including the ability to relate to a diverse range of participants
- Hours of work will be negotiated between the volunteer and the participant.

Learner requirements

All learners must present their own logbook to every session.

A car logbook is kept in the car and to be completed for each and every drive, signed by both instructor and learner driver. This should include a vehicle checklist to be initialed before each drive where the driver checks the vehicle for any damage, etc.

Students will obey speed limits, including roadwork restrictions. If this requirement is not followed, the lesson will be terminated.

All Participants are required to pay any fines they incur while driving the vehicle

Participants have the right to ask the coordinator for a new mentor. Mentors also have the right to contact the coordinator and request a change of participant.

The car should be taken to a car wash occasionally, again paid for by the learner driver.

Complaints:

Each mentor, participant, prospective participant or their representative (eg. carer, family member, etc.) has the right to complain about a service, or access to that service.

Any complaint will be dealt with fairly, promptly, confidentially and without effect on present or future service provision.

Complaints with regard to the services provided by this program will be dealt with in a positive way. The Learn to Drive committee will communicate with the parties concerned to endeavour to resolve the matter.

Eligibility:

The program aims to assist people who are unable to access family or other support to gain the compulsory hours of log book driving experience.

To be eligible for consideration participants must:

- Hold a current learner licence
- Hold either a Health Care Card or Pensioners Card
- Have no access to a supervising driver or appropriate vehicle (i.e. registered and roadworthy)
- Have completed a minimum of two professional driving lessons for learners on their L's (priority)
- Need a licence to access further employment, education opportunities, increased autonomy and personal esteem
- Be of migrant or refugee background.
- Have no other means to gain driving instruction and experience.

LEARNER DRIVER REGISTRATION FORM

Name Female / Male

Address
.....

Mobile

Date of Birth

Email
Address
.....

Health Care Card or Pension Concession Card Number.....

Drivers Licence Number Licence expiry
date

Number of professional lessons and company.....

English your first language No / Yes

Are you classed as a Migrant or Refugee.....

When are you available for driving
sessions?

Emergency Contact Name

Relationship (eg. 'partner', 'friend')

Telephone

Name of your doctor

Are there any prescription drugs you may be taking that might be needed in an emer-
gency or a medical condition that emergency services would need to know?

I hereby give permission for the MVSRG Driving Coordinator to keep my personal contact
information on file.

Signed

Date

MVSRG Learner Driver Program Agreement

I

agree to abide by the following responsibilities:

- To hold a current learner's licence and to supply this to the program's Coordinator
- To have completed the required professional driving lessons
- To value and respect the effort of my volunteer mentor driver
- To switch off my mobile phone (or put on 'silent') while driving with my mentor
- To be free from the effects of drugs or medications
- To be responsible for my safety and the safety of other road users
- To be reliable and arrive on time for my appointments
- To notify the program if I cannot keep an appointment
- To respect the decisions made by the program's Coordinator
- To advise the Coordinator of any changes in circumstances (e.g. work arrangements that affect appointment times)

I also agree that my participation in the program is subject to a review after 10 sessions with my mentor. I also understand that if I have not met requirements and my progress is unsatisfactory, I may not be able to continue with the program.

Signed

Date