

The Salvation Army Southern Territory Policy on Working positively with Vulnerable Migrants

Purpose:

The purpose of this policy is to ensure that a positive and clearly articulated approach towards advocacy and support for vulnerable migrants is provided by all Salvation Army Community Support Services within the Australia Southern Territory.

Scope:

This policy applies to all officers, managers, employees and other relevant staff members working in Salvation Army Community Support Services.

Vulnerable migrants include:

- Asylum Seekers;
- International students;
- Skilled migrants; and
- Sponsored migrants.

Statement of Policy:

The Salvation Army Community Support Services within the Australia Southern Territory will endeavor to assist all people experiencing financial disadvantage, presenting for Emergency Relief. A high quality of service that demonstrates the inherent value and dignity of every person regardless of the issues with which they present is to be provided.

Salvation Army Community Support Services staff will provide assistance to vulnerable migrants, despite the fact they do not hold a Centrelink Pension Card or a Health Care Card. Vulnerable migrants will be provided with the same level of assistance as any other client group. Given this group of people are likely to be experiencing a greater level of disadvantage, consideration will be given to the provision of additional assistance. The following forms of identification may be available: passport, Red Cross identification card or identification card from another migrant service organisation.

Salvation Army Community Support Services will take a strategic approach towards developing networks with other migrant service organisations. Active referrals to these services will be made in order to assist vulnerable migrants with other presenting issues.

Salvation Army Community Support Services will cultivate meaningful relationships between vulnerable migrants and Salvation Army Corps.

Salvation Army Community Support Services will support vulnerable migrants by developing and delivering services that are consistent with the mission intentions, vision and values of The Salvation Army.

Application:

Salvation Army Community Support Services will:

- Establish protocols and network with multicultural services, regarding appropriate referrals and information sharing;
- Participate in Community Network Groups, improving communication and highlighting issues;
- Participate in Reform Consultations with other non-government and government services;

- Facilitate internal training sessions and/or attend external training relevant to working with vulnerable migrants; and
- Provide vulnerable migrants with at least the same level of assistance as any other Community Support Service client.

Responsibilities required by the Policy:

1. This policy is to be supported by Divisional Social Programme Secretaries (DSPS) and communicated to all Community Support Service staff throughout the Australia Southern Territory;
2. Community Support Service managers are to ensure that vulnerable migrants are supported by their service;
3. DSPS and/or Community Support Service managers are to network with other NGO and government organisations currently working with vulnerable migrants.

Terms and Definitions:

Asylum Seekers: An asylum seeker is an individual who is seeking international protection. In countries with individualised procedures, an asylum seeker is someone whose claim has not yet been finally decided on by the country in which he or she submitted it. Not every asylum seeker will ultimately be recognised as a refugee, but every refugee is initially an asylum seeker.

International Students: A student granted a visa for full time study within Australia within an approved course. Students must apply for a work visa and can work no more than 20 hours/week during the school semester. This includes both paid and voluntary work.

Skilled Migrants: A person not sponsored by an employer, who has skills in particular occupations required in Australia. Applicants must be over 18 and under 45 years of age, with good English language ability and recent skilled work experience or a recently completed eligible Australian qualification.

Sponsored Migrant: A migrant sponsored by an immediate family member that can include fiancés, partners, children, parents and other family members of Australian citizens, Australian permanent residents or eligible New Zealand citizens.

Reform Consultations: A consultation process to voice sector issues and explore ways of improving the situation.

Protocols: The etiquette, procedure or conventions of correct process to be followed when liaising with multicultural and migrant groups.

Commonwealth Emergency Relief (CER): Government funding provided to Community Support Services for the provision of financial assistance.

For more information regarding the status and support available to vulnerable migrants go to:

<http://www.immi.gov.au/>