



Safeguarding Policy

Summary

United Federation Of Volunteer For Refugees Action (UFVRA) Inc, recognises that the welfare of refugees and migrants is paramount and that they have equal rights of protection in Australia and around the world.

UFVRA will:

- Respond to concerns and allegations appropriately
- Treat all refugees & Migrants with respect and uphold the power of loving people
- Carefully recruit and select all volunteers
- Be guided by, where applicable, the best practice of leading organisations in this field such as UNHCR

While other NGOs on the camps or community base will always be the officially mandated organisations for safeguarding the refugees on the camps and community, UFVRA will work closely with them to ensure refugees and migrants are protected.

When there are concerns about the welfare of any refugee, all volunteers in the organisation are expected to share those concerns with the Designated Safeguarding manager (DSM).

Safeguarding refugees and Migrants: Lead and Deputy

UFVRA's DSM for refugee/migrants safeguarding is: Name: Nelson Case, Co-founder Contact details: at admin@ufvra.org.au Uganda

The DSO deputy is: Name: Emmanuel, Co-founder Contact details: admin@ufvra.org.au Australia

The DSM is responsible for:

1. Recruitment and training for all volunteers
2. Monitoring and recording concerns
3. Making referrals to relevant NGOs with responsibility for welfare without delay
4. Liaison with other agencies

Their role is also to oversee and ensure that UFVRA Safeguarding Policy is fully implemented. These details will be made available to all volunteers at recruitment stage,



on the website and induction. This includes ensuring they and all volunteers receive adult safeguarding training as appropriate. The deputy should be available to support or cover for the DSM. They will also handle any complaints or allegations against the DSM if appropriate.



Confidentiality

In cases of disclosure of abuse, UFVRA AUSTRALIA is obliged to share the information and will refer our concerns to the relevant NGO and/or the police in an emergency.

Volunteer Allegations

Concerns about the behaviour of UFVRA volunteers will be referred without delay to the DSM who will contact the relevant NGO, or the police, if a crime may have been committed.

If the concerns are about the DSM, it is important to refer to the deputy person. This may not be appropriate, in which case any volunteer may personally refer direct to the UNHCR representative who will liaise with the relevant NGO, or the police, if a crime may have been committed.

Refugee Safeguarding Policy

Any individual registered by the Camp Manager will be deemed a refugee.

Safeguarding concerns arise when a refugee is, or is at risk of, being abused or neglected and unable to protect themselves against abuse or neglect or risk.

UFVRA is guided by [ACFID Code of Conduct](#) which has [Quality Principles](#) which should inform the way that volunteers should work.

They are:

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership
6. Accountability

Recognising Abuse

The [ACFID Code of Conduct](#) outlines how abuse may take many forms and how individual circumstances should be considered:

- Physical
- Domestic violence
- Sexual
- Psychological
- Financial or material abuse
- Modern slavery



- Discriminatory
- Organisational



- Neglect and acts of omission
- Self-neglect

Mental Capacity

- UFVRA fully recognises and upholds Mental Health Act 2016, 3 main objects the in all aspects of its work by:
- Presuming each adult at risk has capacity
- Supporting individuals to make their own decisions
- Recognising the right for individuals to make their own decisions, even if they may seem eccentric
- Making sure what the UFVRA does for refugees is in their best interests
- Making sure that anything UFVRA does is the least restrictive action for the individual

Treating refugees and Migrants with respect and the power of loving people

UFVRA endeavours to treat all refugees with respect and The power of loving people, regardless of ability or culture.

Recruitment

Before starting work all volunteers are required to

- Agree to the terms of our Volunteer Agreement
- Agree to abide by and uphold our Code of Conduct
- Agree to and uphold the Safeguarding Refugees Policy
- Have a video interview with one of our Volunteer Recruitment Team where key aspects of the Agreement and Code of Conduct are emphasised

Induction and Training

All volunteers attend a morning briefing that makes clear each individual volunteer's responsibilities for the day. The morning meeting also provides space for feedback and training.

All volunteers are supervised by a designated Volunteer Co-ordinator at each camp.

Disclosures

A disclosure may be communicated verbally or through behaviour by a refugee or volunteer.

If any volunteer is concerned about a refugee or volunteer it is important that this information is communicated to the DSM or deputy for safeguarding.

They may become aware of suspected or likely abuse by:

- Their own observations and concerns



- Being told by another person that they have concerns about a refugee
- The refugee tells them
- The abuser tells them

Responding to concerns

RSE ensures and emphasises that everyone in the organisation understands and knows how to share any concerns immediately with the DSM/deputy.

Complaints/ disciplinary & grievance procedures

Where a complaint has been made with regards to any inappropriate or poor practice, UFVRA will discuss the situation with the relevant NGO before making an open decision about the best way forward.

It is the responsibility of the DSM/deputy to ensure that these procedures are rigorously adhered to. In the case that the DSM is implicated, the deputy should be informed. In the exceptional circumstances that both are involved, it is the duty of the person concerned to contact the UNHCR representative direct, or the police if a crime has, or may have been, committed.

Record Keeping

All records will be kept securely. Only the DSM and/or those with authority to do so will have access and records will only be kept as long as necessary.

Policy Date

This policy was agreed on 31 June 2015 and will be reviewed annually or when there are substantial organisational changes/changes in legislation.

Policy review date: 31 June 2017.