



Refugee Linking Policy

Major changes to this document: Rebrand.

1.0 Purpose

Multicultural Australia recognises that, for many refugees and humanitarian entrants, linking with relevant ethnic and religious communities and making contact with established community members and groups is an important part of a successful settlement journey. However, we also acknowledge that some people may have a range of reasons for not wanting to link with others in their community.

Similarly, links to the broader mainstream community are also important and will be facilitated through our Volunteer Program.

This policy aims to ensure that refugees and humanitarian entrants are given the choice of whether to be linked to other members of their community or not.

2.0 Principles underpinning the policy

The following principles will be applied in respect of linking activities:

- We have no cultural, religious or political affiliations and will remain neutral in its approach to these issues in respect of the communities that it works with.
- All eligible community groups and community members will be treated equally with regard to access to services, information and support, regardless of their ethnic, cultural or religious backgrounds.
- Clients will be given the choice of whether to be linked to established community members and/or groups. No one will be linked to their community automatically as a result of settlement activities.
- To ensure the privacy and confidentiality of our clients and in line with our [Privacy Policy](#), no personal information about our clients, including contact information, will be provided to community groups or community leaders.
- For the same reason, community leaders/members will not be invited to attend airport arrivals, other than as our staff members.
- Information gained through doing work for us by staff (including cultural support workers) volunteers and Board members is to remain confidential and must not be used for the purposes of ethnic or religious community linking and/or activities.
- We will facilitate linking by providing our clients with information about community leaders, community groups and community activities, along with contact details. Where one of our clients expresses the desire to link with a community, we will provide support, where appropriate.
- Community leaders and group members are responsible for ensuring that relevant information is provided to us and that this information is regularly updated.

3.0 Scope of Policy

This policy applies to community linking activities for newly arrived refugees and humanitarian entrants, such as those specified in *Definitions*.

It does not apply to group settlement activities and/or community education or community development activities organised and run by us, nor does it apply to referrals to other organisations and groups which may occur as part of the case planning and case management process across the organisation. In these instances, informed client consent for participation and/or information sharing must be obtained.

4.0 Management of policy area

This policy area will be managed by the Executive Manager Client Services.

5.0 Implementation/Communication

This policy will be communicated to community leaders and appropriate community members through information sessions and/or an information sheet.

Our staff, Board Directors and volunteers will be made aware of this policy and any related procedures, initially through the induction process, and then through relevant information provided at staff meetings and/or through policy and procedure updates, as required.

6.0 Review

This document will be reviewed not less than every two years to ensure its effectiveness and compliance with relevant legislation and/or contractual obligations. The policy may be reviewed more frequently in the event of changes to relevant legislation, contractual obligations and/or following any significant breach of the Code of Conduct.

7.0 Definitions

For the purpose of this policy, linking means providing information to new entrants about:

- Ethnic and/or religious community groups, associations and/or leaders.
- Places of worship, community centres and/or community meeting places.
- Community meetings and events.
- Ethnic and community media outlets, and
- Social networks and social events.

8.0 Related documents

- [Privacy Policy](#) and related procedures.
- Case planning and case management procedures.
- Privacy Act 1988 (Cth) and, where appropriate, documents relevant to our contractual obligations.