

Working agreement for family members and volunteers

(NB translate)

Tyneside Welcomes (TW) was formed to support refugee families who have had to leave their country because of war. We are all volunteers; we are not paid by the government or anyone else. We do this work because we want to help people who have suffered in a war by providing a safe place where they can build a new life.

In Britain charity groups like *TW* are encouraged to set out clearly in writing what they can and cannot offer to do. Experience over the years has shown that it helps to set some general rules, although this may seem odd to you. This “working agreement” sets out the rules we will work to and that we would like you to follow as well. We will explain it to you and will consider any changes you may wish to make.

We will support you for up to 24 months from your arrival. We will help you to:

- Become familiar with your new home
- Settle, live and work independently in the U.K. and
- Learn English

Our Promise to You:

We make the following promises to you:

We will respect you:

- We aim to be kind and considerate
- We will respect your beliefs, gender, religion, culture, ability and experience. We will not impose our beliefs on you
- We will aim to be on time when we have arranged to see you. If we can't keep to the arrangement, we will give you as much notice as possible

We will respect your independence:

- We will not *do* things for you — we will help and *show* you, so that you can do things for yourself
- We aim to give you the right information so that you can choose what you want
- We want you to make your own decisions
- We will support your decisions

We will respect your privacy:

- We will not visit your home without an appointment or invitation. We will only visit at times agreed with you
- We will not share your contact details without your permission — only a selected few of us will know your telephone number
- We will not discuss personal information about you without your permission (except where withholding such information could lead to harm)
- We will not talk casually about you to our friends and family
- We will not take or share photographs of you without your consent
- While we are volunteers, we will not “friend” you on social media

We will not exchange gifts or money:

- We do not want you to feel you have to give us food or drinks every time we visit or to spend your money on us. So, we won't accept gifts of hospitality from you beyond very small gestures
- We won't lend to you, or borrow money from you. If you are worried about money, tell us and we can help you find a solution

We will work safely:

- We will make sure that all volunteers are checked and safe
- At first there will always be two volunteers present when we meet you
- We will not put any of you at risk
- We cannot give you specialist advice (this is illegal in the U.K.). If you need such advice, we can help by putting you in touch with lawyers

Your Promise to us:

In return, we ask that you please:

- Aim to be kind and considerate
- Treat us with respect and equality. Respect our beliefs, gender, religion, culture, ability, sexuality and experience.
- Contact us only during times we have agreed with you unless it is an emergency.
- If we have arranged to meet but you are not able to keep the arrangement, give us as much notice as possible. If we have an arranged appointment, aim to be on time.
- Say "No" if you disagree with us

What to do if you are concerned or have a complaint?

- T.W. has a Complaints Policy that sets out what to do if anyone has a complaint. A copy of this policy is in the Welcome Pack we give you

Policy Approved: 16 March 2020

Policy review date: 16 March 2021