Introduce Asylum Guides and how you will help

Introduce your charity and the Asylum Guides project

● Provide an overview of the charity you represent
● Emphasise how your charity is independent from the government
● You have been referred/self-referred to the charity I represent
● The charity I represent has matched us up to work through things together
● *If relevant*, explain that the charity will aim for you to see the same Asylum Guide throughout your asylum journey

Introduce yourself and explain what an Asylum Guide is

● As an Asylum Guide, I am a representative of my charity
● I have completed Asylum Guides training
● *If relevant* we will meet at key stages of your asylum process (either in 1-2-1 or in a group)
● I will offer information and guidance to help you understand how to navigate the asylum system
● I will not offer legal advice on the immigration process. I have not received specialised training to do this.
  ○ I can provide legal information which is factual, generic, and does not address any one particular course of action
  ○ I cannot apply the information I share with you today to your specific case - you will need a solicitor for this
  ○ We hope these sessions increase your understanding of the asylum process and your rights and entitlements throughout
● I can also provide referrals to other support services, if needed
● The Asylum Guide meetings will be confidential
  ○ No information about a client will be given, directly or indirectly, to anyone outside the charity I represent, without your express consent
  ○ Confidentiality is between the charity I represent and you
  ○ Confidentiality would only be broken if we considered that you were a danger to yourself or others

Notes:
Explain about referrals you can help with

- There are several organisations who may be able to assist you if you are a victim of torture, trauma, domestic violence or modern slavery
- There are also organisations who may be able to help you if you are having trouble coping with your current circumstances
- Anything that you share will be dealt with with sensitivity and taken seriously
- I may not be able to help directly with a disclosure but I will either work with you to find a suitable organisation who can help or talk with my coordinator about what to do

Explain how to make a complaint

- If, for any reason you would like a different volunteer or you would like to make a complaint, please contact the Asylum Guide coordinator (volunteer should make the client aware of who this is)

Explain that feedback will be collected

- We will be collecting anonymous feedback for the Asylum Guides project to understand whether the project is working and how to improve it.
- Your feedback is really appreciated, but it is always your choice what you share with us
- A really good way of explaining what the project does is through telling stories of people’s journeys through the process please let me know whether you would be willing to share your story

*Volunteers - explain the forms relevant to your session*

Multi-week format (1-to-1 model)

- We will start by completing an initial assessment to find out your needs
- We will then collect feedback at the end of each session to identify what other information and support you may need and to measure the overall impact of the project

or

All-in-one format (Group model)

- We will complete a pre-session form at the start of the session and a post-session form at the end to identify what other information and support you may need, and to measure the overall impact of the session

Notes: