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Welcome to your new home!

(Write your name here)

Right click and select
'Change Picture' to put
a photo here.

This is your handy guide to your new home at:

Got a question? Ask your care worker:

Approved by: Regional Director, Residential Care and Transition Services

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What's inside?



Your House



Who's who?



Getting to know you



What can you expect?



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House meetings



Phone calls



Let's eat



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Learning



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Your house



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Who's who?



Meet the care team...

Getting to know you



We're excited to get to know you!

To start off, spend a little time with your care worker filling this out...

Your name:

Nickname:

What you like:

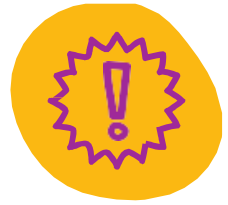
What you don't like:

Favourite food:

Favourite subject:

Hobbies:

What can you expect?



- Respect for your rights
- Food, clothing, shelter
- To feel valued
- Cultural and religious support
- Sports and hobbies
- School and training
- Help with problems
- Medical care
- Fun activities
- Relationship help
- Special needs support

Please talk to us if you have any concerns.

Your bedroom



Right click and select
'Change Picture' to put
a photo here.

You have your own bedroom. This is your private space.

Things to know...

- Other young people aren't allowed in your room.
- If a support worker knocks at your door and you don't reply, they might come in if they think you need help.
- It's up to you to keep your room neat and tidy.

Swimming pool



Swimming can be heaps of fun, but we need to remember to put safety first.

Your Care Team Leader will organise a Pool Safety Plan with you to make sure you're kept safe.

If you have any concerns, have a chat to one of the care workers or your Care Team Leader.

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a photo here.

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House meetings



We have house meetings once a week.

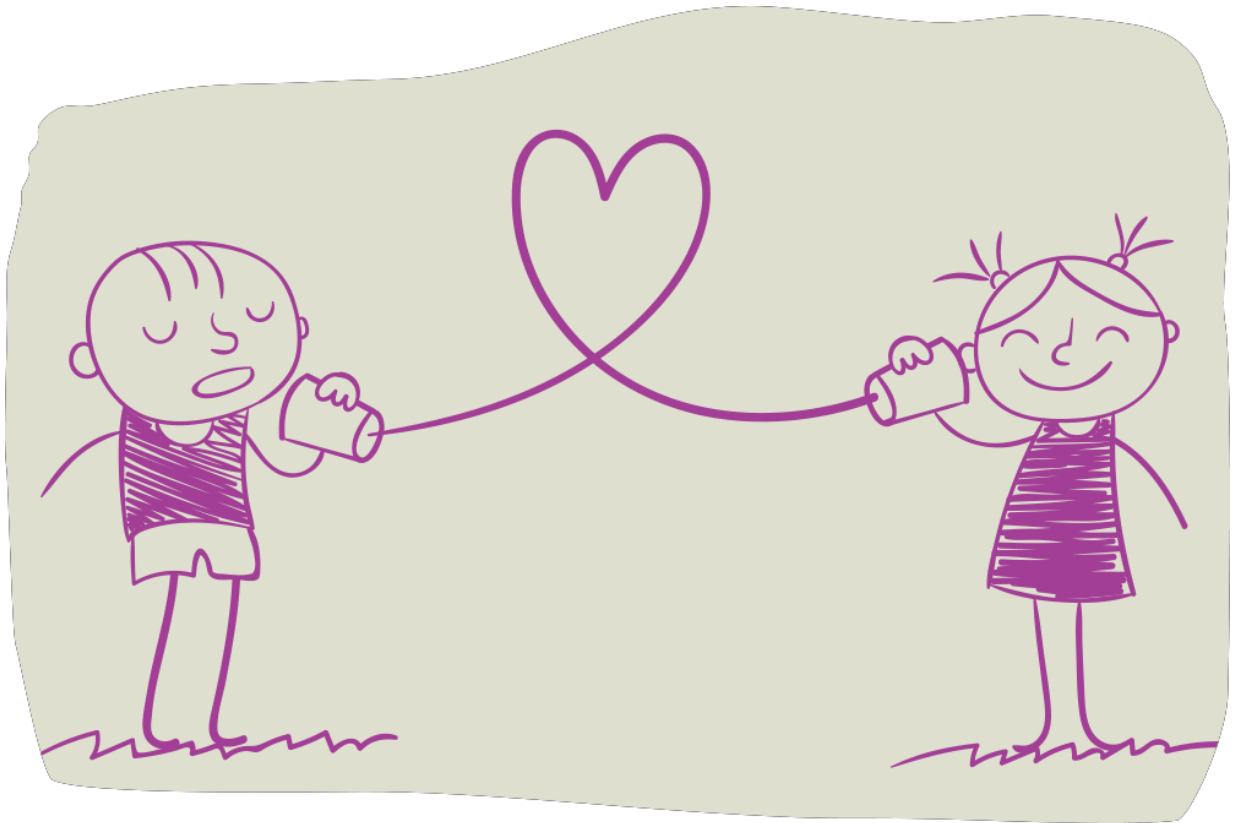
This is your time to talk about what's going on in the house.

Things we talk about include...

- House updates
- Outings and activities
- Plan weekly menus
- Dividing chores
- Problem solving
- And anything else you need

Safety is important! No one is allowed to bring cigarettes, alcohol, or drugs into the house (or other harmful or illegal items). If you're not sure what this means or you'd like help quitting, chat to a care worker – they're here to help.

Phone calls



You're welcome to call approved people and use the house phone in emergencies.

Let's eat!



Everyone eats together and we all pitch in to prepare, cook, and clean up at mealtimes.

If you have problems when it comes to buying food and cooking, always remember you can ask for help – we've got your back.

Got a meal suggestion?

Let everyone know about your awesome dish at the house meeting!



Tidying up



Chores can seem like a massive job...

...but if everyone chips in to help - they're easy!

We split up tasks at our weekly meetings to make things simpler.

Places to keep clean and tidy:

- Kitchen
- Bathroom
- Lounge room
- Outdoor areas
- Your bedroom

Learning



We can help you make choices about study.

To live happily, your education and training is super important. During school hours, it is expected that you will be learning to help you live independently and reach your personal goals.

With our support, you can keep learning and keep bettering yourself!

Plus, we can help you get into a sports team, community group, social group - or all three! These are good ways to meet people and make friends.

Paying your way



Having a job and earning your own money is a big part of living. Even if you're studying, a casual or part time job could be a great way to earn money and get experience.

Your support worker will help you:

- Write a résumé and cover letter
- Look for jobs
- Prepare for interviews
- Meet Centrelink requirements



Having fun



Everybody loves the weekend and time outside school!

If there's something fun you'd like to do, either on your own or as a group, let us and know and we can help you organise it.

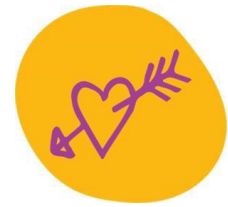
Everyone loves activities!

You can:

- Visit friends and family
- Go on group outings
- Suggest activities you'd like to try



Building Community



We use the Sanctuary® Model.

This has:

- SELF (which stands for safety, emotions, loss and future) planning
- SELF psychoeducation
- Community meetings
- Go-To-Plans
- Self-care planning

These are the daily practices for staff and clients that support a trauma-informed culture.

The Sanctuary® Model:

- Focusses on building community
- Focusses on safety
- Gives you tips to help heal
- Recognises trauma

If you want more information about Sanctuary, speak with your Care Team Leader.

Care plan review



Taking control of your life can be tough. So, we have reviews to work out how we can help you reach your goals. You can have reviews now and then with your care team and adults responsible - they're here to help. Make sure you talk to them about your goals and how you'd like to get there.

Got some goals in mind? Write them down!

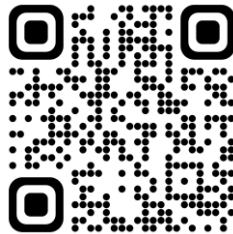
Not happy?



Talk to a support worker. Let's fix your problem together!

Things to know...

- You should feel safe, supported, and respected at all times.
- Talk to your SILP Caseworker, Support Worker, or Team Manager/Program Coordinator.
- You can provide feedback or make a complaint by completing the MC's Feedback and Complaints Form.



- You can also talk to your Child Safety Officer or Community Visitor.

Want to talk to someone outside of Mercy Community?

Office of the Public Guardian/Your Community Visitor

Phone: 1800 661 533

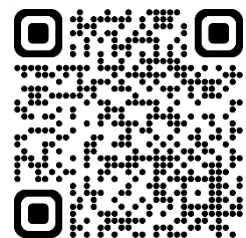
<https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/child-legal-advocacy>



The Department of Child Safety, Seniors, and Disability Services – Complaints Department

Phone: 1800 080 464

<https://www.cyjma.qld.gov.au/contact-us/compliments-complaints>



Your rights



- Safety
- Culture
- Relationships
- Decision-making
- Information
- Privacy

- Regular reviews
- Medical services
- Education
- Jobs
- Support

You have the right to live in a place that's safe, secure, and respectful. You should feel comfortable here. This space should also give you opportunities and ways to achieve your goals.

Ask a care worker if you want any more information about your rights. The full Charter of Rights for a Child or Young Person in Care can be found at www.qfcc.qld.gov.au.

Reviewable Decisions

If you don't agree with a decision Child Safety has made about your life, such as who you should live with, if your parents know where you are living or the amount of contact you have with your family, you can talk to the Queensland Civil and Administrative Tribunal (QCAT) to have that decision reviewed.

Contact QCAT on 1300 753 228 or email enquiries@qcat.qld.gov.au. You can also find information on their website www.qcat.qld.gov.au.

You should talk to QCAT **within 28 days** of finding out about a Child Safety decision. You can ask an adult to help you speak to QCAT. You can also talk to your Child Safety Officer or Community Visitor or contact the Youth Advocacy Centre on 3356 1002 or www.yac.net.au.

Your privacy



Your personal information is protected by law. This means we follow rules about what information we collect from you, how we store it, as well as who can and can't access it.

Only these people are allowed to access your information:

- Your Child Safety Officer, the Department of Child Safety, Seniors, and Disability Services Team Leader, and the Child Safety Service Centre Manager.
- Child youth and mental health service workers.
- Similar health service workers who have worked alongside the Department of Child Safety, Seniors, and Disability Services.
- SILP workers who are directly working with you.
- Other support services directly involved with your support plan.
- The Commission for Children, Young People and Child Guardian Community Visitor, who has the legal right to access your file.

You have been provided with a Privacy Brochure. If you would like more information about privacy, please ask.

Your privacy



In some Mercy Community houses, we have Closed Circuit Television (CCTV) installed. These cameras are placed on the outside of the building. These are to maintain the safety and security of the people we support, the care team, and the property. If there are cameras in use where you are living, you will be informed and shown where the cameras are located.

If there are concerns for someone's safety or a crime, Mercy Community may be required to share the footage with the Queensland Police Service or other persons where it is assessed as necessary. If this footage is being shared, you will be notified by your Care Team Leader.

If you have any questions about your privacy in relation to this, please talk to your care team.



Who you can talk to



Your Child Safety Officer is:

Contact:

Your Community Visitor is:

Contact:

The Community Visitor is from the Commission for Children and Young People and it's their job to ensure the program is positive for you and that you're being treated with dignity and respect. You can contact your Community Visitor at any time.

Your Senior Residential Care Worker is:






Your Care Team Leader is:

CREATE Foundation 1800 655 105 (free call) www.create.org.au

The CREATE Foundation is a national organisation run for, by and with children and young people in care. They run activities, programs, training, and workshops with young people to improve the care system and improve personal outcomes. To get involved join Club CREATE - it's free, and a great way to meet other young people and hear about events happening in your area.

Entry questionnaire



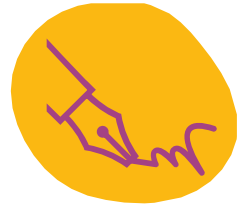
	Strongly disagree 	Disagree 	Neither agree/disagree 	Agree 	Strongly agree 
My carers have helped me to understand the house Agreement and safety expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers supported me to understand my Mercy placement (i.e., who my care team is, who I can talk to when I need help, my rights within my home).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was helped by my carers to feel comfortable in my Mercy placement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received a Welcome Pack with my own new toiletries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers helped me find everything I needed in my new placement and helped me plan to get things I needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was helped to feel welcome in my new home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I knew what to expect in placement from the regular House Meetings and Daily Planning meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand the role of my Care Team Leader and how they can support me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been shown how I can make a complaint and who can help me if I need to share important information about me or my safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes



A large, empty rectangular box with a yellow border, intended for writing notes.

Signatures



Write your name and sign on the lines below to let us know your care worker has talked to you through this booklet and have made sure you understand everything.

Your name: _____

Your signature: _____

Care worker name: _____

Care worker signature: _____