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<b>Service Stream</b>	Families and Young People Services	<b>Category</b>	Residential Care and Transition Services
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## Purpose

- The safety, welfare and best interests of the young people residing in our residential care programs are paramount; the provision of care for young people in the program will focus on their strengths and provide them with opportunities to heal and grow in identity, intimacy, and independence.
- It is necessary to understand a young person's past experiences and trauma and how current actions and behaviours may be an expression of their pain, grief and loss. These behaviours are often driven by underlying needs for safety, validation, care, and support. Viewing a young person's challenges through this 'trauma lens' requires asking ourselves 'what's happened to you?' rather than 'what's wrong with you?' (Bath, 2008b).
- Young people in care are active partners in planning their future. They need to have the opportunity to be involved in decision-making processes, have choices, and have the opportunity to exercise these options.

## Scope

This procedure applies to all employees, volunteers and contractors engaged within the Residential Care and Transition Services (RCaTS) programs across Mercy Community (MC) – Families and Young People Services (FYPS).

## Procedure

### 1. Preparing for a person we support's arrival

- 1.1 Preparation for a person we support's arrival may commence at the time of referral and suitability assessment (see *FS PROC RCaTS Referral and Suitability Matching*), however, will formally commence when the placement is accepted.
- 1.2 In preparation for a person we support entering the program, a transition process will occur. Transition plans are developed to suit the individual needs of people we support, therefore the timeframes for these transitions will be different. Transition plans are to be documented in the *CTARS Stakeholder Meeting Minutes Form*.
- 1.3 Further meetings with the person we support, the Department of Child Safety, Seniors, and Disability Services (the Department) and other relevant agencies may be required to develop or monitor the transition plan. These meetings also provide the opportunity to inform and reinforce to the person we support the safety rules and expectations of the placement.
- 1.4 The Senior Residential Care Worker (SRCW) will ensure that a welcome kit is prepared for each person we support and complete the *FS FORM RCaTS Welcome Kit Checklist*, to be filed by the Area Coordinator (AC). The welcome kit will include:
  - The *FS FORM RCaTS Welcome Booklet* (relevant to the program model);
  - Relevant MC information, including the *MC Privacy Brochure* and the *MC Feedback and Complaints Brochure*;
  - A copy of the *Department's Time In Care Information Access Service (TICIAS) Information Sheet*; and
  - Age-appropriate toiletries, including toothpaste, toothbrush, body wash, face wash, moisturiser, shampoo, conditioner, roll-on deodorant, tissues, and any other items the person we support may require (N.B. allergies and medical conditions must be considered when preparing these items).

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## Procedure

- 1.5 An *Individual/Multi-activity Planner*, a *FS FORM RCaTS Positive Behaviour Support Plan* and a *FS FORM RCaTS Safety Plan* must be developed, by Care Team Leader (CTL), for each person we support prior to their placement commencing (as per *FS PROC RCaTS Support and Intervention Planning* and *FS PROC RCaTS Positive Behaviour Support*). Any available Client Profile must also be entered on CTARS. This should include completion of the 'Contracts/Hierarchy' Tab to determine whether contact is to be permitted.
- 1.6 Where the person we support is unable to physically attend the service as part of the transition process (e.g., people we support entering from another region), video technologies may be used to assist with the process.
- 1.7 For emergency or same day placements, workers will attempt transition processes as much as practicable although it is acknowledged that the limited timeframes will mean many of these tasks do not occur. For this reason, pre-made induction packs may be stored at residential care houses. A Client Profile must be created within CTARS with all available essential information entered and a *FS FORM RCaTS Positive Behaviour Support Plan* and *FS FORM RCaTS Safety Plan* is prepared prior to the person we support's arrival.

## 2. Person we support's entry

- 2.1 Changing placements can be difficult for people we support. As such, the entry process will be individualised based on what is known about the person we support. Some may wish for a welcome dinner or event whereas others may wish to arrive with no fuss. A person we support's entry will be discussed with them during the transition process.
- 2.2 Individual houses may have their own entry rituals. Where this is the case, workers will advise people we support of these rituals and invite them to participate.
- 2.3 Where a person we support has been placed as an emergency placement, their entry will still be acknowledged and celebrated within the first week of their arrival.
- 2.4 All placements are to be acknowledged and celebrated, regardless of length.
- 2.5 Upon entry, the person we support's routines and activities will be further explored and entered by the CTL into the planners. This includes:
  - Schooling arrangements;
  - Extracurricular activities;
  - Family contact schedules;
  - Upcoming medical appointments;
  - Court dates; and
  - Any other events or significant dates.
- 2.6 Any medication consents will be gained and will be appropriately stored, and information updated on the person we support's Client Profile by the CTL at the time of entry, as per the *FS PROC RCaTS Health and Medication*.
- 2.7 Within two (2) days of a new person we support arriving, a house meeting will be held. This acknowledges that the entry of a new person we support affects everybody and provides the opportunity for all people we support to revisit house rules, group deals, general routines, and expectations. This is recorded in the *CTARS House Meeting Minutes Form* and should include the CTL and, where possible, SRCW/SILP Caseworker.

## 3. Person we support's induction

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- 3.1 The initial induction of a person we support must occur as soon as practicable upon their entry to the placement. The CTL/Team Manager (TM) will oversee this process and delegate tasks, as required. The CTL will report any significant delays to the Senior Program Manager (SPM).
  - 3.2 The CTL/TM holds overarching responsibility to ensure all induction tasks are completed with the person we support.
  - 3.3 The induction of a person we support includes reviewing the Welcome Booklet with them to ensure they are aware of and introduced to:
    - The physical property, including their bedroom, bathrooms, laundry, *FS FORM Emergency and Fire Safety Management Plans* and equipment;
    - The relevant people, including program workers and their roles, other people we support, and relevant stakeholders (such as community visitors);
    - Reference person process, including program expectations and structure of ongoing support (as aligned with the *FS PP RCaTS RES Phased Trauma Recovery Model for Out of Home Care*);
    - Household routines and house safety expectation house meetings, menu planning, bedtimes, smoking, visitors, curfews, chore schedules, employee rosters and transport arrangements, including car and booster seat arrangements;
    - Ensuring they are provided with and have access to:
      - *MC Privacy Brochure*;
      - *MC Feedback and Complaints Brochure*; and
      - *FS FORM RCaTS Welcome Booklet* (relevant to the program model).
    - The Area Coordinator (AC) will assess, review, and update the *FS FORM RCaTS Pool Safety Plan* based on the person we support's swimming ability. This will be discussed with the person we support, and a copy of the updated *Pool Safety Plan* forwarded to the Business Support Team to update the Pool Register and save the updated plan in the Pool Register electronic file.
    - Car Safety and transportation is important for people we support. Upon induction, it is important that car safety is considered and people we support are informed. When driving with children up to seven (7) years of age, workers must ensure people we support are restrained in a properly fastened and adjusted Australian Standard (AS) approved child restraint. Requirements for children's car seating arrangements based on age should be considered when using car travel. Children under twelve (12) years are not to be seated in the front seat of a car. Children aged four (4) to seven (7) years must use a forward-facing child restraint or booster seat and it is recommended that children remain in a booster seat until at least eight (8) years of age. It is important to ensure that any car restraints are appropriately fitted. People we support are not to be transported in the car until appropriate car restraints are in place.
- For SILP placements, this would also include:
- Community orientation, including the provision of emergency numbers;
  - An initial grocery shop;

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## Procedure

- The provision of a 'start-up kit', including toiletries, towels, bedding (this is negotiated between MC and the Department at the initial placement meeting);
  - Organising a mail redirection (if required);
  - Reviewing the tenancy agreement, including who to contact in case of emergencies;
  - Completing and submitting Centrelink forms (as required);
  - Completing the *FS FORM RCaTS SILP Tenancy Entry Condition Report* (if required);
  - Ensuring that the person we support has the SILP Support Line contact phone number; and
  - Completing the *FS FORM RCaTS SILP Participation Commitment*.
- 3.4 The worker/s overseeing the induction process will be sensitive to the needs and capacity of the person we support in taking in this information and deliver this information in a way that the person we support can understand.
- 3.5 At times, it may be appropriate to conduct the induction process with the person we support and a support person (e.g., Child Safety Officer) who may be able to support and reinforce this information.

## 4. Record management

- 4.1 All forms and documents (which are not built into CTARS) will be attached to the person we support's CTARS Client Profile.
- 4.2 Where the *FS FORM RCaTS Emergency and Fire Safety Management Plan* is completed upon entry of a new person we support, the AC will ensure it is printed and placed into the yellow Unit Information Folder (as per *FS IP RCaTS Unit Information Folder Matrix*).
- 4.3 Any email correspondence between the Department and any other agencies regarding the entry and induction process must also be attached to the person we support's Client Profile.

## Definitions

### Area Coordinator

Employee tasked with the support and management of staffing teams within a region.

### Care Team Leader/Team Manager (CTL/TM)

Employee tasked with client care planning and care management oversight within the MC-FYPS Residential Care and Transition Services Programs.

### Child Safety Officer (CSO)

An employee of the Department of Child Safety, Seniors, and Disability Services (the Department) and delegate of the Chief Executive tasked with the statutory case management of people we support subject to a Child Protection Order.

### CTARS

CTARS is a cloud-based client management system, designed specifically for disability services, children's services, and aged care. The system will allow MC staff to undertake therapeutic planning and assessment, capture and report on outcomes and ensure practice complies with legislative requirements through industry best practice frameworks.

### Senior Residential Care Worker (SRCW)

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## Definitions

Employee tasked with the day-to-day support and coaching of workers and running of an MC Residential Care Program site.

### **Residential Care Worker (RCW)**

Employee tasked with providing daily care for people we support.

### **SILP Caseworker**

Employees allocated case management or responsibility for clients in the program.

## References

Child Protection Act 1999 (Qld)

Department's Child Safety Practice Manual (CSPM)

Department's Time In Care Information Access Service (TICIAS) Information Sheet

FS DOC RCaTS Program Overview

FS IP RCaTS Unit Information Folder Matrix

FS PP RCaTS RES Phased Trauma Recovery Model for Out of Home Care

FS PROC RCaTS Health and Medication

FS PROC RCaTS Positive Behaviour Support

FS PROC RCaTS Referral and Suitability Matching

FS PROC RCaTS Support and Intervention Planning

MC Privacy Brochure

MC Feedback and Complaints Brochure

## Related Documents

CTARS House Meeting Minutes

CTARS Stakeholder Meeting Minutes

FS FORM RCaTS Emergency and Fire Safety Management Plan

FS FORM RCaTS Pool Safety Plan

FS FORM RCaTS Positive Behaviour Support Plan

FS FORM RCaTS Safety Plan

FS FORM RCaTS SILP Emergency and Fire Safety Management Plan

FS FORM RCaTS SILP Participation Commitment

FS FORM RCaTS SILP Tenancy Entry Condition Report

FS FORM RCaTS SILP Welcome Booklet Outreach

FS FORM RCaTS SILP Welcome Booklet Placement

FS FORM RCaTS Welcome Booklet PASG

FS FORM RCaTS Welcome Booklet Residential Care

FS FORM RCaTS Welcome Kit Checklist

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