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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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Review date: 18 Dec 2025

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Mercy Values



Compassion

We offer compassion and empathy, taking the time to walk in another's shoes. We act with kindness and a generosity of the spirit, believing in our mission and nurturing hope and joy amongst the people we support, as well as within our team.

Integrity

We are guided by principles of honesty, transparency, and accountability, and authentically practice integrity in our work every day.

Dignity

We celebrate the right of a person to be valued and respected for who they are, we unconditionally embrace the intrinsic worth and diversity of all people, and we strive to learn and grow in our delivery of culturally appropriate practice.

Empowerment

We seek to meet people where they are at, quietly holding a space of unlimited possibility for all people, reducing barriers, expanding choice, and achieving potential.

Your house



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Who's who?



Meet the care team...

All about me



A large, empty rectangular box with a yellow border and rounded corners, intended for writing or drawing.

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:

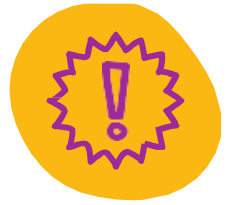
What you don't like:

Favourite food:

Favourite subject:

Hobbies:

Expectations



What can you expect from us?

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

What do we expect from you?

- Be kind to others. Do not hurt people by hitting, kicking, throwing or spitting.
- Use your manners. Do not swear or scream at others.
- Be respectful of others and their belongings. Do not take things that are not yours.
- Listen to your carers at all times.
- Look after our property and be sure not to damage anything.
- Keep safe. Do not leave the house without getting permission.

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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House meetings



We have house meetings once a week.

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

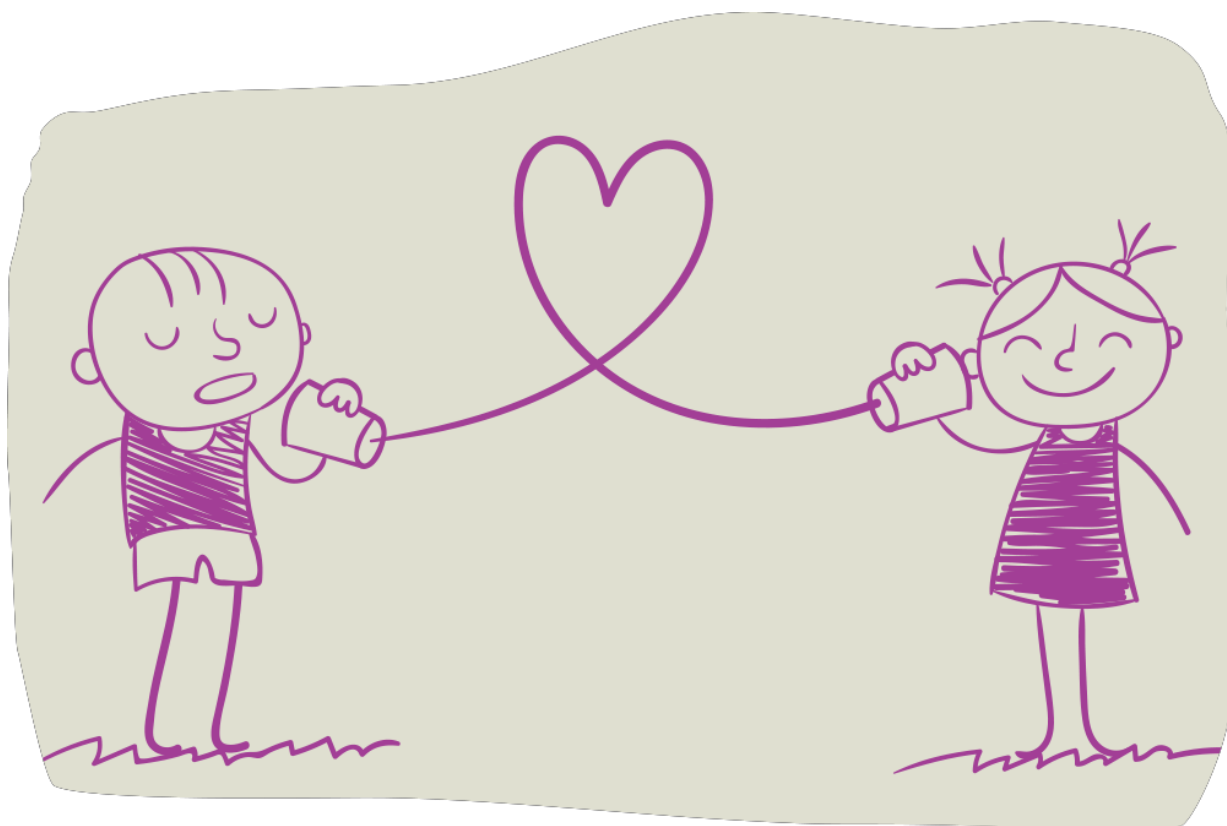
Things we talk about include...

- Things to do
- Food and meals
- Sharing chores
- Problem solving
- Feeling happy and safe in the house
- 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.

Weekly planner



You will have your own planner to help you with your weekly routine.

This will help you with your routines and assist everyone to be organised. We always follow the weekly planner.

You weekly planner will include:

- Daily planning meetings
- Activities
- Family time
- School
- Chores
- Reward Chart
- Weekly house meetings
- Mealtimes

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



Learning



Everyone is expected to attend school.

We believe that it is very important and will help you for your future!

School can teach us many skills and is a place for us to have friends.

Everyone at Mercy is always learning!

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.

Let's eat!



You can help us choose the menu plan for the week. It's great to try new food and eat healthy, and we can also make sure you get some of your favourite foods!

Mealtimes are set up to help you with your routine.

We all wash our hands before and after eating, and we all sit at the table together. It's good to help in the kitchen, whether it's cooking or tidying up afterwards.

Got a meal suggestion?

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



Personal hygiene



At Mercy, everyone:

- Showers at least once a day
- Brushes their teeth at least once a day
- Follows their own personal hygiene plan

Why do we keep ourselves clean?

- ✓ To stay healthy
- ✓ To be germ free
- ✓ To smell nice
- ✓ To feel amazing
- ✓ To look good



Transport



We have a car for each house.

We use the car for outings, going to and from school and other trips. We always use the car instead of buses or trains.

The car is a safe place. Safety is important so everyone wears seatbelts and stays calm whilst in the car.

In the back left of the car is the best place for you. You will be in the back with a care worker, whilst another car worker drives.



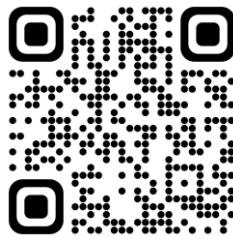
Not happy?



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.



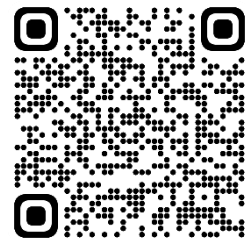
- You can also talk to your Child Safety Officer or Community Visitor.

Want to talk to someone outside of Mercy Community?

Office of the Public Guardian/Your Community Visitor

Phone: 1800 661 533

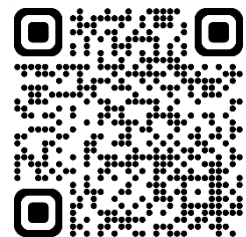
<https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/child-legal-advocacy>



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



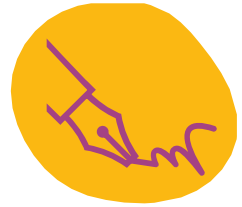
	Strongly disagree 	Disagree 	Neither agree/disagree 	Agree 	Strongly agree 
My carers have helped me to understand the house Agreement and safety expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers supported 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



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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: _____