

Mercy Community does not make any guarantees, warranties or representations as to the currency, fitness for purpose, accuracy, reliability, completeness or compliance with any law, regulations or other governmental requirements, in respect of any of documents it provides. None of the information contained in any documents provided by Mercy Community constitutes any form of legal, financial or other professional advice. Mercy Community accepts no legal liability for the accuracy, reliability, currency or completeness of any documents or information it provides, and the receiving party should seek appropriate independent professional advice before using such material or making any decisions based on it.



Welcome to SILP Outreach!

(Write your name here)

This is your handy guide to your new home at:

Got a question? Ask your case/support worker:

Approved by: Regional Director Residential Care and Transition Services and Regional
Director Toowoomba

Approval date: 30 May 2023

Implementation date: 07 Jul 2023

Review date: 30 May 2025

What's inside?



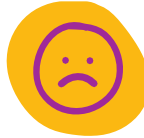
Important contacts



Support Line



Getting to know you



Not happy?



So what's the deal?



Your rights



Your SILP workbook



Your privacy



What can you expect?



Who you can talk to



**Transition Support Plan
review**



Notes

Important contacts



Transition Services Team Manager/Program Coordinator

SILP Caseworker

Transitions Support Worker

Child Safety Officer

Contact:

Community Visitor

Contact:

CREATE Foundation

Contact: 1800 655 105

Contact person/s

Name/contact:

Name/contact:

Name/contact:

Getting to know you



We're excited to get to know you!

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

Your name:

Nickname:

What you like:

What you don't like:

Favourite food:

Favourite subject:

Hobbies:

So, what's the deal?



The Supported Independent Living Program (SILP) helps you to live independently in the community with the support you need along the way.

SILP workers will meet with you weekly to help you:

- Set goals for your future
- Learn how to live independently
- Find school, education, training, and jobs
- And much more...



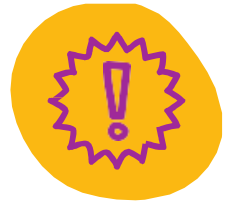
Your SILP Workbook



Your SILP Workbook helps you to learn skills for life, such as:

- How to budget money
- Planning meals
- How to find services and use them
- Finding a place to live
- Keeping your place tidy
- Taking care of your personal hygiene
- Finding education and employment

What can you expect?



- Respect for your rights
- Support to access food, clothing, and shelter
- To feel valued
- Cultural and religious support
- Support to engage in sports and hobbies
- Support to engage in school and training
- Support to access medical care
- Fun activities
- Relationship guidance and support
- Special needs support

Please contact us if you have any concerns.

Transition Support Plan Reviews



Taking control of your life can be tough. So, we have reviews every three months to work out how we can help you reach your goals. It's helpful for you to talk with your SILP workers about your goals and how you'd like to get there.

Got some goals in mind? Write them down!

Support line



The Support Line is an afterhours telephone support service provided by SILP workers – this is in place so you can access support outside of business hours.

You may access the SILP Support Line for...

- Immediate support (where the matter is urgent, and it cannot wait until the next business day)
- Reporting critical incidents
- Reporting if you have had contact with the Police or the court
- Any other urgent matters

To access the Support Line, dial the mobile phone number of your SILP worker and the call go to the rostered SILP Support Line worker.

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.



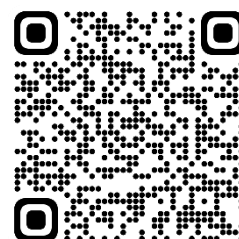
- You can also talk to your Child Safety Officer or Community Visitor.

Want to talk to someone outside of Mercy Community?

Office of the Public Guardian/Your Community Visitor

Phone: 1800 661 533

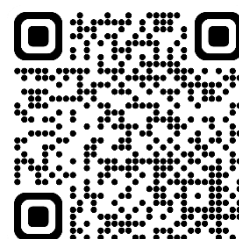
<https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/child-legal-advocacy>



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.

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.

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.

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 SILP worker has talked to you through this booklet and have made sure you understand everything.

Your name: _____

Your signature: _____

SILP Worker name: _____

SILP Worker signature: _____