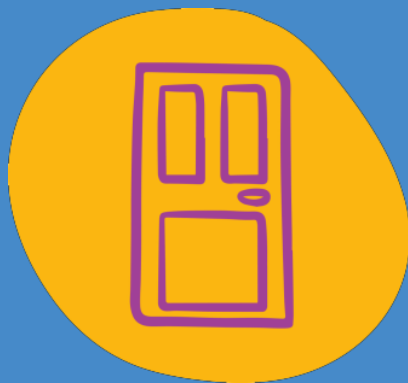


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# Welcome to your SIL Placement!

(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 support worker:

**Approved by:** Regional Director, Residential Care and Transition Services

**Approval date:** 18 Dec 2023

**Implementation date:** 31 Jan 2024

**Review date:** 18 Dec 2025

# What's inside?



Important contacts



Getting to know you



So, what's the deal?



Being a tenant



What can you expect?



Rent and utilities



House meetings



Tidying up



Your bedroom



Visitors



Noise



Transition Support Plan  
review



Support Line



Not happy?



Your rights



Your privacy



Who you can talk to



Entry questionnaire



Notes



Signatures

# Important contacts



**Transition Services Team Manager/Program Coordinator:**

**SILP Caseworker:**

**SILP Support Workers:**

**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 will assist you by providing a Rent Training program. Most professional property managers use a “30/70 rule” to determine the best fit for rental applicants. This means that rental income should be no more than 30% of your total income so that you can comfortably afford rent in addition to your other day-to-day expenses, including utilities (electricity, gas, water, phone, internet), food, health, and miscellaneous items. You will receive all of the rent training money back when you exit SILP.

SILP Caseworker will meet with you weekly to help you:

- Learn how to live independently
- Engage in education, vocation (e.g., TAFE, traineeships, etc.)
- Set goals for your future and help review your Transition to Adulthood Plan (T2A), We also work alongside your Child Safety Officer and other key support persons in your plan

You'll also get to learn about:

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

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.

# Being a tenant



Before moving in, you need to complete a Mock Tenancy Agreement. This is an agreement between you and Mercy Community.

## It has:

- An outline of your responsibilities to the property
- An outline of Mercy Community's responsibilities

## Remember:

- It's up to you to take good care of the property
- It's up to MC to carry out repairs and maintain the property
- If you damage the property, you need to report this to your SILP Worker and you may need to help meet the cost of repairs. We will discuss this with you and Child Safety if damage occurs.

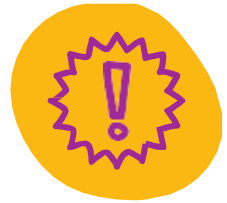
**If you want to know more, you can visit  
[www.rta.qld.gov.au](http://www.rta.qld.gov.au).**

## Important!

You're not 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 SILP worker – they're here to help you.

If you choose to smoke, it must be outside, away from the building. You must put all butts in the bin once they are no longer alight.

# What can you expect?



## What to Expect...

- Respect for your rights
- Your daily needs, including food, clothing, shelter, medication, and education supplies
- To feel valued
- Cultural and religious support
- Support to engage in sports and hobbies
- Support to engage in education or employment
- Support to access health services including doctors, dentists, and mental health professionals.
- Fun activities
- Relationship guidance and support
- Special needs support
- Transition to adulthood support

**Please contact us if you have any concerns.**

# Rent and utilities



Part of preparing to live independently is learning how to budget for living expenses.

## **Things to know:**

- MC encourages you to save 30% of your income each fortnight in the Rental Savings Scheme to provide you with the experience of paying rent regularly. Remember, this money is returned to you when you leave MC.
- MC will pay utility bills for water, electricity, and gas.
- MC will provide some phone credit and internet access.
- MC will provide you with a GO Card for public transport for education and work activities and for attending appointments.
- MC will provide staple groceries and cleaning items each week and provide you with \$100 per week for you to purchase groceries and toiletry items of your choice. Your Caseworker will talk with you about the shops you can access for this.

## **Talk to a SILP worker if you need help:**

- Working out a budget
- If you're falling behind on payments
- Or you've been given a breach notice

# 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:

- Outings and activities
- Plan weekly menus
- Dividing chores
- Co-tenancy challenges
- And anything else you need



# 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

## **Important!**

A SILP worker will stop by the property at least once per week to check you have everything you need, everything is safe, and the home is tidy. During these visits we need to check on the contents of the safe located in your bedroom (only you and your SILP workers have access to the safe in your bedroom).

When you are independent and live in a private rental property, the landlord will conduct property inspections regularly. To help you get used to this, MC also has property inspections.

These are for us to make sure the house is being taken care of, check that you have everything that you need, and to give you a chance to ask for repairs.

- You'll get about a week's notice before a property inspection.
- If you want, you're allowed to be at home when the inspection is happening.
- Everyone needs to keep the house clean and tidy to pass the inspection. You don't want to end up with a breach notice.
- Inspections occur every six weeks.

# Your bedroom



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

**You have your own bedroom with your own key. This is your private space.**

## Things to know:

- Other young people aren't allowed in your room without your consent.
- If a SILP 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.
- If you lose your key, you will need to purchase a new one.
- Bedrooms should be locked when you are leaving the placement for your own security and privacy

# Visitors



Remember, if you have visitors over, other people live in the house. Don't forget to think about their space and feelings if people are visiting.

## Things to know...

- The door to your bedroom must be kept open when you have a visitor in your bedroom.
- You can't have visitors sleep over or move in
- Everyone must follow the house rules – even your visitors
- You're responsible for the people you let into the house
- Visiting hours are between 9:00am and 8:00pm
- No more than two visitors at a time.

If we are worried about any of your visitors, we will talk with you about our worries and we may have to develop a plan together to make sure everyone is safe, and the house rules are being followed.

**Tip!** It's a good idea to check with your co-tenants before inviting visitors around.

# Noise



It's important to have good relationships with your co-tenants and neighbours. Remember to keep noise levels down so you're not disturbing them.

## **Make sure you and your visitors:**

- Keep your noise levels down
- Respect people who live near and with you
- Follow council rules about noise levels

If a neighbour or co-tenant is being noisy and disturbing you, talk to your SILP worker about the best way to handle it.

**Tip!** Loud music can be fun, but it's probably best enjoyed through your headphones. Get the full surround sound right in your head!

# Transition Support Plan Reviews



Taking control of your life can be tough. So, we have reviews every two 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 if you have had contact with the Police or the court
- Medical emergencies
- If you are locked out of the house
- If you are feeling unsafe
- Major property issues that cannot wait until the next day (this can include loss of power, water, and exposed wires)
- 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.

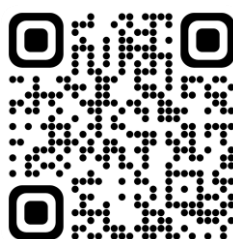
# Not happy?



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.



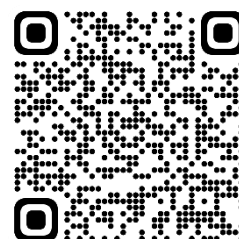
- You can also talk to your Child Safety Officer or Community Visitor.

## Want to talk to someone outside of Mercy Community?

### Office of the Public Guardian/Your Community Visitor

Phone: 1800 661 533

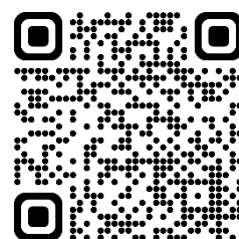
<https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/child-legal-advocacy>



### 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](http://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](mailto:enquiries@qcat.qld.gov.au). You can also find information on their website [www.qcat.qld.gov.au](http://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](http://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.

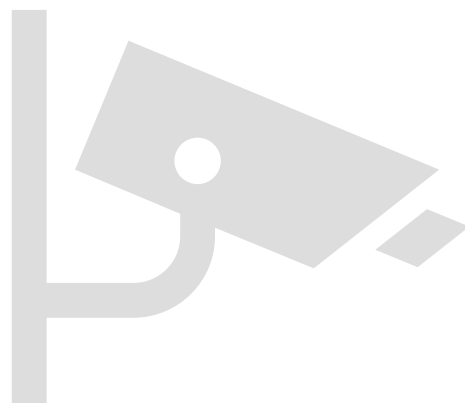
# Your privacy



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 Support Worker is:**






**Your Team Manager/Program Coordinator is:**

**CREATE Foundation** 1800 655 105 (free call) [www.create.org.au](http://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



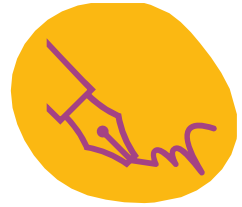
	Strongly disagree 	Disagree 	Neither agree/disagree 	Agree 	Strongly agree 
My carers have helped me to understand the house Agreement and safety expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My carers supported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