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Service Stream	Families and Young People Services	Category	Supported Independent Living Program
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Scope

This procedure applies to all employees, volunteers and contractors engaged within Supported Independent Living Programs (SILP) across Mercy Community (MC) – Families and Young People Services.

SILP includes:

- Tenancy support;
- Non-tenancy support.

The processes outlined in this procedure relate to Tenancy Support programs.

Procedure

1. Establishing a tenancy (MC-leased and owned only)

- 1.1 MC provides SILP support in both outreach (non-tenancy) and placement capacities. Where full-placement support is being offered, people we support will be assisted to establish and maintain their mock tenancy agreements.
- 1.2 The actual securing of leased/owned properties is managed by the MC Property and Facilities team, in consultation with the SILP Team Manager (TM)/Program Coordinator (PC) (refer to *PROP SOP Acquisition or Rental of Properties* for further information). People we support are not required to pay bond payments as this cost is assumed by MC.
- 1.3 Where the person we support is receiving an income, MC encourages 30% of their total income to be collected as part of the Rent Training Program. All rent training payments received will be saved and returned to the people we support upon their exit from the program.
- 1.4 When a person we support enters the SILP and is moving into a MC-leased or owned property, tenancy establishment processes are mirrored to simulate typical tenancy experiences, to prepare them for independent living. The following process applies:
 - 1.4.1 The person we support completes and signs the *FS FORM RCaTS SILP Mock General Tenancy Agreement*.
 - 1.4.2 While this uses much of the template provided by the Residential Tenancies Authority (RTA), this agreement is not forwarded to the RTA but is uploaded to the person we support's CTARS Client Profile (so as to mirror a typical tenancy).
 - 1.4.3 The person we support, with the assistance of their SILP worker, completes the *FS FORM RCaTS SILP Tenancy Entry Condition Report*.
 - 1.4.4 The SILP worker will explain the rent training payment arrangements to the person we support.
 - 1.4.5 The person we support is assisted by their SILP worker to establish a CentrePay deduction plan or, if receiving an income from employment, a direct debit, for payment of their rent training.
 - 1.4.6 The person we support is provided with the *FS IP SILP After Hours Support* contact details, should there be any maintenance emergencies.
- 1.5 Other entry and induction processes are outlined in the *FS PROC RCaTS Entry and Induction*.
- 1.6 Any concerns or issues with the tenancy establishment process will be escalated to the SILP TM/PC immediately for discussion with the Child Safety Officer (CSO) providing case management to the person we support.

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2. Maintaining a tenancy

- 2.1 Where possible, SILP processes will mirror processes that would normally be overseen by the RTA.
- 2.2 People we support, are not permitted to bring cigarettes, alcohol, or drugs (or other harmful or illegal items) into the house. If, after being provided advice and information about quitting smoking, a person we support chooses to smoke, it must be outside, away from the building and all butts are to be put in the bin once they are no longer alight.
- 2.3 Where a person we support is the direct tenant of a house (e.g., they are receiving non-tenancy support and their name is on the lease), SILP workers would liaise with the person we support and their CSO regarding MC's role in simulating RTA functions.
- 2.4 Where MC is the named tenant and people we support are residing in a leased property, MC workers will undertake the following tasks:
 - 2.4.1 The SILP Support Worker/Caseworker will visit the house weekly and report any maintenance issues to the SILP TM/PC who will take corrective action.
 - 2.4.2 The SILP TM/PC will conduct a formal MC inspection every six (6) weeks. A week prior to this inspection, the SILP TMTM/PC will provide an *FS FORM RCaTS SILP Tenancy Entry Notice* to the person we support, either via mail or provided by the SILP Support Worker/Caseworker.
 - 2.4.3 When conducting the formal six (6) weekly inspection, the SILP TM/PC will record this in the person we support's Activity Log and use the *FS FORM RCaTS SILP Tenancy Entry Condition Report* as the reference point:
 - If there are no issues that arise during the inspection, the SILP TM/PC will provide a copy of the completed *FS FORM RCaTS SILP Tenancy Entry Condition Report* to the person we support and their CSO, providing positive feedback;
 - If there are maintenance issues identified during the inspection, the SILP TM/PC will make a note of these and take corrective actions. The person we support will be reminded of their responsibility to report maintenance issues as they arise; and
 - If there are issues that arise during the inspection that constitute a breach of the *Mock Tenancy Agreement*, the SILP TM/PC will progress a Breach Notice, as per section 3 of this Procedure.
 - 2.4.4 The outcomes of house inspections will be made known to people we support as soon as practicable following the inspection.
- 2.5 Where an issue is raised during a house inspection that constitutes a potential unmet Standard of Care (as per section 122 of the *Child Protection Act 1999 (Qld)*), the issue must be reported to the Department as a critical incident (see *FS PROC RCaTS Incident Reporting* and *FS PROC FKC RCaTS Employee Standards of Care Matters*).

3. Breaches of tenancy

- 3.1 The people we support may receive a Breach Notice where they have failed to meet the requirements of their tenancy agreement. When considering issuing a Breach Notice, the SILP TM/PC will consider RTA standards and ensure that the proposed Breach Notice is suitable, in line with the *Residential Tenancies and Rooming Accommodation Act 2008 (Qld)*.

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- 3.2 If the SILP TM/PC determines that a person we support is to receive a Breach Notice, the following process must be undertaken:
 - 3.2.1 The SILP TM/PC will issue the person we support with the *FS FORM RCaTS SILP Tenancy Notice to Remedy Breach* send to them within five (5) business days of the breach notification.
 - 3.2.2 The SILP TM/PC will liaise with the person we support's SILP worker and arrange to meet with the person we support to discuss the breach;
 - 3.2.3 For serious breaches, the SILP TM/PC will organise an immediate stakeholder meeting. At this meeting, the TM/PC will discuss the concerns and the reason for the Breach Notice/s. Attendees of the meeting will work to develop action items to rectify the current situation and prevent further breaches from occurring. The SILP TM/PC, or delegate, will record the Breach Notice Meeting and upload this to the person we support's CTARS Client Profile and provide a copy to the person we support's CSO and, if requested, to the person we support.
- 3.3 Where a person we support has caused significant property damage to an MC property, management of these costs may occur via the ex-gratia process and/or contribution from the person we support. Any discussion regarding the person we support's contribution must be endorsed by the Senior Program Manager and be decided in consultation with the Child Safety Service Centre (Senior Team Leader or CSSC Manager). If corrective costs are required by the Department, this must be discussed with the SPM prior to being progressed.
- 3.4 If a person we support is regularly receiving Breach Notices, the SILP TM/PC will liaise with the SPM and the Department regarding the appropriateness of the placement.

4. Household safety and fire and emergency management

- 4.1 For SILP properties owned or leased by MC, the following steps must be taken:
 - The SILP TM/PC must complete the *FS FORM RCaTS Emergency and Fire Safety Management Plan* for each property. This will be completed anytime a new tenant moves into the property and reviewed when building changes occur. A copy is uploaded to the relevant Client Profile/s;
 - MC will supply a fire blanket for the kitchen. MC workers will check for this fire blanket regularly and replace this where required. When this continually requires replacing, the worker will discuss this with the person we support and, in consultation with the SILP TM/PC, request compensation from the person we support;
 - An emergency evacuation drill will be conducted once every six (6) months. This is to be recorded in an Activity Log. This drill provides an opportunity to educate people we support on how to respond to fires or emergency situations, including the reiteration that people we support are not to fight or contain the fire, but contact emergency services; and
 - Emergency evacuation plans are clearly signed on the walls of the property.
- 4.2 There are some differences between SILP properties and Residential Care properties:
 - People residing at the property will be continually reminded of emergency evacuation considerations as part of casework;
 - Fire extinguishers are not supplied, due to the potential damage that could arise from misuse. Fire blankets are considered suitable alternatives;

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<ul style="list-style-type: none"> • MC will provide a storm kit, inclusive of a torch and batteries; and • MC will provide a first aid kit and monitor stocks and use by dates, replacing items as needed. • A first aid kit is provided by MC; however, people we support will be encouraged to purchase essential items upon entry and continually during their time with the SILP. <p>4.3 Where a property is not owned or managed by MC, workers will encourage people we support to implement good fire and emergency management practices through casework, however, this is not monitored by MC due to the outreach nature of these other programs.</p>
<p>5. Records management</p> <p>5.1 All documents, including case notes and RTA forms, must be uploaded to the person we support's Client Profile in CTARS.</p>

Definitions
<p>Care Team Leader/Team Manager/Program Coordinator (CTL/TM/PC) Employee tasked with client care planning and care management oversight within the MC-FYPS Residential Care and Transition Services programs.</p> <p>Child Safety Officer (CSO) An employee of the Department of Children, Youth Justice and Multicultural Affairs and delegate of the Chief Executive tasked with the statutory case management of young people subject to a Child Protection Order.</p> <p>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.</p> <p>Senior Program Manager (SPM) The employee responsible for overall day-to-day program management.</p> <p>SILP Caseworker Employees allocated case management or responsibility for clients in the program.</p> <p>Transitions Support Worker (worker) Employees who have regular contact for clients in the program but are not necessarily responsible for case management.</p>

References
<p>Child Protection Act 1999 (Qld) Department's Child Safety Practice Manual (CSPM) Residential Tenancies and Rooming Accommodation Act 2008 (Qld)</p>

Related Documents
<p>FS FORM RCaTS SILP Emergency and Fire Safety Management Plan FS FORM RCaTS SILP Mock General Tenancy Agreement FS FORM RCaTS SILP Tenancy Entry Condition Report</p>

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FS FORM RCaTS SILP Tenancy Entry Notice
FS FORM RCaTS SILP Tenancy Notice to Remedy Breach
FS IP RCaTS SILP After Hours Support
FS PROC RCaTS Entry and Induction
FS PROC RCaTS Incident Reporting
FS PROC FKC RCaTS Employee Standards of Care Matters
PROP SOP Acquisition or Rental of Properties

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