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Form  
**Neighbourhood Management House Plan**  
 Residential Care and Transition Services

Program information				
Program	Address	Person preparing plan	Date of plan	Date of review
<i>The completed plan must be placed in the front of the Yellow Unit Information Folder.</i>				

Plan details
<p><b>General Information</b></p> <p>Young people in out of home care residential programs often attract neighbourhood attention, both positive and negative. This plan is a simple guide in how to manage the more challenging of these neighbourhood interactions. Any specific details around the young person's specific neighbourhood may be found in the current behaviour support plans.</p> <p>Positive experiences in the community are encouraged with brief encounters by saying hello, smile, wave if appropriate and display confidence. (We want the neighbours in our community to be confident in our abilities and to feel safe).</p> <div style="border: 1px solid black; height: 300px; margin-top: 10px;"></div>

**Identified risks/worries**

- ☐ Complaints around car parking
- ☐ Noise – shouting during the day/night
- ☐ Untidy front of house
- ☐ Ambulance and Police attendance
- ☐ Neighbours observing Emergency Use of Restrictive Practice
- ☐ General Complaints
- ☐ Bins and Collection
- ☐ Parking work car - driveway

**Identified strategies**

*Identified strategy to be included for each risk/worry identified above*

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**Internal escalation**

Should it be identified that there have been several complaints received from one or multiple neighbours regarding the program, the Senior Program Manager (SPM) will take active steps to contact and attempt to meet with the neighbour/s.

The purpose of this will be to build rapport, validate worries, implement appropriate planning with the team, and reduce the number of complaints being received. This can and should be done in a manner that is comfortable for each individual neighbour and may be face-to-face or by telephone.

The SPM will ensure follow up contact after initial meeting to occur within four (4) weeks to do a check to ensure neighbours are no longer disgruntled.

**Other information**

*Insert diagram/photo/map of property*

**Contact information**

*E.g., neighbours, QPS contact, key MC contacts, etc.*

Person	Details

Approval Date	26 Oct 2023	Implementation Date	27 Oct 2023	Review Date	26 Oct 2025
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