



# HOUSE MANUAL

ST SAVIOURS THERAPEUTIC SEMI-INDEPENDENT LIVING PROGRAM (TSIL)

Hi there and...

# WELCOME!



to the Anglicare Therapeutic  
Semi-Independent Living  
Program (TSIL) program.

This manual is to introduce you to the program  
expectations and procedures.

We want you to feel safe and secure in this  
home and we will achieve this with your active  
engagement. We will depend on you to meet  
expectations while receiving support and  
assistance to achieve your goals.

## **ATTITUDE IS EVERYTHING!**

We will all need to work together to ensure you  
enjoy your experience in this program, have  
some fun and learn the skills that will help you in  
the community in the future.

**YOUR TIME IS NOW** – so get on board and read  
on to understand how TSIL can work.

## SAFETY & SECURITY

Everyone in the TSIL program has the right to live and work in safety. It is a shared responsibility to respect the safety of others and it is your right to feel safe at all times.

The TSIL program is a violence-free zone. Aggression, abuse and/or violent behavior is not tolerated – we call it Zero Tolerance. Drugs, alcohol and other illicit substances impact on the safety and well-being of yourselves and others and we do not allow this activity in the home.

## VIOLENCE

This includes verbal abuse such as swearing or threatening others, physical abuse such as hitting or kicking, sexual abuse and/or emotional abuse. These behaviours are aimed to intimidate or control others and make them feel less worthy and we do not accept this in our home.



## SANCTUARY

The Sanctuary model is something Anglicare uses to keep you, the other people in your house and our care team members safe.

It involves things like:

**Community Meetings** where everyone has a chance to say how they are feeling and what your goals for the day are.

**Personal Safety Plan** to use when you feel unsafe and/or uncertain.

**Red Flag Meetings** which are used if there is something really important that needs to be sorted out right away. Anyone can call Red Flag meeting – including you!

We can give you more information and chat about these things - just ask one of the Care Team.

## EXPECTATIONS

### We expect that all young people will:

- » Meet regularly and as planned with your case manager
- » Attend and actively participate in house meetings
- » Let the Care Team know your movements and keep in touch as agreed
- » Engage in the day program developed with you around education and employment
- » Make arrangements with the care team when you would like to spend a night elsewhere
- » Respect the house, the furnishings and co-residents personal space and belongings
- » Know the contact numbers for support – Case Manager, On Call and House Manager as well as Emergency services.

### We expect you to contribute to the house by:

- » Keeping to curfew agreements
- » Completing daily chores to keep the household running smoothly – and cleanly
- » Informing the household about visitors
- » Making sure you are ready for attending meetings and appointments
- » Working within your day program
- » Attending work and/or education
- » Notifying staff if you are sick or something has gone wrong so that we can support you.

### We want you to enjoy this home so please:

- » Respect the building and everything in it
- » Respect the rights and privacy of everyone in the household
- » Ensure noise and music volumes are kept to a level that is considerate of other household members and neighbours
- » Be house-proud by keeping it clean and tidy
- » Manage your own washing routines – including bedding and towels.

### You will need to:

- » Make regular rent payments as agreed
- » Take responsibility for your personal expenses such as:
  - Food (make it healthy and fresh!)
  - Clothes (keep them clean)
  - Bills (keep them paid)
- » Be accountable for your actions, decisions and words.



### Things NOT allowed in the house:

Safety and security are important to everyone and therefore, for the safety of all people in our house, the following items are not allowed at any time:

**Weapons of any kind** – will be reported to the Police

**Illegal drugs** or associated items – this includes the manufacture, sale or distribution of any drug or medication. Use of these are an offence and will be reported to the Police.

**Alcohol** – only permitted where participants are aged 18 years or over and such consumption does not conflict with house rules. Note that the supply of alcohol to any person under the age of 18 is an offence.

**Stolen Property** – will be reported to the police and removed from the house.

**Smoking Cigarettes** – smoking is not permitted anywhere within the home

**Pets** – are not permitted

Care Team members will inspect bedrooms if any of these items are suspected on the property

## WARNINGS

It is understood that everyone struggles at times and may need a little extra help and patience. Moving toward independence can be exciting but it can also be scary and fear can sometimes come out as anger.

The Care Team are here to support and assist you but the biggest influence on your future is You! How you deal with difficulties and conflicts is a learning curve we all face and we have to understand that there are consequences of actions and we want to be very clear with you on what these are.

Each resident will sign a House Contract outlining the mutual expectations of living in a shared environment. This contract sits beside the conditions within this manual and breaches of agreement will be addressed.

First Warning – Verbal warning

Second Warning – Formal meeting, this includes, tenant, house manager/case manager and may be formalised in a written warning

Third Warning – All of the above including a meeting with the Senior Manager.

Please be aware that 3 written warnings relating to the same matter could result in a termination of this agreement and your tenancy.

## CONFLICTS & DISAGREEMENTS

Problems can get out of hand very quickly and we will encourage and help you to sort out interpersonal conflicts and disagreements early, before they become much bigger than necessary.

Conflicts with others is a process of negotiation, not retaliation and we will help you to work through issues as they arise if you ask.

If you feel that issues are not being addressed fairly or you are unhappy with an outcome, you are able to raise your concerns with the Program Manager and the Regional Manager by contacting our Anglicare office. If you are of Aboriginal and/or Torres Strait Islander descent, feel free to ask for an Aboriginal advocate to help you through the process of raising your concerns.

## YOUR RIGHTS & RESPONSIBILITIES

You have the right to live in safe, secure accommodation, without the fear of bullying, intimidation, threats, abuse and violence.

You have the right to talk to your Case Manager and House Manager about personal or household issues.

You have the right to make complaint about decisions affecting your wellbeing.

You will find a Charter of Rights in your Welcome Kit.

## COMPLAINTS

You have the right to make a complaint about things you are not happy about within the TSIL program and the house.

- » You can make a complaint to your Case Manager or House Manager.
- » You can contact the ITC Manager and Regional Manager
- » You can contact the Ombudsman



# GETTING DOWN TO IT!

## RENT

All residents are expected to pay an agreed amount of rent via a direct debit agreement.

Paying rent is important preparation for independent living, along with managing regular costs associated with water, electricity known as 'utility costs'.

It is important that you also keep a record of the rent you have paid and the Care Team will assist you to set up a budget and manage your money.

## MEALS

It is your responsibility to buy groceries and to prepare your meals. The skills you learn in creating and eating a healthy diet will stay with you for life.

The Care Team will help you but they are not there to provide your food or cook your meals. They will assist you to plan a weekly menu and balance your daily diet.



## HOUSE KEEPING

When you share a house, everyone has a part to play in keeping it clean and a nice place to live. This means you are responsible for cleaning up after yourself, wash your own dishes daily and keeping your personal items in your room.

Everyone will participate in weekly shopping, cooking and house chores and creating a roster keeps everyone clear about expectations. The roster also means you don't have the same chores every week which will help you learn different skills for different areas.

Your bedroom is your domain – but that doesn't mean that you can leave it in a state that is considered unhygienic or inappropriately messy. You will have your own key and you will keep your room secure by not sharing your key.

You should look at your room as a reflection of yourself and the Care Team can help you choose items of furniture or decoration that you like.

You will need to make time to do regular laundry and weekly sheet changes.

If residents cause damage to others' personal property or to the property of the house, they will be required to contribute to repair and replacement costs. In serious situations, criminal charges may be placed.

## EACH DAY

You will need to set goals for your day and the Care Team will help you to develop a daily routine. This will be made around attending school, TAFE or seeking employment.

We value education as a stepping stone to achieving future goals. We understand school may be difficult and the Care Team will help you to manage these.

If you are not attending school, working or seeking employment, you will be assisted to find a day program through the community to get you on your feet.



## VISITORS

Visitors are your responsibility and if they break the house rules, you are responsible.

Visitors who are abusive, threatening or violent should be asked to leave the house and refusal to do so may result in a call to Police.

Visitor guidelines:

**Communication** – let someone know you are having day visitors, what times they are visiting and when are you expecting them to leave. If your friends or family are travelling long distances to be with you, sometimes planning their arrival can be difficult, however a general idea of the time of their arrival will be appreciated.

**Sleepovers** – Can be earned by respecting the program and the house. Guest sleepovers can only be approved by the Case Manager and House manager and these people must be known to the program or willing to meet the team.

All visitors must respect the rules in place for the program or could be asked to leave or refused entry.

## OVERNIGHT STAYS

We encourage you to have friends and social experiences. Overnight stays in the home may be acceptable in certain circumstances however, they need to be planned events.

Bringing friends back to stay in your home, or sneaking them in is likely to cause avoidable conflict and break trust with residents and Care Team members. Most things can be discussed and negotiated, so please do not enter into this program with the intention of breaking all the rules and agreements.

An identified boyfriend or girlfriend must be over the age of 16 years of age and have the consent of a parent or guardian as well as Care Team members.

Care Team members have the right to refuse entry to any visitor, to ask visitors to leave and to report visitors to the Police.

## CURFEW & STAYING OUT

Some homes will have agreements on what time to be home and what time to stop music/noise out of respect to other residents and neighbours.

When you don't return home at the agreed time, your safety may be questioned which will cause people to worry about you. Care Team members are required to report you missing if you do not make contact to confirm your safety and wellbeing.

It some circumstances, we may also need to make a Helpline Report or contact other people you know. All of this is avoidable if you remain in contact with key persons.

If you arrange to stay out overnight, you are required to let the Care Team know by 9pm as a courtesy and also means we know how to reach you if there is an emergency.

## HOUSE MEETINGS

These are a great way to review agreements and make changes where needed. House Meetings should be set on the house roster.

These meetings are your chance to have your say, make suggestions and improve living conditions for everyone involved. Meetings can address the small problems before they become big problems.

All residents are expected to attend and participate in meetings.

## HEALTHY LIVING

Daily routines and eating and sleeping times are important to developing your circadian rhythms – or your body clock. If you are refreshed when you wake, you are likely to feel motivated and energised and achieve your set tasks and goals for the day.

Unhealthy routines impact body and mind negatively and can result in feeling like you don't care, can't be bothered and result in negative self-image and even ill-health.

We will encourage you to develop healthy routines, activities and past-times that will enable good sleep, healthy diet and immune system and active lifestyle. In addition, strategies that can assist in keeping you spiritually strong.

A healthy routine includes daily showering, dental care and attention to personal grooming. Your Case Manager will assist you to get regular health checkups at the doctor, dentist and optometrist.

If you are feeling sick, please contact a Care Team member to help you attend a medical appointment.

## NEIGHBOURS

Your neighbours are a part of the community and establishing respectful and courteous relationships is a vital part of entering adult-hood and respecting people in general.

Your neighbours have the same rights to safe, secure accommodation and any actions by you that infringe on your neighbours' quality of life and feelings of safety will be of significant concern.

Get to know your neighbours by waving hello or offering to help with small tasks such as putting our bins if needed.

Issues or difficulties with neighbours should be dealt with in a reasonable manner, without anger or threats and your Care Team members will help you to resolve conflicts that may arise.



# YOUR CARE TEAM

## YOUTH WORKER

Youth Workers are home 24/7 to support you with anything you may need e.g. meals, homework, getting to activities etc.

## HOUSE MANAGER

The House Manager makes sure the home runs smoothly. This includes ensuring there are staff available to support you 24/7 and that your needs are being met. They are at the home on weekdays.

## CASEWORKER

The Caseworker supports you to identify and achieve your goals. This is done through a Case Plan. They are at the home on weekdays.

## LEAD TENANT

At some point during your stay in the house, the Care Team will consult with you and other residents to work out when you might be ready for the step into a Lead Tenant living arrangement.

This will mean someone older, living in the house as a flat-mate who will not be a staff member but who will be able to continue your journey to independence by being a live-in role model and mentor.

You will be included in the stages of seeking a Lead Tenant and we can talk about this as it occurs.

# ACHIEVE YOUR GOALS

Your Case Manager, House Manager, Youth Workers and in some cases your Lead Tenant will all work together to help you identify and achieve your goals and plans.

It is therefore important that you keep your appointments to meet with staff as arranged and rearrange meetings that get cancelled.

This is a normal part of adult responsibilities and can result in people believing you to be trustworthy, reliable and committed.

## Things you can do to help yourself

Growing your independence is a big responsibility and a big change and can set you up for life. Here are some things you can begin to take greater control of during your time in the house:

- » Go grocery shopping with a care team member in your local community. Take notice of different stores, sales and cost of items. You might save money by buying in bulk.
- » Create a budget using your current income and add a small savings plan. Look for budget templates and apps online.
- » Get into the routine of changing bed linen and towels weekly and washing and drying your clothes before they all run out!
- » Check out public transport near you and check timetables and apps to get yourself to and from appointments on time.
- » Cook meals every week and perhaps share a meal with other residents. You can even cook a larger quantity and have enough left-overs for a meal the next day.
- » Keep a record of your belongings and personal items – you may want to put your name on the things that can be easily mixed up with other residents.
- » Keep a written list of names and contact numbers of people you want to stay in touch with... just in case your mobile gets lost or crashes.
- » Always replace the toilet roll when it runs out!!
- » Make sure you do something positive for your journey to independence every day.
- » Believe in YOU.

## Things that we can help you with

- » Learning the road rules to prepare you for Learners Permit test
- » Help set up and book driving lessons through a registered driving school
- » Assist you to complete logged driver training hours
- » Oversee your health needs and find a medical centre and doctor that you feel comfortable with
- » Find recipes, plan meals and cook fresh and nutritious food
- » Store your personal information such as birth certificate, passport, concession card, keycards, Medicare cards and Health Care card.
- » Apply for Centrelink benefits and resolve Centrelink issues as they arise
- » Help you learn how to clean a house and complete daily and weekly chores
- » Use public transport
- » Look for education and employment opportunities and engage with support services
- » Assist to find accommodation once you turn 18 years of age
- » If you are of Aboriginal and/or Torres Strait Islander descent, we will help you to make connections with the local Aboriginal community and explore opportunities to be on Country
- » Support and referral for any drug or alcohol problems you may be experiencing
- » Contact family members and significant people that you may have lost connection with and help you to re-establish communication.
- » Help you with forms, applications and referrals
- » Advise you on matters that feel confusing or difficult.
- » Just listen to you!

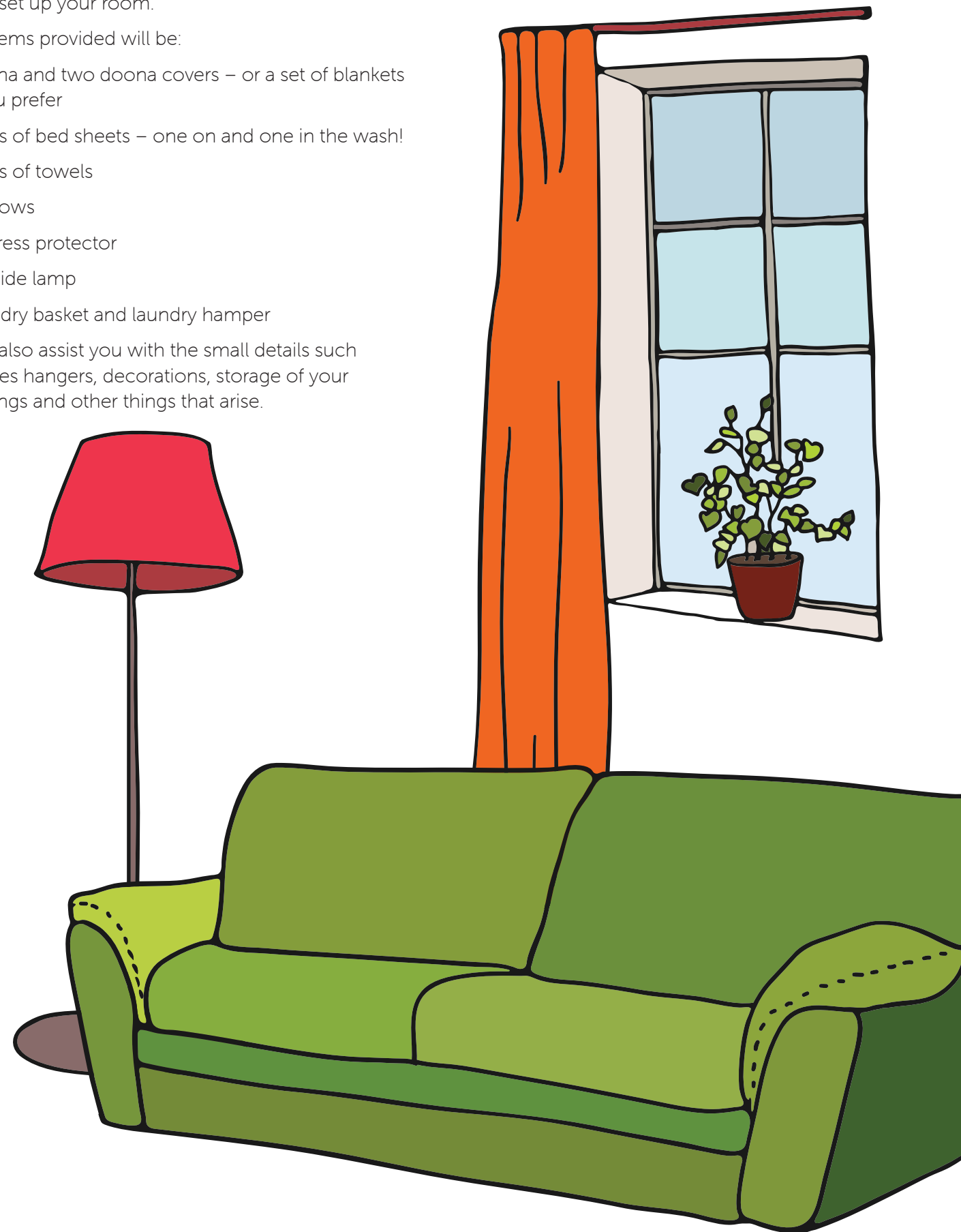
## What will we help set you up?

You will be provided with bedroom furniture and a desk to set up your room.

Other items provided will be:

- » Doona and two doona covers – or a set of blankets if you prefer
- » 2 sets of bed sheets – one on and one in the wash!
- » 2 sets of towels
- » 2 pillows
- » Mattress protector
- » Bedside lamp
- » Laundry basket and laundry hamper

We will also assist you with the small details such as clothes hangers, decorations, storage of your belongings and other things that arise.







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