



# your place

# What is ITC?

Intensive Therapeutic Care (ITC) is the name we use to describe homes for young people who are not living with their families. ITC homes have staff to care for you, to help you stay safe and support you to identify and achieve your goals.

# Who lives here?

Young people who are not able to live at home. Some people who live in our homes go to school or alternate education, others have jobs or are looking for work. Most young people who live here have a hobby or play sports, and all of them just need somewhere safe to live.

# Questions you may have

You will have many questions that you are asking yourself right now, for example:

- **Why am I here?**
- **Why can't I live with my family?**
- **How long will I be here?**
- **Can I see my family?**

These are all completely understandable questions. Some of your questions may be answered in this booklet. Staff are here to help with answers to other questions. There is no such thing as a silly question - don't be afraid to ask!

# Who works here?

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

**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.

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

**The Therapeutic Specialist** supports the team to provide you and the other young people with consistent support. They may also work with you on a one-to-one basis e.g. on an assessment or a therapeutic plan.

# What about my space?

Each young person has their own bedroom, we supply all the furniture and linen and we encourage you to make it your space. You can put up posters, pictures and decorate your room to make it a safe and comfortable haven for yourself. Our living area has heaps to do including TV , gaming consoles and a computer with internet.



# Guidelines

These guidelines are expectations of staff and young people in our homes to make it a safe place for everyone.

## Safety

It is everyone's responsibility to respect the safety of others in the home. Aggressive or abusive behaviour puts the safety of others at risk and is not allowed at any time.

It is really important that everyone feels safe in the house including you and the staff so there are some rules about items that you cannot bring into the house. Things like firearms (real or imitation), weapons, alcohol and banned drugs. Banned drugs include illegal drugs, inhalants and prescription medication used for non-prescription purposes. Weapons can be anything that can be used to create fear or do harm to a person or property including knives, swords, laser pointers, slingshots and tasers.

If staff are concerned that you have any prohibited items in your possession, they will talk with you about how they can support you. They will give you the opportunity to hand the items over but if you choose not to do this, or staff remain concerned, they may ask approval from the House Manager to conduct a room search. Two staff will be present for this.

Ask the staff if you are unsure if an item is allowed in the house, they will be able to help you make good choices and keep you safe.

## Other Dos and Don'ts

Every house is a bit different, the staff and the other young people in the house will let you know about things that should (or shouldn't) happen here.

## Your Stuff

Your personal things are important. Sometimes it's a good idea to let us keep your really special things locked away while you are not using them and lock your room when you go out. If you are out and your room is unlocked, staff will lock it for you.

We will also help you to keep all your souvenirs (photos, letters etc.) so your personal memories are safe and secure.



## Privacy

**To keep everyone's personal information private, only staff are allowed in the office.**

**Young people are not allowed in each other's room, there are plenty of shared spaces within the home.**

**We encourage visitors but please make sure you plan it with staff first. Visitors are to remain in the communal rooms of the house (living room, kitchen, TV room) - they are not to go into bedrooms.**



## Complaints and Feedback

**We are always interested in what you have to say and to respond to any concerns you have.**

To provide feedback or make a complaint, please visit our website [www.anglicare.com.au](http://www.anglicare.com.au) and select 'Contact Us' and provide feedback.

Alternatively, you can speak to a staff member at your home or another staff member upon request.

If you would like us to respond to you, please include your name, contact number and/or email address.

Our complaint process is confidential. Any information you provide will not affect our commitment to providing a quality service to you and/or your family.

## What happens next after I make a complaint?

- If you provide contact details, you will be contacted within two working days to tell you how we will address your feedback or complaint
- If you make a complaint, we will investigate the complaint, decide the action to be taken and notify you of the outcome

## What if I am unhappy with the response?

- You can contact a senior manager
- You can contact FACS
- There are external bodies who can help with complaints if you are not happy with the way your complaint has been dealt with. You can contact the Ombudsman on (02) 9286 1000 or 1800 451 524 or [ombo.nsw.gov.au](http://ombo.nsw.gov.au).

## Morning and evening routines

In our home, we eat breakfast together and hold a community meeting every morning. This is an opportunity to check-in and plan for the day ahead. At the community meeting everyone is asked to reflect on how they are feeling, name the goals they want

to achieve that day, and nominate a person they can ask for help. The morning check-in is a really important part of the day as it gives us an indication of how you are going, where you will be and what we can do to support you.

Most young people spend the evening doing homework, participating in activities or hanging out. Staff are available to support you with your preferred activities. They can also support you with your night time routine.

## Wake up and quiet times

On week days and weekends, you need be awake by your agreed time. This will be based on the activities you participate in e.g. school, work or sport.

Quiet time in our home starts at 9:30pm during the week and 10:30pm on weekends. This is a time to do quiet activities in your room and wind down before going to sleep. In this time, we ask you to respect privacy of others and keep noise to a minimum.

## Food

Our home has set times for meals. You are encouraged to join everyone at the dinner table, however if you can't make it home in time for dinner please let staff know and they will set some food aside for you. Otherwise, you can make yourself something from the supplies in the cupboard or fridge.

Each week you will be asked to contribute ideas to the weekly menu plan. You might like to suggest a favourite meal or cuisine. One night a week you will be expected to help prepare dinner. Staff can help you with this.

We want everyone to be healthy and a healthy diet is a big part of that. When we do the shopping, we buy healthy foods, which means no junk food. If you require anything in the shopping please let us know.





# \$ Money & stuff

## Pocket money

If you are not receiving a Centrelink payment, you will receive weekly pocket money.

Pocket money will vary depending on your age. Pocket money will be paid to you as agreed by your House Manager.

If you have your own mobile phone, you will need to pay your phone credit with your pocket money or by an alternative agreement with the House Manager.

## If you are receiving a Centrelink allowance:

- You will not receive pocket money
- You will need to deposit 25% of your allowance to us as savings. The savings will be given to you (deposited into your bank account) when you leave.

## Earning additional money

In addition to pocket money you can earn additional money by completing chores each week.

You can earn additional money through an incentive plan developed with your Case Manager. This could help you start a savings account as well as save to buy something special.

Tasks can include but are not limited to the following:

1. Washing the car
2. Helping with the groceries (going to the shops and putting it away)
3. Cleaning the windows
4. Cleaning the outdoor area etc

# ♥ Staying healthy

It is important that you look after yourself by showering and brushing your teeth daily. Staff can help with reminders.

If you are sick, we will take you to the doctor. Staff can provide you with over the counter medications as directed by a pharmacist such as Panadol or hayfever medication.

Your Case Manager will make sure you get regular check ups at the doctor, dentist and optometrist.

# 🏠 Keeping the home nice

You are responsible for keeping your room tidy. At least once a week you will need to wash your clothes, linen and tidy and vacuum your room.

Other areas of the home need to be kept clean and tidy. We use a chore roster in our home. Everyone is expected to help out.

Our home is a shared place, everyone has their part to play in keeping it tidy. If you use the kitchen, or other shared spaces, you are expected to clean up afterwards.

Respect your space and home!





## Activities

We have a range of activities available for you at our home including gaming consoles, internet, computers, television, arts, music, painting, gardening and reading.

TV shows, games and movies need to be ok'd by staff and cannot be higher than M rated.

We will plan activities and routines at our weekly home meeting. This is your opportunity to have your say in how the house is running and if you have any concerns or suggestions you would like to raise. Everyone is expected to participate in this meeting.



## Transport

The home car is available for planned activities and appointments. We can only go places in the car if everyone in the car is being safe. This means sitting down with a seat belt on and obeying basic road safety rules. If someone is being unsafe, then staff will stop the car. If unsafe behaviour continues, then staff will return the car home.

If you are on Centrelink payment, we will help you budget for public transport fares. If you are not, we will provide you with an transport card. Where public transport isn't as easily accessed or available, we will support you to source the most cost effective and practical transport to the area that you are travelling to.

## What if I need something?

**You can always speak to the Youth Worker on duty or your Case Manager. We will do our best to support you and your requests.**

**This is your home and we want you to feel comfortable to ask us should you require anything.**

# Respecting differences and diversity

Just as there are lots of different makes of cars, bikes, planes, just about anything you can think of, we also live in a world filled with diverse and different people. While we may not agree or share the same difference, we must respect everyone and not judge, bully or harass them about what makes them different.

If you feel you are not being respected or treated fairly please discuss with a staff member.

## Rights and Responsibilities

There is a Charter of Rights for young people in out of home care. All young people have the right to:

- have contact with your family and community
- be told why you are in care and to keep a record of your time in care
- ask for any information that is being kept about you, to read your file and to add any information to your file

- be treated fairly
- be treated with respect
- feel safe and free from abuse
- to make a complaint
- services that promote your health and wellbeing
- ask for extra help with your education
- do things that you enjoy
- your own beliefs and way of life in a way that doesn't harm others
- make choices about everyday matters
- say what you are thinking and feeling
- take part in making important decisions affecting your life

If you have to go to court, you have the right to be helped and supported.

Before leaving care, you have the right to be involved in planning the kind of support and assistance you may need after leaving care.

## Everyone in this home has the responsibility to:

- Treat themselves, other young people and staff with respect with consideration for their health, safety and welfare
- Maintain the privacy of other young people living in your home
- Follow the home guidelines





# Emergencies and other critical stuff

Our carers will always be there to help you and you can reach them by calling the house on:

.....  
(write your house phone number here)

## Reporting emergency or serious situations

It is important to let staff know about any serious situations where you or others could be in danger. Also, be sure to let a staff member know if you (or someone else):

- Get sick or need to go to the doctors or hospital
- Are mistreated or feel unsafe
- Are picked up by the police
- Are bullied
- Misuse alcohol or drugs
- Are out of the house and need help
- Cause damage to the home or if something goes missing

This includes any other serious thing that happens to you or someone else, including if a staff member or a child protection worker does something that you might want to complain about.

We will take it seriously.

## What if there is an emergency in the house?

We want to keep you safe, so you will find notices on the walls around the house that tell you what you need to do if there is a fire or other emergency. Staff will also tell you about evacuation/exit points and what to do in the case of an emergency.

## Emergency Help Numbers

Staff will always be there to help you and you can reach them by calling the house. You can also call:

**Police and Emergency Services 000**

**Kids Help Line 1800 55 1800**

**Lifeline 13 11 14**

**NSW Ombudsman:**

<https://www.ombo.nsw.gov.au>

**02 9286 1000 / 1800 451 524 (regional)**

**FACS Child Protection Helpline: 132 111**



**Acknowledgement of Country**

Anglicare acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.



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