

FOSTER CARE

Welcome

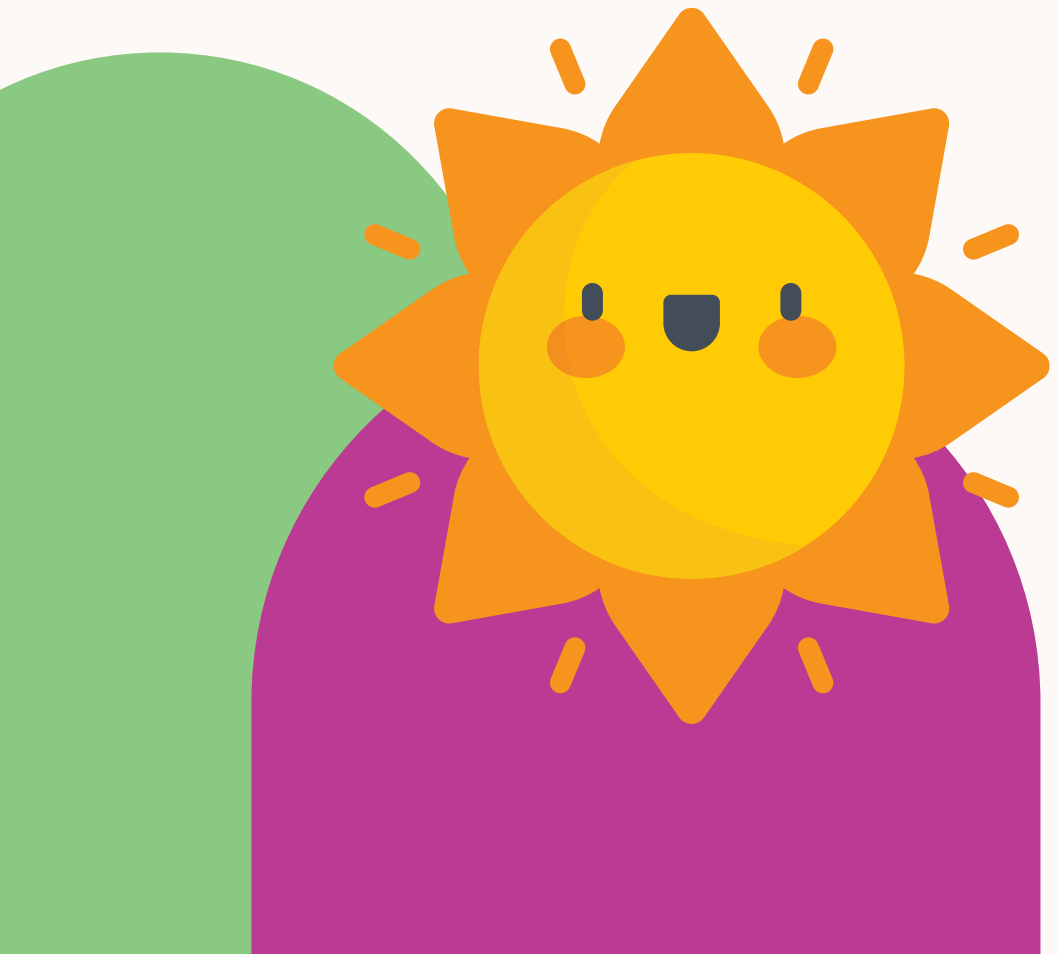


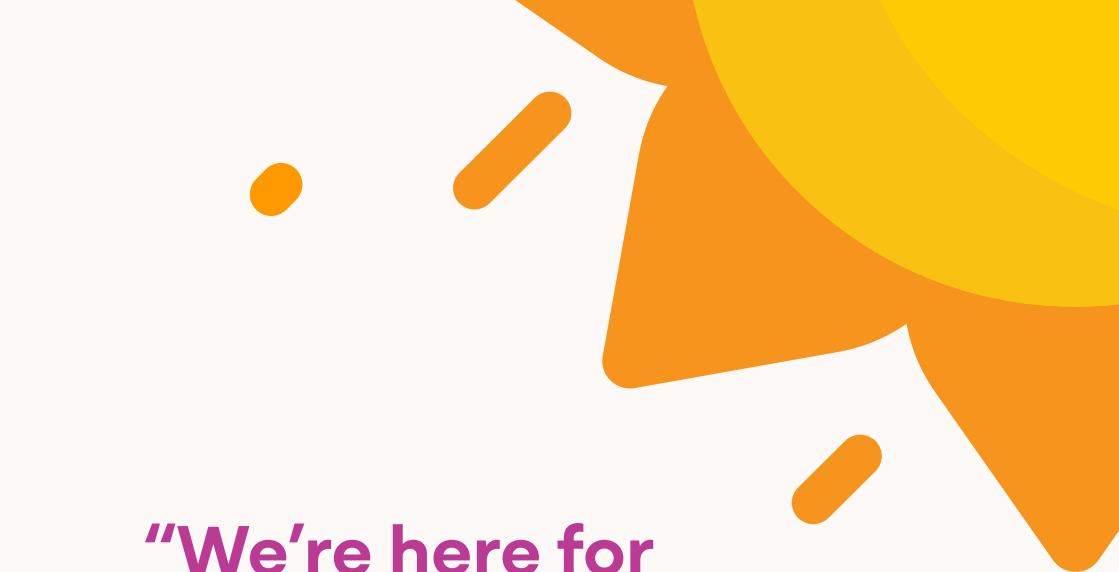
Welcome

You are our number one priority.

Your wellbeing and safety is what we are here for. Making sure you can be yourself and feel welcome is something we take seriously.

This booklet lets you know of your rights, our shared responsibilities to you and what you can expect from your care team. There is also information on how we operate to keep your information private and if ever you need help there are key contacts you can call.





**"We're here for
you every step
of the way."**

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Charter of Rights

As a child/young person living in out of home care in Queensland, you have the right:

- to be provided with a safe and stable living environment;
- to be treated fairly and with respect;
- to be placed in care that best meets the child's needs and is most culturally appropriate;
- to maintain relationships with the child's family and community;
- to develop, maintain and enjoy a connection to the child's culture of origin;
- for an Aboriginal child—to develop, maintain and enjoy a connection to Aboriginal tradition;
- for a Torres Strait Islander child—to develop, maintain and enjoy a connection to Island custom;
- to develop, maintain and enjoy the child's identity, including their sexual orientation
- or gender identity;
- to choose and practice one or more languages;
- to choose and practice one or more religions;
- to be consulted about, and to take part in making, decisions affecting the child's life (having regard to the child's age or ability to understand), particularly decisions about where the child is living, contact with the child's family and the child's health and schooling;
- to keep, and have a safe space to store, personal belongings;
- to be given information about decisions and plans concerning the child's future and personal history, having regard to the child's age or ability to understand;
- to engage in play, and other recreational activities, appropriate for the child;
- to privacy, including the child's personal information;
- if the child is under the long-term guardianship of the Chief Executive, to regular review of the child's care arrangements;
- to make a complaint to the Chief Executive if the child considers that the Charter of Rights is not being complied with in relation to the child;
- to have access to dental, medical and therapeutic services, necessary to meet the child's needs;
- to have access to education appropriate to the child's age and development;
- to have access to job training opportunities and help in finding appropriate employment;
- to receive appropriate help with the transition from being a child in care to independence, including, for example, help about housing, access to income support and training and education.



Human Rights in QLD

As a person living in Queensland:

- You have the right to recognition and equality before the law.
- You have the right to life.
- You have the right to protection from torture and cruel, inhuman or degrading treatment.
- You have the right to freedom from forced work.
- You have the right to freedom of movement.
- You have the right to freedom of thought, conscience, religion, and belief.
- You have the right to freedom of expression.
- You have the right to taking part in public life.
- You have property rights.
- You have the right to privacy and reputation.
- Families and children have the right to protection.
- All people have general cultural rights.
- Aboriginal and/or Torres Strait Islander people have specific cultural rights.
- You have the right to humane treatment when deprived of liberty.
- You have the right to a fair hearing.
- You have rights in criminal proceedings, including specific rights of children in the criminal process.
- You have the right not to be tried or punished more than once for a crime.
- You have the right to retrospective criminal laws.
- You have the right to education.
- You have the right to health services.





Your responsibilities

At Anglicare we all have our responsibilities. Our approach to all things is done through respect. Respecting yourself, respecting others and respecting our surroundings is the aim of the program and is essential in everyone working together successfully.

- R**espect others, yourself and the surroundings
- E**ducation and life learning
- S**hare your achievements
- P**ride in yourself
- E**njoy the company of others
- C**hores and other duties — it's good to help others
- T**ime for yourself



Sharing of information

If something bad or dangerous is happening to you we need to share information to keep you safe.

If your Carer thinks something bad is happening to you or that you are in danger, we have to tell Child Safety to help you and keep you safe.

We may also need to share this information with the police or hospitals. If it is safe we will tell you that we are going to do this and explain who we are talking to and why.



S

**We only have a few rules
at Anglicare and the rules
we do have are about Safety:**

A

Keep yourself safe

F

Keep others safe

E

Keep belongings
and property safe

T

No weapons

Y

No drugs/alcohol

No illegal activities

No bullying



Anglicare workers keep information about you in a file

This file may include information about why you are in care, your health, your activities, your education, visits with your family, incidents, your achievements and strengths, photographs, drawings, awards and other special items.

Your records can be on paper or held on a computer or both.

You can give your Carer or Anglicare worker things that you want to be kept on your file.

eSafety

What is Cyberbullying?

Cyberbullying is when someone uses the internet to be mean to a child or young person so they feel bad or upset, including posts, comments, texts, messages, chats, livestreams, memes, images, videos and emails.

What can you do?

- Tell a trusted adult and ask for help
- Change the settings on your device / account
- Report cyberbullying material to the owner of the platform
- Check out the eSafety Commissioner for more tips:

esafety.gov.au



eSafety Commissioner





Diversity and belonging

Anglicare acknowledges Aboriginal and Torres Strait Islander peoples as the First Nations Peoples of Australia. Anglicare is committed to creating safe spaces where everyone belongs, including people who identify as/with:

- Aboriginal and/or Torres Strait Islander
- Culturally and Linguistically Diverse (CALD)
- Living with a disability and/or neurodivergent
- Diverse gender identity and/or sexual orientation
- Immigrant or refugee background
- Living with mental health



No matter who you are, where you come from, or what has happened to you – you belong here.



Confidentiality

What is Confidentiality?

Confidentiality is about keeping information regarding your personal and case information private.

Who has access to my confidential information?

Only key people who are involved in your placement with Anglicare have access to the information. This includes Anglicare staff, Child Safety staff, your school, your carers, your Community Visitor and other agencies who are working with you and Anglicare to help you achieve your goals.

If Anglicare believes that your safety or well being is at risk, or another person's safety is at risk from your behaviours, information will be provided to people such as the police or hospitals to help keep you safe.

Before we share your personal information with people or agencies who are not a usual part of your placement here at Anglicare, we will talk with you about this.

For example:

- An activity group, sporting club or youth group
- An employer or training provider
- A member of your family or a significant person in your life

Confidentiality with others living at Anglicare

Your confidential information is not discussed with other young people living at Anglicare and we will not share confidential information with you about others living at Anglicare. If this happens, it is called a breach of confidentiality.

Can I access my personal information?

Yes! There is a process to follow to access your personal information.

For information about your everyday life, ask your Anglicare worker or Carer and they will assist you with putting in a request.

If you want to look at your file, we need to put this request in writing and discuss it with your Child Safety Officer (CSO).

Who can I talk to if I have a concern or a complaint?

If you have a concern or complaint you need to share with someone, we are happy and willing to listen to you.

You can talk to:

- Your Anglicare worker
- Your carer
- Your Child Safety Officer (CSO)
- Your Community Visitor

If you are still unhappy about your concern or complaint or it is too difficult to talk about with your Carer or Anglicare worker, you can talk to a coordinator. You can also write about your concern or complaint on a feedback form.

If you feel your human rights have been breached or you are unhappy with our response, you have the right to access an external complaints agency and external advocacy/support agencies. This includes the right to escalate a human rights complaint to the Queensland Human Rights Commissioner if 45 days have elapsed and you've not received a response to the complaint, or you consider your response to be inadequate.

Complaint forms can be found on our website at:

anglicaresq.org.au/feedback

You can also talk with your school teacher or someone else who you trust.

If the concern or complaint you have breaks the law or is about someone being harmed, this may need to be shared with others, for example the police.







Participation in decision making

To participate means to 'take part' or 'sharing in the activities of a group'. Decision making means the process of making a choice or making up your mind.

Participation in decision making is a way for you to share your thoughts, feelings and views about things that are important to you.

The most important thing is that you are given the opportunity to participate.

It is your right to participate in decision making and this means that you can also choose not to participate.

Depending on your age, your ability to understand and your interest in being involved, participation in decision making can happen in different ways.

For example:

- Being at a meeting and joining in the discussion.
- Being at a meeting and listening to what is being said.
- Writing your views and having them read out at the meeting,
- Recording your views and having them listened to at the meeting.
- Talking with someone (e.g. your CSO or Anglicare worker) before a meeting and knowing that they will share your views and ensure that your views are considered.
- Being involved in planning activities for school holidays.
- Being involved in planning meals and menus.
- Being involved in your Anglicare care plan – this is about goals for your health, education, living skills, recreational activities, visits with family and friends, etc.
- Being involved in house or family meetings.
- Making choices about everyday matters such as when to have a shower, what to wear, what game to play, what snack to eat.

Key contacts

Anglicare Southern Queensland

Phone: **1300 610 610**

The Department of Children, Youth Justice and Multicultural Affairs

Your Child Safety Officer (CSO) can help you with information about being in care, decision making, complaints and legal matters.

The best way to talk to your CSO is to ring them. If you don't have their number ask any Anglicare worker for help.

Web: **cyjma.qld.gov.au**

CREATE

CREATE Foundation seeks to support and empower children and young people living in out-of-home care by ensuring their voices are heard by key decision-makers in government and out-of-home care stakeholders (e.g. Anglicare).

Phone: **1800 655 105** or **(07) 3317 6020**

Email: **queensland@create.org.au**

Web: **create.org.au**

Kids Help Line

Kids Help Line is a free counselling service for kids and young people aged 5—15 years. You can get help over the phone, email or web for any reason at anytime. The fastest way to talk to a counsellor is to call Kids Help Line.

Phone: **1800 55 1800**

Email: **counsellor@kidshelp.com.au**

Web: **kidshelp.com.au**

Queensland Human Rights Commission

The Queensland Human Rights Commission is responsible for making sure that the rights of people living in Queensland.

Phone: **1800 55 1800**

Email: **counsellor@kidshelp.com.au**

Web: **kidshelp.com.au**

Queensland Civil and Administrative Tribunal (QCAT)

If you feel that a decision made by Child Safety about who you should live with, whether your parents should know where you are living, your contact with family or your care arrangement is wrong you can ask QCAT to review the decision. This is called a reviewable decision, and you must contact QCAT within 28 days of Child Safety sending you a letter about a decision. You can ask a trusted adult like a carer, Community Visitor, Youth Worker or CSO to help you contact QCAT.

Phone: **1300 753 228**

Web: **www.qcat.qld.gov.au/case-types/children-and-young-people**

Community Visitors



What is a Community Visitor?

A Community Visitor can help you while you are living with Anglicare or another out-of-home care placement. Community Visitors are independent which means they are not from Anglicare, another community agency or the Department.

Community Visitors work for the Commission for Children and Young People and Child Guardian (the Commission).

Community Visitors make sure the concerns, views and wishes of children and young people are listened to and seriously considered.

How can a Community Visitor help me?

A Community Visitor will:

- Listen to you and support you
- Check that you are happy with where you are living and that your support needs are being met
- Get information for you about support people and services that can help you
- Help you to work through problems and issues

What can I ask about?

A Community Visitor can answer questions or find information out about:

- People or services to help you
- Allowances and other money issues
- Concerns about the place where you are living
- Where you might live
- Family contact issues
- Sorting out issues with your Child Safety Officer or the Department

How can I contact a Community Visitor?

Phone the Commission on **1300 653 187** (free call) or SMS **0418 740 186**

Email the Commission on **publicguardian@publicguardian.qld.gov.au**

Ask your Anglicare worker or Carer to contact a Community Visitor for you.

Web: **publicguardian.qld.gov.au**





Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services now stand.

We pay our respect to Elders – past, present and emerging – and acknowledge the important role of Aboriginal and Torres Strait Islander people in caring for their own communities.