

# ARROS

## Information Booklet

Office number: (07) 3266 3788

Email: [arros@communityliving.org.au](mailto:arros@communityliving.org.au)



**COMMUNITY**  
LIVING ASSOCIATION





## Who are we?

The ARROS team work with young people (15-25) across North Brisbane and Moreton Bay Regions who have intellectual or cognitive disabilities (suspected or diagnosed) and who are experiencing or are at risk of homelessness. Many of the young people we work with have out of home care experiences or have contact with the justice system.

ARROS workers are skilled social workers and human service workers with knowledge and experience of supporting young people with disabilities and experiences of trauma.

## Outreach Team

Outreach workers use a young person centered approach and build their work around young peoples' goals, needs and wants. They are flexible, proactive and responsive to the needs of young people. Support from outreach workers may include:

- Finding a safe place to live
- Building connection to community
- Seeking education or employment
- Connecting with other supports

This work is funded through the Queensland Department of Children, Youth Justice and Multicultural Affairs' Transitions and Post-Care Support (TPCS) funding and individual NDIS plans.

Focus:

Outreach workers provide individual support to young people aimed at meeting their transition from care goals and/or their NDIS goals. .

Eligibility:

- For people with NDIS plans
  - Be aged 15-25
  - Have intellectual or cognitive disabilities
  - Be at risk of or experiencing homelessness
- For young people needing TPCS
  - Be aged 15-21
  - Have intellectual or cognitive disabilities
  - Be at risk of or experiencing homelessness
  - If under 18, be under a Child Safety Order

## ARROS PLACE

ARROS PLACE is a project aimed at supporting young people to connect, build skills and peer relationships, share experiences and find places where they belong. To do this, workers facilitate two weekly groups where young people engage in practical cooking tasks. On the surface, this can look like a cooking group. Underneath, this is a space where young people can learn how to build relationships, navigate conflict, problem solve collaboratively, build their capacity to regulate emotion, develop leadership skills and most importantly have fun.

ARROS PLACE is a project funded by the Federal Department of Social Services through an Information, Linkages and Capacity Building Grant. At this time, the project is funded until June 2024.

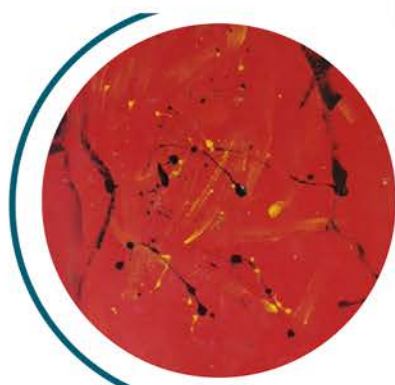
### Focus:

ARROS PLACE social workers create group spaces for young people who experience isolation, struggle in group settings or have experiences of exclusion from groups. Outside of the groups, workers can provide individual support to respond to immediate need or to reduce barriers to attend.

### Eligibility:

- Be aged 15-25
- Have an intellectual or cognitive disability
- Be at risk of or experiencing homelessness

# Your privacy



You have the right for information you share with us to be kept private. This means:

- We keep your information private.
- If you, or the worker, think it would help to share information, we will ask your permission first.
- We keep notes about what we discuss together to help us with the work. These notes are kept locked
- You can ask a worker if you would like to look at your case notes.
- If we are concerned about your safety, or someone else's safety, we may need to tell someone to keep you and/or them safe.
- We will always try and talk to you about this first.

# Speaking Up



You have the right to tell us what you think. CLA welcomes your feedback and ideas. Workers always want to hear how we can best support you.

You can:

- Share with us the things we do well and the things we can so better.
- Talk to your worker if you are unhappy or would like us to do something differently.
- If you feel it is not solved, you can speak with the Team Leader (3266 3788) or the Coordinator (3266 5633).
- You can have someone support you to talk to a worker, the team leader or Coordinator if this feels more comfortable

# Contact Us

07

We are open Monday - Friday 9am-5pm.

You can contact your worker directly or call reception on 3266 5633.

If you need help outside these times you might like to call:

- A family member or friend that you trust
- Lifeline - 24 hour telephone counselling support  
Phone: 13 11 14
- DV (domestic Violence) Connect provides phone counselling and referral for people experiencing domestic violence  
Women's Line: 1800 811 811  
Men's Line(9am-12am): 1800 600 636
- If it is an emergency call 000 and ask for police, ambulance or fire.



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