

**BEROS**

# WELCOME BOOKLET



a partnership between

BEROS is committed to creating a space which welcomes and celebrates diversity and inclusion. We hope that in working alongside BEROS, all young people feel heard, safe and included. We are eager to listen and learn from the lived experiences of each young person, and provide them with a safe space to explore their identities.



# **ACKNOWLEDGEMENT OF COUNTRY**

BEROS would like to acknowledge the Traditional Owners of the lands on which we live and work; the lands of the Turrbal, Jaggera, Jinibara, Quandamooka, Gubbi Gubbi and Wakka Wakka people.

We acknowledge the ongoing impact of colonisation and systems intervention on Aboriginal and Torres Strait Islander communities.

BEROS are committed to listening to and learning from First Nations' cultural knowledge and wisdom, and providing service which makes young people feel heard, respected and included.



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# WHAT IS BEROS?

BEROS is a partnership between Community Living Association and Micah Projects Inc.

We provide service to young people aged 12 - 18, who are in the care of the Department of Child Safety, Seniors and Disability Services who are identified as self-placing (which may include sleeping rough, couch surfing or staying with friends and family) in the Brisbane, lower North Coast and Sunshine Coast districts.

## There are 3 parts to the service:

THE HOUSE (OVERNIGHT SUPPORT)



STREET-TO-HOME (4PM-MIDNIGHT)



CASE MANAGEMENT (9AM-5PM)



Each of these parts of the BEROS service is explained further throughout this booklet.

# WHAT IS BEROS?

## HOW LONG WILL BEROS WORK WITH ME?

BEROS work with young people until they are either:

- No-longer self-placing. This might mean they have returned to a placement, or found long-term housing that works for them and are getting the supports they need there.
- No longer have a current Child Safety order. BEROS can only work with young people who are currently in the care of Child Safety.
- Have turned 18. BEROS only works with young people 12-18 years old.

BEROS workers will always help young people connect with the supports they need before exiting from our service.

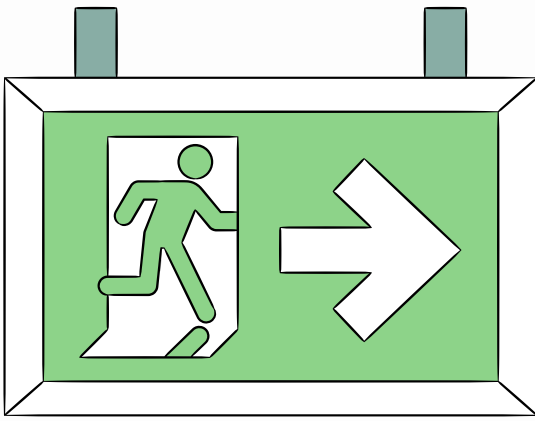
If a young person goes into a placement and exits BEROS, they can re-connect with BEROS if they become self-placing again (as long as they are still under 18 and meet eligibility).

# WE ARE VOLUNTARY

**All parts of the BEROS service are voluntary.  
This means YOU CHOOSE whether you work with us  
and you can change your mind about the support you  
receive at any time.**

- It's your choice what parts of the BEROS service you want to work with.
- It's your choice when you see us and how often you want support.
- It's your choice how you engage with BEROS workers (texting, speaking on the phone, going for a drive, meeting up).
- It's your choice what you talk to us about and choose to share. For example, if you don't want to tell us your address, you don't have to, we can meet you in a public space. We explain our confidentiality policy more later in this booklet.
- We're led by you.

**IF YOU HAVE QUESTIONS, YOU CAN CHAT TO A  
WORKER**



# WE ARE VOLUNTARY

**STAYING AT THE BEROS HOUSE IS  
VOLUNTARY. YOU CAN LEAVE WHENEVER  
YOU'RE READY.**

**SO THAT WORKERS CAN SUPPORT YOU THE BEST WE  
CAN, WE ASK YOU TO DO THE FOLLOWING WHEN  
YOU LEAVE THE HOUSE:**

- Let the worker on shift know, or leave them a note
- Let the worker know whether you plan on returning (and at what time)
- If you feel comfortable, share your plans. Workers can help you get where you need to go
- Provide a contact number for yourself, if possible
- Take contact details for BEROS so you can reach us if you need to

**If you don't return, BEROS workers will need to notify Child Safety After Hours you've left. The worker will only say what suburb they've dropped you off at, they won't share any further information without your consent (see confidentiality section).**

**WORKERS MIGHT REMIND YOU BEROS IS VOLUNTARY  
AND IF YOU NEED TO LEAVE, YOU CAN.**

**IF YOU HAVE QUESTIONS, YOU CAN CHAT TO A  
WORKER**



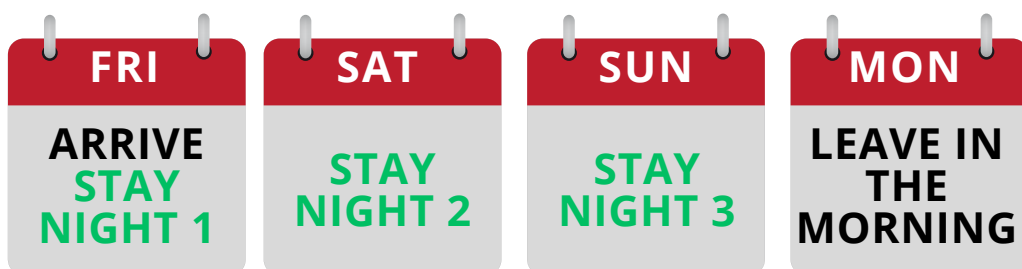
# BEROS HOUSE

Most young people stay at BEROS for one or two nights at a time. This is because we're emergency accommodation, not a long-term placement. If you've stayed two nights and aren't sure where else you can stay, chat to your BEROS worker who can support you to make a plan.



## WHAT ABOUT WEEKENDS?

If a young person comes into the house on a Friday night, they can stay right through until Monday morning.

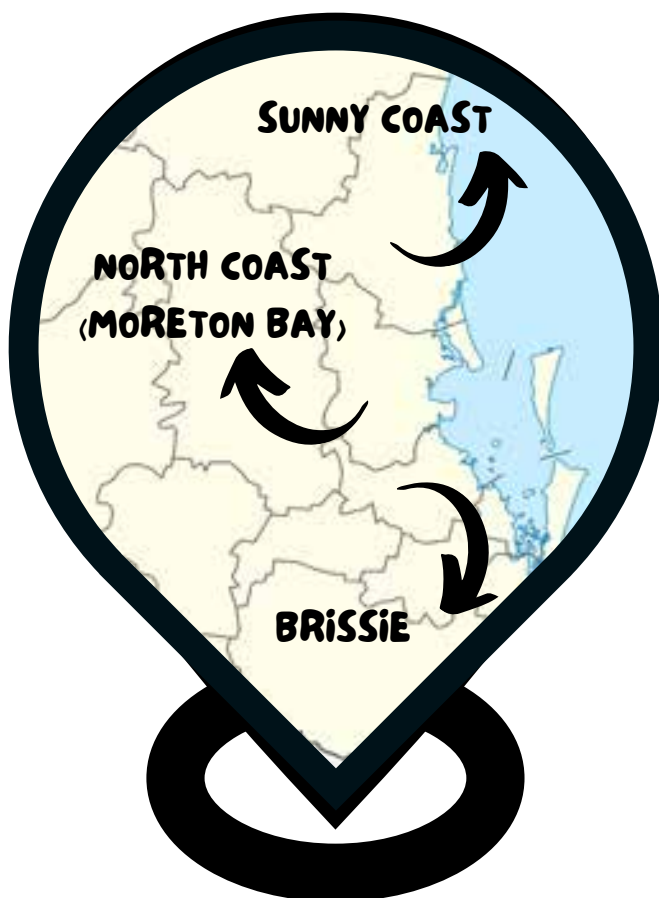


Public holidays also extend young peoples' stay at BEROS. For example, if a young person comes into the house on a Friday and the Monday is a public holiday, they can stay until the Tuesday morning.

# BEROS HOUSE

## WHAT HAPPENS DURING THE DAY?

During the week the house turns into an office from 9am to 5pm. This means young people cannot stay at the house throughout the day and need to leave in the morning. When you leave the house, workers can help you plan about getting where you need to go for the day.



## WHERE ARE THE BEROS HOUSES?

BEROS has 3 houses: Brisbane, Lower North Coast (Moreton Bay), and Sunshine Coast. The address of the BEROS houses are kept confidential, to reduce the likelihood of them becoming publicly known to QPS or other services, as well as for young peoples' safety.



# BRISBANE

**Located at Wavell Heights**

**Travel times**

- Chermside: 5 mins
- Northgate station: 5 mins
- City: 20 mins
- Inala: 35 mins
- Ipswich: 45 mins

**Located at Petrie**

**Travel times**

- Petrie station: 5 mins
- North Lakes: 13 mins
- Caboolture: 25 mins
- Deception Bay: 18 mins
- Chermside: 25 mins

# NORTH COAST



# SUNNY COAST

**Located at Sippy Downs**

**Travel times**

- Maroochydore: 15 mins
- Nambour: 20 mins
- Gympie: 58 mins
- Caloundra: 19 mins
- Mooloolaba: 15 mins



# BEROS HOUSE

## WHAT DOES THE BEROS HOUSE LOOK LIKE?

Each of the 3 BEROS houses looks slightly different, but all have the same facilities that you can use when you stay.

Each BEROS house has:

- 2 separate bedrooms for young people to stay in
- Unlimited Wi-Fi
- Lounge area with television
- Kitchen with cooking facilities, pre-made meals and snacks
- Outdoor space
- Wardrobe with supplies for young people to access

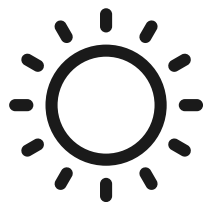


# BEROS HOUSE

## **i WANT TO STAY AT THE BEROS HOUSE. WHAT DO I DO?**

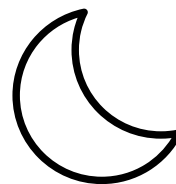
Unfortunately, you cannot 'book' a night at the BEROS house in advance. If you are a self-placing young person aged 12-18, there are two ways you can organise to stay at the BEROS house.

### **TO ACCESS THE BEROS HOUSE YOU CAN**



Talk to your BEROS case manager  
9AM - 5PM.

For BEROS Team Leader call:  
0447 385 199



Call the Street To Home team  
4PM - MIDNIGHT.

Call: 3036 4444

Or you can ask someone you trust (like a friend, family member, worker, or CSO) to reach out on your behalf.



**BEROS**

# **STREET TO HOME**


Street To Home workers are available from 4pm to midnight every day. There are three Street To Home crews, who work at Brissie, Sunny Coast and lower North Coast (Moreton Bay). Each team usually has two workers driving around to connect and respond to young people.

## **WHAT CAN THE STREET-TO-HOME WORKERS HELP WITH?**

Street-To-Home workers can help with transport, having a chat when you need it, getting a feed or grocery shop, and getting you to the BEROS overnight house if you need somewhere to stay.

## **HOW CAN I ACCESS STREET-TO-HOME?**

You can contact Street-To-Home on the after-hours number (3036 4444) or by letting a case manager know during the day that you'd like support that night.



# BEROS CASE MANAGEMENT

Case managers work through the day from each of the BEROS sites. They are available from 9am-5pm, Monday-Friday.

Case managers are there to support young people with their goals at their pace. They can support you with things like talking to Child Safety and making sure your voice and needs are heard, applying for Centrelink, getting your prep L's, getting to appointments, or talking to family and other important people in your life.

When problems pop up, your case manager is someone who can work alongside you to figure out a plan.

If you have any questions about what kind of support BEROS can provide, chat to a worker.



# **BEROS**

# CONFIDENTIALITY

Confidentiality is about how your personal information is kept and used by the service (BEROS). Everything you tell us is kept confidential and private within the BEROS team.

## **BEROS' MODEL OF CONFIDENTIALITY**

1. Confidentiality is between the young person and the BEROS team, not just individual workers.
2. BEROS workers will remind you about confidentiality and talk things through with you to make sure you understand how and when we share information.
3. In our work together, BEROS workers will talk with you about who we might need to speak to and what information we share with them.
4. Confidentiality may be breached in situations where there is a danger or risk to wellbeing/safety. This means workers might have to talk to someone else about the information you have shared. Wherever possible, workers will talk to you about this beforehand, and support you through the process.

If you have any questions about our confidentiality policy, chat to your BEROS worker.



# **BEROS**

# CONFIDENTIALITY

## **WHEN DOES BEROS TALK TO CHILD SAFETY?**

BEROS workers are not mandatory reporters. We are required to contact your Child Safety Officer (CSO) or Child Safety After-Hours to let them know that we have had contact with you, to confirm you're safe, and your general location (or if you are staying at the BEROS house). However, we will not share any further information with the Department of Child Safety unless we have your consent.

Sometimes Child Safety may request information from BEROS under Section 159N of the Child Protection Act. BEROS confidentiality is still protected by risk of immediate harm, meaning Child Safety will need to demonstrate there is risk of immediate harm for us to breach confidentiality.

Child Safety also has the right to ask us for young peoples' files when they turn 18.

**It's always your choice what you talk to BEROS workers about and what information you choose to share with us.**

# BEROS CONFIDENTIALITY

## WHEN MIGHT BEROS TALK TO SOMEONE ELSE?

Very rarely, we need to give information to someone else. This will only happen if we have your permission to share OR if there is an immediate danger/risk of harm to you or another person and telling someone appropriate might help prevent that danger from occurring. We will always do our best to talk to you before telling someone else.

There may be occasions where BEROS workers and case notes are subpoenaed by a court order. This means that information you share with us may then enter a court setting. If this happens, we will always do our best to keep you informed and support you through the process.

### REMEMBER

**It's always your choice what you talk to your BEROS workers about and what information you chose to share (or not share) with us**

## **NEW LAWS TO PROTECT YOUNG PEOPLE**

In 2021 the law was updated to say that it is a legal requirement for any adult in Queensland to talk to police if they have information that a sexual offence\* may have happened involving a person under 16 by an adult 18 years old or over.

It is important to know that it is a sexual offence (illegal) for an adult (someone over 18) to have sexual activity with a person under 16 years of age, even if the person who is under 16 consents.

Your worker may have to tell the police if you provide any information that leads us to believe an adult has had sexual activity with you or someone else when under 16. The police may want to talk to you about what happened, but it will then be your choice if you want to tell them anything. BEROS can support you through this process if it occurs.

\*A sexual offence under the law can mean sexual assault, sexual abuse, grooming a child, making child exploitation material (e.g. naked photos) or having a sexual relationship with a child.



# BEROS RECORDS & CASE NOTES

## **CAN I ACCESS MY BEROS RECORDS?**

Young people can access their files from BEROS (or allow other people to) with approval from the BEROS Team Leader. The file will stay with BEROS, but young people can access copies of this information. If you access your file, the BEROS Team Leader will be there with you. Sometimes, the Team Leader might remove information before anyone looks at it. This could happen if the information creates a threat to you or someone else, or would breach someone else's confidentiality. The CLA Co-Ordinator would need to approve this before anything is removed.

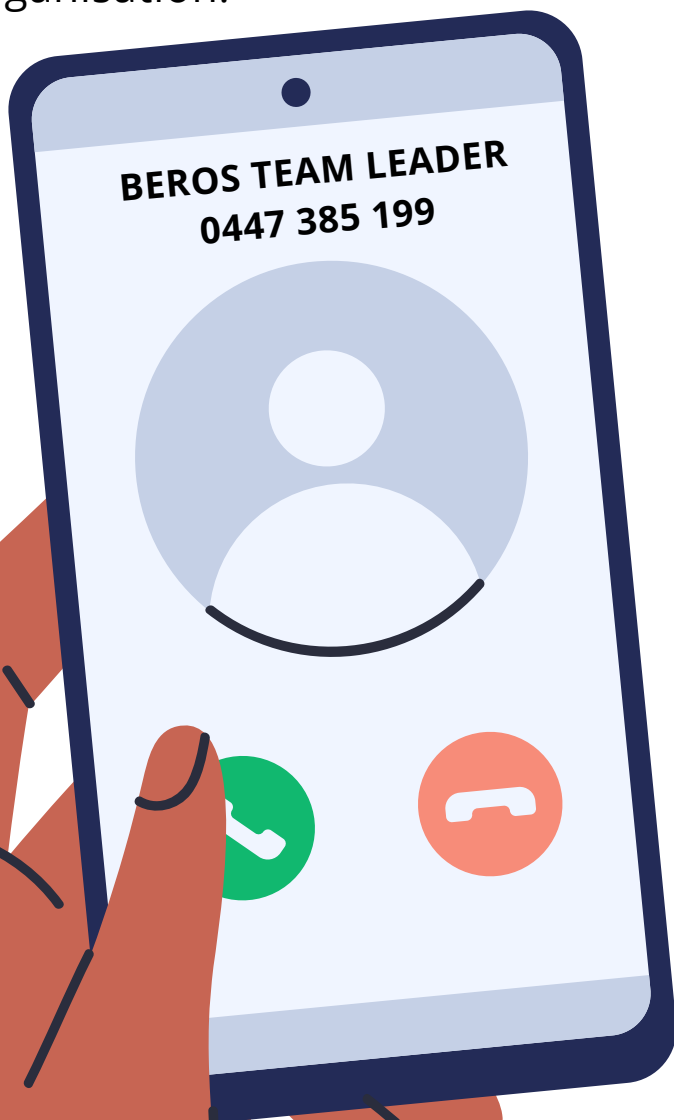
## **WHERE DOES BEROS STORE MY INFO?**

BEROS uses a client data management system to manage and keep track of the work we do. This system holds information in it like your contact details and case notes from BEROS workers on what work they have been doing with you. This information is stored so we can best support you, keep a record of your goals, and decisions you make. Your file stays on the system for 7 years after your 18th birthday. If there is any breach of a young person's files (leading to breach of their privacy), BEROS will let them know straight away. Any privacy breach will also be reported to the Contract Manager of BEROS.

# BEROS COMPLAINTS POLICY

**If you are not happy with the support or information you receive from us...**

We support your right to complain about a worker or the organisation.



1. If you have a complaint, or if your worker does/says something that makes you feel uncomfortable, please try and speak to your worker so that you can both work it out together.

2. If you do not feel comfortable doing this, or you are not satisfied with the outcome, you can call the BEROS Team Leader on 0447 385 199.

3. If your complaint didn't get worked out, please seek the support of the CLA Coordinator on 32665633.



If your worker hasn't gone through your rights with you, please ask them to.

Please ask for more information if you wish to know more OR if you don't understand something.

We are more than happy to discuss your rights with you.

# OTHER FEEDBACK OPPORTUNITIES

## **DEPARTMENT OF CHILD SAFETY**

For more information about how to share your complaints or compliments with Child Safety, follow the QR Code link or chat to your Child Safety Service Centre. Your BEROS worker can support you with this.



## **STREET TO HOME (MICAH PROJECTS)**

The Street-To-Home crew are employed through Micah Projects. To provide any feedback about Street-To-Home, you can go to the Micah website via the QR Code or your BEROS worker can help you reach out.



## **COMMUNITY LIVING ASSOCIATION (BEROS CASE MANAGEMENT/OVERNIGHT SUPPORT)**

If you would like to give positive feedback or raise a concern about BEROS overnight or case management support, you can also do this via the CLA website linked in the QR Code.



# THINKING OF SELF-PLACING?

YOUNG PEOPLE THAT HAVE BEEN THROUGH IT WANT YOU TO KNOW:



## ASK FOR HELP WHEN YOU NEED IT

- Workers and the system are there to help you - use it to your advantage and don't feel bad. Find out what you're entitled to. BEROS can talk to Child Safety to get you what you need.

## PROTECT YOURSELF

- Don't ignore your gut feelings. Small incidents can be red flags for future big incidents. Check out the info down the bottom for services that can help you out.



## ALWAYS HAVE A BACKUP PLAN

- Develop a safety plan with a person you trust for if you have to leave the place you are staying. Where would you go, who can you stay with, what services are there to help?

This resource share the voices of 11 young people who took part in interviews about their experiences of self-placing as part of a research project conducted by the University of Queensland.



## BUILD A SUPPORT NETWORK

- Friends, family and workers are often your strongest allies when you're self-placing. Keep in mind: whose couch can you sleep on for a few days and who can get you food quickly?



## THE GRASS IS NOT ALWAYS GREENER

- When you leave a resi placement, Child Safety can close it and it could take time to find another one. When your placement is closed, you also lose all the support they provide. Is leaving worth losing the support and a place to keep your things?



## PREPARE FOR TRANSITIONING OUT OF CARE

- Talk to your workers about a plan for when you turn 18. This could involve getting Centrelink, getting your licence, writing a resume, graduating school or finishing Grade 10, or starting TAFE. Have a plan to secure your future.



## DO WHAT YOU NEED TO DO TO SURVIVE

- Self-placing is hard and there's going to be bumps in the road. There is no shame in doing what you need to do to survive. Hold on to people who have your back, and continue to work towards something better in the future.



## THERE ARE SERVICES TO SUPPORT YOU WITH THESE THINGS:

*to find out which services might best be able to support you with your goals, you can chat to your BEROS worker.*

# IMPORTANT CONTACTS



BEROS Team Leader  
9AM-5PM  
MON-FRI  
0447 385 199



Street-To-Home  
4PM-MIDNIGHT  
7 DAYS  
3036 4444

**IF YOU ARE IN IMMEDIATE DANGER,  
OR IN AN EMERGENCY, CALL 000.**

- Child Safety After Hours: 1800177135
- 13 HEALTH (Health advice): 13432584
- Kids Helpline: 1800 55 1800
- Find other help nearby:  
[Askizzy.org.au](http://Askizzy.org.au)



NOTES

A series of horizontal dotted lines for writing notes.



[communityliving.org.au](http://communityliving.org.au)



Breaking Social Isolation  
Building Community

[micahprojects.org.au](http://micahprojects.org.au)