ARROS

WELCOME BOOKLET

COMMUNITY LIVING ASSOCIATION

ACKNOWLEDGEMENT OF COUNTRY

ARROS acknowledges the Traditional Owners of the lands on which we live and work, the lands of the Turrbal, Jaggera, and Gubbi Gubbi people. We pay our deepest respects to Elders past and present.

We acknowledge the ongoing impact of colonisation and the interventions of Child Safety and Youth Justice systems on Aboriginal and Torres Strait Islander communities.

ARROS 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.

ARROS is committed to creating a space which welcomes and celebrates diversity and inclusion.

ARROS is dedicated to supporting young people to feel heard, safe and included.

We are always eager to listen and learn from young peoples' lived experiences, and the experiences of their families and communities.

ARROS

The ARROS team supports young people who:

- Are 15-25
- Live in Brisbane North or Moreton Bay regions
- Might have an intellectual and/or cognitive disability or learning difficulty
- Have an experience with Child Safety, Youth Justice, and/or are at risk of homelessness

We work with young people individually and/or connect them with groups to work towards goals.

- Workers can meet with you one on one in a place that works for you
- You can meet with other young people to work together on building your skills, speaking up and having fun

ARROS believes that all young people have a right to be included, to participate, and feel valued.

WHAT WE DO

ARROS workers will listen to what's important to you and help you work towards your goals.

Examples of goals:

- Finding somewhere to live
- Exploring your interests
- Making new friends
- Helping to connect with your family
- Learning new skills or finding a job

ARROS workers will:

- Spend time with you and meet you where you are most comfortable
- Work together on things that are important to you
- Brainstorm ideas with you to find different ways to work on your goals

YOUR PRIVACY

Information you share with ARROS will be kept private.

- We will talk with you about who you are ok with us talking to and what we share with them.
- If we are worried about your safety, or the safety of someone else we might need to tell someone. We will do our best to talk to you about this first.
- We keep notes about what we talk to you about in a file. This help us keep track of the work we do together.
- You have a right to access your file at any time. Please speak to your worker if you'd like to know more.

SPEAKING UP

ARROS want to hear your feedback and ideas.

We always want to hear how we can best support you and what we can do better.

You can have a support person with you if you want to speak up. This might be a family member, a friend, or a worker.

Other places that help you speak up:
Amparo Advocacy: 3354 4900
Speaking Up For Yourself (SUFY): 07 3255 1244
Queensland Advocacy Incorporated: 38444200
Queenslanders with Disability Network (QDN): 3255 1244

SPEAKING UP

If there's something you want to speak up to ARROS about follow the chart below

Talk to your worker about what you're unhappy with or if you would like us to do something differently.

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Talk to the ARROS Team Leader on 3266 3788.

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Talk to the CLA Coordinator, or ask to speak with the President of the CLA Management Committee by calling reception on 3266 5633.

If you have an NDIS plan, you can make a complaint to the NDIS Quality and Safeguard Commission by calling 1800 035 544 or visiting https://www.ndiscommission.gov.au

IMPORTANT CONTACTS

ARROS Team:
Monday - Friday, 9am-5pm
Phone: **07 3266 5633** or you can contact your worker directly

If you are in immediate danger, or in an emergency, call 000.

If you need help outside these times you could call:

- A family member or friend you can trust.
- Lifeline - 24/7 telephone counselling: **13 11 14**
- DV Connect - **1800 737 732**
- Women's Line: **1800 811 811**
- Men's Line (9am-12am)**: 1800 600 636**
- 13 HEALTH (Health advice): **13 432 584**

ARROS is a Child Safe Organisation

This means that we are committed to the safety of children. All ARROS workers have Blue Cards and have been trained to make sure that we keep children safe.

If you are a child and we are worried about your safety, we will talk you about this, and we will work with you to make sure you are safe.

If you are worried about the safety of someone else, we will try to make sure that they are safe. Sometimes this might mean we have to report our worries to the police or to child safety.

If you are a parent of a child, and we are worried about that child's safety, we will talk to you about this.

Sometimes this might mean we have to report our worries to the police or to child safety, but we will work with you so that together we can keep your child safe.

You are important to us, and so is your safety.

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