

**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.

We are committed to creating a safe space for all cultures sexualities' and gender identities.



# **ACKNOWLEDGEMENT OF COUNTRY**

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

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.

# Commitment to keeping Children and Young People safe

Safeguarding Children and Young People against harm is a shared responsibility that requires a collective effort across organisations, communities and regulators.

BEROS are committed to providing a safe and supportive environment assisting young people to feel safe, valued, included and respected.

Children and Young People have the right to always be safe. BEROS believe, it is the responsibility of the adults and the systems around young people to make every effort to ensure their right to safety is upheld.





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# IMPORTANT CONTACTS



BEROS Team Leader/ Intake and  
Referrals  
MON-FRI - 9AM-5PM  
0447 385 199

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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: 1800 177 135

13 HEALTH (Health advice): 1343 2584

Kids Helpline: 1800 551 800

Find other help nearby: [Askizzy.org.au](https://www.askizzy.org.au)

# WHAT IS **BEROS**?

**BEROS is a partnership between Community Living Association (CLA) and Micah Projects Inc, funded by the Department of Child Safety.**

We provide service to young people aged 12 - 18, who are in the care of child safety and self-placing (which may include sleeping rough, couch surfing or staying with friends and family) in the Brisbane, Moreton Bay and Sunshine Coast regions.

**There are 3 parts to the service:**

OVERNIGHT SUPPORT (5PM-9AM)



STREET-TO-HOME (4PM-MIDNIGHT)

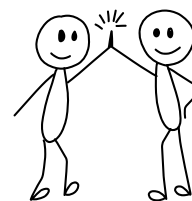


CASE MANAGEMENT (9AM-5PM)



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

# WHO DOES **BEROS** WORK WITH?



**BEROS work with young people in care, without a Child Safety approved placement. We work with young people in places, at times, and in ways that suit them.**

BEROS work with young people who don't live in a child safety approved placement, until they either:

- No-longer need us. 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.



# WE ARE VOLUNTARY

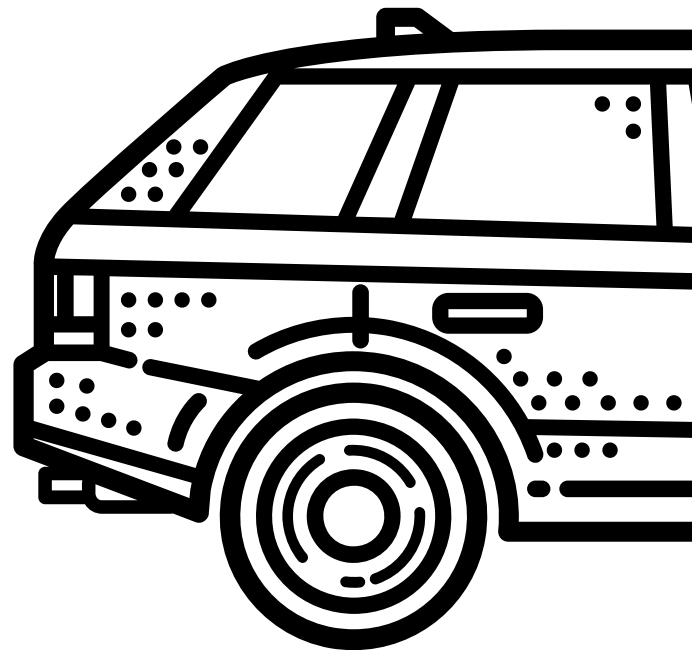
**All parts of the BEROS service are voluntary.  
This means YOU CHOOSE whether you work with us.**



- 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 connect with BEROS workers (text, chat on the phone, go for a drive, meet up).
- It's your choice what you talk to us about. 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.

# **BEROS**

## **STREET TO HOME**



Street To Home workers are available from 5pm to midnight every day. There are three Street To Home crews, who work at Brissie, Sunny Coast and Moreton Bay. Each team 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 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 them to contact you.



# **BEROS** **CASE** **MANAGEMENT**

Case managers work from the BEROS houses, but are often on the road, meeting young people, where they are at. They are available from 9am-5pm, Monday-Friday.

Case managers work at the pace of a young person supporting their goals. They can support you with things like talking to Child Safety, 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, give us a call



# BEROS

## OVERNIGHT SUPPORT

BEROS provides short term **emergency accommodation**. We are not a placement. This means you can stay for one or two nights at a time. If you've stayed two nights and aren't sure where else you can stay, chat to BEROS or your CSO 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 for the whole weekend.



### WHAT ABOUT PUBLIC HOLIDAYS?

If a young person comes to the house on a Friday, and the Monday is a public holiday, they can stay until Tuesday

# BEROS HOUSES



## WHAT DO THE BEROS HOUSES LOOK LIKE?

Each BEROS house looks slightly different, but all have the same facilities you can use when you stay with us. Each house can accommodate 2 young people per night.

When you come to BEROS you have access to:

- Your own room
- Unlimited Wi-Fi that does not get turned off
- Lounge area with television and Netflix
- Groceries, pre-made meals and snacks
- Kitchen with cooking facilities,
- Outdoor spaces
- Wardrobe with free supplies (toiletries, clothing, phone chargers)

## WHAT HAPPENS DURING THE DAY?

**On weekdays** the house turns into an office from 9am to 5pm. This means young people cannot stay at the house on weekdays throughout the day and need to leave in the morning. BEROS workers can help you plan and get where you need to go.

**On weekends**, young people can stay the whole day or leave if they prefer.





## BRISBANE

**Located at Wavell Heights**

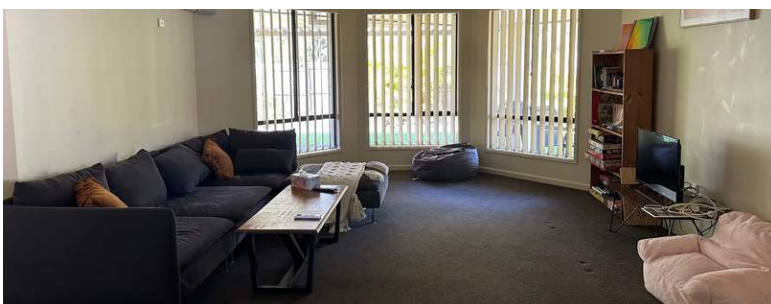
### **Travel times**

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

**Located at Dakabin**  
**Travel times**

Dakabin station: 5 mins  
North Lakes: 15 mins  
Caboolture: 20 mins  
Deception Bay: 18 mins  
Chermside: 25 mins

## MORETON BAY



## SUNNY COAST

**Located at Sippy Downs**

### **Travel times**

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



## STAYING AT THE BEROS HOUSE IS VOLUNTARY

WE UNDERSTAND THAT YOU MIGHT CHANGE YOUR MIND ABOUT STAYING AT BEROS.

IF YOU DECIDE TO LEAVE, LET US KNOW HOW WE CAN SUPPORT YOU

- 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 safely
- Take contact details for BEROS so you can reach us if you need to

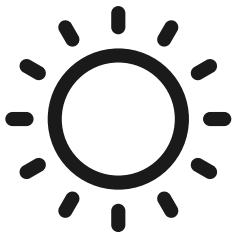
**Child Safety is notified when a Young Person is at Beros and when a Young Person leaves Beros**



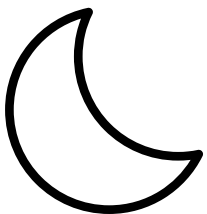
IF YOU'RE NOT SURE ABOUT STAYING OR GOING, YOU CAN CHAT TO THE HOUSE WORKER

# **BEROS HOUSE**

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



Between 9 am and 5pm:  
contact to your CSO, BEROS case  
manager or BEROS Team Leader on  
**0447 385 199**



Between 4pm and midnight:  
call the Street To Home team on  
**07 3036 4444**



# BEROS RECORDS & CASE NOTES

We keep written notes to remind us about where we are up to in working alongside you. These notes are stored online with 2 factor authentication for the team. Once you turn 18, are no longer under a child protection order and exit BEROS. We are obligated to return your file to the department of Child safety.

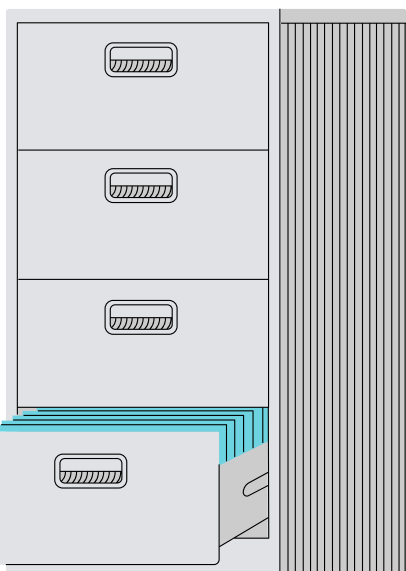
We also collect data to show we are doing the work we are funded to do, this will not include your name or anything that can identify you. Examples of data include age and cultural background if young people have shared this with us.

From time to time, we may use de-identified data for reporting or talking about our work to others. Sometimes researchers tell us about their work and if we think it is relevant to you, we will ask if you want to get involved. If you choose not to, that's fine! It won't get in the way of your regular support from BEROS.

If at any time you want to look at your notes please talk to a BEROS worker.

## HOW LONG DOES BEROS STORE MY INFO?

Your file stays on our 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 child safety know straight away. BEROS will also let you know via the information we have for you on file.



# BEROS

# CONFIDENTIALITY

Confidentiality is about how your personal information is kept and used by the service (BEROS).



## MODEL OF CONFIDENTIALITY

Confidentiality is between the young person and the BEROS team, not just individual workers. BEROS workers will remind you about confidentiality and talk things through to ensure you understand how and when we share information.

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 information you have shared. Wherever possible, workers will talk to you about this beforehand, and support you through the process. Sharing information can happen either with permission or when there is an *immediate danger or risk of harm to you or another person and telling someone appropriate might prevent that danger from occurring*.

There may be occasions where workers have to share information or case notes because of a court order. This means that information you share with us may enter a court setting if there was a relevant legal matter.

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



# **BEROS**

# **CONFIDENTIALITY**

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

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

BEROS work alongside Child Safety to ensure you have the support you need. We don't tell Child Safety what you talk to us about unless we have your consent, or are concerned about your immediate safety.

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.

There may be occasions where workers have to share information and case notes because of 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.

**\*\*When you turn 18 and are no longer working with us, BEROS have to provide your files to Child Safety.**



## Mandatory reporting of Child Sexual Abuse

In 2021 the law was updated making it a legal requirement for any adult in Queensland to talk to police if they have information that a sexual offence\* has occurred involving an adult and someone under 16 years of age.

It is important to know that it is 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.

BEROS may have to report to the police if you provide any information that leads us to believe an adult has had sexual activity with someone under 16.

The police may want to talk to you about what happened, but it is **your choice** if you want to talk to them. 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**

# **COMPLAINTS**

# **POLICY**

If you are not happy with a decision BEROS has made, or an experience you've had while with BEROS, you are encouraged to make a complaint.

1

**Speak to a worker so that you can work it out together**

2

**Call the BEROS Team Leader on 0447 385 199**

3

**Contact the CLA Coordinator on 3266 5633**



# OTHER FEEDBACK OPPORTUNITIES

## **DEPARTMENT OF CHILD SAFETY**

If you would like to give positive feedback or raise a concern about 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. If you would like to give positive feedback or raise a concern 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.*





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

You can 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.

## NOTES

[illegible]



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

MICAH PROJECTS



Breaking Social Isolation  
Building Community

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