



INALA  
COMMUNITY HOUSE

Out Of  
Home Care

# Your Carers Newsletter



## Charter of Rights

The Charter of rights for a child in care is taken from the Child Protection Act 1999 and outlines all of the rights that a child in care has. You can review this information [here](#)

## Meet Britt

Britt started recently as a case worker with our team, however, she has been a staff member with Inala Community House for over 12 years. Throughout her time, she has worked in many different roles which have always been focused on the care, education, and safety/wellbeing of children. For the past 18 months, she has worked in our OHC team as a youth worker. She's excited to start her new position and looks forward to working with carers more closely.



### What do you wish people knew about your role?

As this is a new role for me, I am learning that advocating for carers to help them meet the child's needs is an important aspect and one that I look forward to actioning

### What helps you get through the tough days?

The support of the strong team in the office. They are always there to help me to debrief and refocus on the tasks. The OHC staff are never short of a laugh.

### What is something interesting about yourself?

I have young adults who have grown up very fast. With my children slowly moving on, I am excited to rekindle my love of nature and bushwalking.



## June carer support group

We have partnered with the Family inclusion network to deliver the June carer support group. The family inclusion network is a network of parents and their allies who are working together to improve the Child Protection and Family support system. We are asking for your input for this carer support group and have created a survey which you can access below. This will help us to tailor our carer support group to your needs.

# Your Carer Newsletter

## A word from our Intake Officer - Ashleigh



Hi Carers,

I'm writing to you today to introduce myself as the new intake officer for our agency. My name is Ashleigh Serrano, and I'm excited to be working with you all to help find safe and loving homes for children in need.

I wanted to provide a brief overview of the role I will be playing as the intake officer.

As you may or may not know, our agency receives a list of referrals for children who need out-of-home care on a daily basis from the Brisbane and Moreton Bay region. These children range from 0-17 and are usually needing a home that day or within the week.

When we receive a referral, we are provided with some basic information about the child, such as their age, gender, and any special needs that they may have. We then use this information to match the child/children to a foster family.

The intake officer will then attend a daily meeting at approx. 11:00 am to provide Child Safety placement support services (PSS) with potentially available carers for these placements. There are also phone calls with PSS that occur during and after business hours. It will be my primary role to liaise between Child Safety, the carers, and their case workers to have children placed in suitable placements. Some of the things that we consider when placing a child include carer capacity, their foster care agreement, the urgency of the placement, and the needs of the children.

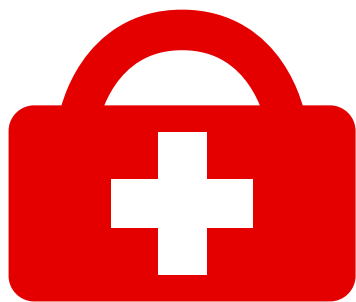
As well as placements, I will also be training new foster carers into our service and continue with case work. Please give me a ring if you have any questions.

As always, thank you so much for all you do for these children! I look forward to working with you all.



# Your Carer Newsletter

## Carer Spotlight



### First Aid Training

Just a reminder that if you'd like to complete First Aid Training we have scheduled a date in September at our office.

This is a one off event and has limited spaces. You will need to apply for a USI which you can do by clicking [here](#).

Please contact your case worker if you have any questions.

### Let's go Bowling!

For the July school holiday's we are looking to take everyone bowling. There's more details in the flyer.

RSVP's are essential, and carers must attend with their children.



**When** Monday 3rd July 10:00am-2:00pm  
**Where** Garden City Zone Bowling, Kessels Rd, Upper Mount Gravatt QLD 4122



RSVP essential by Thursday 29th June, RSVP via [intake@ich.org.au](mailto:intake@ich.org.au) or via your case worker.

### Feedback & Complaints

Our community of carers is so important and we want to ensure you have the opportunity to share any feedback or concerns you may have. You can give feedback in several ways.

- Call and speak to a member of our team on **(07) 3372 1711**
- Submit your feedback via email at [reception@ich.org.au](mailto:reception@ich.org.au) or [complaints@ich.org.au](mailto:complaints@ich.org.au)
- Send through written feedback to PO BOX 4800, Forest Lake QLD 4078



Say Hi to the fabulous and fearless Robyn. Robyn has devoted the past 13 years to supporting her 3 grand children as a kin carer. What Robyn cherishes the most about her role is the love of her grandchildren. Robyn has a deep empathy and compassion and creates a safe nurturing environment for the children to heal, grow, and flourish.

Although Robyn says she finds it difficult at times, she wouldn't pass up caring for the children for the world. Robyn said that the love of the children keeps her going! We love working with them all!

Thanks so much for your work as a carer Robyn! You're amazing!

### Good News O'Clock

*"Every child deserves a champion — an adult who will never give up on them, who understands the power of connection and insists that they become the best they can possibly be."*

– Rita F. Pierson



## Upcoming Training & Events

- This month, we are hosting the Inala Multicultural Festival. The event will take place on Tuesday 27th June from 10:00am-2:00pm at the Dogs Queensland Showground.



### Partners In Care

In April 2023, we partnered with a group of carers, Forest Lake and Inala CSSC for our first Partners in care meeting for 2023.

We asked for feedback and the following suggestions were provided:

- Regular carer catch ups for carer support and networking opportunities
- Specific training needs: First aid, trauma, permanency and legislative changes
- Meet ups with Child Safety staff to discuss "a day in a life of a carer/CSO"
- Ongoing newsletters from Child Safety and ICH
- Stability and consistency in foster care support workers/CSO's where possible.

If you'd like to be a part of this meeting or have any ideas, please email the Forest Lake CSSC manager Elly Scott at [eleanor.scott@cyjma.qld.gov.au](mailto:eleanor.scott@cyjma.qld.gov.au) or OHC manager Zane at [zane.roa@ich.org.au](mailto:zane.roa@ich.org.au)