



**YOUR VILLAGE TRAINING
AND SUPPORT**
IT TAKES A VILLAGE TO GROW

☎ 0402 148 634

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YOUR VILLAGE

Training and Support

Child Protection

Policy

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1. Welcome from the Managing Director

Welcome to Your Village Training and Support! We're thrilled to have you here and excited to provide high-quality support services to individuals and their families. My name is Melissa Knox, but you can call me Mel. I'm the Managing Director of this incredible organisation, and I can't wait to share a bit about myself and our mission with you!

At Your Village, we believe in the potential of every individual. Our mission is to empower young people facing mental health challenges, disabilities, and trauma by providing the support they need to thrive. We're dedicated to creating a safe and nurturing environment where all clients can flourish.

We ensure you feel safe and supported. When challenges arise, we use effective de-escalation strategies to keep things calm and focused on your long-term well-being. We take cultural competence seriously, respecting everyone's unique backgrounds, especially in our work with Aboriginal and Torres Strait Islander communities.

We proudly stand as a safe and inclusive space for all, including our LGBTQIA+ community members. Everyone deserves to feel accepted and valued, and we're committed to ensuring all identities are respected and celebrated.

We believe in continuously improving our services. That's why we're committed to ongoing training and self-reflection to meet your changing needs. We know how important carers are in the mental health journey, so we're here to empower you with the resources you need. We also love building connections within the community to help everyone access services.

Fostering strong, collaborative relationships is essential to us. Our team creates a supportive atmosphere that encourages open communication and teamwork, ensuring everyone feels valued and heard.

Outside of work, I'm a proud mum of two teenage boys who keep me on my toes, along with three adorable furballs who brighten my day with their playful antics and loving snuggles. In my downtime, you can find me swimming or practising Pilates to recharge, or unwinding with a good book, a ball of yarn, and my crochet hook, letting my creativity flow as I make cosy creations.

I'm passionate about mental health advocacy and strive to create a supportive community where everyone feels valued. I believe in the power of empathy and collaboration, recognising the vital role of carers in the mental health system. By promoting social justice and cultural competence, I aim to ensure that everyone, especially those facing mental health challenges, has the support they need to thrive.

Thank you for choosing **Your Village Training and Support!** I look forward to embarking on this journey together.

~ Mel

2. About Your Village Training and Support

Mission

Our Mission:

To provide opportunities for individuals and families to thrive through inclusive support services and skills development. We aim to empower people to reach their full potential by fostering resilience and promoting well-being through community engagement.

Our Vision:

Creating a world where our clients feel connected to community, supported by their loved ones and carers, and are building their capacity to confidently have their needs met.

Our Values:

You-centred: delivering a personalised service is at the heart of what we do.

Valued connections: providing opportunities for our clients to build and maintain strong, meaningful relationships.

Teamwork: encouraging collaboration with other service providers to ensure holistic care of our client's wellbeing.

Accessibility: ensuring our services are easy to access for all and are inclusive.

Strength-building: We focus on empowerment and growth using a strengths-based approach.

3. General Information

Service Hours

As a social enterprise dedicated to accessibility, we offer extended operating hours. We're available until 9pm, Sunday to Thursday, and from 12-3pm on weekends and public holidays. Our services are available during the following hours:

- Monday to Thursday: 9:00 AM – 9:00 PM
- Friday 9:00 AM- 4: 00 PM
- Saturday: 12:00 PM - 3:00 PM
- Sunday: Closed

Location and Facilities

Your Village Training and Support is a mobile service with our 8 week programs and individual counselling sessions taking place in private rooms within community centres and libraries across Brisbane, Ipswich and Logan.

Contact Information

For any inquiries, please reach out to us:

- **Phone:** 0402 148 634
 - **Email:** melissa.knox@internode.on.net
 - **Website:** www.yvtas.com.au
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4. Client Rights and Responsibilities

At **Your Village Training and Support**, we believe in the rights of our clients to:

- Be treated with respect and dignity.
- Participate in decisions regarding their care and support.
- Access information about services and supports.
- Provide feedback and voice concerns about their services.

Clients are expected to:

- Communicate openly about their needs and preferences.
 - Respect the rights of staff and other clients.
 - Follow the agreed-upon support plans and attend scheduled appointments.
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5. Accessing Our Services

How to Enrol

To access our services, please follow these steps:

1. **Contact Us:** Reach out via phone, online or email to express your interest in our services.
 2. **Complete an Intake and Medical History Form:** This form can be found on our website or obtained from our office.
 3. **Initial Meeting:** Attend an initial meeting to discuss your needs and determine the best services for you. Fees apply.
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6. Communication

Feedback and Complaints

We welcome feedback and are committed to improving our services. If you have any concerns or complaints, please:

- Speak to your support worker or the Managing Director.
- Complete a feedback form available on our website.

7. Support for Carers

Carers play a vital role in the lives of our clients, and we encourage their active involvement in the support process. We provide resources and support to help carers:

- Understand the services offered.
- Access training and workshops tailored to their needs.

8. Safety and Wellbeing

Incident Reporting

If an incident occurs, please report it to your support worker as soon as possible. All incidents will be documented, and appropriate actions will be taken to ensure safety.

9. Behaviour Management

We aim to provide a positive and supportive environment for all clients. Our approach to behaviour management includes:

- Positive reinforcement of appropriate behaviours.
- Individualised strategies tailored to each client's needs.
- Regular reviews of behaviour support plans to ensure effectiveness.

10. Confidentiality and Privacy

Your privacy is important to us. We adhere to the **Privacy Act 1988** and ensure that all personal information is handled confidentially. Your information will only be shared with your consent or as required by law.

11. Training and Development

We believe in ongoing training and development for our staff to ensure the highest quality of support. Staff members receive training in:

- Understanding disabilities and support needs.
 - Communication techniques.
 - Behaviour management strategies.
 - Child protection and safeguarding.
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12. Resources and Support

External Resources

We can connect clients and families with additional resources, such as:

- Local support groups and community services.
- Educational programs and workshops.
- Advocacy services for individuals with disabilities.

Support Services for Families

We offer support services for families, including:

- Family support meetings to discuss concerns and share experiences.
 - Access to counselling services for emotional support.
 - Workshops on caregiving techniques and self-care strategies.
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13. Frequently Asked Questions (FAQs)

Q: How do I access services?

A: Contact us via phone or email, and we will guide you through the enrolment process.

Q: What should I do if I have a complaint?

A: Speak to your support worker or submit a feedback form. We take all complaints seriously and will address them promptly.

Q: How will my personal information be protected?

A: We adhere to the Privacy Act 1988 and ensure that all personal information is kept confidential and secure.
