

What We Expect From You

Understanding:

Youth Emergency Services Windsor House believes you need to make an informed choice about where you live. We've been providing accommodation and support for young people since 1978 and we know the idea that **any place will do** doesn't really work when it comes to your living arrangements. You should think about what you need to be comfortable. All crisis refuges will have a structure and rules that you have to agree to and abide by. The structure will usually outline curfews, bedtimes, meal times, rent (and a bunch of other stuff) and the rules will let you know what you can and can't do. There may be other things you want to consider - location – is it close to school, work, friends or family. It may have to do with cost – is it too expensive or who you would be living with. Sometimes the choices made won't be ideal – it may mean compromise or sacrifice. You need to weigh up the positives and negatives and decide if it's worth it.

Before referring or accepting a spot at Windsor House it is in your best interest to have a clear understanding of what you will be responsible for. Outlined below are Windsor's expectations.

Respect:

Remember people are different and come from different places and families and may not do things the same way you do – be understanding and flexible. Respect is something everyone deserves and should be given without being earned. Although we may not understand each others life choices; we need to live & share together as best we can.

Respect yourself:

- Self image is important — take the time to groom yourself — shower daily, use deodorants, clean your teeth, shampoo and wash clothing regularly;
- Remember you have more control of your life when you accept responsibility for the decisions you make;
- Everyone makes mistakes – it's an important part of learning – so when you make a mistake don't beat yourself up just figure how you can avoid making the same mistake again;
- Be cautious about taking advice or being influenced by others - decide for yourself what is right for you — after all you know yourself better than anyone else and other people may not be concerned about what's in your best interest;
- Be actively involved in creating the future you want for yourself — participate in the development of life skills;
- Everyone needs a helping hand sometimes — ask for information and the resources you need to achieve your goals;
- Remember you may be struggling with a problem but **you** are not the problem.

Respect others:

When you share space and time with others you can't help but develop a relationship with them. Hopefully it will be a good one – but regardless if it is good or bad there will be conflict. We don't expect everyone to be best buds, but it's important that you get along with the workers and residents. One way to build a good relationship is by respecting each other.

We show respect by:—

- Using please and thank you when asking for favours;
- Expecting more from yourself than you do from others;
- Treat people the same way you want to be treated;
- Try to see the other person's side when there is disagreement;
- If conflict is difficult to resolve find a worker to mediate;
- Accept that people know more about their own life than you do;
- Accept that there's more than one way to do most things and a lot of the time it really won't make a difference on how a problem or a task is approached
- Be sensitive to other people's personal space;
- Ask before borrowing someone else's belongings even if you've been given permission before;
- Be aware of the language you use, don't swear or use terms that may offend or target others

Respect Property:

- Be responsible for cleaning up after yourself this means less work for everyone — wash or rinse any dishes you use during the day and put them in the dishwasher, put your towel in the laundry, put your rubbish in a bin, use an ashtray; etc.
- Your rooms are your space – however the worker or trades people may need access at any time – so be careful what you leave laying around;
- Be careful with other people's or Windsor's belongings — please return them in the same condition you borrowed them;
- We all deserve to reside in a comfortable environment free from vandalism
- Respect our neighbour's privacy and property - it is important and worthwhile to build good relationships with our neighbours.

Working together:

Another way to build good relationships is by working together. As a team we aim to work with you and with each other to offer you the best support we can. We may do some things very differently from each other on each shift due to personalities and experiences but we still all follow the basic Y.E.S guidelines.

Due to potential risks of safety and respect for self or others, be aware that intimate personal relationships between young people who are residents are not allowed.

Planning for the future & Life skill development:

We recognise that it's your life and your journey. We don't know what you should be doing or what your goals should be – sometimes you may not know either. However for most young people, Windsor House is one of the first steps toward independent living. With this in mind, some of our assessment regarding your length of stay will be based on your ability and willingness to identify goals and skills that you would like to achieve while you are with us.

Life Skills:

Life skills are the overarching skills a person needs to develop and use to make their way through life. The more a person understands the principles of these skills and can use them effectively the easier it becomes to face challenges and obstacles you may face

- **Goal setting**
- **Problem Solving**
- **Communication/Interpersonal relationships**
- **Communication/Self-advocacy**

Practical Skills:

Practical skills are the day to day skills you will use to help you use **life skills** more effectively.

- **Finance & budgeting**
- **Finding information & resources**
- **Using information & resources**
- **Personal hygiene**
- **House cleanliness**
- **Cooking**

What You Can Expect From Us

Respect:

We value the young people who stay with us and hope to form an supportive and productive relationship. As with most relationships we have to work at them to make them work. Showing respect is one of the most important tools when building a good relationship

We show our respect by:-

- Treating you the way we want to be treated
- Being honest, open and clear when talking with you
- Will explain things so you understand them
- Genuinely listening to you without judgement or bias
- Explain confidentiality and abide by its guidelines
- Being sensitive to your need for privacy
- Letting you have your say
- Accepting that everyone makes mistakes and it is an important part of learning
- Recognising that you know more about who you are and what you need than we do
- Being open to your point of view and opinion – trying to see your side

- Trying to be aware of what's going on in your life
- Not assuming we know how you feel
- We will treat you as an individual – recognising that we are all unique
- Inviting your feedback and collaborating with you when possible and appropriate
- Remembering that we are people and, at times though we know we shouldn't have, we will have judgements or bias that may cloud our objectivity, make mistakes or forget things – apologise when we do

Supporting your plans for the future & life skills development:

We want to work with you to develop skills and gain information that will support you to be more independent. It is up to you what you want us to assist you with. We won't always be able to do everything you want, but there's no harm in asking. We all need a hand now and then. But we also recognize how important it is for you to discover the power and control a person can gain by doing things for yourself.

If you want,

- We can assist you to identify some goals you want to achieve and/or skills you want to gain or improve.
- We can provide an opportunity to develop/practice your life and practical skills
- We can facilitate your gathering of information on services and your rights
- We can help you identify what you do well
- We can be a sounding board for you to bounce your ideas off
- We can share our knowledge and experiences with you if requested