



# *Foster Carers' Charter*



## **Introduction**

Berry Street is a diverse organisation encompassing stakeholders with varying backgrounds, responsibilities and beliefs but with a common vision. This Foster Carers' Charter identifies the expectations of, and obligations Berry Street has to, our volunteer foster carers. It is a significant document for this organisation because it has been developed with the broad support of our carers and staff in our Home Based Care programs and has the endorsement of our Executive Management Team and Board of Directors.

I am very pleased that we have developed a Foster Carers' Charter that acknowledges:

- The unique and critical role volunteer foster carers have in the lives of the vulnerable children and young people for whom they provide care.
- Volunteer foster carers are valued partners in the planning and provision of care and have a right to be treated accordingly.
- The care experience, and outcomes for children and young people, can be enhanced by clearly articulating what Berry Street members of a care team can expect of each other.

This Charter compliments the Berry Street Staff Code of Conduct which sets out the standards of behaviour expected of all staff. It is designed to help carers understand their rights, responsibilities and obligations in ensuring that standards of care are met. The Charter will also provide guidance if carers are faced with an ethical dilemma or conflict of interest in their role as a carer.

The Berry Street Foster Carers' Charter supports the organisation's commitment to the Charter for Children in Out of Home Care (DHS & Child Safety Commissioner 2007) and our legal requirements such as Privacy and Equal Opportunity. It complies with the Registration Standards for Community Service Organisations (DHS 2007) and takes into account Berry Street's own policies, procedures and practice frameworks.

## **The purpose of the Charter**

Although the work we do is challenging and complex, Berry Street "never gives up". We call on our carers and staff to make decisions every day, many of which have serious consequences.

The Foster Carers' Charter is a tool to guide us in making these decisions and to reflect on the learnings about judgements made. It takes into account the spirit of the law, our organisational culture, our Values and community expectations.

The Charter has been developed to assist you to evaluate your own actions and to support you as a carer in deciding on appropriate ways of relating to the children and young people in our care, members of the care team, other caregivers, birth families, other professionals involved in a child's life and external parties throughout the community.

This Charter incorporates the learnings of formal research as well as consultation about what carers and the children they care for need. It has also been developed in line with the 5 core Values of Berry Street - Courage, Integrity, Respect, Accountability, Working Together. Its intention is to promote the practical application of these Values into the day to day care relationship. The Charter attempts to do this by defining each value, then outlining Berry Street's commitment to carers in respect of that value, carers responsibilities in relation to that value, and finally some examples are used to practically illustrate the value in action.

I believe that Berry Street carers generally live our Values in their everyday actions. I hope this Charter will enable you to clarify the expectations of yourself and others involved in the provision of care and to seize opportunities to further promote these values.

## **How to use the Charter**

This Charter applies to all carer relationships across all forms of home based care including kinship and therapeutic. It applies to the care of all children and young people (the term "children" is used inclusively throughout the document). The Charter should be read in its entirety when prospective carers begin their carer training with Berry Street. We would then expect it to be discussed and referred to during your orientation and then as part of your regular support.

A Foster Carers' Charter cannot cover every situation and should be used in conjunction with all applicable policies and procedures. If you are unsure of the appropriate action to take in a particular situation, discuss the matter with your worker, or their supervisor. This document also has great value as a starting point for self evaluation or reflective learning and you are encouraged to use it when faced with a dilemma.

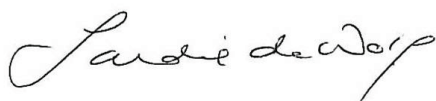
## **Honouring the Charter**

It is through the actions of both Berry Street foster carers, and the staff that work with them, that the intentions of this Charter will be realised. The Charter will be promoted to all staff working in Home Based Care, including new staff as part of their orientation process. The Charter will be regularly reviewed through a consultative process with carers to ensure that their responsibilities and the expectations they have of Berry Street continue to be clear and reasonable. It is critical that this document remains relevant to the organisation's values, to the provision of quality care, to the needs of carers, and most importantly to the best interests of the children and young people for whom we care.

## **Your commitment to the Charter**

All foster carers will be given a copy of this Charter on commencing their training with Berry Street and will sign off on their understanding following accreditation approval. If there is anything in the Charter you do not understand, please discuss this with the Berry Street staff member responsible for your assessment and orientation process.

Once you have read the Foster Carers' Charter and understand the contents, please sign the last page and return it to your worker in the envelope provided. This page will be retained on your caregiver file.



Sandie de Wolf

*Chief Executive Officer*

*Berry Street*

## What Berry Street Believes

We believe all children should have a good childhood, growing up in families and communities where they feel safe, nurtured and have hope for the future. Berry Street chooses to work with children, young people and families with the most challenging and complex needs, including those for whom we are often the last resort. These children and young people have suffered great distress and significant harm and their experience of violence, abuse, mental illness and poverty have prevented them from having a good childhood.

Children who can't live with their parents and who are placed in out of home care deserve the very best from all those involved. Each child has individual requirements, preferences and circumstances that should be taken into account in the planning and provision of care and **all children and young people share a common need to:**

- Be valued, respected, encouraged and to be appreciated for who they are.
- Experience an 'ordinary' family life, and not feel 'different';
- Maintain relations with their biological families;
- Understand why they are in care and to be able to explain the reason to others;
- Be listened to and to feel an element of control over where they want to be.

The provision of high quality, **successful care** is characterised by:

- A child focussed orientation and a parenting style which balance boundaries with warmth;
- A responsive relationship, flexible problem solving, and a commitment to find new ways to respond to emerging challenges;
- Facilitation of contact with biological family and maintenance of community and cultural connections;
- Tolerance, resilience and the capacity to 'hang in there'; and,
- Encouragement for all of a child's endeavours and support to achieve them.

Berry Street's Foster Carers' Charter outlines the expectations of carers (i.e. carer responsibilities) and the expectations you can have of the organisation (i.e. our commitment to carers). Berry Street will utilise the intent of the Charter to advocate for the needs of children and young people in our care and the carers who provide that care.

It is in this spirit that Berry Street affirms its belief that in order to meet the standards of high quality care provision volunteer foster carers' needs must also be met. These needs include:

- Training and development, support and the chance to meet and access support from other carers;
- To be treated as a respected member of the care team and have the opportunity to actively participate in decisions made by the team;
- Sufficient information about the child in their care;
- Reliable and professional support including out of hours and access to specialist help and advice and access to respite; and,
- Adequate reimbursement.

The following sections outline the specific requirements of our carers and our staff under each of our 5 core Values.

## **COURAGE**

*Definition: mental or moral strength to venture, persevere and withstand danger, fear or difficulty.*

### **At Berry Street COURAGE means**

- To be the best we can be.
- Never give up and maintain hope.
- Believe that change is possible.
- Have the strength to be part of the solution.
- Be prepared to question and challenge ourselves and others about the way things are done.
- Advocate for change when the children and families with whom we work are not getting a “fair go”.

### **Our Commitment to Our Carers**

- To represent the best interests of the child in all decision making.
- To have an allocated worker who will offer you support before, during and post placement and to be provided with alternative worker contacts when your allocated worker is not available.
- To have the goals and expectations of each placement made clear to you and provided in writing.
- To provide you with adequate preparation for placement.
- To enable you to make an informed choice about a placement starting or finishing.
- To provide you with as much information as you need (and is available to us) to meet the individual needs of the child in your care.
- To seek out and listen to your point of view, ensure you feel your opinion is valued and provide clear explanations when the organisation needs to move in a direction that is not in line with your view.
- To have a worker who will advocate for your needs when required.

## **Carer Responsibilities**

- Provide a caring home for the child by assuring safety, giving affection, encouraging them in their endeavours and providing as near as possible to a normal life. This means providing structure to the child's life and a consistent standard of care. It also means valuing the child's individuality, their growing maturity, their level of development and their cultural and religious identity through providing care that is responsive to their specific needs.
- Help heal the impact of neglect, loss and trauma experienced by the child, including preparing and supporting the child in their transitions into, between, and out of care.
- Make decisions in the best interest of the child in your care. That means making the right decision even if it isn't the easiest.
- Understand the importance of the child's family of origin and help maintain connections to the family of origin and/or the child's community and/or significant others in the child's life.
- Make the child's needs known and tell others on the care team of any difficulties you experience.
- Ask for advice and help when you are not sure what to do.
- Accept help when it is needed and be open-minded when considering new ideas.
- Provide and receive feedback sensitively, openly and honestly.
- Where the child is placed long term with you, make a life-long commitment to the child.
- Contribute your perspective, including about the care system, so that continuous learning and improvement is possible.

## **Where we see people demonstrating Courage every day**

### **EXAMPLES**

A single carer who had only recently been approved to provide foster care was approached to care for a 12 year old with behavioural difficulties. The carer was very anxious about her capacity to manage the young person and questioned her own ability and skill level. The carer met with her foster care worker on several occasions to express her fears. The foster care worker consistently reminded the carer of her competencies and together they explored the strengths shown by the carer when she had faced other challenges in her life. As she reflected on those challenges with the worker the carer's confidence level grew sufficiently for her to accept the placement. The placement had a rocky start but eventually was a great success.

A foster care worker who had been in the field for only a short time was asked to supervise a very difficult access between a young child in care and his birth father. The birth father was aggressive and abusive to the worker and to the child. The worker patiently explained to the birth father that it is not appropriate to speak in such a way in front of the child. The father disregarded the worker's comments and continued to speak and act in a very hostile manner. Aware the child was becoming distressed, the worker made an immediate decision to cancel access - knowing this would make the birth father even angrier and put her own safety in jeopardy. The worker made this decision because she assessed it was in the child's best interests.

It takes COURAGE to go outside your comfort zone and it takes COURAGE to protect our vulnerable children.

## **INTEGRITY**

*Definition: moral soundness; honesty; freedom from corrupting influence or motive*

### **At Berry Street INTEGRITY means**

- Expect a personal and organisation commitment to honesty.
- Be true to our word by doing what we say we will do.
- Ensure fair and inclusive decision-making processes.

### **Our Commitment to our Carers**

- To treat you in a professional, supportive and non-discriminatory manner.
- To have the confidentiality of your personal information protected ensuring it is only used for the purpose for which it is collected, is stored securely and released with your consent.
- To provide you with access to any information recorded about you (within legal constraints).
- To ensure you are fully and actively consulted about major placement decisions (along with the child, their parents and family).
- To inform you of how decisions may be reviewed and how you can make a complaint.
- To enable you (as well as the child and their parents) to challenge decisions and plans and be made aware of the processes whereby you can exercise your right of challenge.
- To take your feedback seriously and deal with any complaints fairly, promptly and without retribution.
- To deal with any concerns that are raised about the quality of your care fairly, promptly and in a manner that is mindful of the emotional impact on you and your family.

## **Carer Responsibilities**

- Provide a safe and nurturing environment that is free from exposure to abusive or humiliating experiences which would prove harmful to or diminish a child's sense of self worth and esteem.
- Be open and honest with the child in your care, with the workers who support you and with the other members of the care team.
- Declare any conflict of interest you may have that could impact on your capacity to meet the needs of the child in your care. If you are in doubt as to whether a conflict exists, raise the issue with your worker or their supervisor.
- Treat the information about the child in your care and the child's family as confidential.
- Securely store formal documentation relating to the child's care and when a child leaves your care ensure all records are returned to Berry Street who will continue to act as the custodian of those records on behalf of the child.
- Make use of financial contributions to support the child in your care (through Placement Support Grants, Brokerage or other specific grants) in the way in which they are intended.
- When loaned equipment for the needs of a child, honour any agreement in relation to returning the equipment to Berry Street.

## **Where we see people demonstrating Integrity every day**

### **EXAMPLES**

Two carers had been friends for many years and the children in their care attended the same local school. One of the carers asked her friend to have a look at the school reports of the child in her care as she was concerned that the child's teacher was unfairly discriminating against her. The carer acknowledged her friend's concerns but was adamant that she would not view the reports. She suggested her friend raise the issue with her worker so that she could support her to determine what may be a constructive way to raise the issue with the teacher.

Prospective carers raised a complaint regarding the accreditation process with the Manager of the program. The couple had previously fostered overseas and had migrated some years before with their adopted child. They were keen to continue fostering and felt they had much experience to offer Berry Street. The basis of their complaint was that they felt the character references they had provided when they first enquired about becoming Berry Street carers had been dismissed by the worker as not worthy of Australian standards. The Manager acknowledged that they had a concern and explained to them the Complaints Process that would be used to investigate what had occurred.

It takes INTEGRITY to ensure due process is always followed.

## **RESPECT**

*Definition: to show consideration or thoughtfulness in relation to somebody or something.*

### **At Berry Street RESPECT means**

- Care about each other.
- Be open to listening to each other's point of view.
- Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations.
- Recognise the contributions, achievements, journeys and stories of those who have gone before us.
- Recognise and celebrate achievements.

### **Our Commitment to our carers**

- To treat you with courtesy and respect in all communications and negotiations.
- To have the impact of fostering on you and your family considered.
- To listen to you with understanding and sensitivity and recognise your emotional involvement.
- To take into account the child in your care has an emotional connection to you which needs to be considered in decision making and placement planning.
- To provide you with placement preservation services ensuring that an unplanned move of a child from your care is a last resort.
- To provide you with the consideration and acknowledgement of the challenges your role as a carer presents.
- Respect the life journey you have taken to become a carer.

### **Carer Responsibilities**

- Treat the child in your care as you would treat your own child and assist them to cope with being a member of two families.

- Acknowledge and respect the uniqueness of the child and enable them to express their preferences and exercise choice.
- Safeguard the child's personal records and property.
- Assist the child in the development of a Life Story Book (or equivalent) and help the child understand why they are in care.
- Ensure the child's health needs are met and provide encouragement for them to develop age appropriate independence in their physical care.
- Encourage the child's learning and educational achievement.
- Encourage the child to have an active life, to explore their interests and hobbies and to develop their potential.
- Show respect for, and strengthen, the links to the child's culture, religion, language and spiritual beliefs.
- Promote and encourage participation in cultural activities so that the child's cultural identity is not lost.

## **Where we see people demonstrating Respect every day**

### **EXAMPLES**

A foster carer showed strong interest in understanding and learning about the religious and cultural beliefs and traditions of the child that was recently placed with them. The religious beliefs of the child contrasted with the carer's own religious beliefs. The carer attended cultural training and enquired with the church community the child had belonged to about the appropriate way in which the carer could support the child to continue to be connected to that community.

The Home Based Care team were informed that one of the carers' father had just passed away. The team decided to send flowers and a card and later called to offer any assistance.

RESPECT is evidenced in what we do as well as what we say.

## **ACCOUNTABILITY**

*Definition: responsible to somebody else or to others, or responsible for something, capable of being explained.*

### **At Berry Street ACCOUNTABILITY means**

- Be responsible for our own actions.
- Be prepared and able to explain why we do things.
- Constantly look at how we can improve, both individually and as an organisation.
- Use knowledge and experience of what works.
- Ask people what they think about what we do.
- Ensure that all our resources and assets are used in the best possible way.
- Recognise our responsibilities in our neighbourhoods and communities.

### **Our Commitment to our Carers**

- As a new carer, to provide you with a comprehensive orientation process and establish sound supportive relationships with allocated workers.
- To ensure you are made aware of all policy, standards and guidelines that apply to the provision of care.
- To provide prompt initial support when a placement begins.
- To show a duty of care to you and your family including adequately warning you of any known potential risk to you or your family's safety.
- To provide you with ongoing support at a level in keeping with the needs of the child in your care.
- To provide you with contact information for accessing 24 hour support.
- To make, or advocate for, appropriate referrals for specialist advice or intervention required by the child.

- To liaise with all external agencies involved in a placement and keep carers informed.
- To review each placement annually and as required.
- To ensure reimbursements payments are efficient and prompt.
- To advocate to Government to ensure the true cost of caring is met.

## **Carers Responsibilities**

- Comply with legal obligations.
- Abide by Berry Street's policies, standards and guidelines as they apply to carers.
- Participate in the carer training and orientation provided to you as a new carer.
- Actively participate in all care team meetings.
- Allow workers to visit and support you on a regular basis and to spend time with the child or young person on their own.
- Notify Berry Street of changes to your personal circumstances. This includes changes of address, changes that might impact on the validity of criminal records checks and other pieces of information that might impact upon your ability to fulfil your role as a carer (e.g. loss of driver's licence).
- Notify Berry Street of any health or safety hazard that comes to your attention.
- Notify Berry Street of any breaches to policy, procedure or practice guidelines and may put the organisation or the client at risk.
- Treat all Berry Street assets (e.g. use of buildings, equipment, training materials) made available to you with care.
- Provide feedback about how Berry Street can assist you to fully participate in any support and development activities (including but not limited to, through the Carer Survey, speaking to your Program Manager or Regional Director, paying us compliments and working with us to resolve complaints).
- Participate in forums, meetings and training sessions as promoted by your Berry Street Home Based Care program.

## **Where we see people demonstrating Accountability every day**

### **EXAMPLES**

During a regular home visit the carer expressed his concerns about his participation in the most recent care team meeting. He stated that he felt that while he had been given plenty of opportunity to express his views during the meeting he felt somewhat intimidated by a particular health professional. He was disappointed he couldn't overcome his nerves as he felt he had valuable contributions to make at the meetings. Together the carer and worker explored some strategies that he could use at the next meeting.

The worker coordinating training sessions noticed that fewer carers were consistently attending the sessions. At the next session she asked those who attended why they thought that numbers had been dropping off. They responded that they thought the sessions were fine and just liked to come to have a chance to catch up with one another. The worker reflected on this with her supervisor and they agreed that perhaps the people she most needed to speak with were the carers who had stopped coming. Over the following week the worker rang each carer individually and encouraged them to give her honest feedback about their expectations of the training sessions and of her as the coordinator.

**ACCOUNTABILITY** means taking responsibility for your own actions and ensuring you get feedback from all stakeholders.

## **WORKING TOGETHER**

*Definition: the shaping, forming, or forging of a co-operative environment and team.*

### **At Berry Street WORKING TOGETHER means**

- Expect that friendliness, support, humour and care are visible as we go about our work.
- Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.
- Provide opportunities for people to get together, to have fun, to learn from and challenge each other to get better results.
- Encourage effective communication processes and enable active participation.

### **Our commitment to our Carers**

- To work with you as a partner in the provision of care and as an essential member of the care team with unique knowledge and skills.
- To enable you to have a say in any matter that affects you.
- To enable you to make certain decisions regarding the day to day care and control of the child in your care (as determined by the care team).
- To provide access to the support of other carers who understand your situation.
- To facilitate carer support groups and to promote links between carers and assist carers utilise networking opportunities.
- To be consulted on your views about the care system and to seek your opinion in the process of developing Berry Street policies, procedures and guidelines relevant to your role as a carer.

### **Carers Responsibilities**

- Communicate respectfully and cooperatively with families, Berry Street and Departmental staff and all other members of the care team.

- Inform Berry Street of relevant changes to the child's needs or your family circumstances.
- Seek Berry Street approval on all significant decisions relating to the child in your care.
- Attend to all personal communications provided to you by Berry Street.
- Utilise the various forms of general communications provided by Berry Street to carers (e.g. Carers Newsletter) and notify your worker or their supervisor if your information needs are not being met.
- Seek prior approval from the Berry Street Program Manager if you wish to speak on behalf of Berry Street or represent Berry Street's views in any way (including at any public gathering, writing letters or online) or provide comment to the media.

## **Where we see people Working Together every day**

### **EXAMPLES**

A foster carer called the office to inform the team that she had been in a car accident and broken her leg. She would not be able to transport the children for several weeks. Another foster carer called in later to say that she had heard about the accident and offered to transport the children to school as she drives past that way. The HBC team also pulled together to assist the family with transporting the children to and from after school activities.

At the annual foster care camp a number of children, carers and staff came down with "gastro". To ensure the children didn't miss out on the activities they had been looking forward to carers and workers reorganised rosters, activities and other logistics. They all agreed it had been the most challenging of weeks and they were really tired but all had a laugh at the way they'd been able to get through the mayhem.

By WORKING TOGETHER we can achieve more than we sometimes think is possible.

## GLOSSARY<sup>1</sup>

**Best Interests** - The best interests of each child and young person must be at the centre of all decision making and service delivery. These interests include the child's right to safety and protection from harm, continuity and stability, promotion of their development in age appropriate ways, connection to community, promotion of identity, access to appropriate educational health and accommodation services, and social opportunities. In order to achieve this there must be true collaboration between those involved in the child's care; active encouragement for the full participation of the child, their parents and others involved in the child's care; to listen to the views, knowledge and experience expressed by other involved in the child's life and to commit to the use of reflective and evidence informed practice. (The Best Interests Principles are detailed in Section 10 of the Children, Youth and Families (Act 2005))

**Carer** - Refers to any voluntary foster carer accredited to provide care within their own home. Foster carers receive a reimbursement for their care provision and may provide various 'types' of care, including foster care, specialised home based care, one-to-one care, adolescent community placement, therapeutic foster care, kinship care and lead tenant.

**Care and Placement Plan/Care and Placement Planning**- "The purpose of a Care and Placement Plan is to ensure that all children and young people in out-of-home-care have a clearly developed plan that addresses their needs and all parties concerned with the care of the child or young person are clear about what they are expected to do to achieve the plan. The Plan records the detailed day-to-day arrangements for the care of the child or young person. It identifies how their long and short term needs will be met" (DHS Home Based Care Handbook, 2007, pg 34) while in placement. The Plan must be reviewed at a minimum of every six months using the LAC Review template. The planning process is coordinated by the placement agency case worker.

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<sup>1</sup> This Glossary is not exhaustive and is intended as a supplement to more detailed definitions provided in Berry Street's Policy documents. Please also refer to external documents such as Department of Human Services (November 2003) The Home-Based Care Handbook for additional information on terms commonly used in home based care service provision

**Care Team** - The composition of the team will vary depending on the specific needs and issues of the child and their family but “will always include the child protection practitioner, agency placement worker, the child’s case manager, the child’s carer and their parents (as appropriate)” (DHS HBC Handbook, 2003, pg 35). Care teams exist to promote a collaborative approach and clear communication between those involved in the day to day care of children and the best interests planning process.

**Case Manager** - “The person allocated the primary responsibility of overseeing implementation of the child or young person’s Best Interests Plan. This can be either a departmental or CSO employee.” (DHS HBC Handbook, 2003, pg 35)

**Confidentiality** - Refers to the manner in which personal and identifying information is gathered, shared, stored and accessed (including by verbal, paper based and electronic means). Respecting the confidentiality of information about the children in our care, our carers and our staff means that personal information is used only for the purpose for which it is collected and by the people with a recognised role in the care of that child, the support of that carer, or the employment of that worker. The immediate safety of a young person, carer or worker provides the only exception.

**Cultural Support Plan** - This Plan is a “component of the Best Interests Plan for an Aboriginal child or young person placed in out-of-home care with a non-Aboriginal carer to ensure the maintenance of the child or young person’s connections to their family, community and culture.” (DHS HBC Handbook, 2003, pg 36)

**Registration Standards for Community Service Organisations** - Specifies performance standards for all aspects of operation which Community Service Organisations (e.g. Berry Street) must comply with in order to be registered as a out-of-home care provider. They include specific requirements governing the accreditation of carers, information management, practice and complaints management.

**Looking After Children (LAC)** - The framework used to identify the needs of children and young people. It is used to develop and review plans by providing a shared reference point for all those involved in the child's care about the needs and considerations any good parent would naturally consider when caring for their own child. It includes consideration of 7 life areas: health; education; emotional and behavioural development; identity; family and social relationships; social presentation; and, self care skills.

**Support** - The variety of ways in which Berry Street provides support and development to each carer. This process is designed to ensure accountability of both worker and carer, and provide carers with education appropriate to their role, personal support and mediation. These elements may be demonstrated through a variety of activities including:

- Regular telephone contact
- Visits to carers' homes
- Caregiver Review processes
- Placement reviews
- Quality of Care reviews
- Group training
- Care teams
- After hours telephone support

Carers can expect that workers will support them with children and young people's behaviour management, crisis management, care planning, access visits, etc.



## Commitment to the Berry Street Foster Carers' Charter

I/we, \_\_\_\_\_  
(write name)

I/we, \_\_\_\_\_  
(write name)

understand the Foster Carers' Charter. I/we have had the opportunity to ask any questions regarding the document. I/we agree to meet the responsibilities of my/our role as outlined in this document. I/we understand that a breach of the Charter, may lead to a review of my/our status as a Berry Street carer.

Signed: \_\_\_\_\_ (Carer)

Signed: \_\_\_\_\_ (Carer)

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### ***Signed on behalf of Berry Street by:***

Signed: \_\_\_\_\_ (Manager)

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_







## *How to contact us*

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