



North Queensland Region

Bowen

Mackay

Mt isa-Gulf

Townsville North & Hinchinbrook

Townsville South & Burdekin

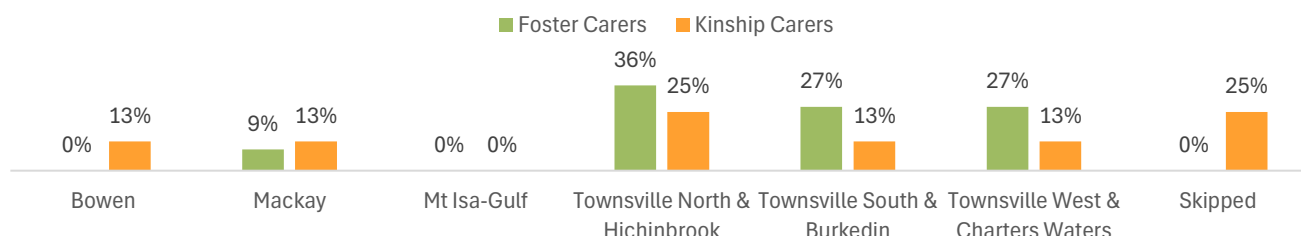
Townsville West & Charters Waters

North Queensland Region

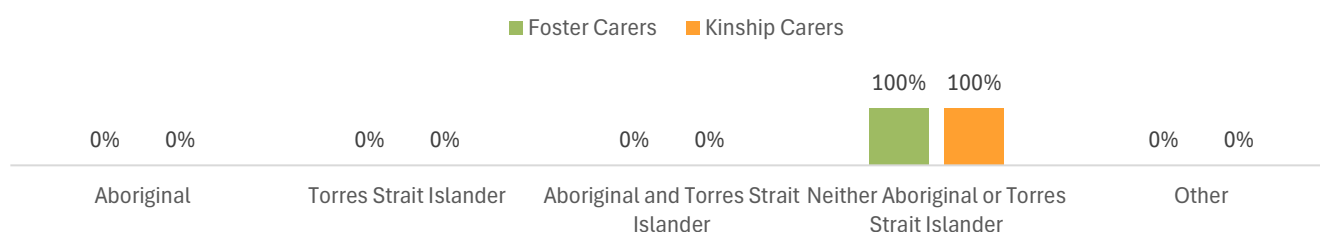
Queensland Foster and Kinship Care received 54 exit referral forms within the financial year of 2023-2024 for the North Queensland Region— 17 foster carers and 37 kinship carers. From this sample, 19 (35%) individuals participated in the Carer Exit Survey - 11 foster carers and 8 kinship carers within the region.

About the Carers

Which Child Safety Service Centre (CSSC) were the participants attached to?



What is the carer's ethnicity?

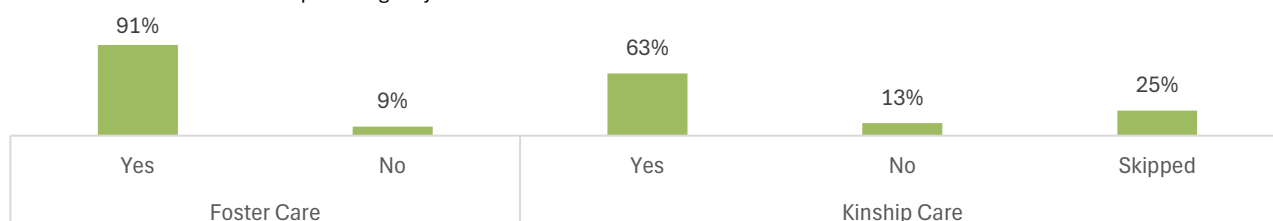


About their Role

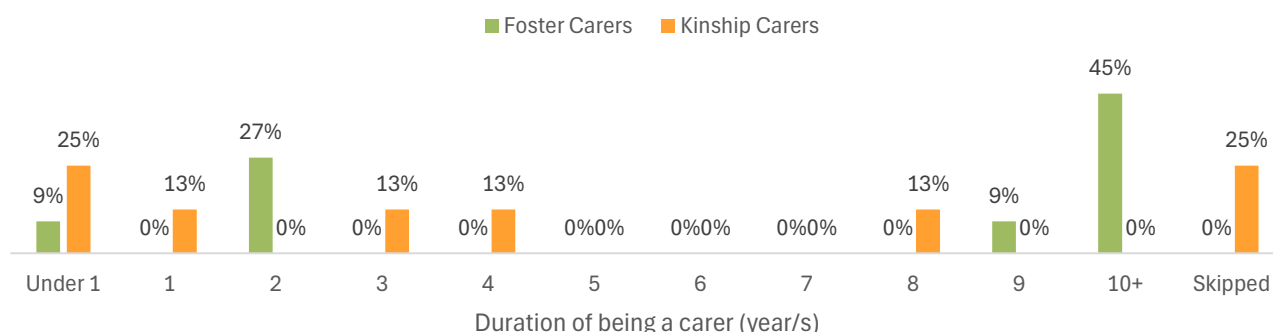
In this section, carer's were provided questions to elaborate on their role as a foster/kinship carer, what were their motivations in entering in this role, the duration of being a carer and the number of children placed in their care during their time.

Where they supported by a Foster and Kinship Care Service*?

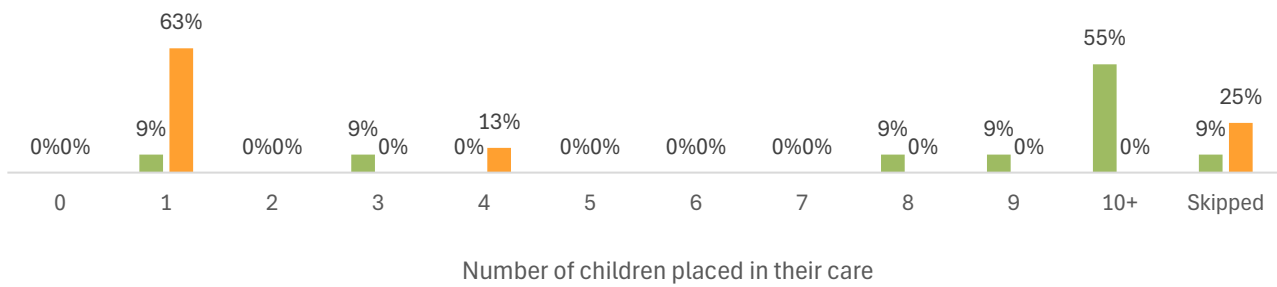
*Also known as a Foster and Kinship Care Agency



How long were they carers?

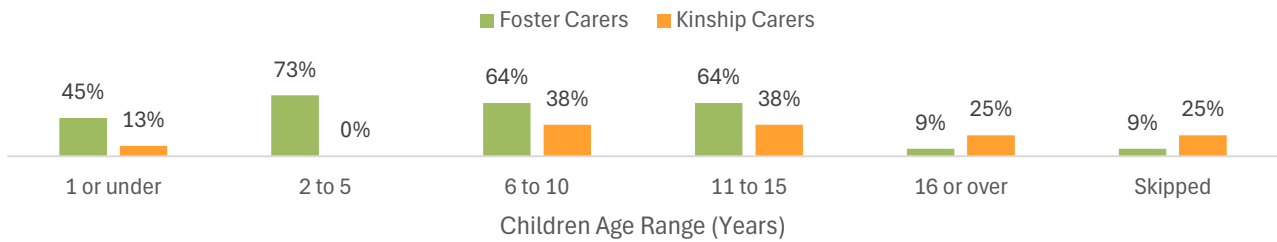


How many children were placed with them during their time of caring?



What were the age range for these children?

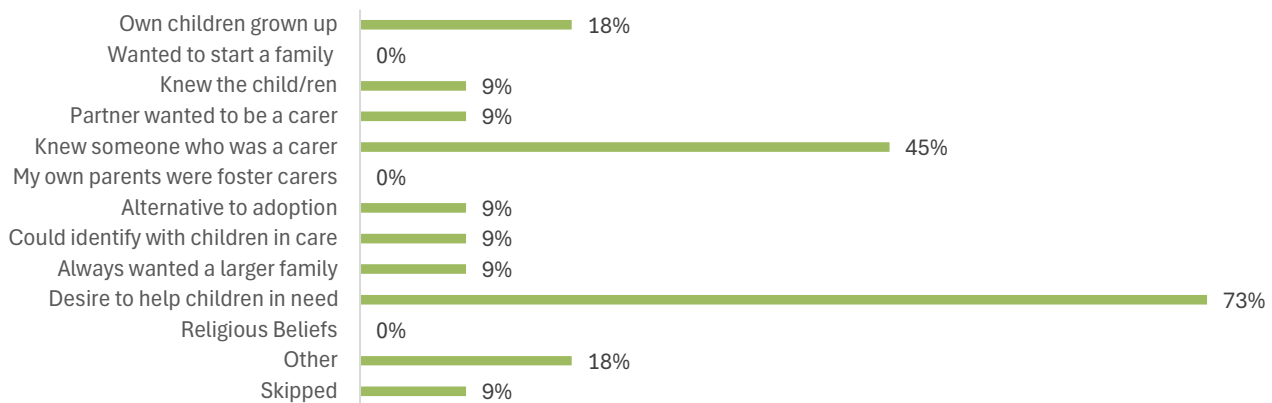
Please note: Participants were able to select more than one field.



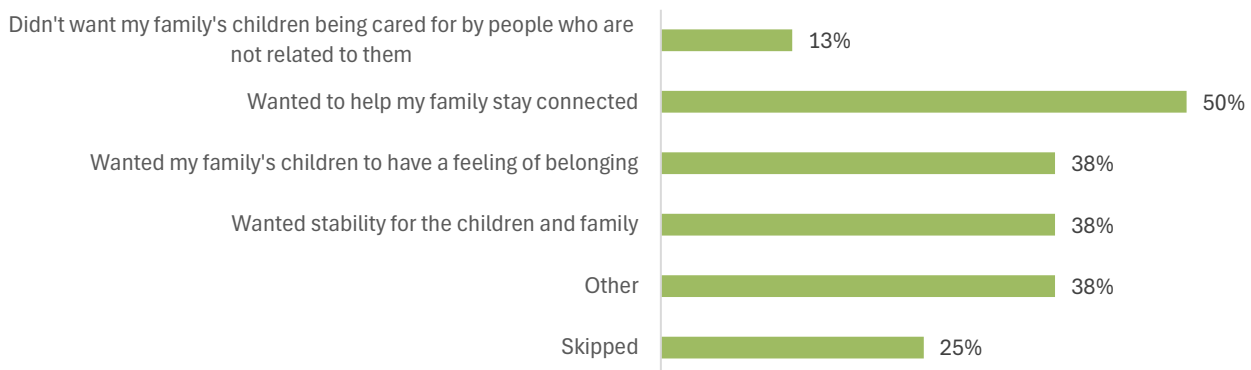
What made these participants become a carer in the first place?

Please note: Participants were able to select more than one field.

Foster Carers



Kinship Carers

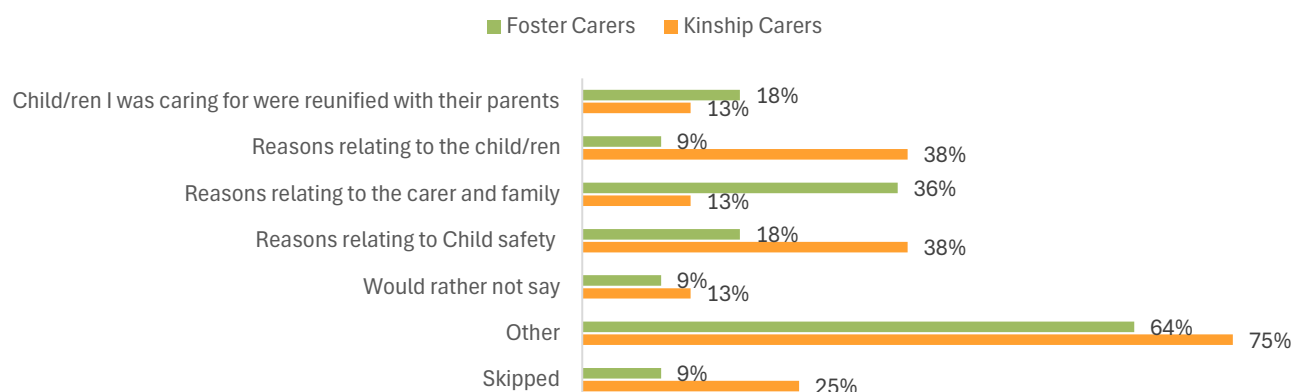


Reason for Discontinuation

In this section, carers were given the opportunity to expand on the reasons of cessation of their carer status and elaboration on the contributing factors in making this decision.

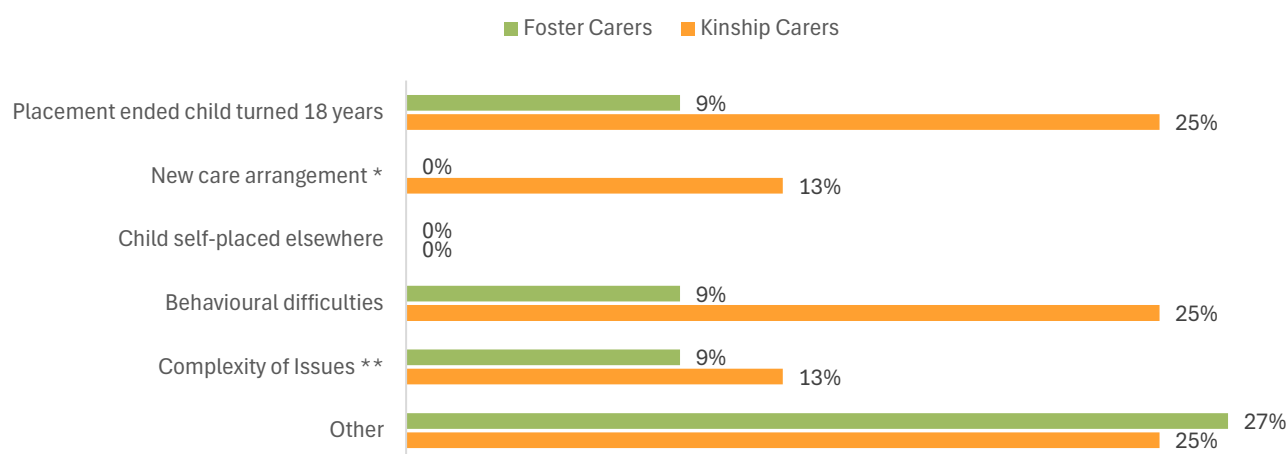
What were the main factors that contributed to their decision?

Please note: Participants were able to select more than one field.



Child-related factors contributing to their decision:

Please note: Participants were able to select more than one field.

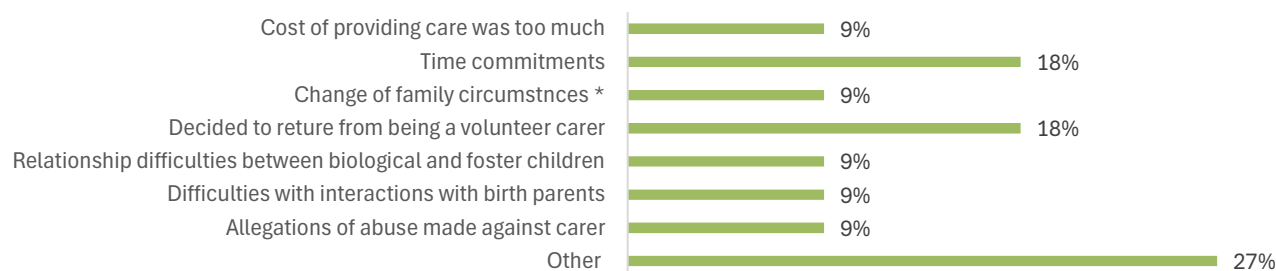


Note: *New care arrangement found for the children **medical needs, psychological trauma

Carer and their family factors contributing to their decision:

Please note: Participants were able to select more than one field.

Foster Carers



Note: Above graph provides information on selected responses. Further fields were provided such as change in employment, moving, health reasons, pregnancy, cancellation of certificate of approval, did not meet renewal requirements and unsuitable checks for carer/household members. *Death, separation, remarriage etc.

Kinship Carers



Note: Above graph provides information on selected responses. Further fields were provided such as impacts on extended family relationships, change in employment, cost of providing care was too much, health reasons, cancellation of certificate of approval, unsuitable carer/household checks and allegations of abuse against carer.

Carer Satisfaction

Participants were able to provide feedback on a Likert-scale, also known as a satisfaction scale, to provide an indication on their satisfaction rate in key areas of being a foster or kinship carer. These include their service satisfaction with Child Safety and the nature of their placements. Carers were provided an opportunity to read/hear statements and provided feedback from the following scale—very satisfied, satisfied, neutral, dissatisfied, or very dissatisfied.

Satisfaction with Child Safety

Foster Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Ability to appeal a decision related to you that was made by Child Safety	0%	18%	27%	9%	36%	9%
Ability to make a complaint about a service provided by Child Safety	0%	9%	36%	9%	36%	9%
Child Safety's handling of a Harm Report/SOC Process	0%	0%	36%	18%	36%	9%
Child safety's policies and procedures for dealing with a Harm Report/SOC Process	0%	0%	45%	9%	36%	9%
Overall Satisfaction	0%	7%	36%	11%	36%	9%

Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Ability to appeal a decision related to you that was made by Child Safety	0%	0%	38%	0%	38%	25%
Ability to make a complaint about a service provided by Child Safety	0%	0%	38%	0%	38%	25%
Child Safety's handling of a Harm Report/SOC Process	0%	0%	63%	0%	13%	25%
Child safety's policies and procedures for dealing with a Harm Report/SOC Process	0%	0%	63%	0%	13%	25%
Overall Satisfaction	0%	0%	50%	0%	25%	25%

Placement Satisfaction

Carers provided insight on their overall satisfaction levels of placement decisions, ranging from the number of children in their care to the arrangement of the child having contact with their family members and professional development.

Foster Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The number of children being placed with you at any one given time being reasonable	9%	64%	18%	0%	0%	9%
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	0%	18%	27%	36%	9%	9%
The arrangement for children to have contact with their parents and other family members	9%	18%	27%	27%	9%	9%
Opportunity for you to participate in professional development	0%	27%	64%	0%	0%	9%
The level of support provided to a child during the placement	0%	36%	18%	9%	27%	9%
The manner in which the carer approval process was undertaken	0%	55%	18%	0%	18%	9%
Your ability to have input into decisions about the child's care	0%	27%	27%	27%	9%	9%
The level of support provided to you during the placements	0%	36%	9%	27%	18%	9%
Overall Satisfaction	2%	35%	26%	16%	11%	9%

Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	0%	13%	13%	13%	38%	25%
The arrangement for children to have contact with their parents and other family members	25%	0%	0%	13%	38%	25%
Opportunity for you to participate in training specific to the needs of the children	0%	38%	25%	0%	13%	25%
The level of support provided to a child during the placement	25%	0%	0%	13%	38%	25%
The manner in which the carer approval process was undertaken	13%	25%	0%	0%	38%	25%
Your ability to have input into decisions about the child's care	13%	0%	0%	25%	38%	25%
The level of support provided to you during the placements	13%	13%	25%	0%	25%	25%
Overall Satisfaction	13%	13%	9%	9%	32%	25%

Communication and Support

Communication and engagement between all stakeholders, including departments, agencies, and other support organisations, assist carers in their role in providing the best care possible for children.

Satisfaction with the engagement and response from the Care Team

**Care Team in the Safety and Support Network of the child*

Foster Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The information provided to you about the child prior to placement	0%	27%	18%	27%	18%	9%
The level of engagement and response you've experienced with Child Safety	0%	27%	18%	27%	18%	9%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	18%	9%	36%	0%	27%	9%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	0%	9%	55%	18%	9%	9%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	0%	36%	36%	9%	9%	9%
Overall Satisfaction	4%	22%	33%	16%	16%	9%

Kinship Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
The information provided to you about the child prior to placement	25%	0%	38%	0%	13%	25%
The level of engagement and response you've experienced with Child Safety	13%	0%	13%	38%	13%	25%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	38%	13%	13%	0%	13%	25%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	13%	25%	13%	0%	25%	25%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	25%	13%	13%	13%	13%	25%
Overall Satisfaction	23%	10%	18%	10%	15%	25%



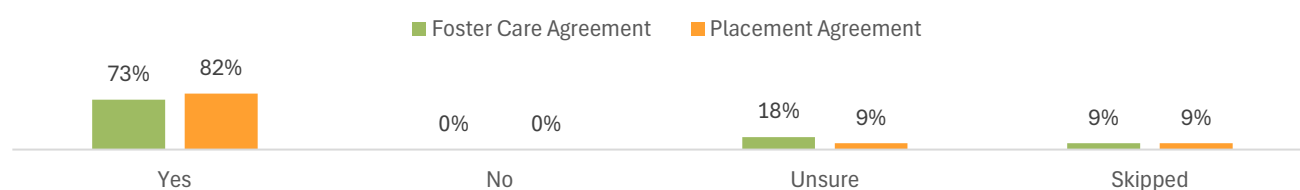
Foster Care and Placement Agreements

Carers were given an opportunity to share their feedback in the statements below. Please note these series of questions were tailored for the foster care population and was not provided to those identifying as kinship carers

Foster Care Agreement – A written agreement between the carer, Child Safety and the Foster and Kinship Care Service (FKC Service) that outlines the terms, conditions and responsibilities between the carer, Child Safety or FKC Service, identifies type of carer the carer would like to provide and their capacity in providing care, any ongoing learning requirements and development and articulate the carer's support needs and how they will be met.⁹

Placement Agreement – An important written document between Child Safety and the carer, the child, about the care of the child which purpose is to provide information to the carer about the child and to jointly plan to meet the child's needs.¹⁰

Was there an agreement in place?



Satisfaction level with placement agreements:

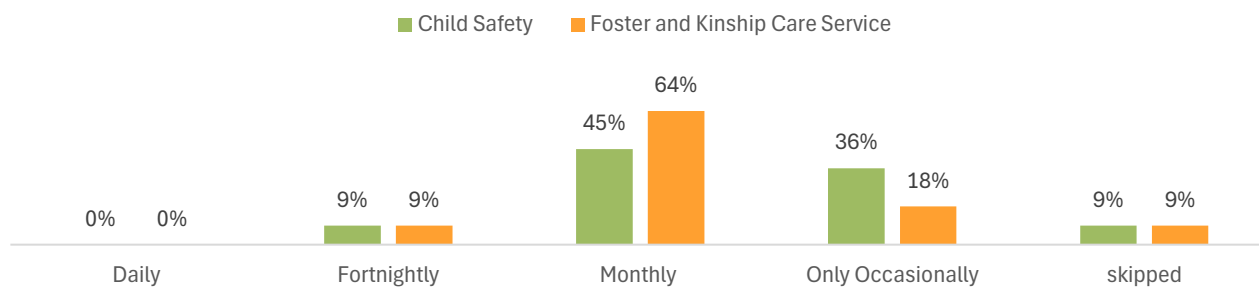
Satisfaction level of:	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
the placement agreement covered the supports required	9%	55%	0%	0%	18%	18%
the placement agreement meetings provided a forum to work as part of a care team	9%	36%	18%	0%	18%	18%

⁹ Adapted from: (Queensland Government, 2018)

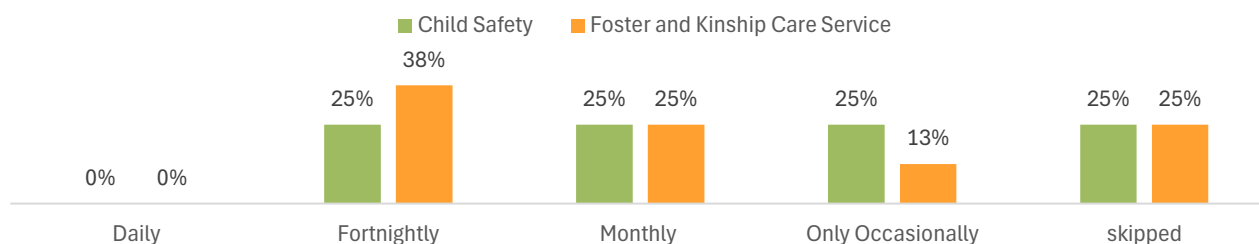
¹⁰ Adapted from: (Queensland Government, 2018)

How frequently did contact occur with Child Safety and the Foster and Kinship Care Service?

Foster Carers

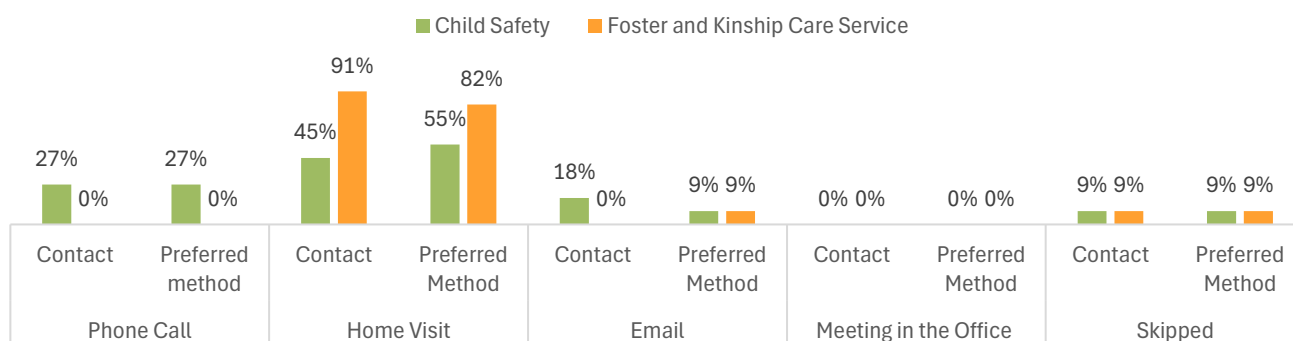


Kinship Carers

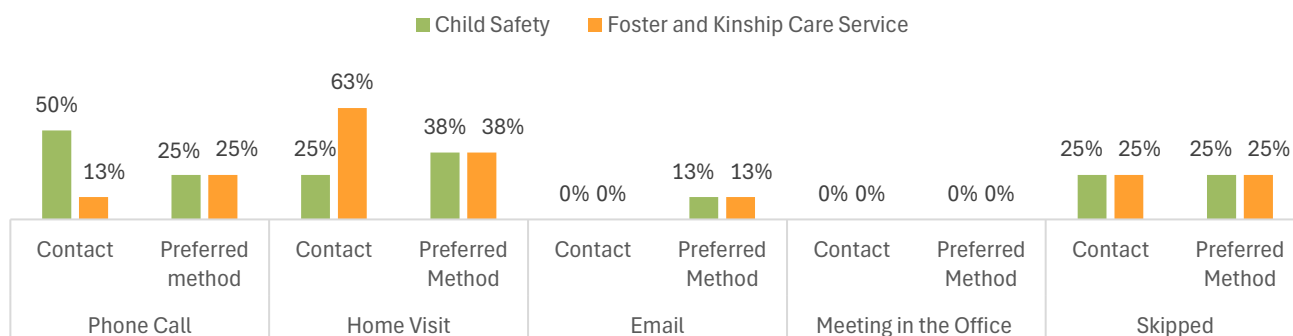


How did contact occur? Was it the carer's preferred contact method?

Foster Carers



Kinship Carers



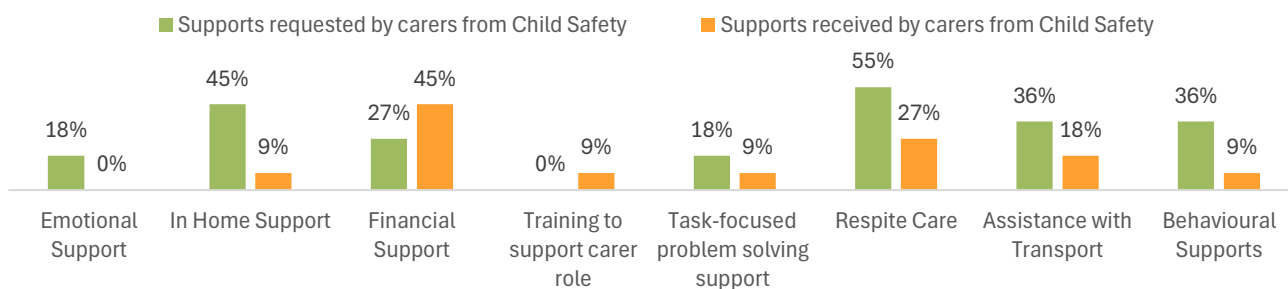
The Support Carers Received

Participants were provided an opportunity to reflect on the support services requested during their time as a carer and inform whether these requests were fulfilled. The form of support could be in the form of either professional, financial and/or emotional support. Carers were to indicate which stakeholder assisted them with their requested support, if they requested such support.

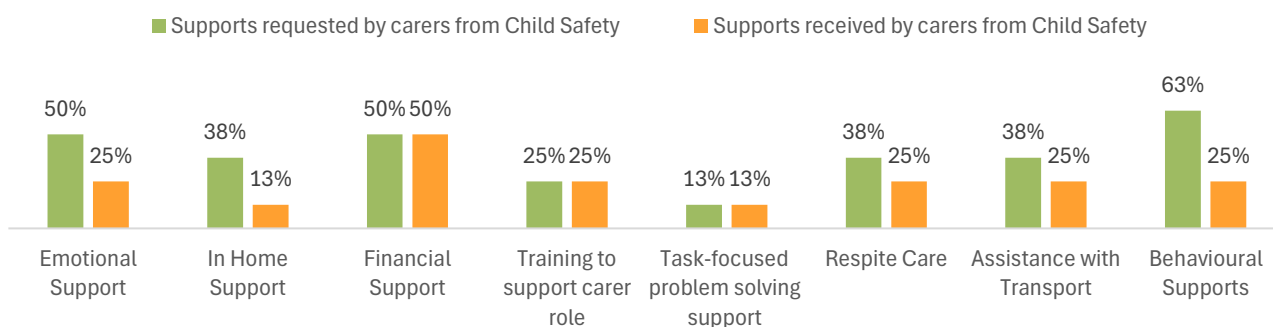
Please note: Participants were able to select more than one field.

Support Requested and Received by Child Safety

Foster Carers

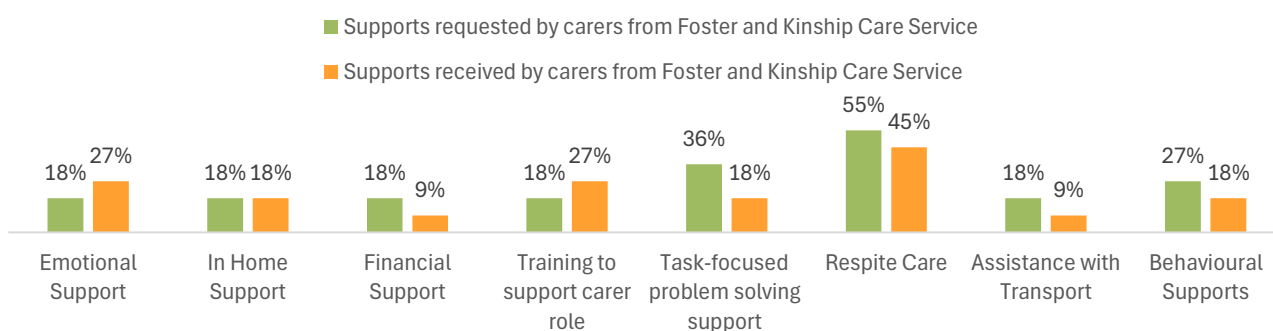


Kinship Carers

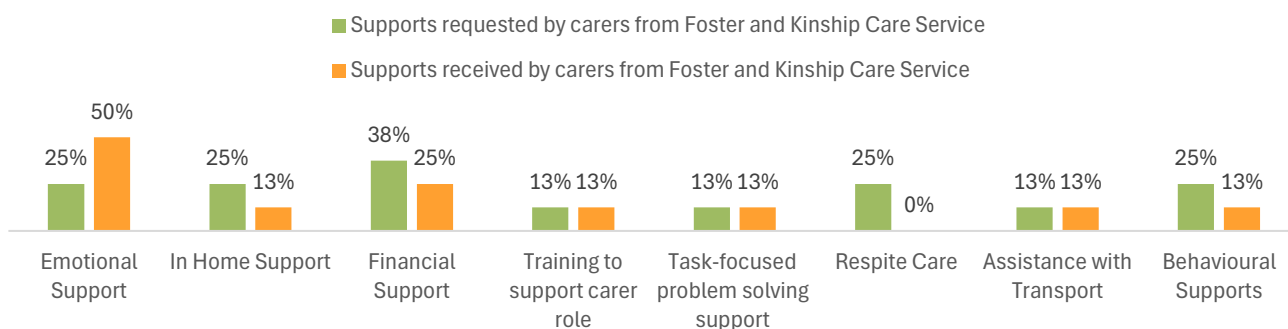


Support Requested and Received by Foster and Kinship Care Service

Foster Carers



Kinship Carers



Carer Allowance Satisfaction

Foster Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
How quickly you were reimbursed when out of pocket expenses were incurred	0%	9%	45%	18%	9%	18%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	0%	27%	18%	36%	0%	18%
How quickly allowances were paid	0%	45%	18%	0%	18%	18%
The allowances payment rates	0%	27%	45%	9%	0%	18%
Overall Satisfaction	0%	27%	32%	16%	7%	18%

Kinship Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
How quickly you were reimbursed when out of pocket expenses were incurred	13%	25%	25%	0%	13%	25%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	0%	38%	13%	13%	13%	25%
How quickly allowances were paid	25%	13%	25%	0%	13%	25%
The allowances payment rates	25%	0%	25%	13%	13%	25%
Overall Satisfaction	16%	19%	22%	6%	13%	25%



Training and Development Satisfaction

Carers across Queensland underwent an assessment process before a recommendation of approval is granted before commencing their role. During and after the assessment process, carers are required to complete training to develop their understanding of the child safety system, child development and trauma-informed training.

Queensland carers are also provided information on the roles and responsibilities of stakeholders involved (Child Safety and their agency), as well as their policies and procedures. Participants of the survey provided feedback on the delivery of information by providing a satisfaction rate around training and information. Kinship carers had a separate set of statements as this was tailored to the kinship care process.

Foster Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Pre-service training- Get Ready	0%	36%	36%	9%	0%	18%
Standard training - Starting Out	0%	36%	45%	0%	0%	18%
Advanced training - Continuous learning opportunities	9%	9%	45%	18%	0%	18%
Information provided on Child Safety's Policies, Legislation and Procedures	0%	45%	18%	9%	9%	18%
Information provided to assist you with the foster care role	0%	45%	18%	18%	0%	18%
Information provided about your role and responsibilities	0%	45%	36%	0%	0%	18%
Information provided about Child Safety's role and responsibilities	0%	45%	18%	0%	18%	18%
Information provided about your foster and kinship care service's role and responsibilities	9%	27%	27%	9%	9%	18%
Information provided about other agencies role and responsibilities	9%	18%	45%	0%	9%	18%
Information about positive behaviour support strategies and acceptable discipline practices	0%	36%	18%	9%	18%	18%
Your ability to access additional training specific to the child's needs if requested	9%	27%	18%	9%	18%	18%
Hope and Healing - trauma informed approaches	9%	9%	36%	9%	18%	18%
Overall Satisfaction	4%	32%	30%	8%	8%	18%

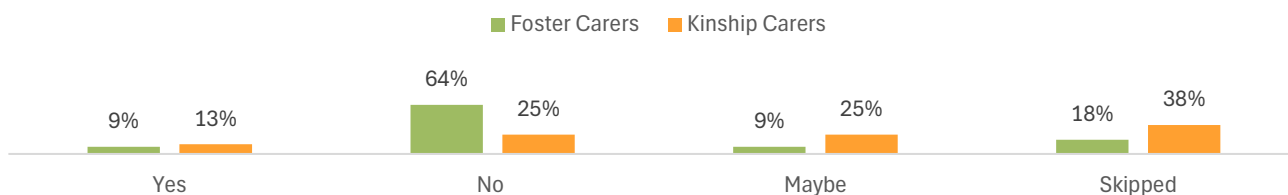


Kinship Carers

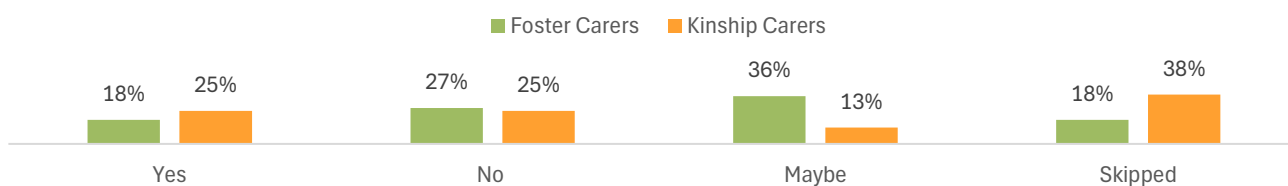
Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Information provided on Child Safety's Policies, Legislation and Procedures	38%	13%	0%	13%	13%	25%
Information provided to assist you with the kinship care role	38%	13%	0%	13%	13%	25%
Information provided about your role and responsibilities	25%	13%	0%	25%	13%	25%
Information provided about Child Safety's role and responsibilities	25%	13%	25%	0%	13%	25%
Information provided about your foster and kinship care service's role and responsibilities	38%	13%	13%	0%	13%	25%
Information provided about other agencies role and responsibilities	25%	13%	13%	0%	25%	25%
Information about positive behaviour support strategies and acceptable discipline practices	25%	0%	25%	13%	13%	25%
Your ability to access additional training specific to the child's needs if requested	25%	0%	25%	13%	13%	25%
Hope and Healing - trauma informed approaches	13%	13%	25%	13%	13%	25%
Overall Satisfaction	28%	10%	14%	10%	14%	25%

Overall Experience as a Carer

Would participants advise a friend to become a carer?



Would participants consider returning to the role of a carer at a later stage?



Did the participant's experience of providing care meet the expectation they had when they decided to become a carer?

