

# Sunshine Coast & Central Region

**Bundaberg**

**Caloundra**

**Emerald**

**Gladstone**

**Gympie**

**Maroochydore**

**Maryborough**

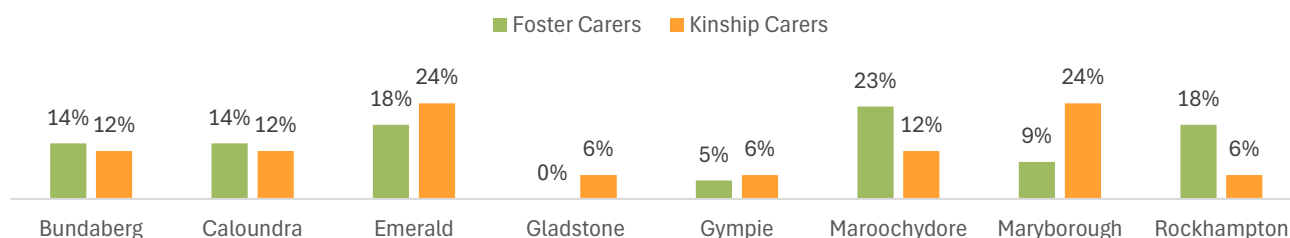
**Rockhampton**

# Sunshine Coast and Central Region

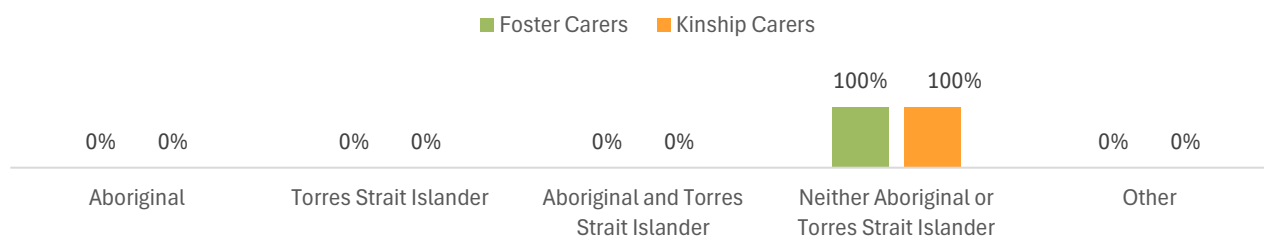
Queensland Foster and Kinship Care received 142 exit referral forms within the financial year of 2023-2024 for the Sunshine Coast and Central Region— 68 foster carers and 74 kinship carers. From this sample, 39 (27%) individuals participated in the Carer Exit Survey - 22 foster carers and 17 kinship 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

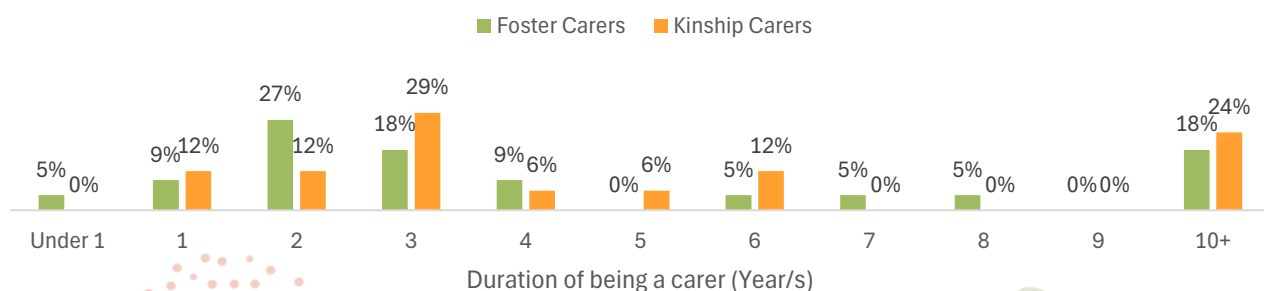
In this section, carers were provided questions to elaborate on their role as a foster/kinship carer, what were their motivations in entering in this role, the duration of being a carer and the number of children placed in their care during their time.

Were they supported by a Foster and Kinship Care Service\*?

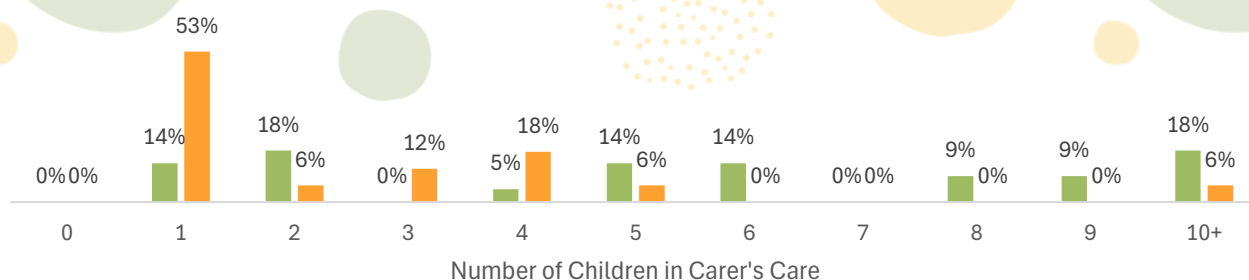
*\*This is also known as a Foster and Kinship Care Agency*



How long were they carers?

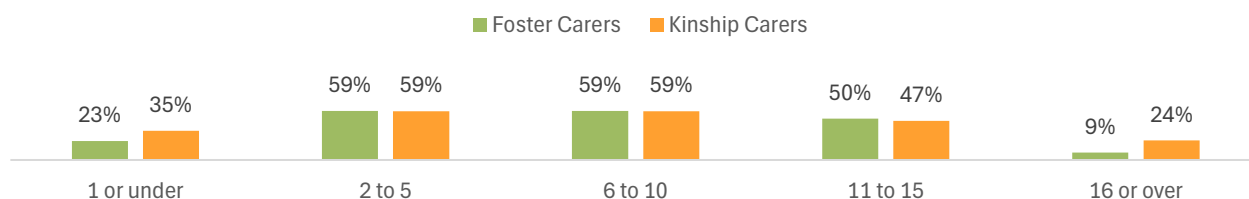


## How many children were placed with them during their time?



## What were the age range for these children?

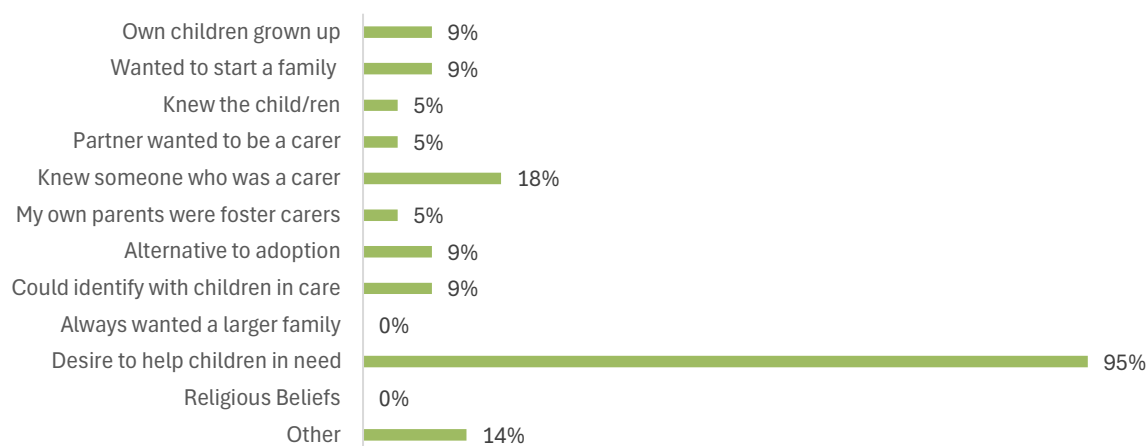
Please note: Participants were able to select more than one field.



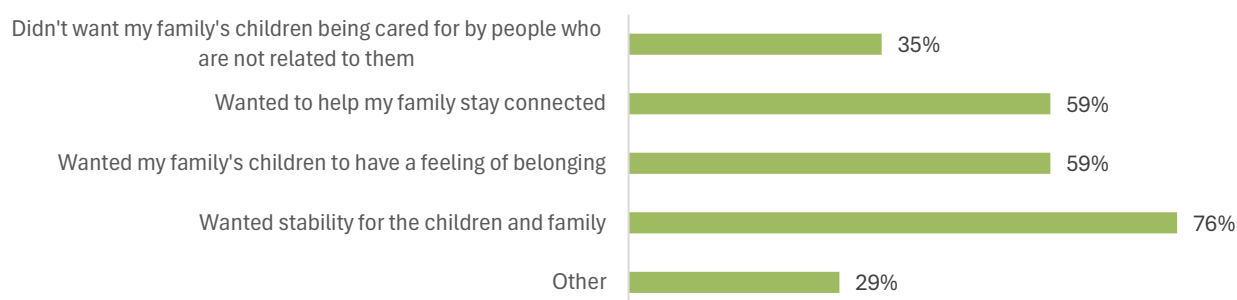
## What made these participants become a carer in the first place?

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

### Foster Carers



### Kinship Carers

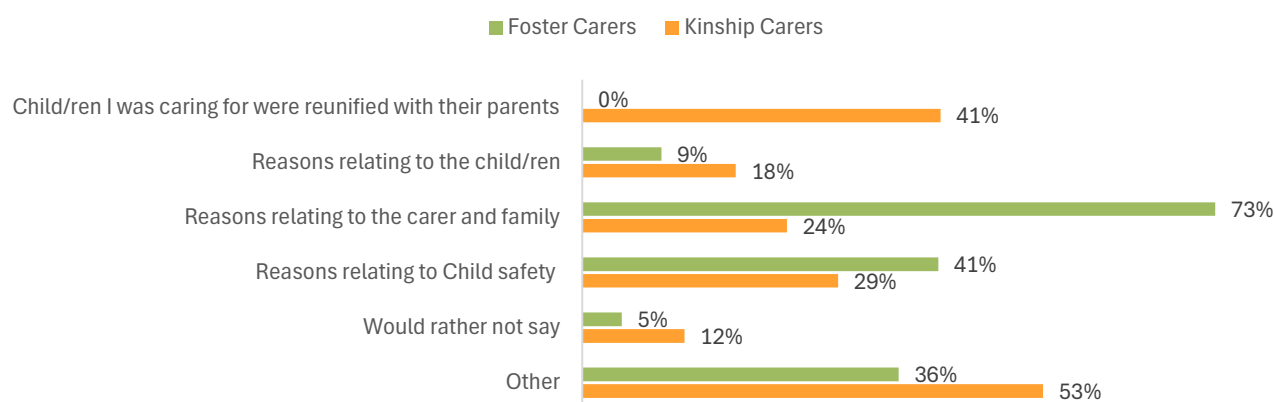


## Reason for Discontinuation

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.

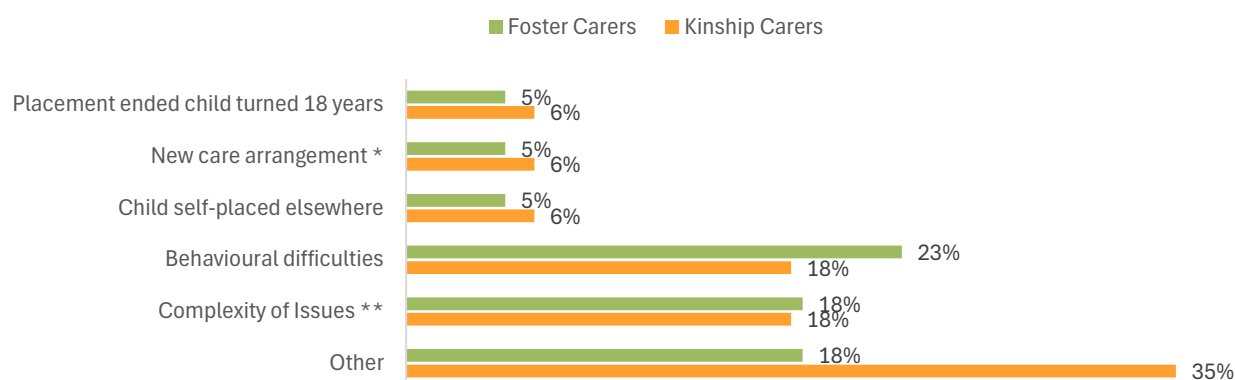
### What were the main factors that contributed to their decision?

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



### Child-related factors contributing to their decision:

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

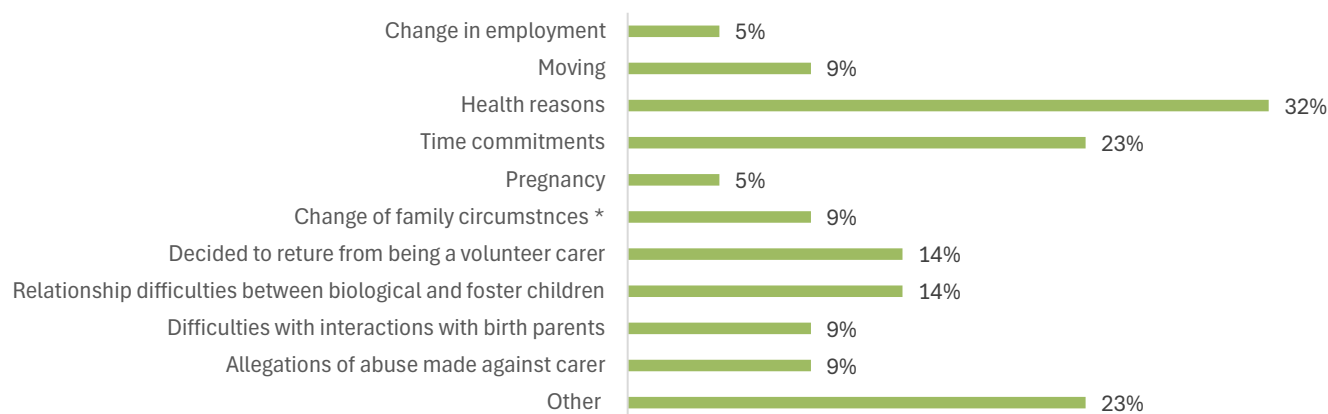


Note: \*New care arrangement found for the children \*\*medical needs, psychological trauma

### Carer and their family factors contributing to their decision:

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

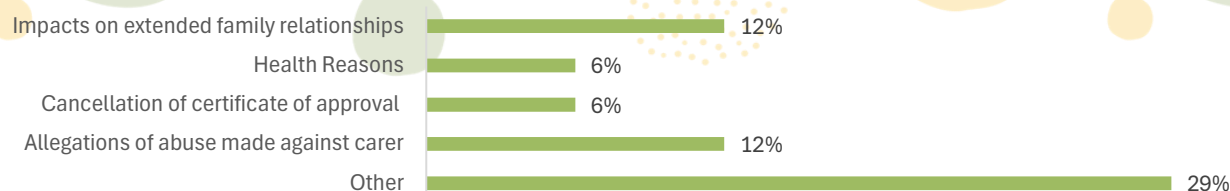
#### Foster Carers



Note: Above graph provided information on selected responses. Further fields were provided such as cost providing care was too much, cancellation of certificate of approval, did not meet renewal requirements and unsuitable carer/household checks.

\*Death, separation, remarriage etc.

## Kinship Carers



## 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	5%	5%	<b>45%</b>	14%	23%	9%
Ability to make a complaint about a service provided by Child Safety	5%	5%	<b>45%</b>	5%	32%	9%
Child Safety's handling of a Harm Report/SOC Process	0%	5%	<b>64%</b>	9%	14%	9%
Child safety's policies and procedures for dealing with a Harm Report/SOC Process	0%	18%	<b>50%</b>	9%	14%	9%
Overall Satisfaction	2%	8%	<b>51%</b>	9%	20%	9%

#### Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ability to appeal a decision related to you that was made by Child Safety	18%	<b>35%</b>	29%	6%	12%
Ability to make a complaint about a service provided by Child Safety	12%	<b>35%</b>	24%	12%	18%
Child Safety's handling of a Harm Report/SOC Process	12%	<b>35%</b>	29%	6%	18%
Child safety's policies and procedures for dealing with a Harm Report/SOC Process	12%	<b>35%</b>	29%	6%	18%
Overall Satisfaction	13%	<b>35%</b>	28%	7%	16%

## 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	27%	<b>59%</b>	5%	0%	0%	9%
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	0%	14%	<b>36%</b>	27%	14%	9%
The arrangement for children to have contact with their parents and other family members	5%	18%	<b>41%</b>	5%	23%	9%
Opportunity for you to participate in professional development	<b>32%</b>	<b>32%</b>	14%	9%	5%	9%
The level of support provided to a child during the placement	14%	<b>23%</b>	9%	<b>23%</b>	<b>23%</b>	9%
The manner in which the carer approval process was undertaken	9%	<b>55%</b>	23%	5%	0%	9%
Your ability to have input into decisions about the child's care	5%	<b>23%</b>	<b>23%</b>	18%	<b>23%</b>	9%
The level of support provided to you during the placements	18%	14%	18%	14%	<b>27%</b>	9%
Overall Satisfaction	14%	<b>30%</b>	21%	13%	14%	9%

### Kinship Carers

Statements	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The extent to which children and young people were provided with an opportunity to participate in decisions about their care	18%	<b>41%</b>	24%	0%	18%
The arrangement for children to have contact with their parents and other family members	<b>41%</b>	29%	12%	12%	6%
Opportunity for you to participate in training specific to the needs of the children	<b>47%</b>	29%	18%	0%	6%
The level of support provided to a child during the placement	<b>35%</b>	<b>35%</b>	6%	6%	18%
The manner in which the carer approval process was undertaken	29%	<b>59%</b>	6%	0%	6%
Your ability to have input into decisions about the child's care	<b>35%</b>	29%	6%	6%	24%
The level of support provided to you during the placements	24%	<b>47%</b>	0%	12%	18%
Overall Satisfaction	33%	<b>39%</b>	10%	5%	13%



# 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 engagement and response from the Care Team\*

\*Care Team is the Safe 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	9%	23%	<b>27%</b>	18%	14%	9%
The level of engagement and response you've experienced with Child Safety	0%	9%	27%	<b>32%</b>	23%	9%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	<b>36%</b>	32%	5%	9%	9%	9%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	0%	18%	<b>73%</b>	0%	0%	9%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	14%	18%	<b>50%</b>	5%	5%	9%
Overall Satisfaction	12%	20%	<b>36%</b>	13%	10%	9%

### Kinship Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The information provided to you about the child prior to placement	18%	<b>53%</b>	12%	6%	12%
The level of engagement and response you've experienced with Child Safety	18%	<b>41%</b>	12%	6%	24%
The level of engagement and response you've experienced with your Foster and Kinship Care Service	<b>41%</b>	<b>41%</b>	12%	0%	6%
The level of engagement and response you've experienced with the QFKC Support Team (FAST)	6%	35%	<b>59%</b>	0%	0%
The level of engagement and response you've experienced with the Community Visitor and or Child Advocate	18%	<b>41%</b>	29%	6%	6%
Overall Satisfaction	20%	<b>42%</b>	25%	4%	9%

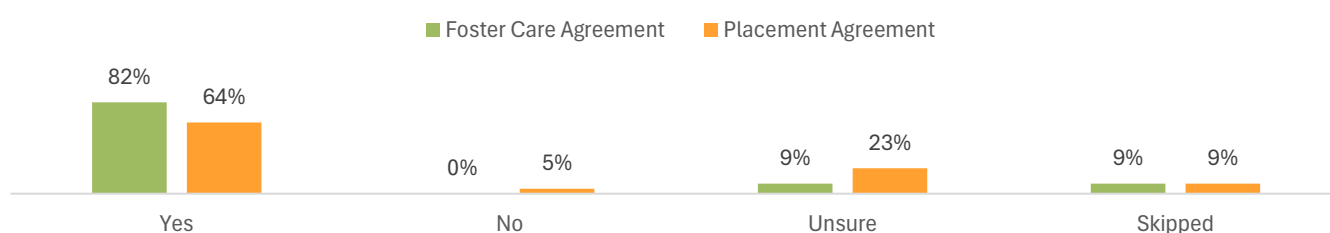
## Foster Care and Placement Agreements

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 provided 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.<sup>7</sup>

**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.<sup>8</sup>

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	5%	23%	23%	14%	18%	18%
The placement agreement meetings provided a forum to work as part of a care team	5%	9%	27%	14%	18%	27%

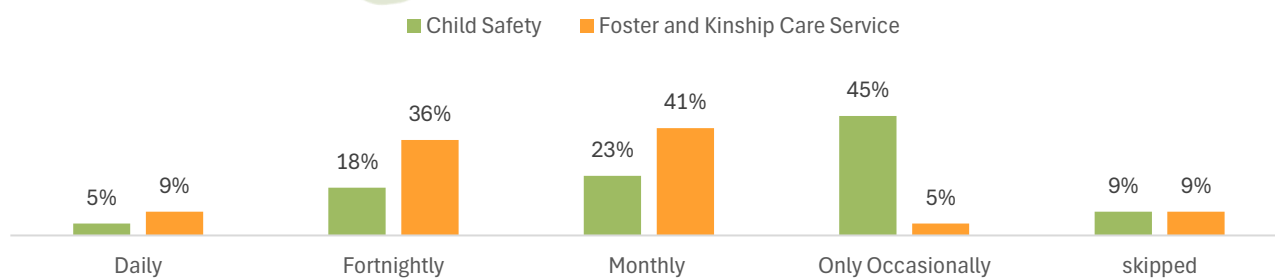
<sup>7</sup> Adapted from: (Queensland Government, 2018)

<sup>8</sup> Adapted from: (Queensland Government, 2018)

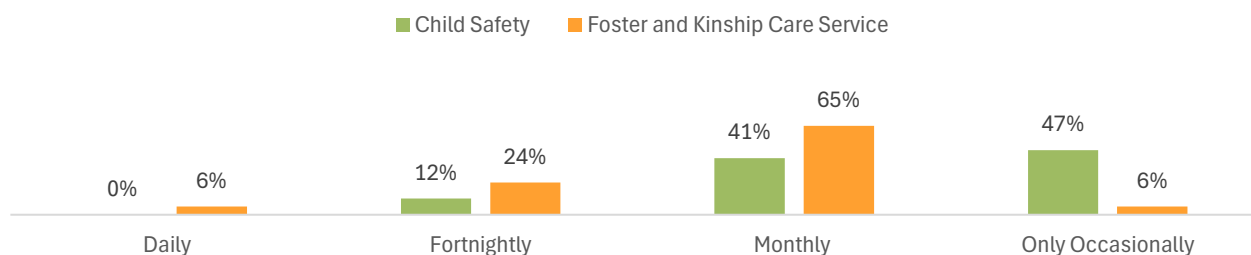


## How frequently did contact occur with Child Safety and the Foster and Kinship Care Service?

### Foster Carers

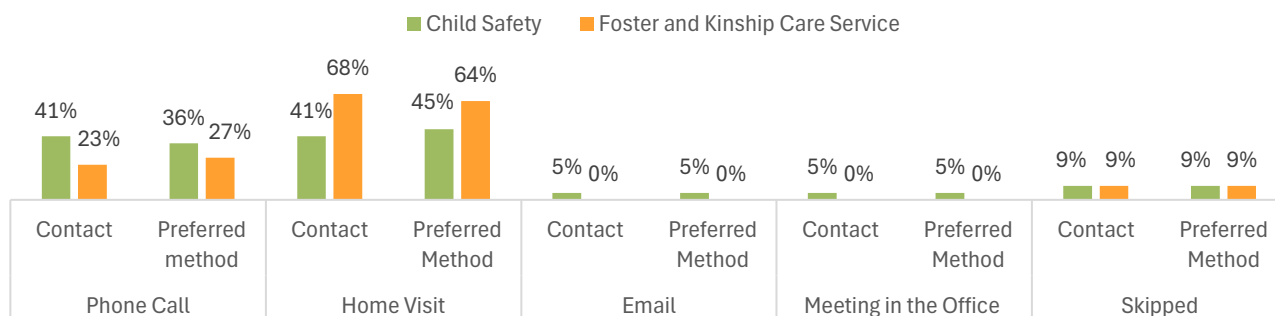


### Kinship Carers

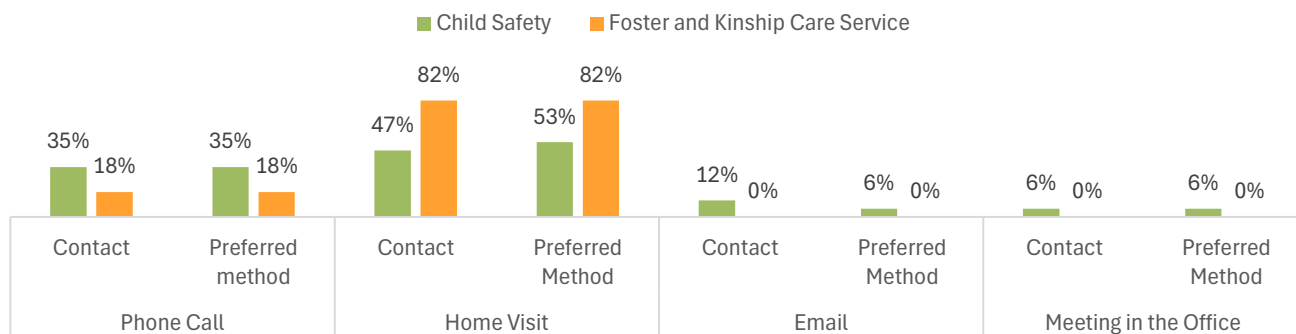


## How did contact occur? Was it the carer's preferred contact method?

### Foster Carers



### Kinship Carers



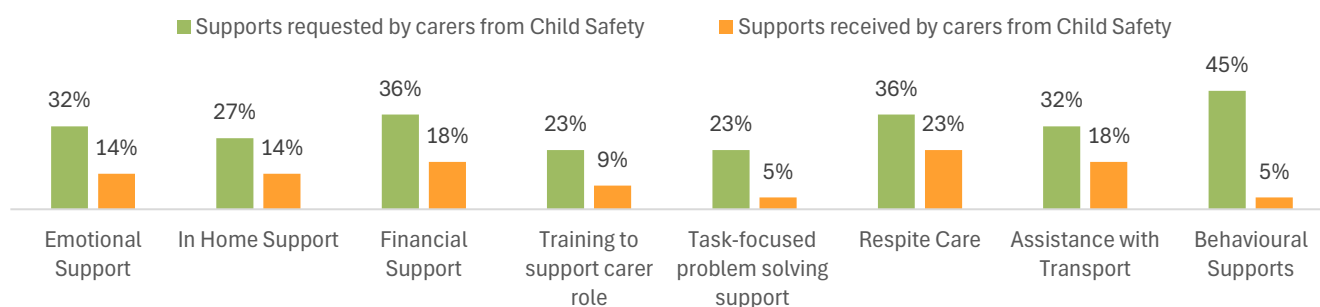
## The Support Carers Received

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.

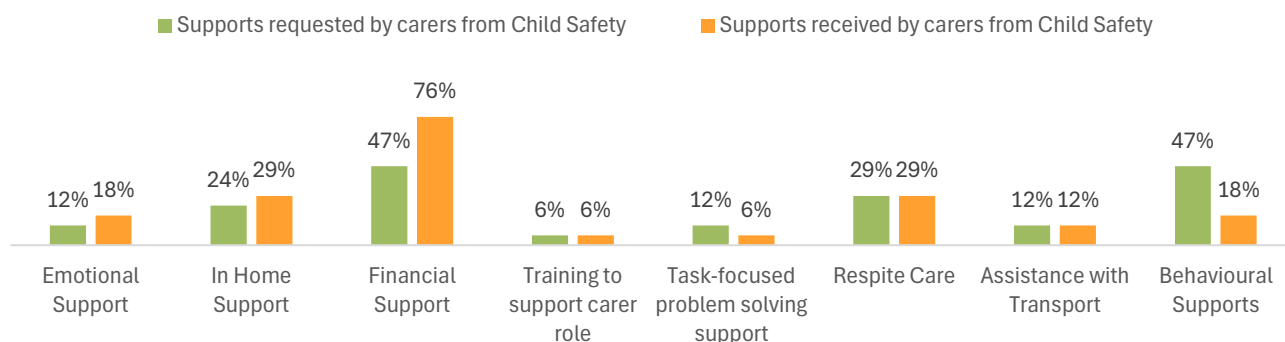
Please note: Participants were able to select more than one field.

### Support Requested and Received by Child Safety

#### Foster Carers

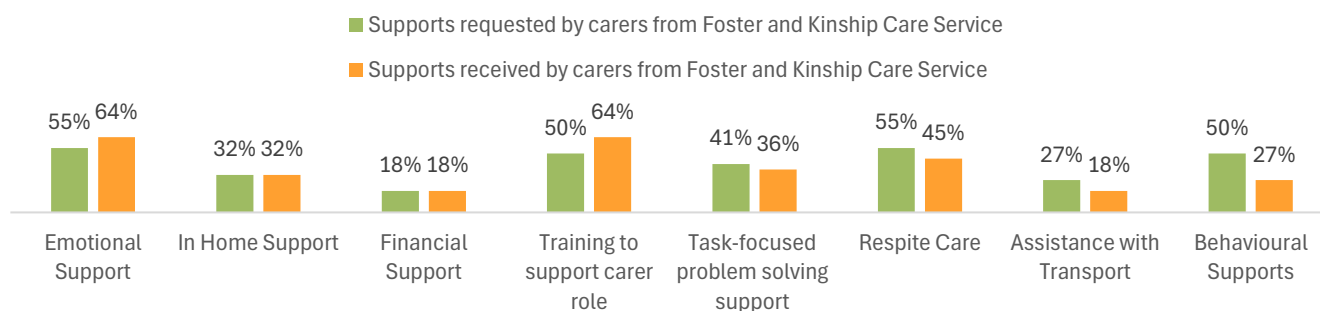


#### Kinship Carers

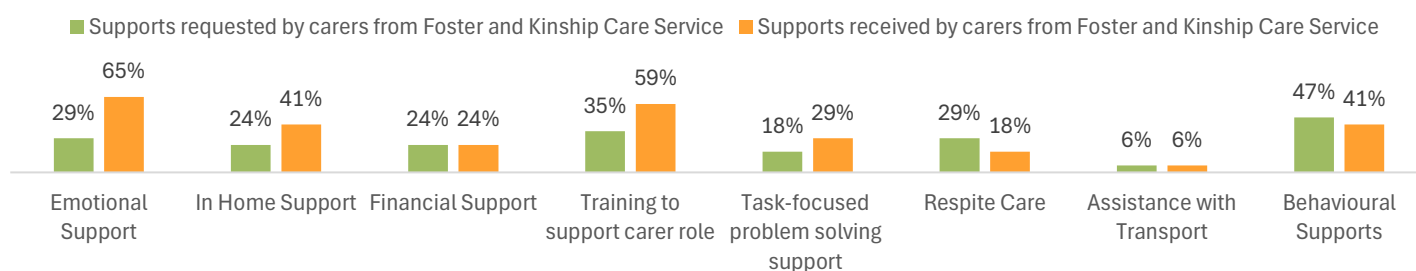


### Support Requested and Received by the Foster and Kinship Care Service

#### 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%	<b>36%</b>	32%	14%	9%	9%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	14%	18%	18%	<b>27%</b>	14%	9%
How quickly allowances were paid	9%	<b>41%</b>	23%	14%	5%	9%
The allowances payment rates	14%	<b>32%</b>	18%	14%	14%	9%
Overall Satisfaction	9%	<b>32%</b>	23%	17%	10%	9%

### Kinship Carers

Statements	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How quickly you were reimbursed when out of pocket expenses were incurred	24%	<b>53%</b>	12%	0%	6%
The range of allowances provided by Child Safety to help meet the costs of caring for the child	29%	<b>47%</b>	12%	12%	0%
How quickly allowances were paid	12%	<b>88%</b>	0%	0%	0%
The allowances payment rates	18%	<b>53%</b>	18%	12%	0%
Overall Satisfaction	21%	<b>60%</b>	10%	6%	1%

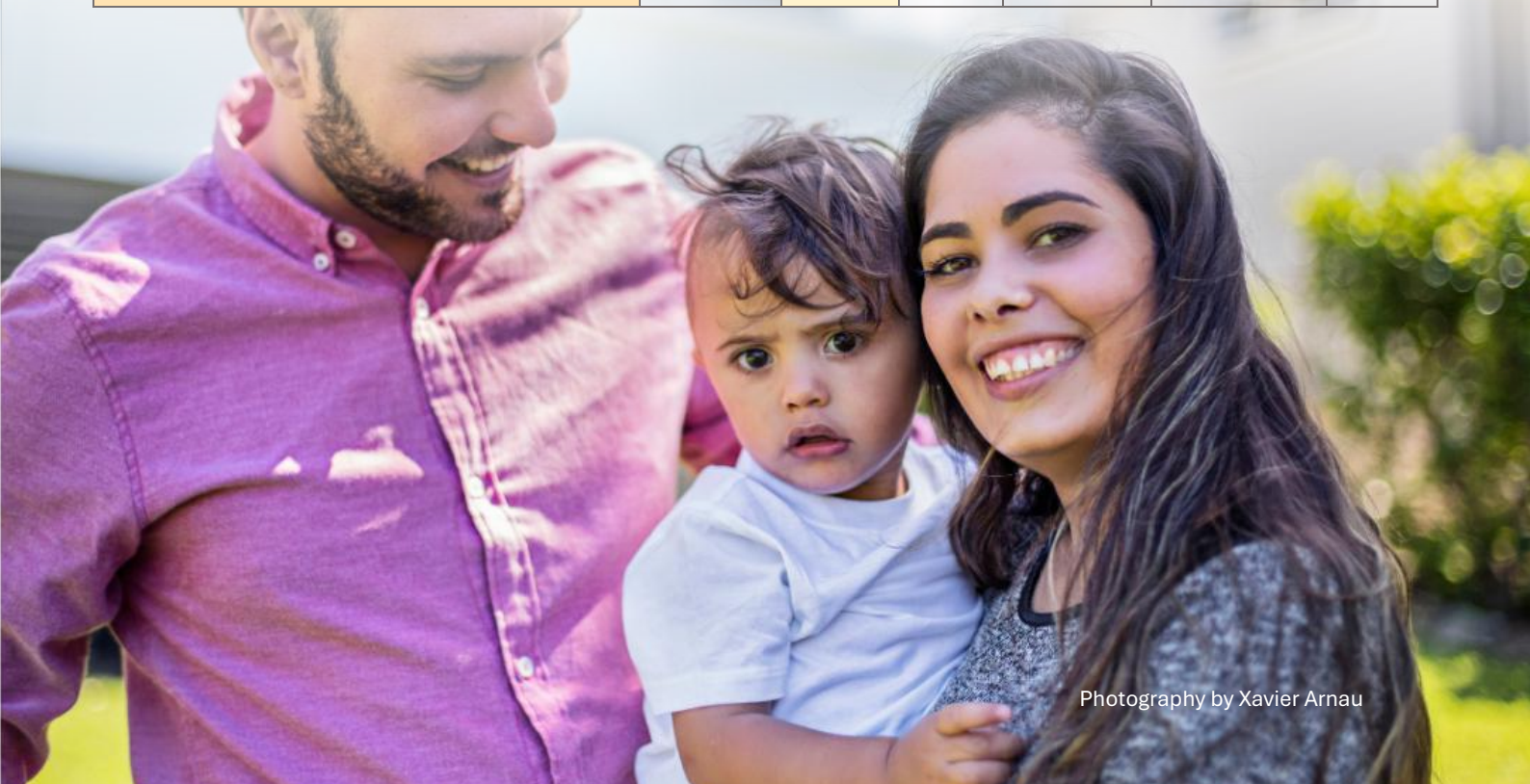
## Training and Development Satisfaction

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	23%	45%	18%	0%	5%	9%
Standard training - Starting Out	27%	45%	18%	0%	0%	9%
Advanced training - Continuous learning opportunities	23%	41%	18%	5%	5%	9%
Information provided on Child Safety's Policies, Legislation and Procedures	18%	36%	23%	5%	9%	9%
Information provided to assist you with the foster care role	23%	41%	9%	5%	14%	9%
Information provided about your role and responsibilities	23%	41%	18%	0%	9%	9%
Information provided about Child Safety's role and responsibilities	18%	36%	14%	9%	14%	9%
Information provided about your foster and kinship care service's role and responsibilities	23%	41%	9%	5%	14%	9%
Information provided about other agencies role and responsibilities	5%	45%	18%	5%	18%	9%
Information about positive behaviour support strategies and acceptable discipline practices	18%	27%	23%	5%	18%	9%
Your ability to access additional training specific to the child's needs if requested	9%	27%	32%	9%	14%	9%
Hope and Healing - trauma informed approaches	9%	32%	32%	9%	9%	9%
Overall Satisfaction	18%	38%	19%	5%	11%	9%

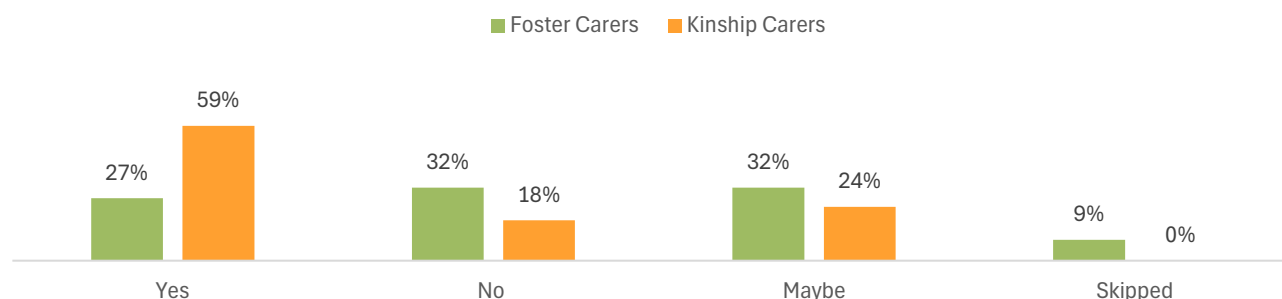


## Kinship Carers

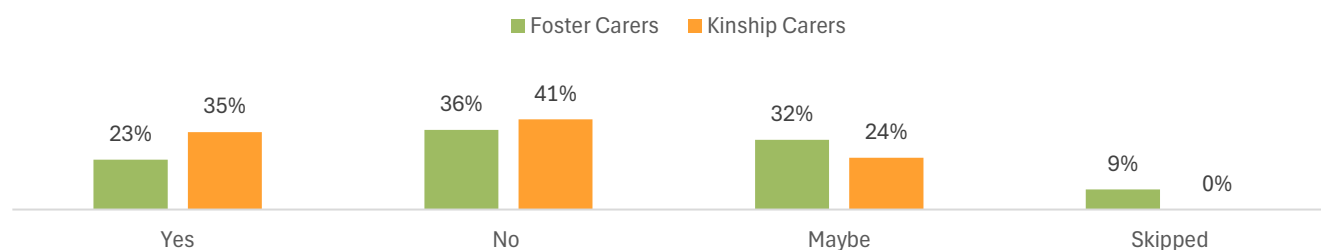
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Skipped
Information provided on Child Safety's Policies, Legislation and Procedures	35%	41%	6%	6%	12%	0%
Information provided to assist you with the kinship care role	35%	41%	6%	6%	12%	0%
Information provided about your role and responsibilities	24%	35%	12%	18%	12%	0%
Information provided about Child Safety's role and responsibilities	29%	29%	24%	6%	12%	0%
Information provided about your foster and kinship care service's role and responsibilities	41%	41%	12%	0%	6%	0%
Information provided about other agencies role and responsibilities	12%	41%	29%	0%	12%	6%
Information about positive behaviour support strategies and acceptable discipline practices	18%	47%	12%	0%	18%	6%
Your ability to access additional training specific to the child's needs if requested	18%	47%	12%	0%	12%	12%
Hope and Healing - trauma informed approaches	12%	35%	24%	6%	12%	12%
Overall Satisfaction	25%	40%	15%	5%	12%	4%

## Overall Experience as a Carer

Would Participants advise a friend to become a carer?



Would participant's consider returning to the carer role?



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

