

# Brisbane & Moreton Bay Region

Alderley

Caboolture

Cannon Hill

Chermside

Forest Lake

Inala

Morayfield

Mount Gravatt

Redcliffe

Strathpine

# Brisbane and Moreton Bay

## Region Report Overview

This report presents insights from the Brisbane & Moreton Bay Region based on responses to the 2024/25 Foster and Kinship Carer Exit Survey.

Unlike the statewide report, which includes a detailed analysis of key findings, this region reports highlights only the most notable differences or key exceptions. This means we focus on areas where this region's results stand out from statewide trends or reveal unique insights.

This approach reflects the smaller number of survey responses in some regions, which limits the reliability of detailed local analysis. To ensure accuracy, overarching themes and learnings are drawn from the full statewide data, while region-specific reporting is used to spotlight meaningful variations.

## Key Findings – BMB Exceptions

### *Carer Profiles*

BMB region lost more foster carers who had been in their role for 7-10 and 10-15 years than the statewide data however lost significantly fewer carers with 15+ years in their role.

### *Reason for Discontinuing*

Results are largely consistent with Statewide data with the exception of a greater number of foster carers in BMB discontinuing due to reasons relating to CPO (turned 18, LGT-G, PCO). Child Safety ranked third as a reason compared to second statewide. Kinship carers most frequently discontinue due to reasons related to child safety.

### *Satisfaction & System Feedback*

Both foster and kinship carers reported high dissatisfaction with the ability to appeal decisions (only ~20% satisfied). Foster carers showed slightly higher satisfaction with complaint processes (40% neutral/satisfied). High dissatisfaction across both foster and kinship carers regarding Harm Reports, Standards of Care, and policy handling.

Foster carers were more satisfied with engagement and placement support than kinship carers. Kinship carers expressed broader dissatisfaction, except in placement support.

### *Foster Care and Placement Agreements*

Most foster carers had a Foster Care or Placement Agreement, 79% and 75% respectively. Almost 1/4tr of carers either didn't know or didn't have a Placement Agreement.

### *Carer Connect & Communication*

66% of foster carers and 82% of kinship carers did not use the Carer Connect app; among those that did use the app, satisfaction was mostly neutral.

Contact with Child Safety and agencies was generally monthly, though 45% reported only occasional contact. All carers preferred phone or home visits, but home visits occurred more often than preferred.

### *Support & Services*

Emotional, behavioural, in-home supports and task-focused problem-solving supports were strongly requested from Child Safety but not consistently provided. Kinship carers also noted unmet needs in transport and cultural support.

Behavioural support was also requested from agencies.

Satisfaction with allowance rates was generally positive, but reimbursement timeliness was a concern. Half of carers reported that some child needs were not covered by the allowance.

### *Training & Information*

Foster carers were mostly satisfied with general training (Hope & Healing, Starting Out). Satisfaction with child-specific training was lower, possibly linked to unmet behavioural support needs.

Kinship carers showed lower satisfaction with training overall, especially child-specific content.

Information provision was generally satisfactory, though some dissatisfaction emerged around Child Safety's role and policies.

### *Overall Experience & Retention*

71% of foster carers vs 58% of kinship carers felt their care experience met expectations. Fewer than one-third of carers would consider returning to the role; similar numbers were undecided. 80% of foster carers would not recommend the role to a friend, raising concerns for recruitment.

Reasons relating to Child Safety and managing children/young people were the most challenging aspects for carers.

family and friends were especially important for kinship carers.

### Sources of Support

Formal support from agencies was valued by both foster and kinship carers. Informal support from

## Referral & Survey Key Data

BMB region referrals made up 21% of statewide referrals and 26% of exit survey responses. Kinship carers account for a majority of referrals (70%) however kinship carers' survey participation rate, while still strong, was lower than that of foster carers.

Exit referrals Received - 154		Completed Carer surveys - 67	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
48	112	28	39
30%	70%	42%	58%

# Carer Exit Survey Results

## SECTION 1: ABOUT THE CARER AND THEIR ROLE

**What is your cultural identity?** n= 67

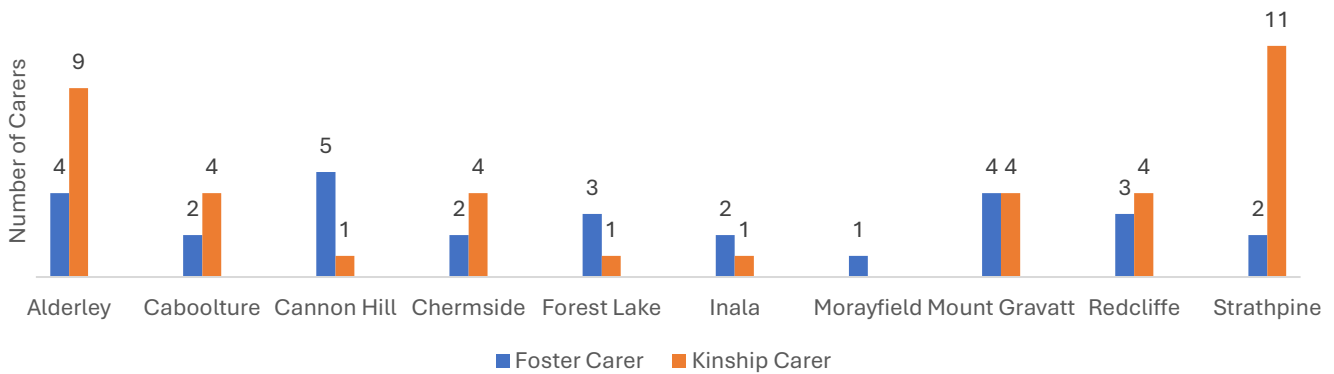
Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	4%	0	4%	93%
Kinship	13%	0	0	87%

Carers’ who selected ‘other’ mostly described their identity as ‘Australian’.

### Which Child Safety Service Centre (CSSC) were you attached to?

Two CSSC’s, Alderley and Strathpine, make up almost 40% of exit responses, both with a strong skew to kinship carer responses.

Carer Participants, by CSSC, by Carer Type



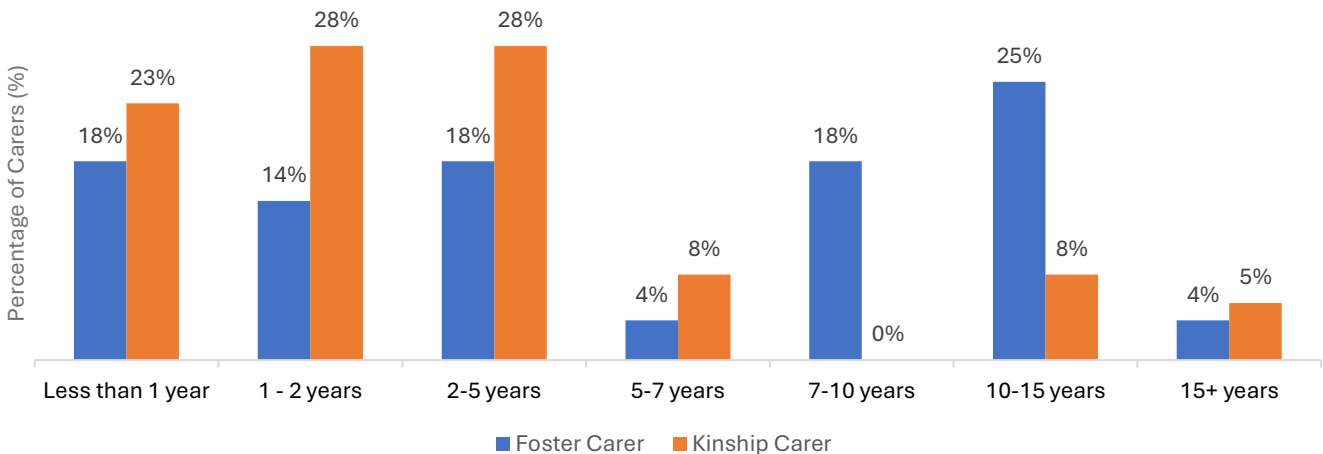
### Where you supported by an agency?

Only one carer (kinship) was not supported by an agency.

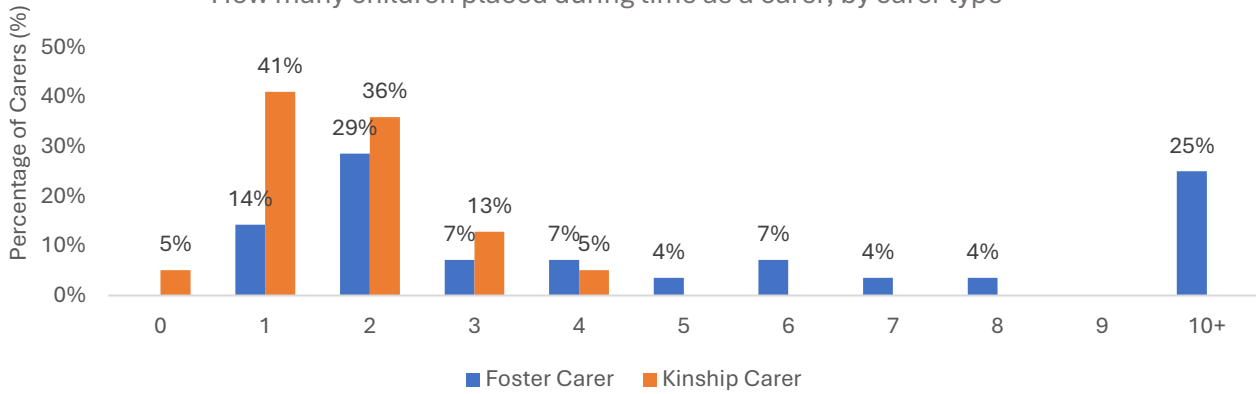
### How long were you a Carer? And how many children were placed with you over this time?

Foster carers exits’ skew strongly to carers who have cared for 7+ years, with almost 50% of exit survey responses from carers who have cared for 7+ years. Kinship Carers skew to less time in their carer role. Over 50% of Kinship carers were in the role for up to 2 years.

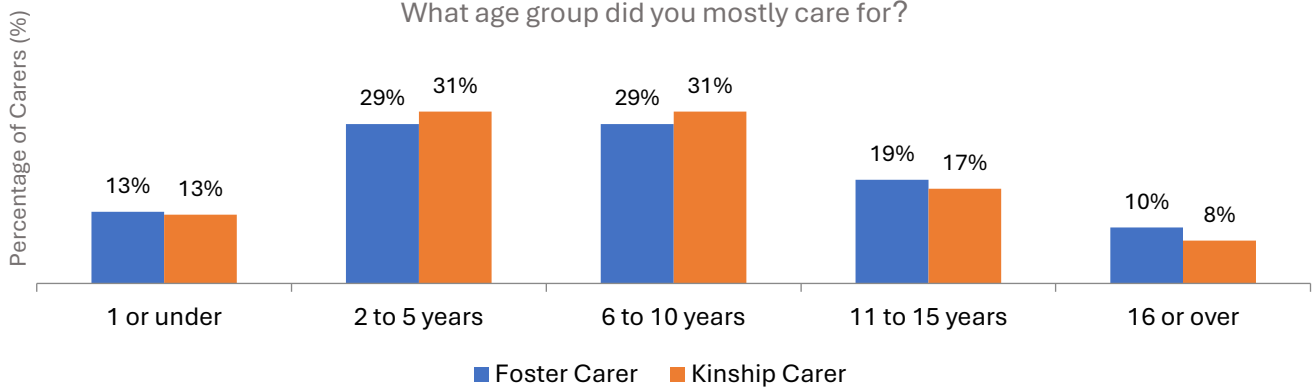
Approximately, how long have you been a Foster or Kinship Carer?



How many children placed during time as a carer, by carer type



What age group did you mostly care for?



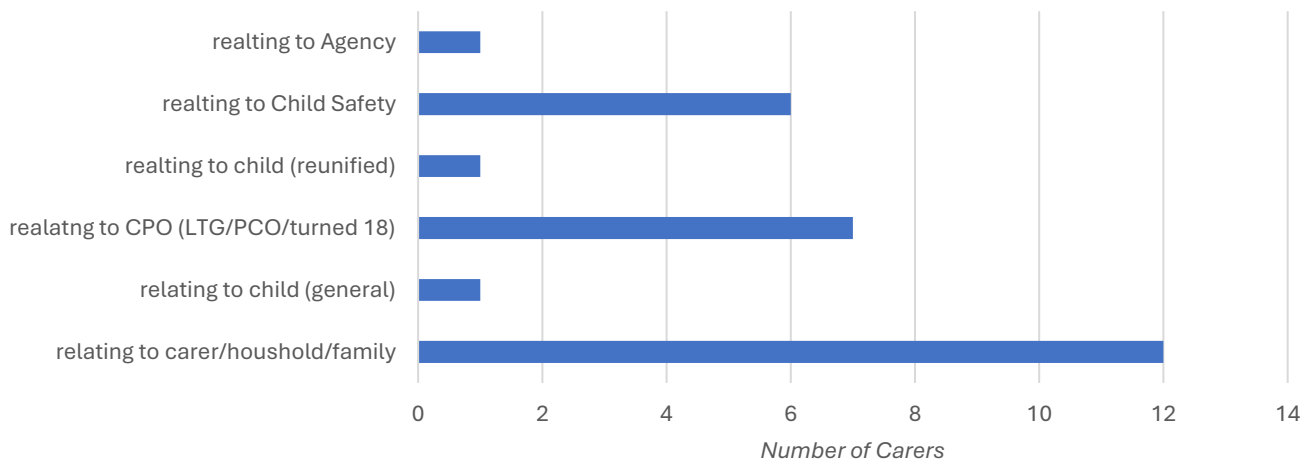
## SECTION 2: REASONS FOR DISCONTINUATION

This section provides an opportunity for carers to tell us, in their own words, about their experiences. Responses are provided categorised into 5 categories below.

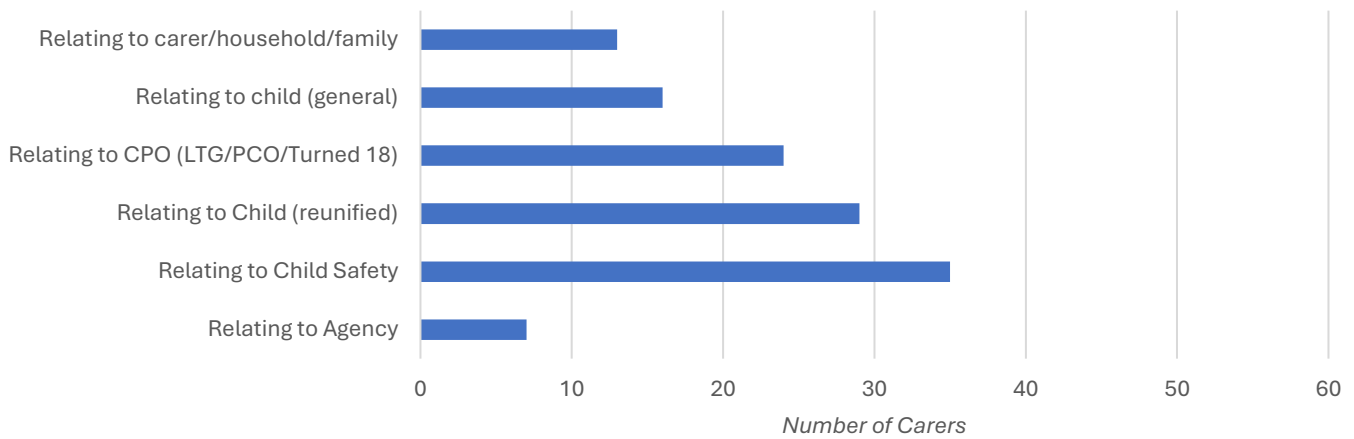
### *What was the main contributing factor in you no longer being a carer?*

Foster Carers *n*=39

Reason for Discontinuing in Carer Role



Reason for Discontinuing in Carer Role

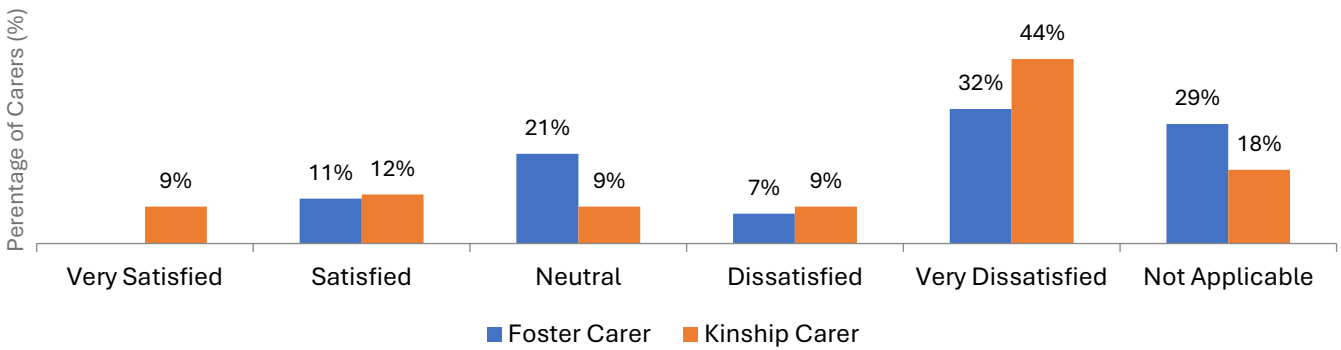


### SECTION 3: CARER’S SATISFACTION WITH CHILD SAFETY

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 28 foster carers, and 34 kinship carers participated in this section.*

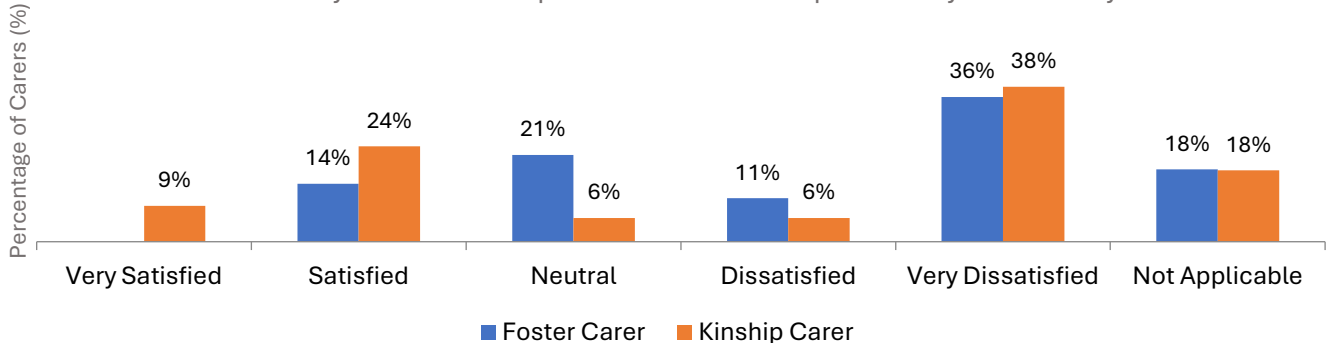
#### I. Carer’s ability to appeal a decision related to them that was made by Child Safety.

Your ability to appeal a decision related to you that was made by Child Safety

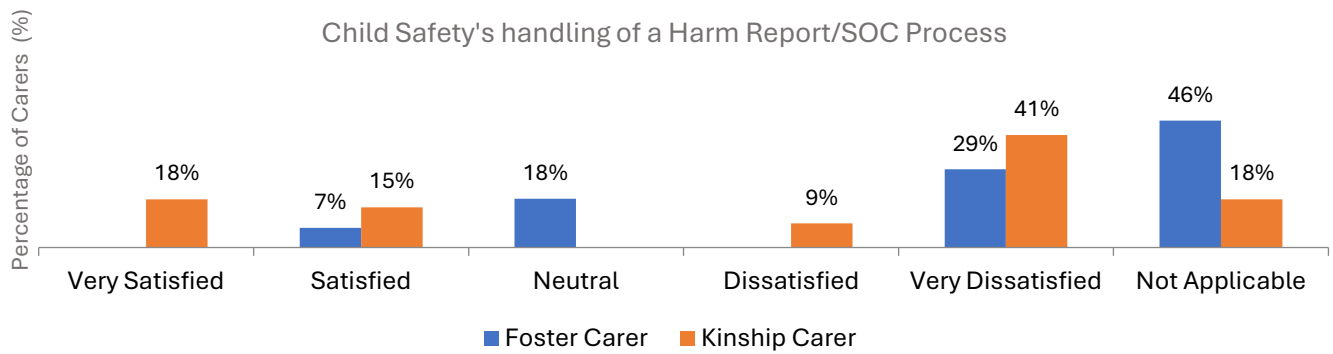


#### II. Carers’ ability to make a complaint about a service provided by Child Safety

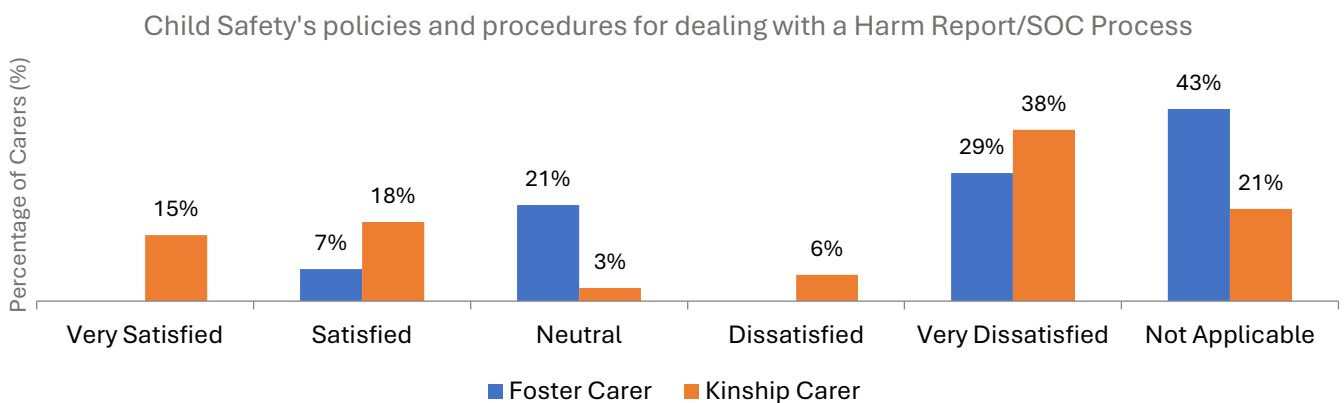
Your ability to make a complaint about a service provided by Child Safety



### III. Child Safety's handling of the Harm Report/SOC process



### IV. Child Safety's policies and procedures for dealing with a Harm Report/SOC process



## SECTION 4: ENGAGEMENT AND PLACEMENT SUPPORTS

### Foster Carer Satisfaction Scores

n=28	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Number of children placed at any given time	25%	43%	11%	18%	4%
Opportunities for children to participate in decisions about their care	11%	50%	11%	18%	11%
Contact arrangements with parents/family	11%	39%	7%	39%	4%
Level of support provided to a child during placement	7%	43%	21%	29%	0%
Level of support provided to you (carer) during placement	18%	36%	11%	25%	11%
Your carer approval process	7%	43%	21%	29%	0%
Your ability to have input into decisions about the child's care	14%	32%	18%	21%	14%

## Kinship Carer Satisfaction Scores

n=34	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Opportunities for children to participate in decisions about their care	15%	21%	21%	24%	21%
Contact arrangements with parents/family	18%	18%	18%	26%	21%
Level of support provided to a child during placement	15%	24%	24%	18%	21%
Level of support provided to you (carer) during placement	21%	18%	18%	15%	29%
Your carer approval process	24%	24%	24%	18%	12%
Your ability to have input into decisions about the child's care	21%	21%	18%	15%	26%

## Carers Satisfaction with Communication and Support across Child Safety, Agency & Community Visitor

### Foster Carers

How satisfied were foster carers with the engagement and response they experienced with:

n=28	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	0%	29%	32%	21%	18%
Foster & Kinship Care Agency	18%	36%	11%	14%	21%
Community Visitor or Child Advocate	4%	32%	39%	14%	11%

### Kinship Carers

How satisfied were Kinship Carers with the engagement and response they received with:

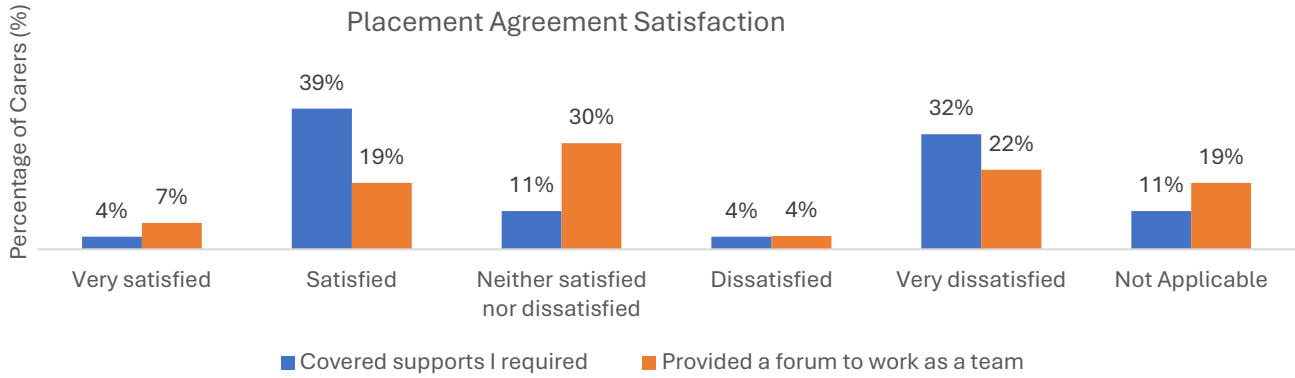
n=34	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	6%	24%	15%	18%	38%
Foster & Kinship Care Agency	24%	44%	15%	6%	12%
Community Visitor or Child Advocate	26%	38%	15%	3%	18%

## Placement and Foster Care Agreements

**Note: Foster care only**

n=28	Yes	No	Unknown
Had a Foster Care Agreement	79%	4%	18%
Had a Placement Agreement	75%	10%	14%

### Satisfaction with Placement Agreements



### Carer Connect App

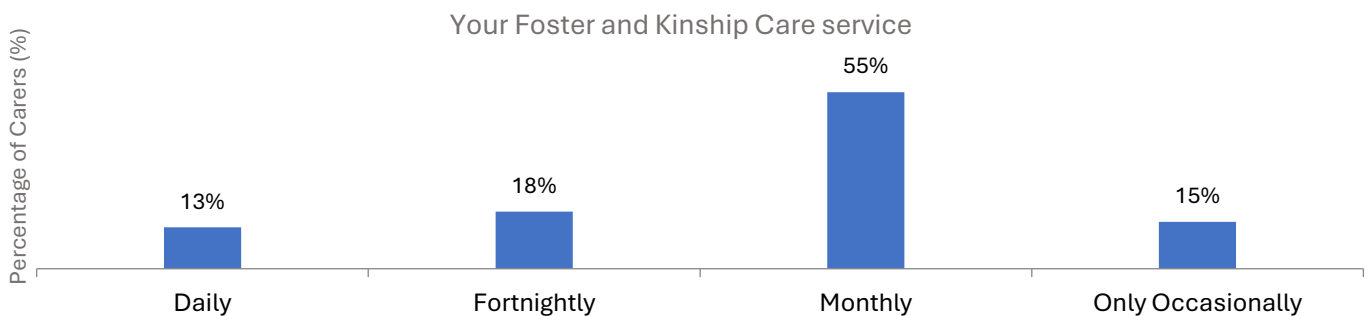
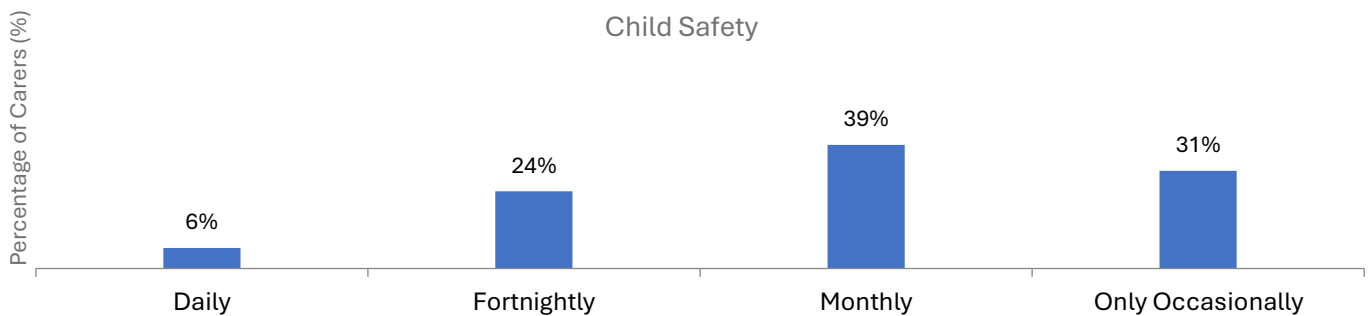
67% of foster carers and 80% of kinship carers did not use the Carer Connect app. Among those that did use the app, feedback is mostly neutral.



	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Foster Carer (n=12)	12%	18%	53%	12%	6%
Kinship Carer (n=17)	8%	0%	75%	8%	8%

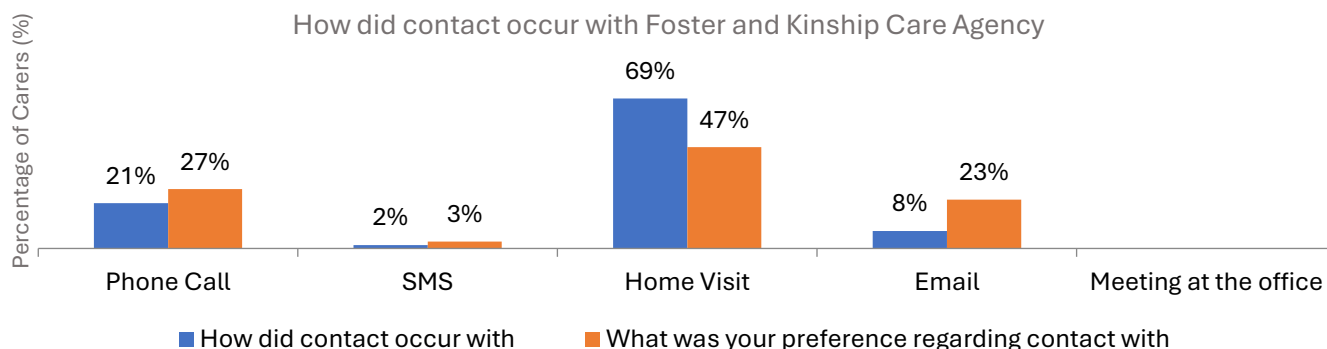
### Regularity of Contact with Child Safety and Foster & Kinship Care Agency

n=62 (foster and kinship carers)



## Type Of Contact with Child Safety and Foster & Kinship Care Agency

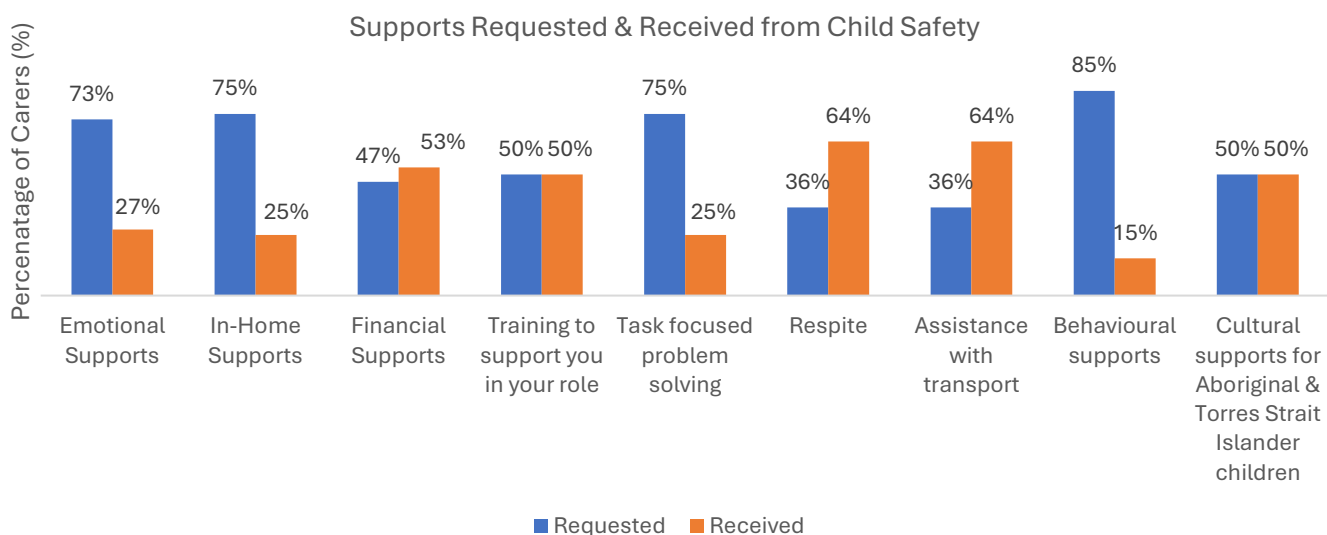
n = 62 (foster and kinship carers)



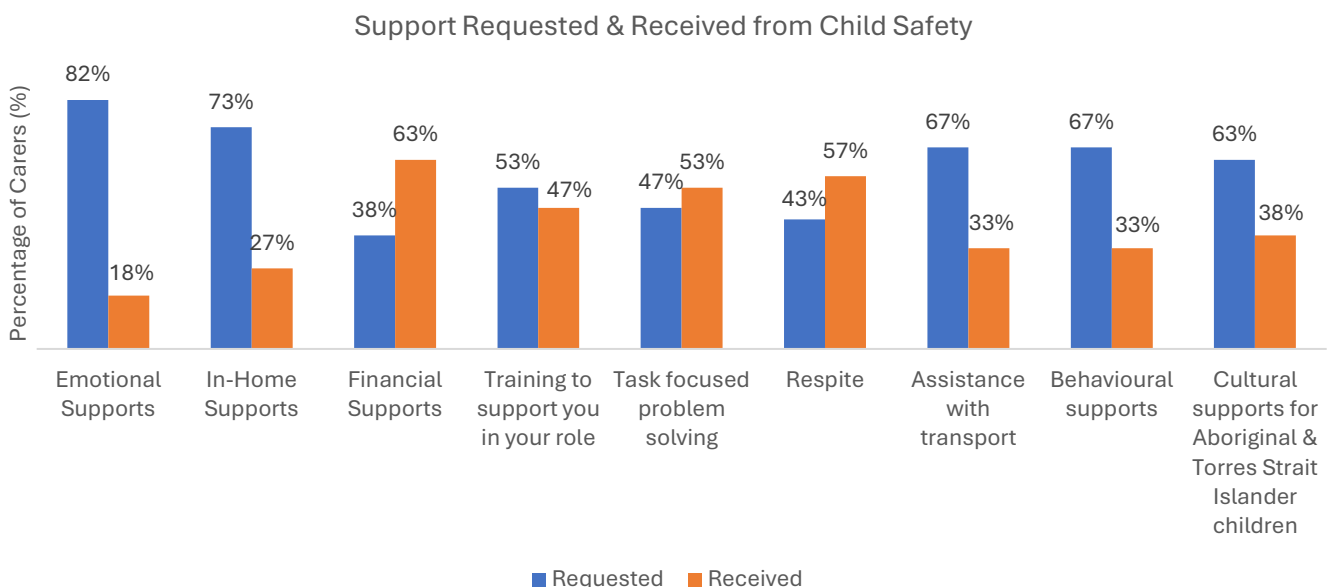
## SECTION 4: SUPPORTS REQUESTED AND RECEIVED

### Supports Requested and Received by Child Safety

Foster Carers n=26

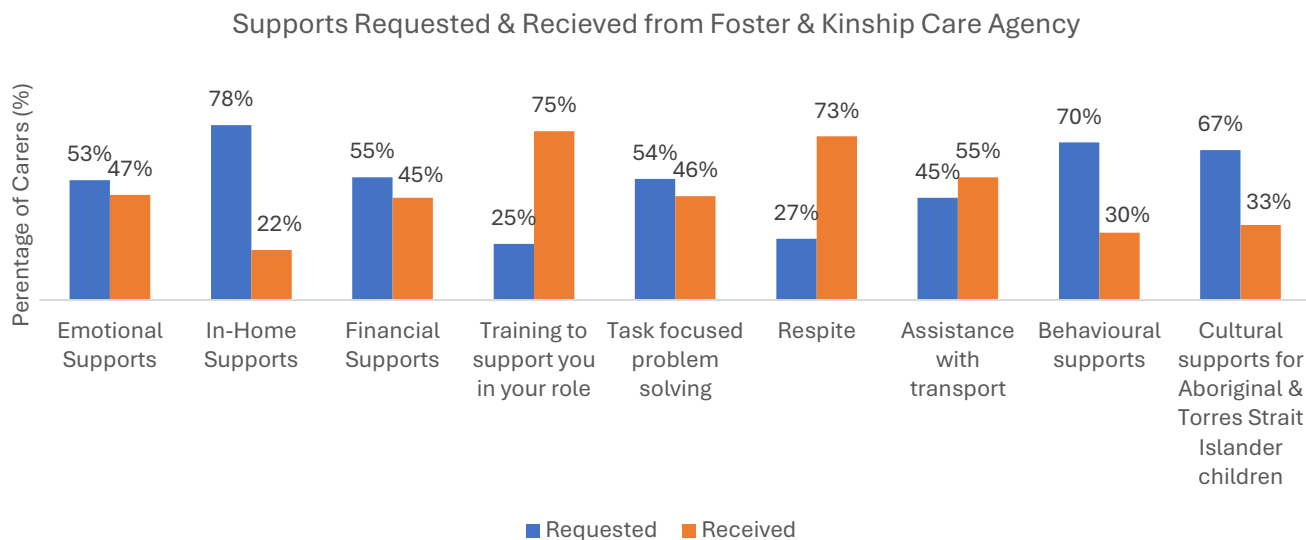


Kinship Carers n=31

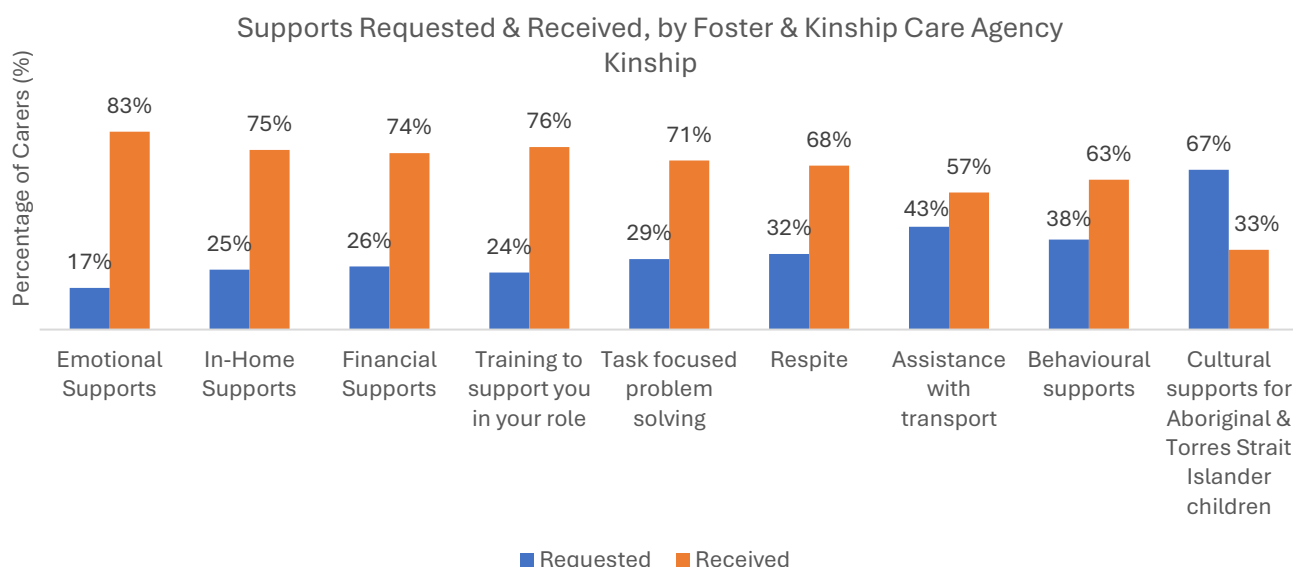


## Supports Requested and Received by Foster & Kinship Care Agency

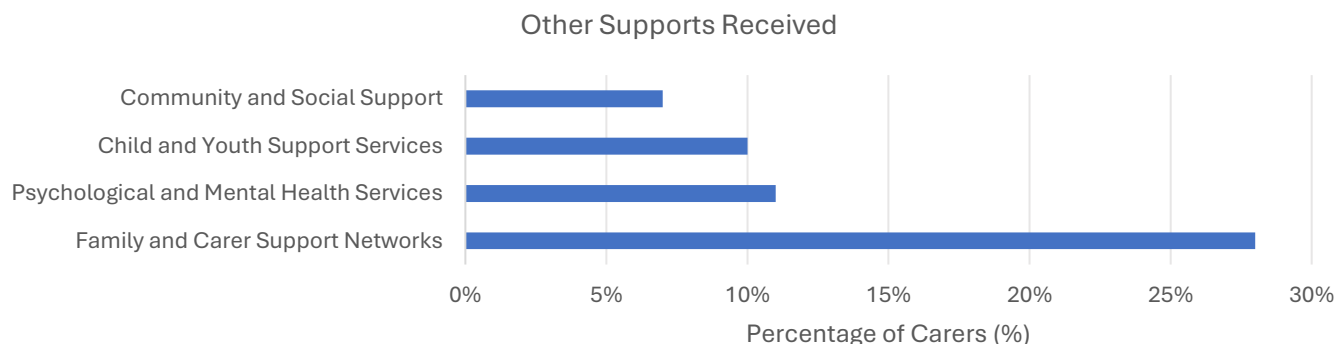
Foster Carers *n*=26



Kinship Carers *n*=31



**If you received supports outside of Child Safety and your agency, what was it and where was it from?**



## SECTION 4.1: ABOUT CARER SATISFACTION WITH MONEY MATTERS

### Foster Carers

<i>n=24</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance payment rate	13%	21%	29%	17%	21%
How quickly you were reimbursed when of pocket expenses were incurred	8%	24%	36%	20%	12%
How quickly allowances were paid	13%	46%	33%	4%	4%

### Kinship Carers

<i>n=31</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The allowance payment rate	17%	34%	41%	3%	3%
How quickly you were reimbursed when of pocket expenses were incurred	13%	27%	30%	17%	13%
How quickly allowances were paid	16%	48%	29%	3%	3%

## SECTION 4.2: TRAINING AND DEVELOPMENT

### Foster Carers

Foster Carers satisfaction in the following areas:

#### Training

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start Training	12%	52%	24%	4%	8%
Starting Out Training	12%	52%	28%	0%	8%
Advanced training	4%	52%	32%	4%	8%
Hope and Healing	4%	61%	22%	0%	13%

#### Ability to access additional training specific to the child's needs if required

<i>n=24</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Additional training*	4%	42%	29%	8%	17%

#### Cultural support for Aboriginal and Torres Strait Islander Children

<i>n=24</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	5%	35%	35%	5%	20%

#### Information Provided

<i>n=24</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety policies, legislation and procedures	8%	48%	24%	8%	12%
To assist you with the foster care role	4%	56%	24%	8%	8%
About your role and responsibilities	4%	58%	21%	8%	8%
About Child Safety's role and responsibilities	8%	44%	28%	8%	12%
About your Foster and Kinship care services' role and responsibilities	13%	38%	21%	13%	17%
About other agencies role and responsibilities	8%	38%	33%	4%	17%
About positive behaviour support strategies and acceptable discipline practices	4%	46%	29%	8%	13%

Kinship Carers

Training

n=31	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Your ability to access training specific to the child’s needs if requested	3%	33%	30%	13%	20%
Hope & Healing	10%	23%	26%	13%	29%

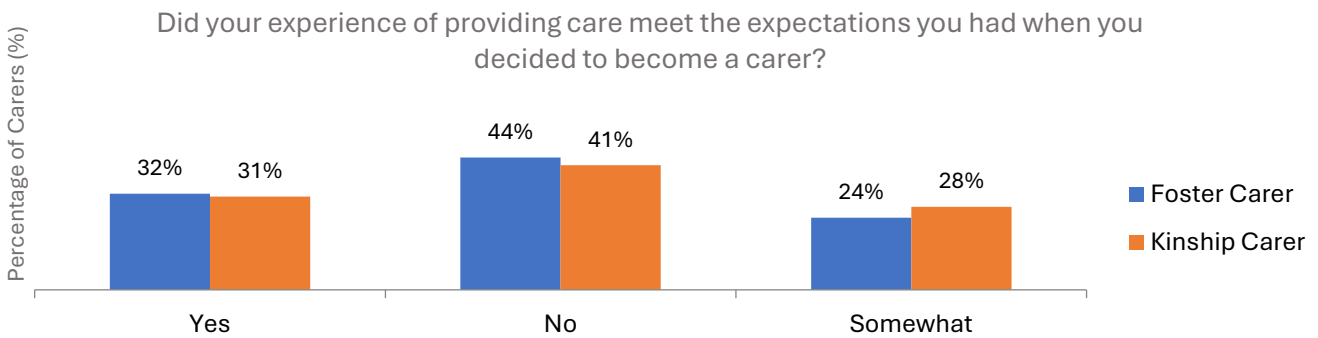
Information Provided

n=31	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety policies, legislation and procedures to assist you with the kinship care role	6%	32%	26%	10%	26%
Information provided about your role and responsibilities	10%	35%	29%	10%	16%
about Child Safety's role and responsibilities	10%	42%	26%	6%	16%
about your foster and Kinship care services' role and responsibilities	6%	32%	23%	10%	29%
about other agencies role and responsibilities	6%	35%	39%	3%	16%
about positive behaviour support strategies and acceptable discipline practices	13%	45%	19%	10%	13%
about positive behaviour support strategies and acceptable discipline practices	10%	29%	35%	13%	13%

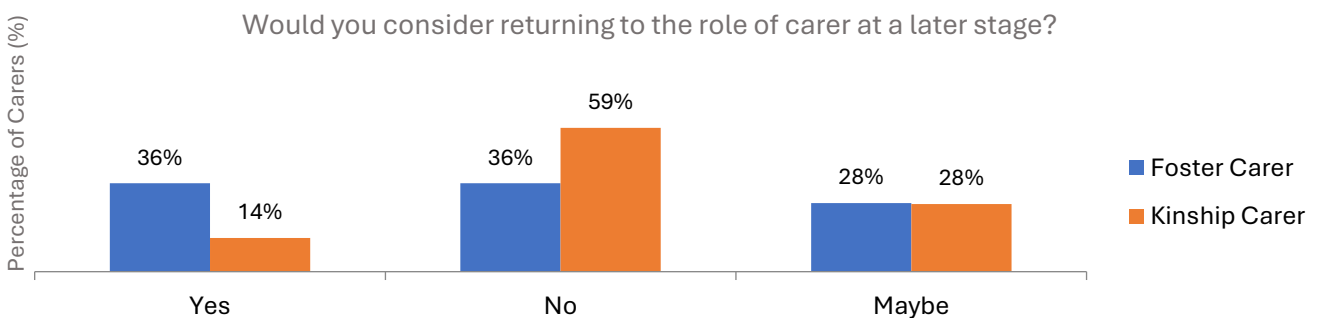
Did the training provided adequately prepare you for caring for the children placed with you?

56% of foster carers felt the training provided adequately prepared them for caring for the children placed with them. The 44% who did not feel adequately prepared.

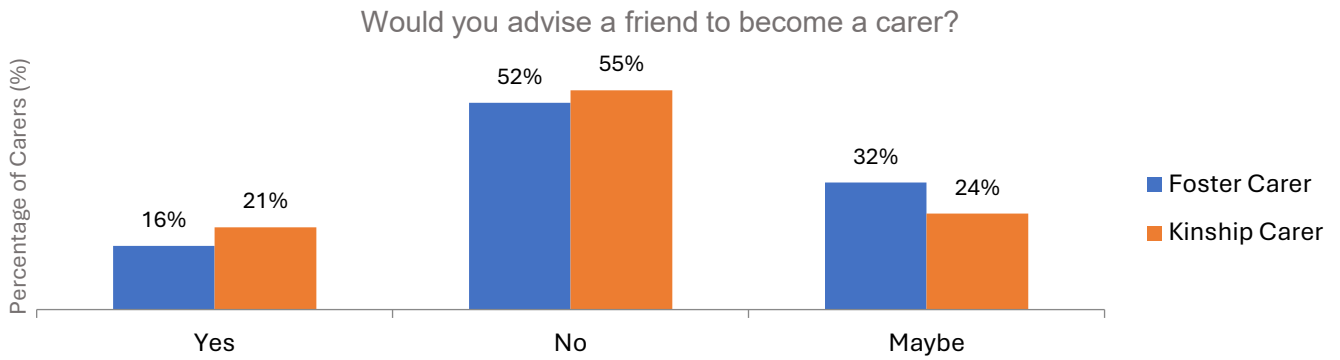
SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER



60% of foster carers state they would, or would consider, returning to the role at a later stage.

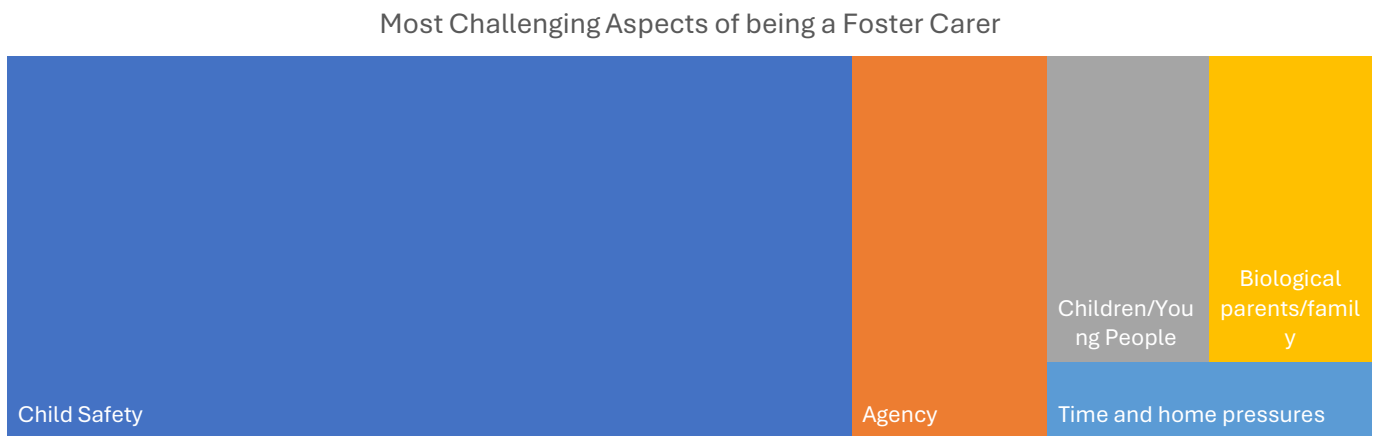


More than half of foster and kinship carers **would NOT** advise a friend to become a carer.

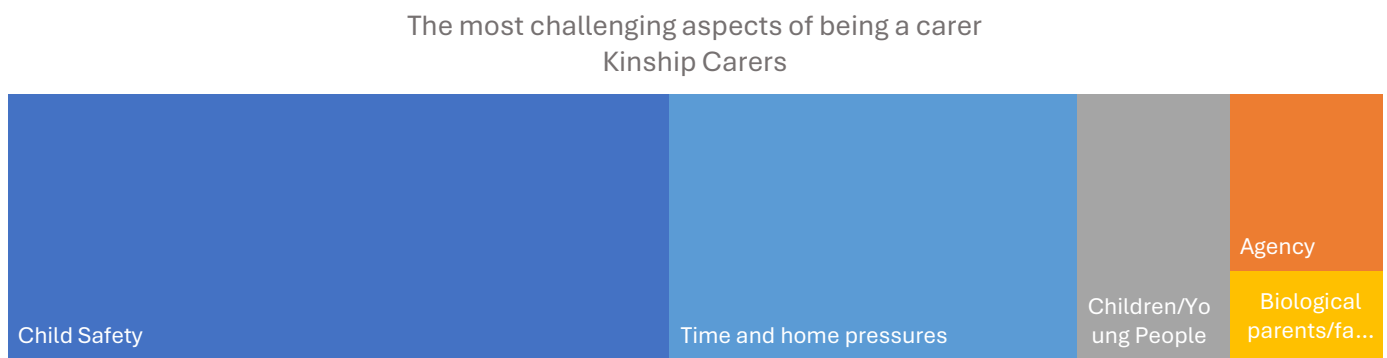


### What Were the Most Challenging Aspects of Being a Carer?

Foster Carers *n=21*

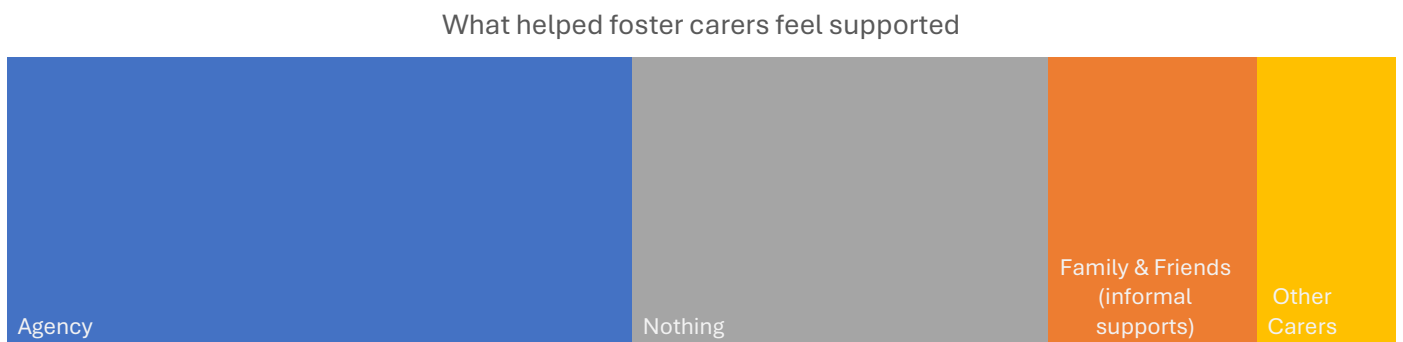


Kinship Carers *n=27*



### What helped you feel supported in your role as a carer?

Foster Carers *n=20*



What helped kinship carers feel supported

