

Far North Region

Atherton

Cairns

Cape York North & Torres Strait Islands

Cooktown

Edmonton

Innisfail

Mareeba

North Cairns & Lower Cape

Thursday Island

Weipa

Far North Queensland

Region Report Overview

This report presents insights from the Far North Queensland 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, each region report highlights only the most notable differences or key exceptions. This means we focus on areas where this regions 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 – FNQ Exceptions

103 referrals received by QFKC in 2024/25; 30 carers completed the Exit Survey (29% response rate which is slightly lower than statewide). Kinship carers comprised 52% of referrals and only 47% of survey responses.

6% of foster carers and 29% of kinship carers identify as Aboriginal, Torres Strait Islander.

75% survey respondents came Cairns and Atherton CSSC's.

Carer Profiles

The length of time carers were in their role and the number of children placed during time as a carer are both largely in line with statewide data. The age group mostly cared for by foster carers in this region skews younger than statewide data, in particular higher numbers of children 2-5years.

Reason for Discontinuing

Foster carers in this region align with statewide data for foster carers, predominantly reasons relating to carer households & family with reasons relating to Child Safety cited as the second highest factor.

More kinship carers discontinued in their role due to reunification than other factors, again reasons

relating to Child Safety cited as the second highest contributing factor.

Satisfaction & System Feedback

In relation to a carers ability to appeal a decision related to them and their ability to make a complaint about a service provided by Child Safety, Foster Carers are neutral to dissatisfied, similar to statewide data. On these two measures, kinship carers skew more strongly to dissatisfied

Both foster and kinship carers skew to dissatisfied on handling of Harm Report/SOC process and the policies and procedures for dealing with these matters.

Kinship carers in this region, while reporting high satisfaction with child advocate/community visitor, have lower satisfaction scores than statewide data.

Carer Connect & Communication

Low utilisation of Carer Connect like statewide data with kinship carers least likely to utilise.

Contact with Child Safety was mostly 'monthly'; 'only occasionally' significantly lower than statewide data. Contact with Agencies was predominantly 'monthly'.

Carers in this region cited a stronger preference for contact with Child Safety to occur via email, however most visits occurred via home visits, followed by email. Consistent with statewide data, agencies preference and actual occurrence both favour home visits.

Support & Services

Note: sample data is low

Foster carers in this region requested a support similarly to statewide data with behavioural and emotional supports most requested. Respite was requested more than in statewide data. Carers report a gap in requested vs received in the top 5 requests to Child Safety. Data is similar amongst kinship carers, who also requested support in-home, and report need unmet by Child Safety.

Consistent with statewide data, carers report lower rates of requesting supports from agencies but higher rates of receiving these reports by the agency.

Satisfaction with Money matters

Note: sample data is low

Foster carers in Far North Queensland are significantly less satisfied with the allowance payment rate than statewide data.

Foster Care and Placement Agreements

Mostly consistent with statewide data, slightly higher reporting of a Placement Agreement being in place. Placement agreement satisfaction is strong against both 'covered the supports I needed' and 'provided a forum to work as a team'.

Training & Information

Foster carer satisfaction with training mostly neutral/satisfied with satisfaction below statewide data.

On information provision, carers again are mostly neutral/satisfied and in line with statewide data showing lower levels of satisfaction regarding the provision of information about Child Safety's role and responsibilities. FNQ Region carers cite higher satisfaction with provision of information regarding foster & kinship care agencies role and responsibilities. Satisfaction in information about positive behaviour support plans also show lower satisfaction than statewide data.

Kinship carer data is similar however noting a stronger satisfaction in relation to the information provided about the Carers role and responsibilities and about positive behaviour support strategies & acceptable discipline practices.

Overall Experience & Retention

Both Foster & Kinship Carers mostly state that the experience of providing care did not match their expectations. Results are mostly in line with statewide data, excepting Foster Carers more strongly stating they would not advise a friend to become a carer.

Carers in FNQ Region cite Child Safety as the most challenging aspect of being a carer. Kinship carers also cite Time and Home pressures as being challenging.

Sources of Support

Consistent with statewide data, both formal support from agencies and informal supports from family and friends played a role in carers feeling supported in their role.

Referral & Survey Key Data

Exit referrals Received - 103		Completed Carer surveys - 29	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
48	53	16	14
48%	52%	53%	47%

Carer Exit Survey Results

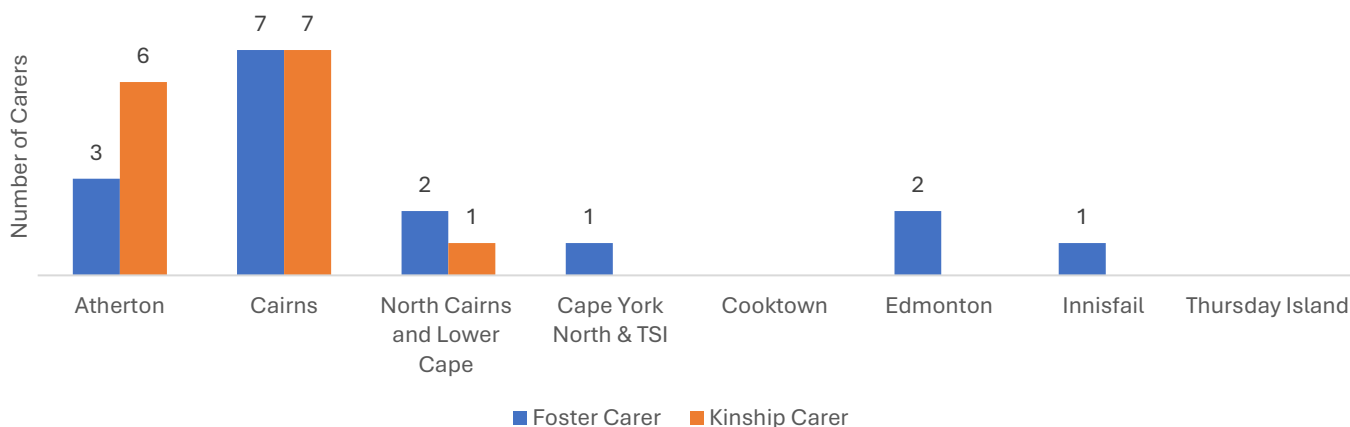
SECTION 1: ABOUT THE CARER AND THEIR ROLE

What is your cultural identity? n = 30

Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	0	0	6%	94%
Kinship	22%	7%	0	71%

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

Carer Participants, by CSSC, by Carer Type



Where you supported by an agency?

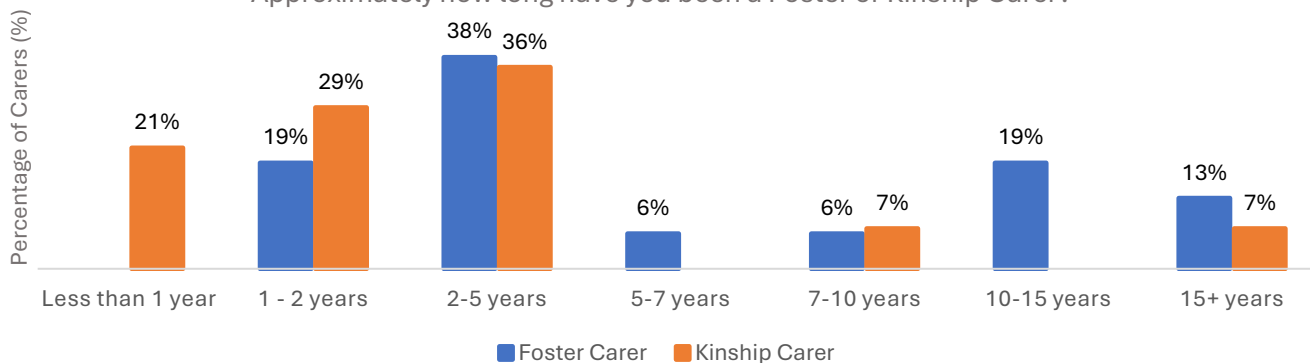
Only one carer stated they were not supported by an agency.

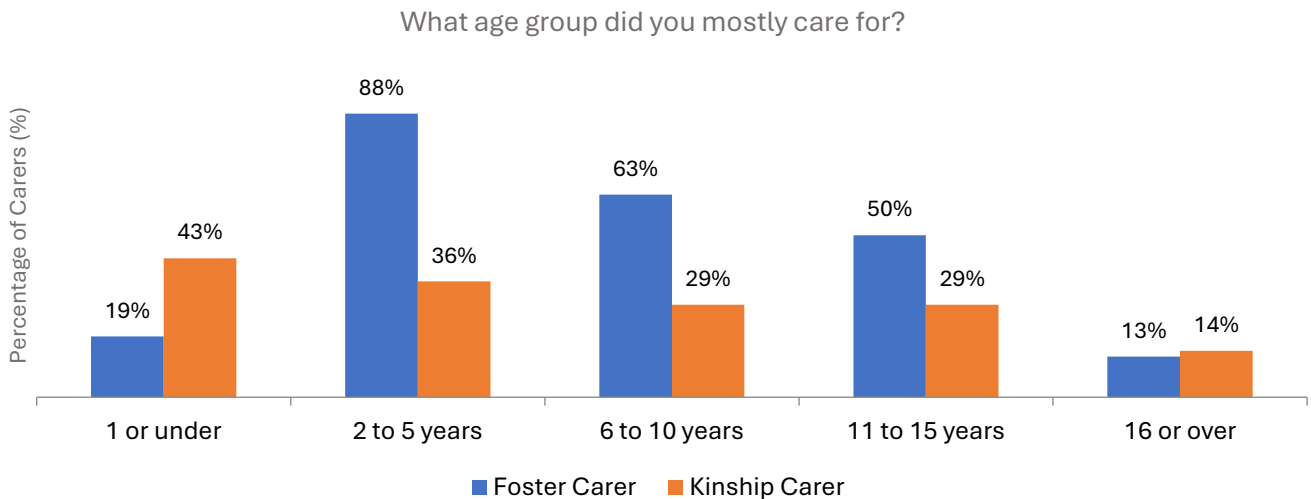
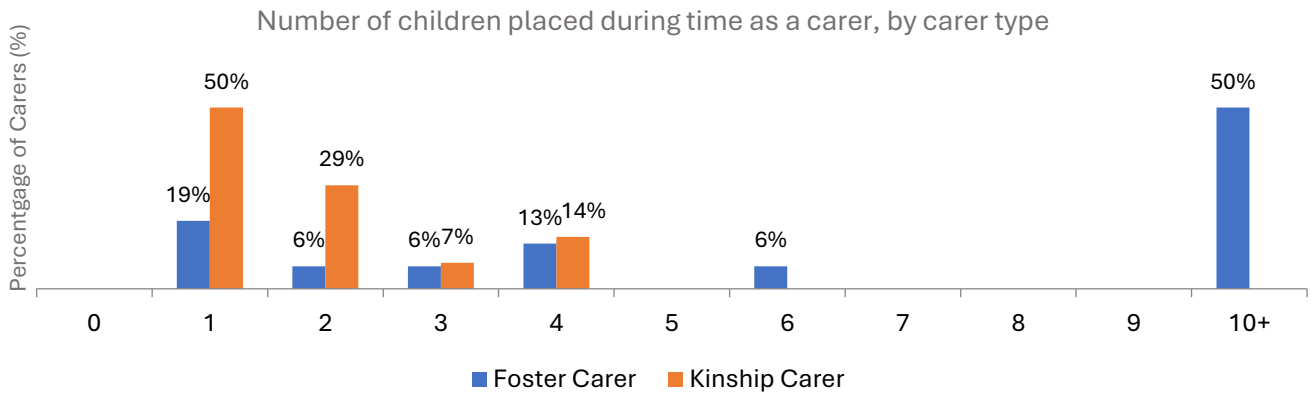
Can you outline the reasons you were not attached to a Foster and Kinship Care Agency?

No data.

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

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



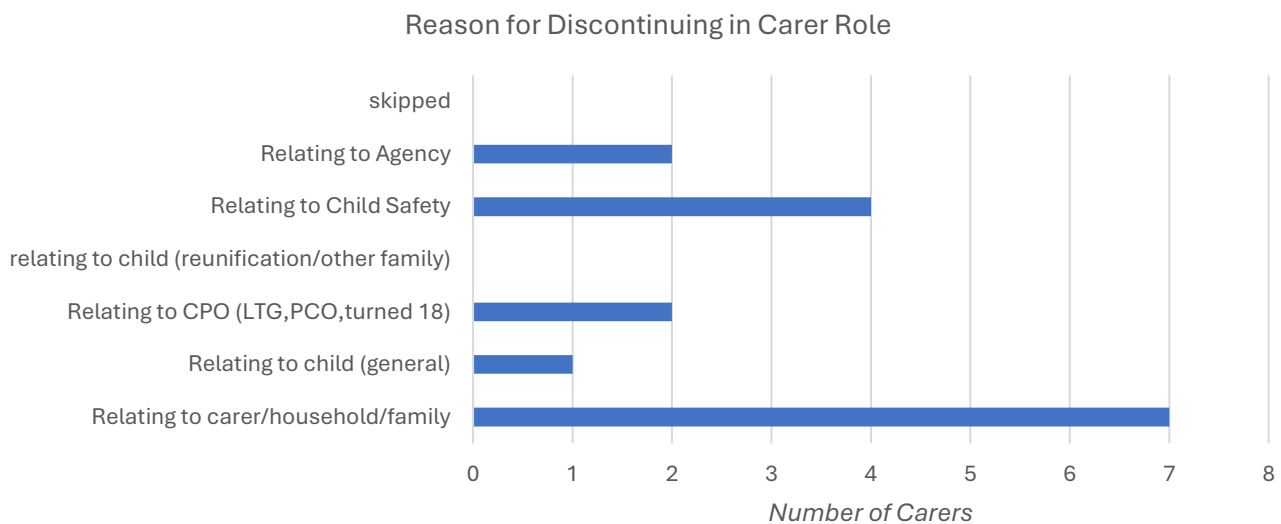


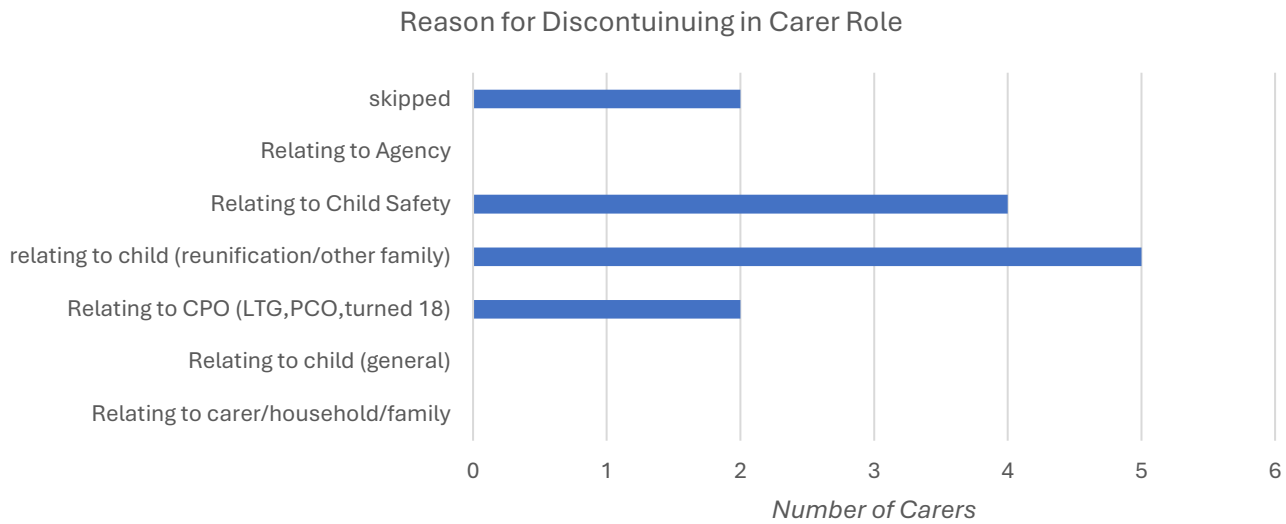
SECTION 2: REASONS FOR DISCONTINUATION

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=16*



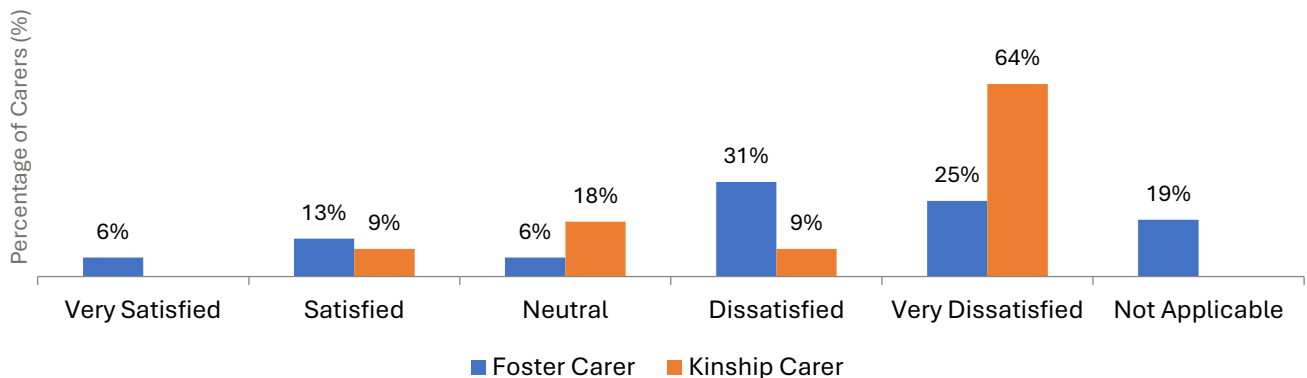


SECTION 3: CARERS' SATISFATION WITH CHILD SAFETY

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 16 foster carers and 11 kinship carers participated in this section.*

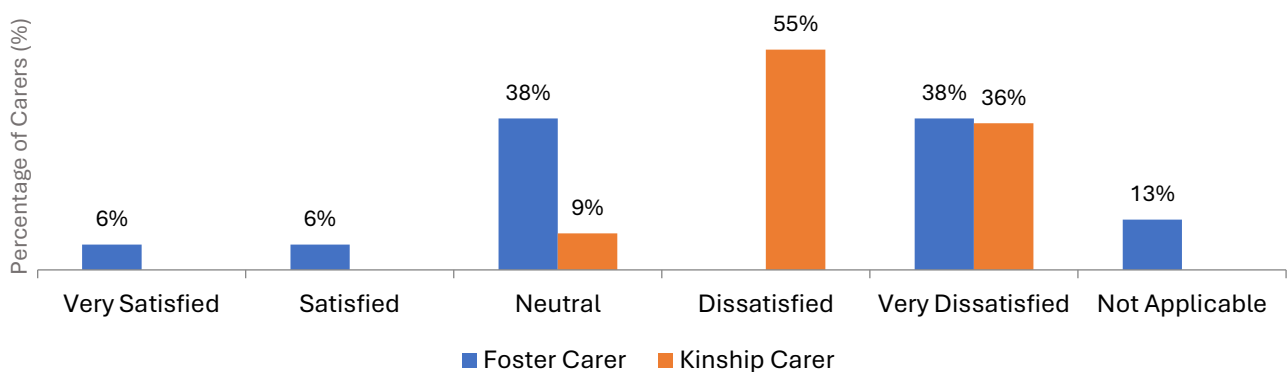
I. Carer's ability to appeal a decision related to them that was made by Child Safety.

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

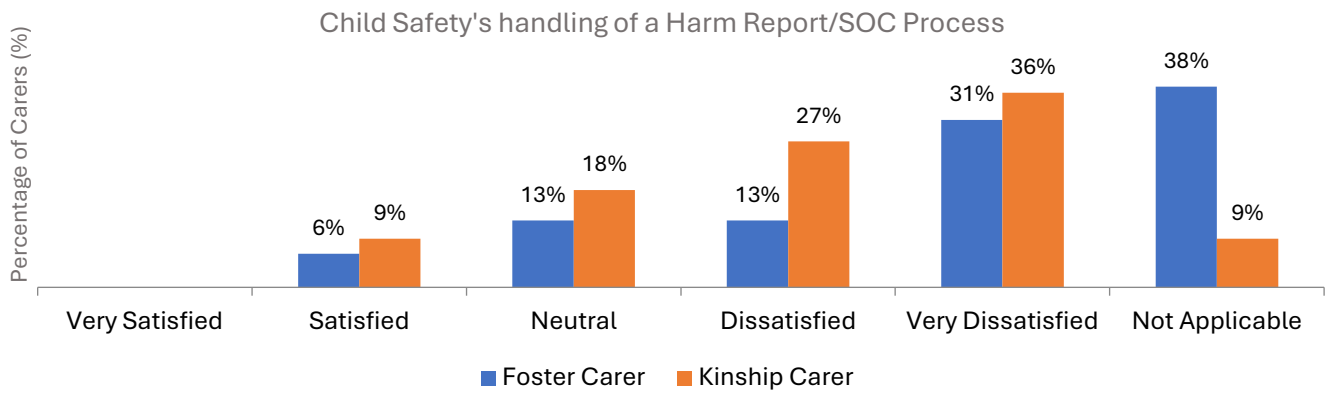


II. Carers' ability to make a complaint about a service provided by Child Safety

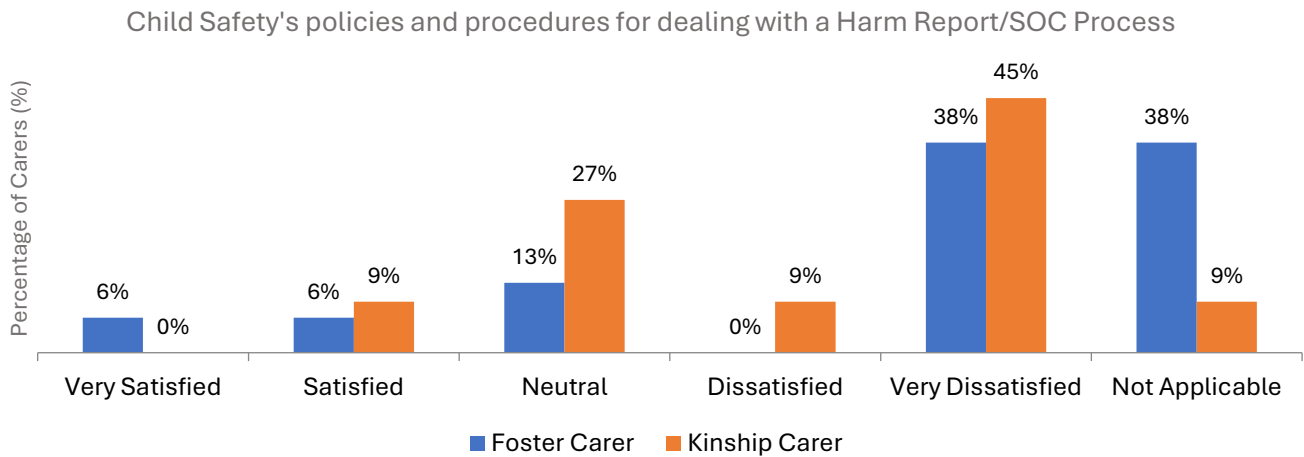
Your ability to make a complaint about a service provided by Child Safety



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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>n=16</i>					
Number of children placed at any given time	31%	56%	13%	0%	0%
Opportunities for children to participate in decisions about their care	13%	19%	31%	31%	6%
Contact arrangements with parents/family	19%	31%	19%	13%	19%
Level of support provided to a child during placement	13%	38%	13%	25%	13%
Level of support provided to you (carer) during placement	25%	13%	31%	19%	13%
Your carer approval process	19%	44%	25%	13%	0%
Your ability to have input into decisions about the child's care	6%	38%	31%	19%	6%

Kinship Carer Satisfaction Scores

<i>n=19</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Opportunities for children to participate in decisions about their care	9%	27%	27%	18%	18%
Contact arrangements with parents/family	9%	27%	18%	36%	9%
Level of support provided to a child during placement	0%	36%	27%	18%	18%
Level of support provided to you (carer) during placement	27%	18%	18%	18%	18%
Your carer approval process	9%	18%	9%	36%	27%
Your ability to have input into decisions about the child's care	27%	18%	18%	18%	18%

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:

<i>n=16</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	13%	25%	13%	38%	13%
Foster & Kinship Care Agency	31%	25%	19%	25%	0%
Community Visitor or Child Advocate	25%	38%	13%	13%	13%

Kinship Carers

How satisfied were kinship carers with the engagement and response they received with:

<i>n=11</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	0%	0%	9%	27%	64%
Foster & Kinship Care Agency	64%	36%	0%	0%	0%
Community Visitor or Child Advocate	9%	36%	36%	18%	0%

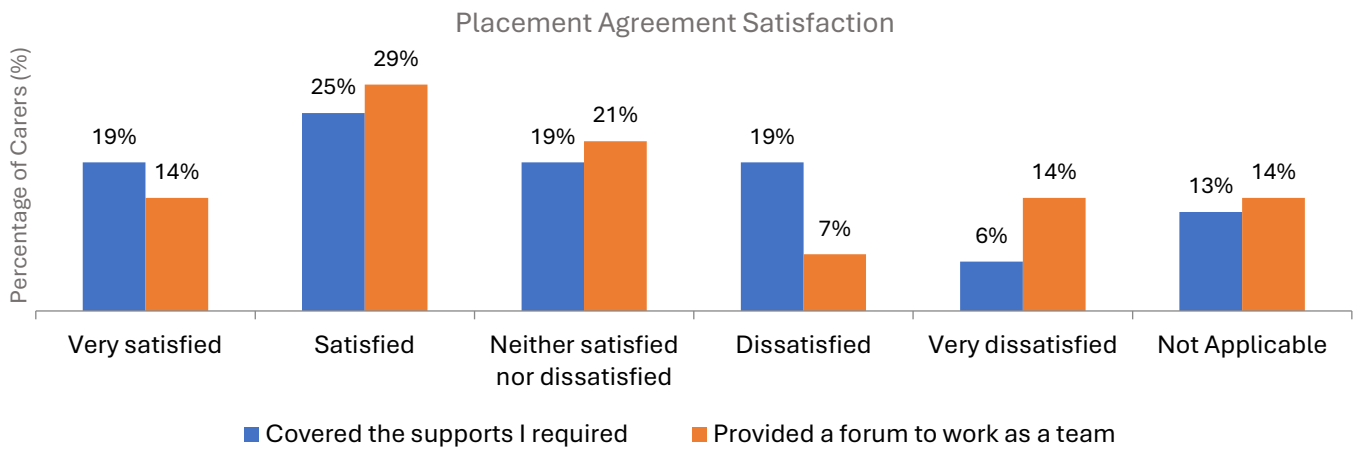
Placement and Foster Care Agreements

Note: Foster Care only

Foster Carers

<i>n=16</i>	Yes	No	Don't know
Had a Foster Care Agreement	87%	6%	6%
Had a Placement Agreement	81%	19%	0%

Satisfaction with Placement Agreements



Carer Connect App

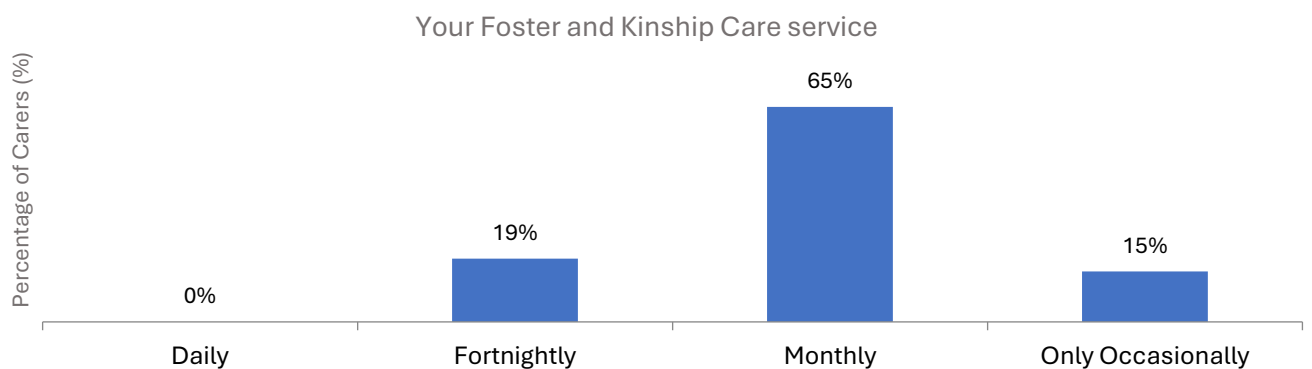
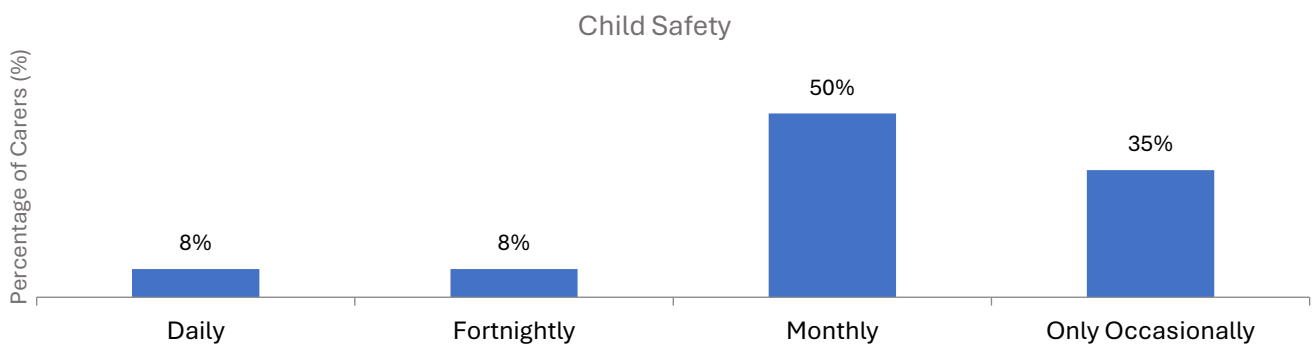
68% of foster carers and 91% of kinship carers did not use Carer Connect.



	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Foster Carer n=16	13%	25%	50%	0%	13%
Kinship Carer n=11	0%	0%	75%	0%	25%

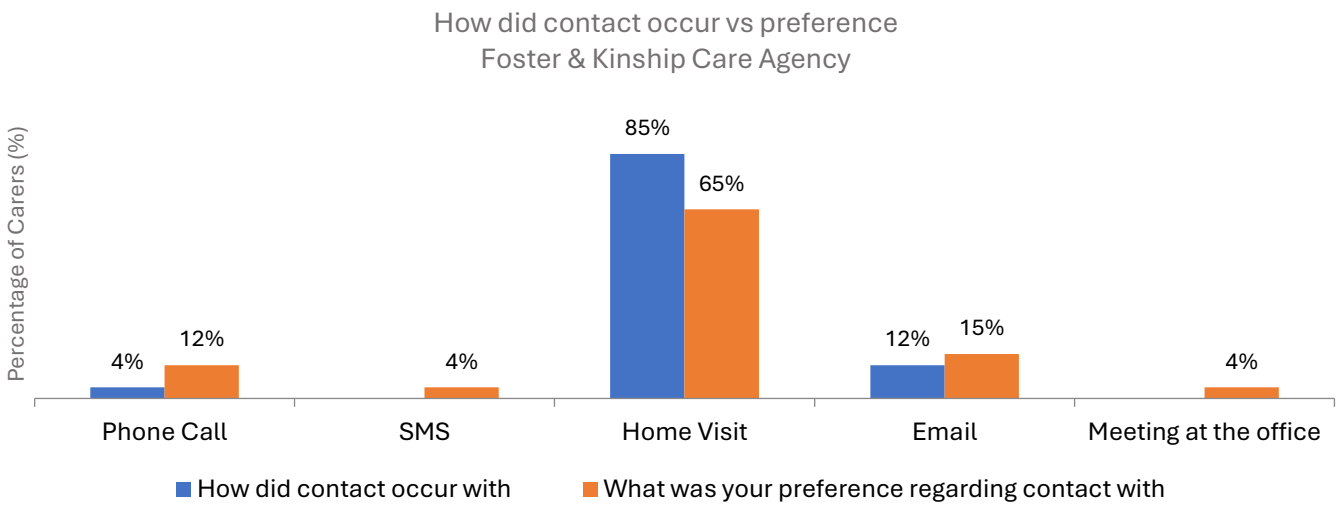
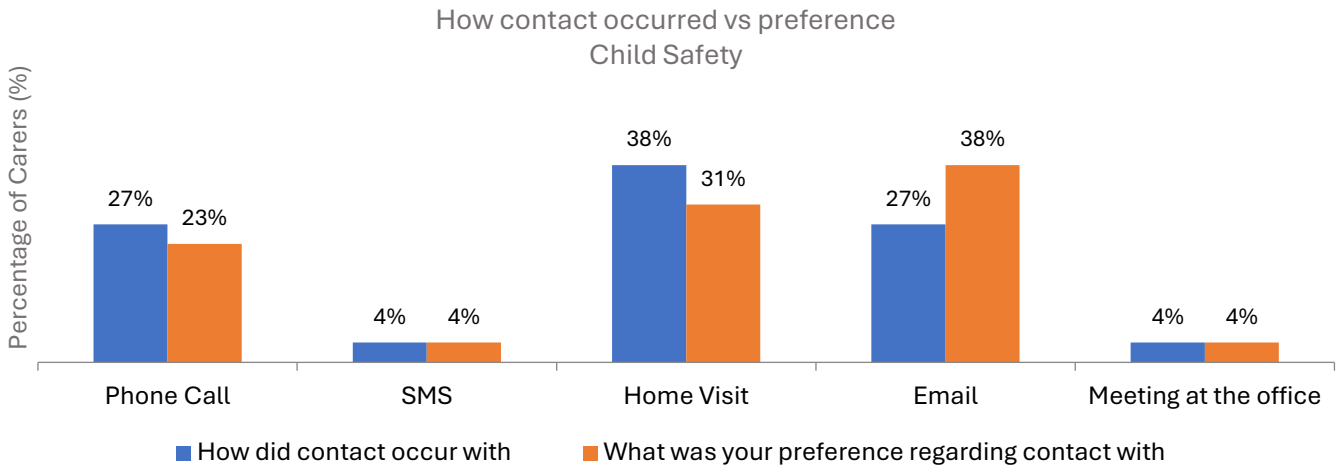
Regularity of Contact with Child Safety and Foster & Kinship Care Agency

n=26



Type of Contact with Child Safety and Foster & Kinship Care Agency

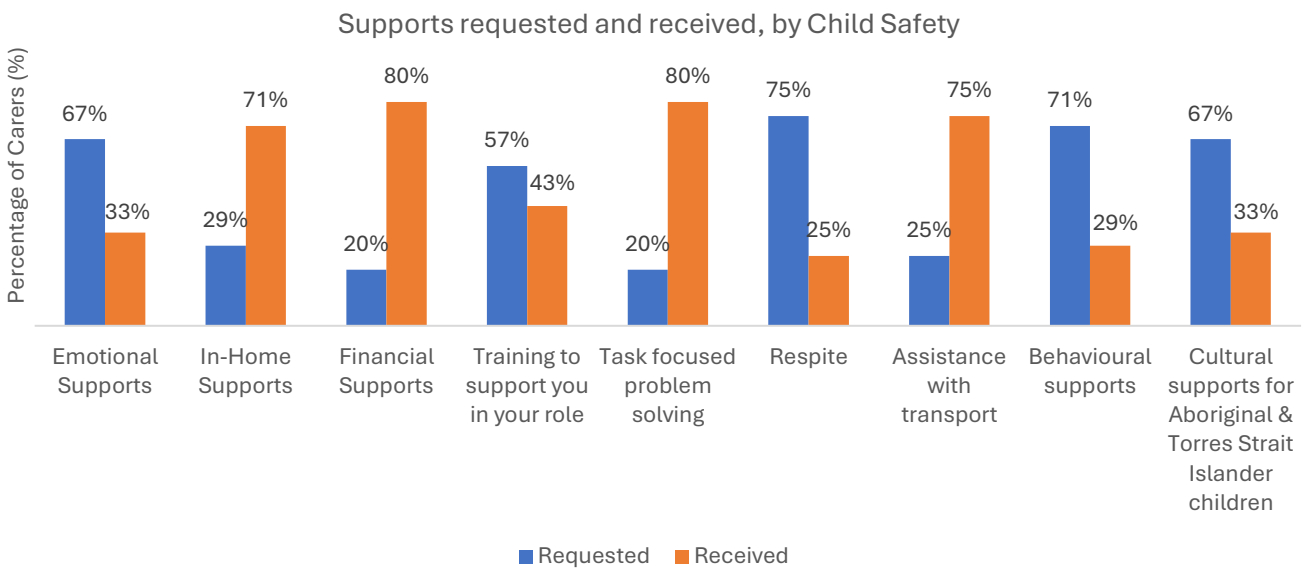
n=26 (foster and kinship carers)



Supports Requested and Received by Child Safety

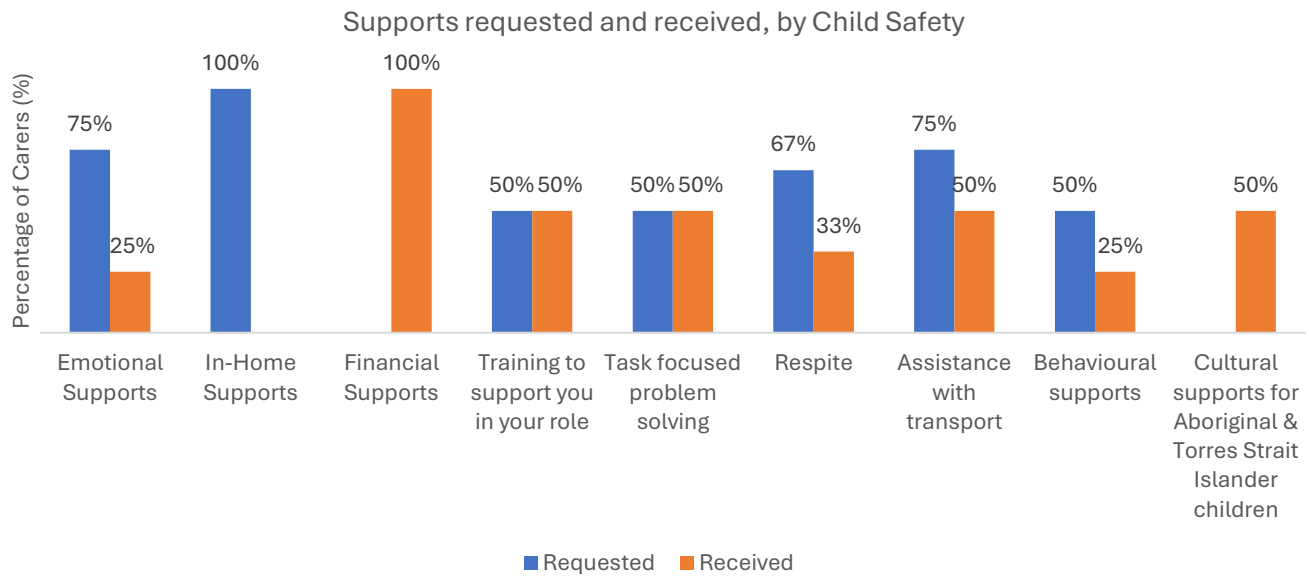
Foster Carers

n=15



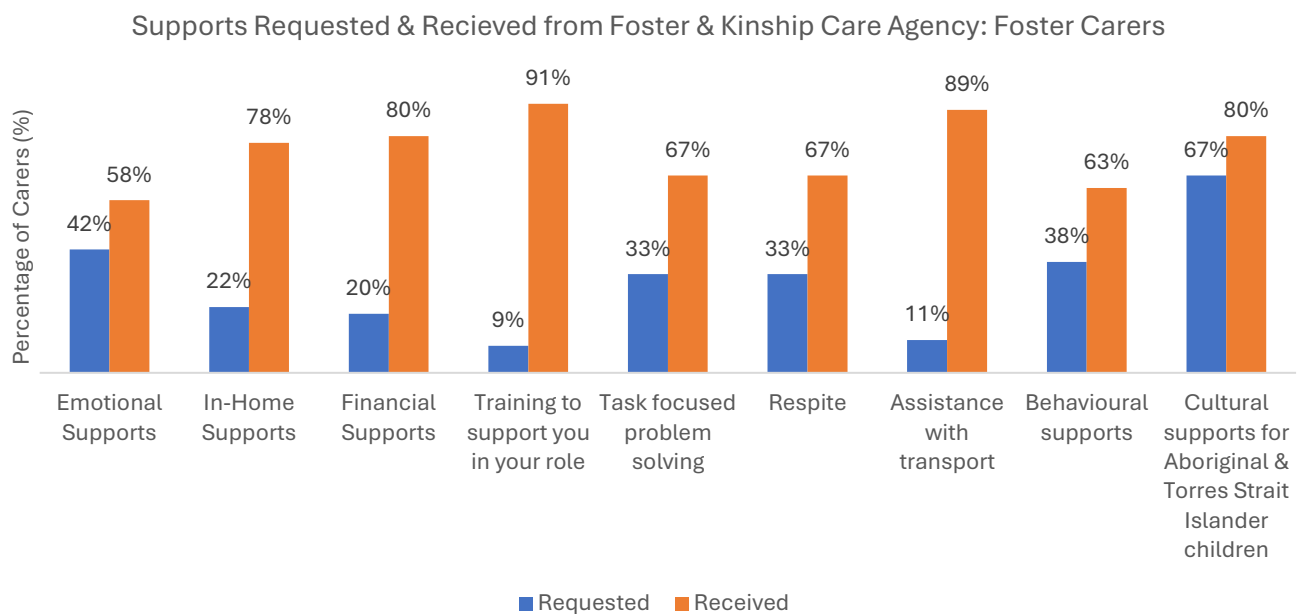
Kinship Carers

n=8



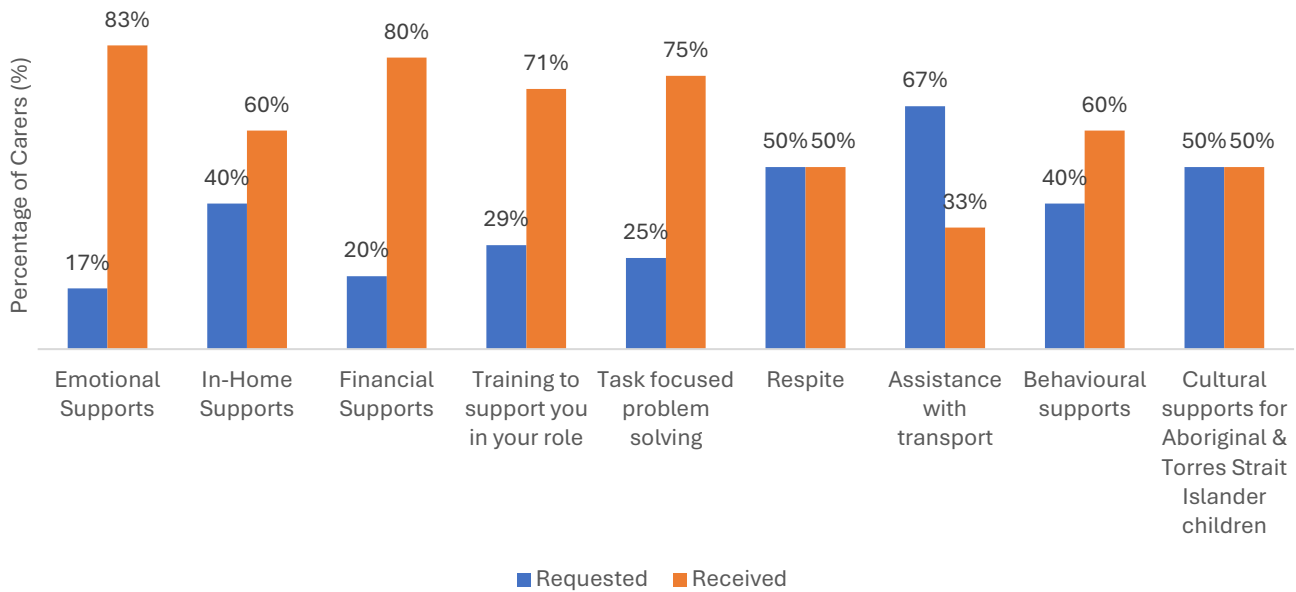
Supports Requested and Received by Foster & Kinship Care Agency

Foster Carers n=15



Kinship Carers n=8

Supports Requested & Received from Foster & Kinship Care Agency: Kinship Carers



Other Supports Outside of Child Safety and their Foster and Kinship Care Agency

71% of foster carers and 29% of kinship carers received supports outside of Child Safety or agencies.

SECTION 4.1: ABOUT CARER SATISFACTION WITH MONEY MATTERS

Foster Carers

n=15	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 Carer

n=8	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 satisfaction in the following areas:

Training

n = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start Training	27%	40%	33%	0%	0%
Starting Out Training	27%	27%	47%	0%	0%
Advanced training	13%	33%	47%	7%	0%
Hope and Healing	33%	27%	20%	7%	13%

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

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child specific training	13%	40%	40%	7%	0%

Cultural support for Aboriginal and Torres Strait Islander Children

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	20%	33%	33%	13%	0%

Information provided

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
On Child Safety policies, legislation and procedures	20%	20%	27%	20%	13%
To assist you with the foster care role	20%	40%	27%	7%	7%
About your role and responsibilities	27%	47%	20%	7%	0%
About Child Safety's role and responsibilities	20%	20%	27%	27%	7%
About your Foster and Kinship care services' role and responsibilities	20%	67%	7%	7%	0%
About other agencies role and responsibilities	13%	33%	33%	20%	0%
About positive behaviour support strategies and acceptable discipline practices	13%	27%	47%	13%	0%

Kinship Carers satisfaction in the following areas:

Training

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Hope and Healing	13%	25%	50%	0%	13%
Child Specific training	13%	38%	38%	0%	13%

Cultural support for Aboriginal and Torres Strait Islander Children

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	14%	43%	29%	0%	14%

Information provided

<i>n</i> = 8	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
On Child Safety policies, legislation and procedures	25%	50%	13%	0%	13%
To assist you with the kinship carer role	13%	38%	38%	13%	0%

About your role and responsibilities	13%	63%	13%	0%	13%
About Child Safety's role and responsibilities	25%	38%	13%	13%	13%
About your Foster and Kinship care services' role and responsibilities	25%	50%	13%	0%	13%
About other agencies role and responsibilities	25%	25%	38%	0%	13%
About positive behaviour support strategies & acceptable discipline	25%	38%	25%	0%	13%

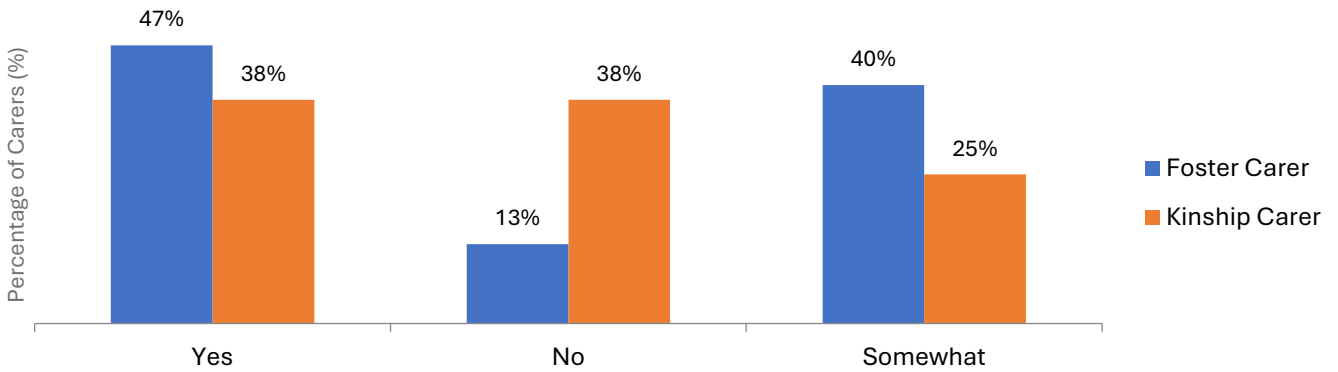
Did the training provided adequately prepare you for caring for the children placed with you?

Only 53% of foster carers felt the training they received adequately prepared them for caring for children placed with them. (53% yes, 47% no).

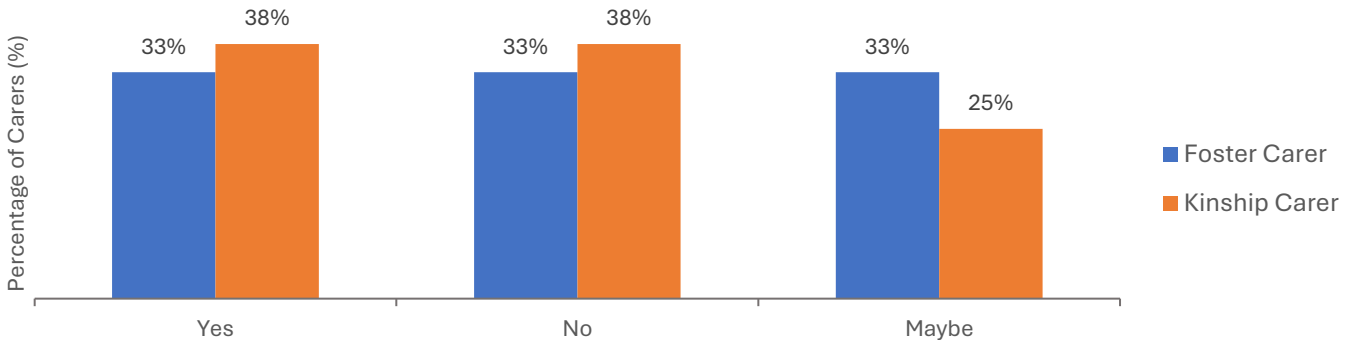
SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER

n = 23(15 foster carers, 8 kinships carers)

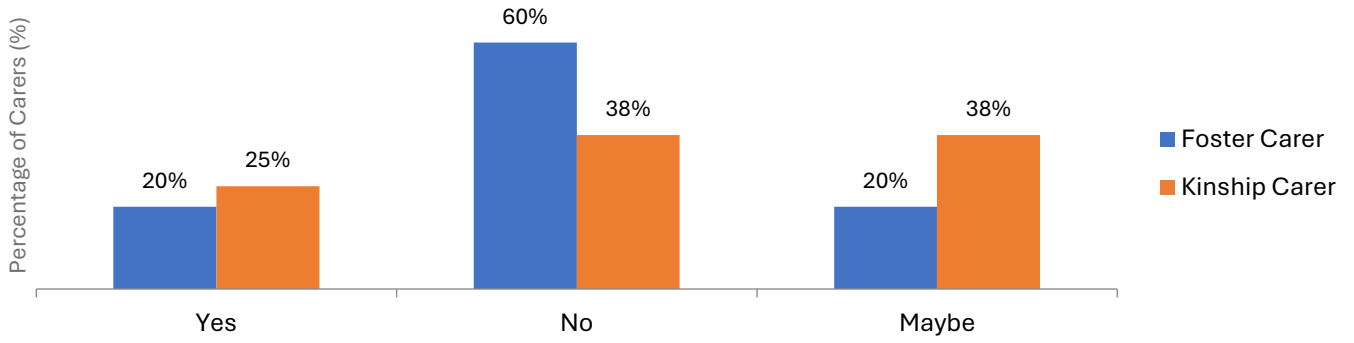
Did your experience of providing care meet the expectations you had when you decided to become a carer?



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



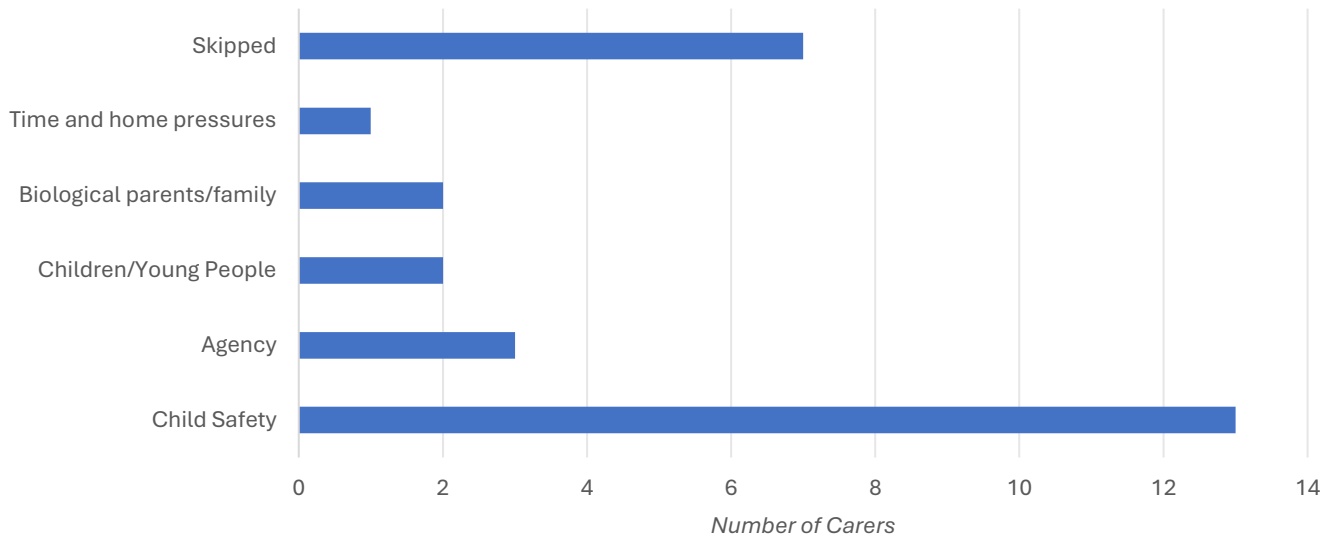
Would you advise a friend to become a carer?



What were the most challenging aspects of being a carer?

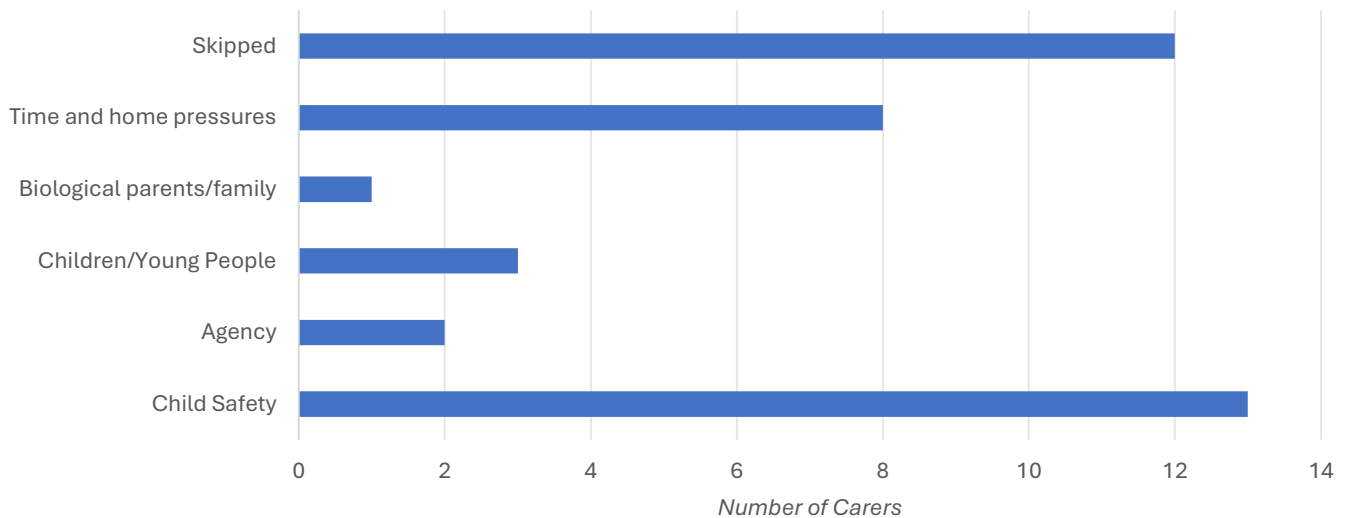
Foster Carers *n* = 14

Most Challenging Aspects of Being a Foster Carer



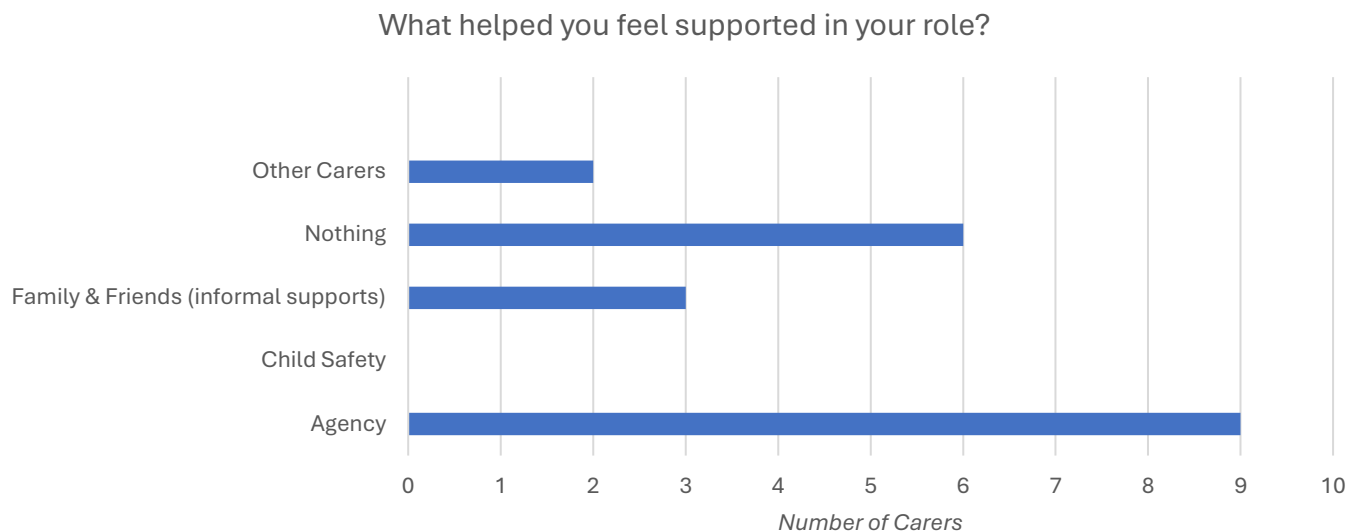
Kinship Carers *n* = 7

Most Challenging Aspects of being a Kinship Carer



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

Foster Carers *n=14*



Kinship Carers *n=25*

