

# North Queensland Region

Bowen

Mackay

Mount Isa-Gulf

Townsville North & Hinchinbrook

Townsville South & Burdekin

Townsville West & Charters Towers

# North Queensland

## Region Report Overview

This report presents insights from the North Queensland 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 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 – NQ Exceptions

63 referrals received by QFKC in 2024/25; 11 carers completed the Exit Survey (17% response rate is considerably below statewide rate). Kinship carers comprised 53% of referrals and 64% of survey responses. 25% of foster carers and 29% of kinship carers identify as Aboriginal, Torres Strait Islander - or both above statewide data.

75% survey respondents came from Townsville West & Charters Towers CSSC's.

### Carer Profiles

Discontinuing carers had been carers for spanning less than one year to over 15 years. Foster Carers had mostly cared for 10+ children in their time as a carer, kinship carers cared for fewer children but cited caring for 4-5 children at higher numbers than statewide data. Both carer groups cared for children from babies through to 16 years+. Kinship carers skewed to mostly caring for children 11-15 years.

### Reason for Discontinuing

Foster carers in this region align with statewide data for foster carers, predominantly reasons relating to carer households and family in particular age and health reasons.

Amongst kinship Cares reasons reason mostly relate to circumstances with the children, e.g. turning 18, LTG.

### Satisfaction & System Feedback

Foster and kinship carer satisfaction scores with carers ability to appeal a decision, make a complaint favour satisfied. Satisfaction scores in relation to Harm Reports / SOC Process is more diverse.

Kinship carers in this region cite strong satisfaction with Community Visitor or Child Advocate.

### Carer Connect & Communication

Utilisation of Carer Connect by foster carers similar to statewide data however no discontinuing kinship carers used the app.

Contact with Child Safety is split between 'monthly' and 'only occasionally'. Contact with Agencies is predominantly monthly.

Nth Qld region has a stronger focus on Home Visits both as carer preference and how contact occurred.

### Support & Services

*Note: sample data is low*

Sample data is low for this question.

### Satisfaction with Money matters

*Note: sample data is low*

Foster and kinship carers satisfaction are satisfied with the allowance payment rate, but foster carer dissatisfied with how quickly they were reimbursed for out-of-pocket expenses

### Foster Care and Placement Agreements

100% of discontinuing carers in this region stated they had a Placement Agreement, and most were satisfied the Placement Agreement covered the supports needed or provided a forum to work as part of a team.

### Training & Information

Carers were mostly satisfied with training and information provided. Foster carers cited some dissatisfaction with information about Child Safety's role and responsibilities again consistent with statewide data.

### Overall Experience & Retention

Foster carers feel more strongly that their experience of providing care met their expectations but still cite low likelihood to advise a friend to become a carer.

Review open-ended data for responses to what was most challenging and also the most positive aspects of being a carer.

### 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 - 63		Completed Carer surveys - 11	
Foster Carers	Kinship Carers	Foster Carers	Kinship Carers
29	33	4	7
47%	53%	36%	64%

# Carer Exit Survey Results

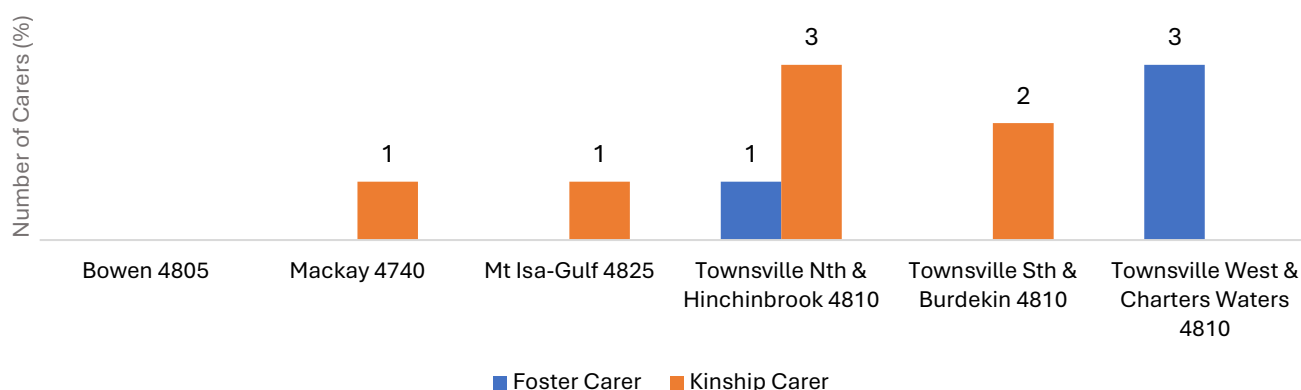
## SECTION 1: ABOUT THE CARER AND THEIR ROLE

**What is your cultural identity?** n=11

Carer type	Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Other
Foster	25%	0		75%
Kinship	29%	14%	0	57%

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

Carer Participant, by CSSC, by Carer Type

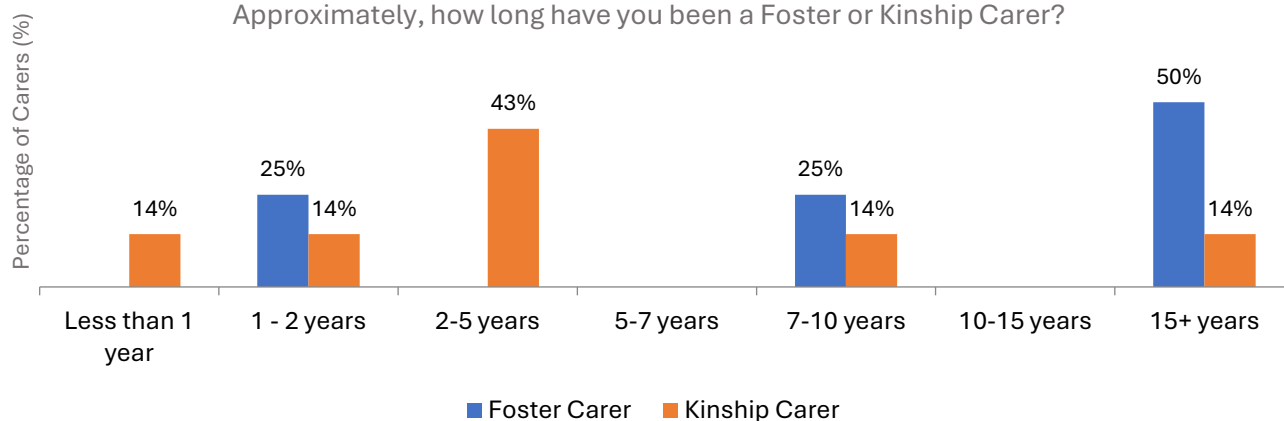


**Where you supported by an agency?**

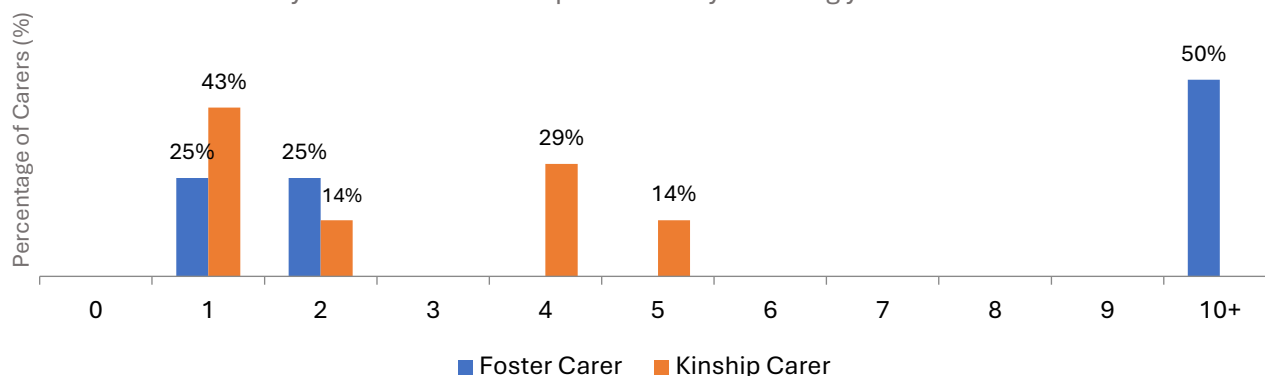
All foster and kinship carers were supported by an agency.

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

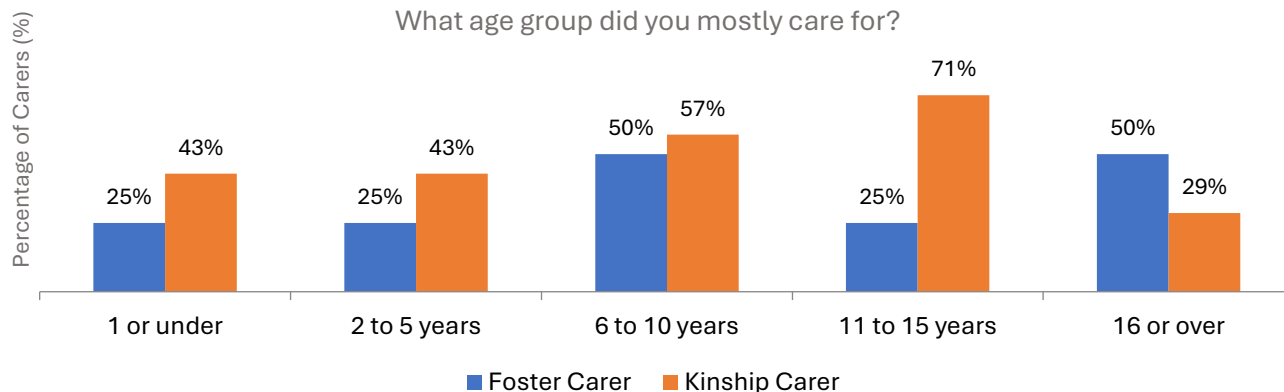
Approximately, how long have you been a Foster or Kinship Carer?



### How many children have been placed with you during your time as a carer?



### 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.

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

#### Foster Carers *n*=4

Reason for Discontinuation	Number of Participants
Young person aged out of care	1
Health/Age	3

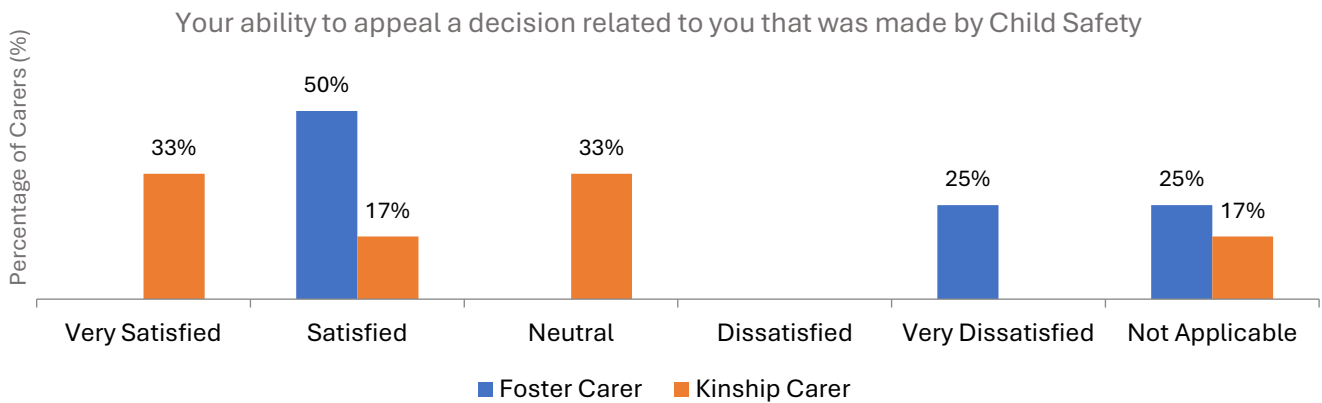
#### Kinship Carers *n*=7

Reason for Discontinuation	Number of Participants
Young person aged out of care	1
Lack of support	1
Time commitments	1
Guardianship	1
Ineligible data (not related to question)	3

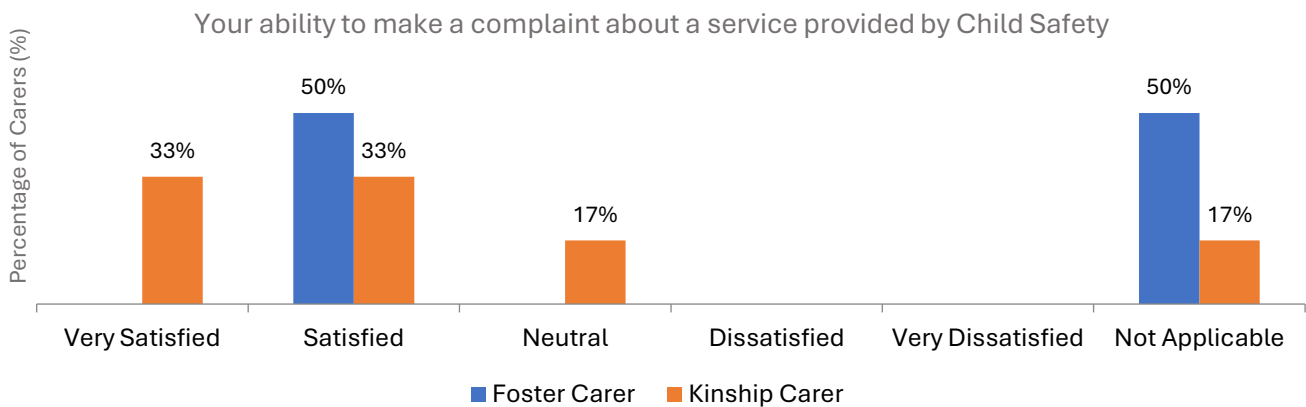
## SECTION 3: CARERS' SATISFACTION WITH CHILD SAFETY

In relation to Child Safety, tells us how satisfied you were across 4 key domains. *Note: 4 foster carers and 6 kinship carers participated in this section.*

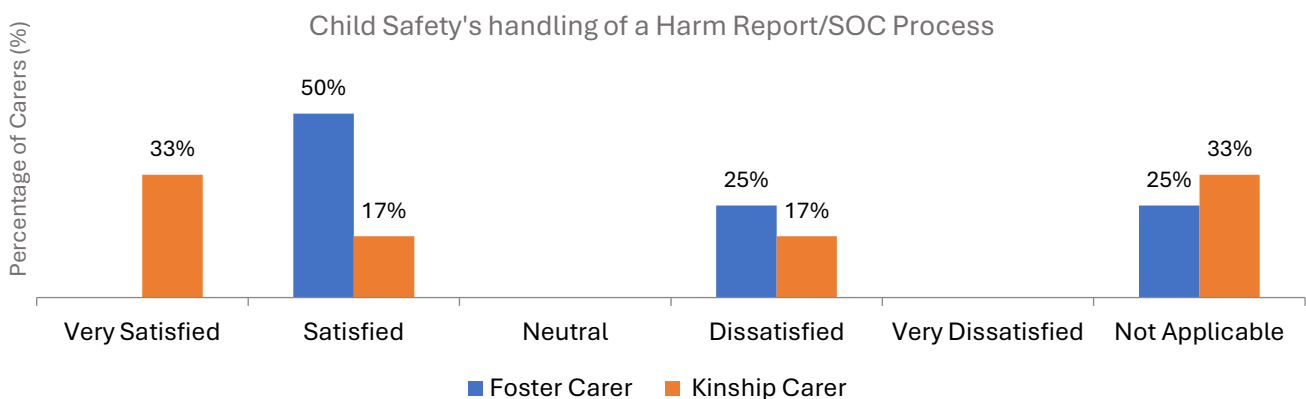
### I. Carer's ability to appeal a decision related to them that was made by Child Safety.



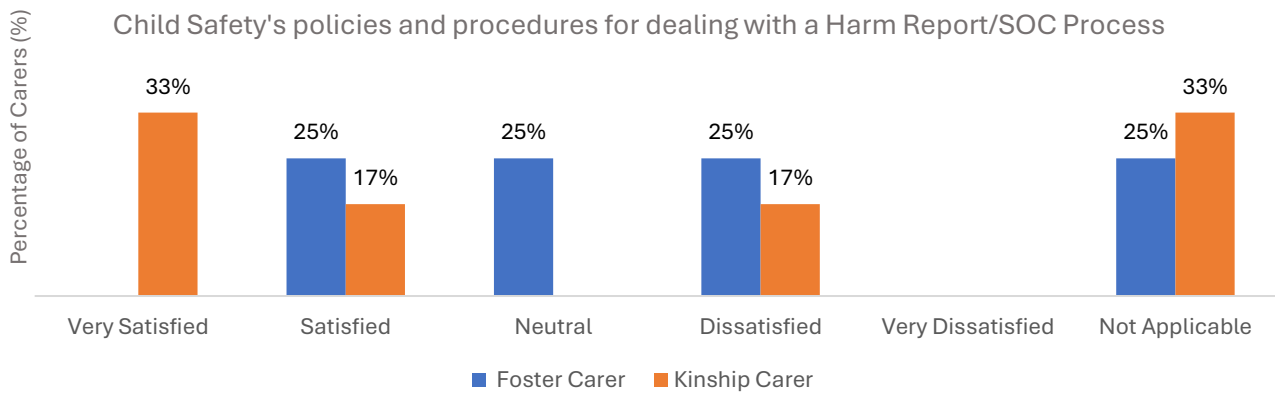
### II. Carers' ability to make a complaint about a service provided by Child Safety



### 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=4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Number of children placed at any given time	75%	0%	25%	0%	0%
Opportunities for children to participate in decisions about their care	50%	0%	25%	25%	0%
Contact arrangements with parents/family	50%	0%	25%	25%	0%
Level of support provided to a child during placement	50%	0%	25%	25%	0%
Level of support provided to you (carer) during placement	75%	0%	25%	0%	0%
Your carer approval process	100%	0%	0%	0%	0%
Your ability to have input into decisions about the child's care	25%	25%	25%	25%	0%

#### Kinship Carer Satisfaction Scores

n=6	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Opportunities for children to participate in decisions about their care	33%	33%	33%	0%	0%
Contact arrangements with parents/family	33%	33%	33%	0%	0%
Level of support provided to a child during placement	33%	33%	33%	0%	0%
Level of support provided to you (carer) during placement	33%	50%	17%	0%	0%
Your carer approval process	33%	67%	0%	0%	0%
Your ability to have input into decisions about the child's care	33%	33%	33%	0%	0%

#### 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 received with:

n = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	0%	50%	25%	25%	0%
Foster & Kinship Care Agency	100%	0%	0%	0%	0%
Community Visitor or Child Advocate	0%	25%	50%	25%	0%

## Kinship Carers

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

<i>n</i> = 6	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety	33%	33%	33%	0%	0%
Foster & Kinship Care Agency	50%	17%	33%	0%	0%
Community Visitor or Child Advocate	50%	33%	17%	0%	0%

## Placement and Foster Agreements

### Foster Carers

**Note: Foster Care Only**

<i>n</i> = 4	Yes	No	Don't know
Had a Foster Care Agreement	75%	-	25%
Had a Placement Agreement	100%	-	0%

## Satisfaction with Placement Agreements

**Note: Foster Care Only**

<i>n</i> = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Covered the supports carer needed	50%	50%	33%	0%	0%
provided a forum to work as part of a team	50%	25%	25%	0%	0%

## Carer Connect App

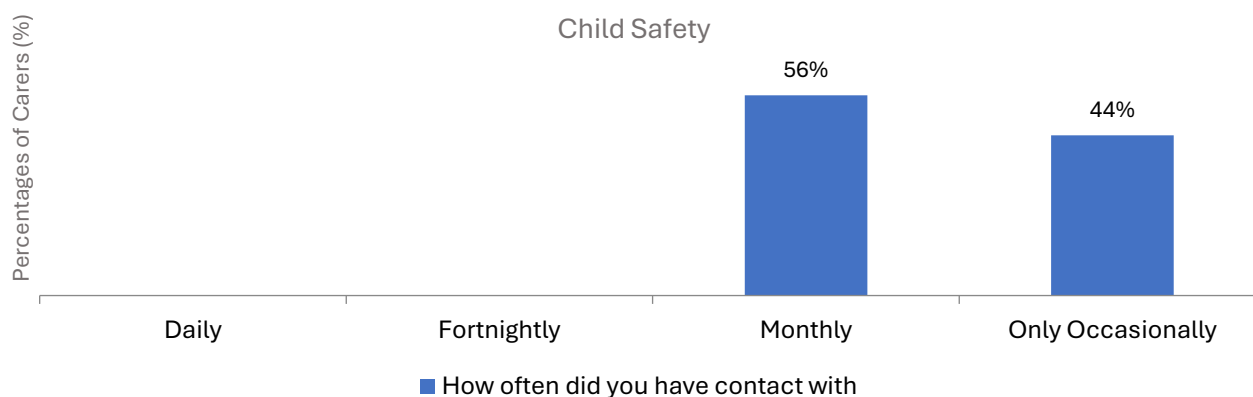


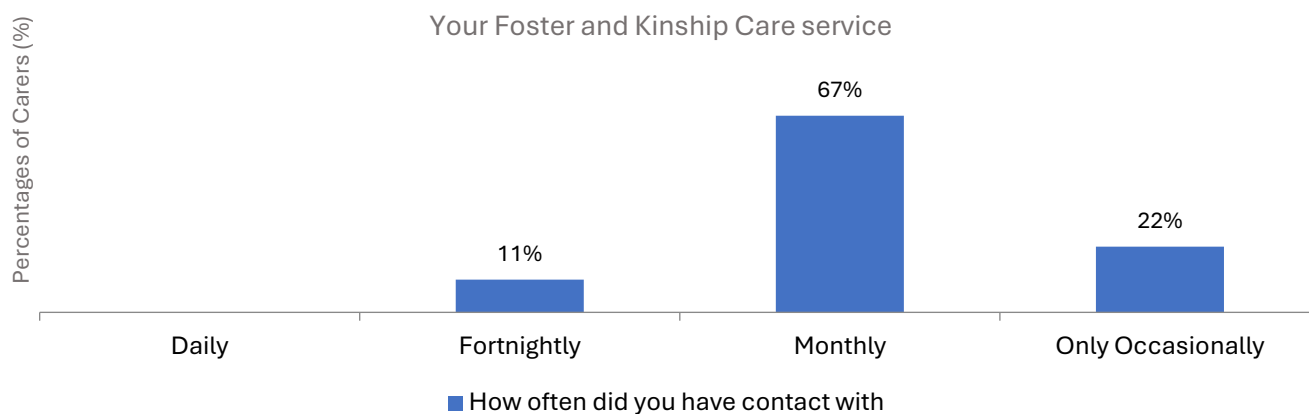
3 out of 4 foster carers who responded stated they used the Carer Connect app while all kinship carers (6) stated they did not use the app.

Satisfaction with the app is mixed, skewing towards satisfied.

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

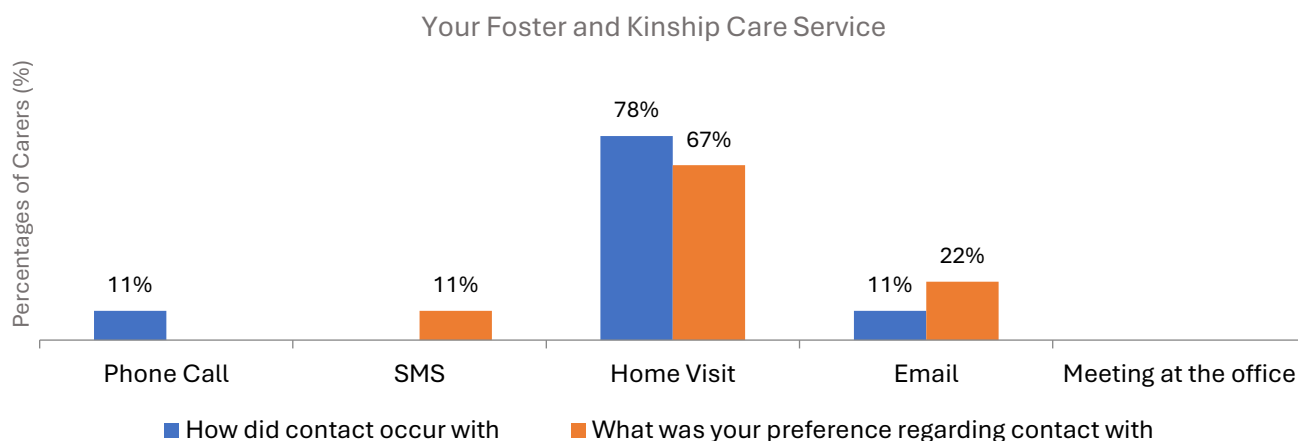
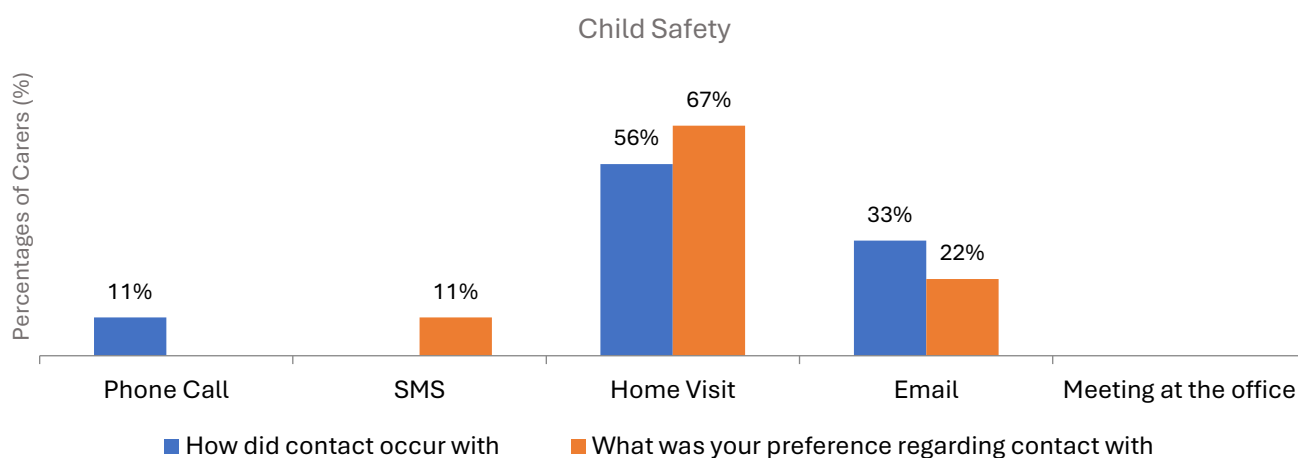
*n* = 9





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

n = 9



**Supports Requested and Received by Child Safety**

	Foster Carers n = 2		Kinship Carers n = 2	
	Requested	Requested	Requested	Requested
Emotional	1	0	1	0
In-Home	1	0	0	0
Financial	1	0	1	0
Training to support you in your carer role	1	0	0	0
Task focussed problem solving	1	0	1	0
Respite	1	0	1	0
Assistance with transport	1	0	2	0

Behavioural	1	0	1	0
Cultural	1	0	1	0

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

	Foster Carers n = 4		Kinship Carers n = 2	
	Requested	Requested	Requested	Requested
Emotional	0	2	1	2
In-Home	0	3	1	0
Financial	0	0	2	1
Training to support you in your carer role	0	4	2	0
Task focussed problem solving	0	2	1	0
Respite	1	0	1	0
Assistance with transport	0	1	1	0
Behavioural	0	3	1	3
Cultural	0	2	1	0

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

Only one carer, kinship, stated they received supports outside of Child Safety and their Foster and Kinship Care Agency.

## SECTION 4.1: ABOUT CARER SATISFACTION WITH MONEY MATTERS

### Foster Carers

n = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The Allowance payment rate	50%	50%	0%	0%	0%
How quickly you were reimbursed when of pocket expenses were incurred	0%	0%	25%	50%	25%
How quickly allowances were paid	25%	25%	0%	25%	25%

### Kinship Carers

n = 2	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The Allowance payment rate	40%	0%	40%	20%	0%
How quickly you were reimbursed when of pocket expenses were incurred	50%	25%	0%	25%	0%
How quickly allowances were paid	50%	25%	25%	0%	0%

### Items or needs for children that were not covered by the allowance?

Carers did not expand on this question.

## SECTION 4.2: TRAINING AND DEVELOPMENT

Foster Carers satisfaction in the following areas;

### Training

n = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Getting Ready to Start Training	25%	50%	25%	0%	0%
Starting Out Training	25%	50%	25%	0%	0%
Advanced training	25%	50%	25%	0%	0%

Hope and Healing	0%	100%	0%	0%	0%
Additional training*	25%	50%	0%	25%	0%

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

<i>n</i> = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	0%	50%	0%	50%	0%

**Information provided**

<i>n</i> = 4	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
on child Safety policies, legislation and procedures	25%	50%	0%	0%	25%
to assist you with the foster care role	33%	67%	0%	0%	0%
about your role and responsibilities	33%	67%	0%	0%	0%
about Child Safety's role and responsibilities	25%	50%	0%	25%	0%
about your foster and kinship care services' role and responsibilities	25%	75%	0%	0%	0%
about other agencies role and responsibilities	50%	50%	0%	0%	0%
about positive behaviour support strategies and acceptable discipline practices	25%	50%	0%	25%	0%

**Kinship Carers satisfaction in the following areas;**

**Training**

<i>n</i> = 5	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Hope and Healing	20%	40%	40%	0%	0%
Additional training*	20%	40%	40%	0%	0%

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

<i>n</i> = 5	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cultural supports	0%	50%	25%	25%	0%

**Information provided**

<i>n</i> = 5	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Child Safety policies, legislation and procedures	20%	40%	40%	0%	0%
To prepare you for your kinship care role	20%	40%	40%	0%	0%
About your role and responsibilities	20%	60%	20%	0%	0%
About Child Safety's role and responsibilities	20%	60%	20%	0%	0%
About your Foster and Kinship care services' role and responsibilities	20%	60%	20%	0%	0%
About other agencies role and responsibilities	25%	50%	25%	0%	0%
About positive behaviour support strategies and acceptable discipline practices	20%	40%	40%	0%	0%

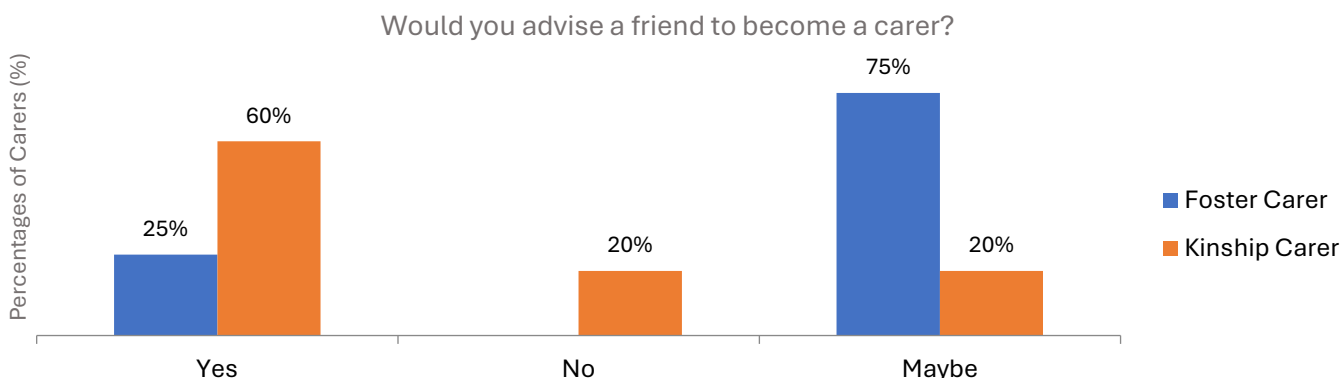
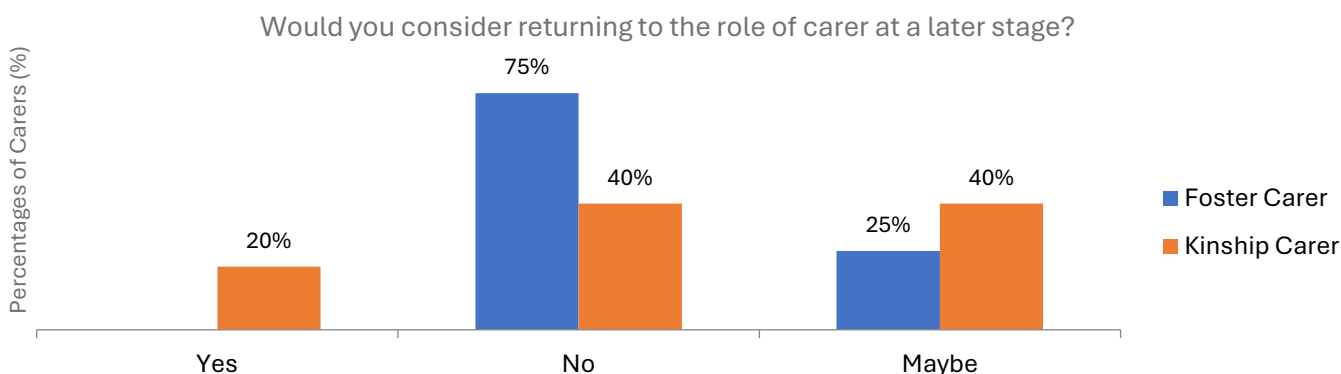
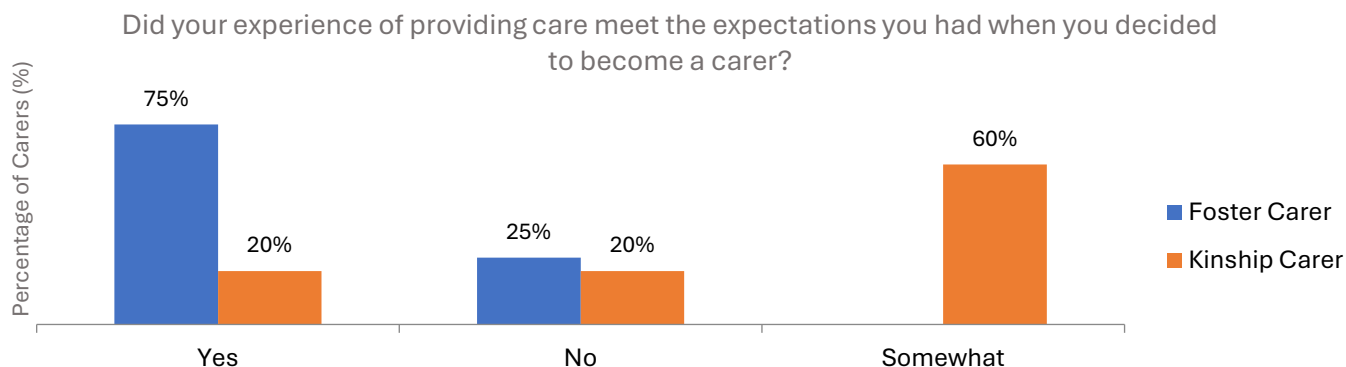
**Did the training provided adequately prepare you for caring for the children placed with you?**

3 out of 4 responding foster carers stated the training adequately prepared them.

**SECTION 5: YOUR OVERALL EXPERIENCES AS A CARER**

Over half of foster & Kinship Carers feel that their experience of providing care met the expectation they held when they decided to become a carer.

*n = 4 foster carers, 5 kinship carers*



**What were the most challenging aspects of being a carer?**

Foster carers' told us they were challenged by:

Challenges	Number of Participants
Transparency	1
Behaviour difficulties	1
Property damage	1

Kinship Carers told us they were challenged by:

Challenges	Number of Participants
Child Safety	2
Transportation	1
Lifestyle change due to caring	1

*What were the most positive aspects of being a carer?*

Foster Carers

Positives	Number of Participants
Making a difference/helping children	3

Kinship Carers

Positives	Number of Participants
Safety provided to the children/young person	3

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

Foster Carers

Supports	Number of Participants
Agency	2
Child Safety Officer	1
Family members and friends	1

Kinship Carers

Supports	Number of Participants
Child Safety Officer	1
Family members and friends	3

*What could have been improved to assist carers in their carer role?*

Foster carers

Suggestions	Number of Participants
Child Safety consistency	1
Timely responses to needs	1
Communication	1

Kinship Carers

Suggestions	Number of Participants
No follow through	1
Timely responses to needs	1

*What could have been improved to assist carers in their carer role?*

No data